

Pemberton House
Colima Avenue, Sunderland Enterprise Park
Sunderland
SR5 3XB

22 January 2026

Dear Colleagues,

New Clinical Waste Provisions Starting April 2026

We are pleased to inform you that following a successful procurement, there will be a change to who provides your clinical waste collection and disposal service. The implementation of the new service provider will facilitate significant financial and environmental benefits with your support.

The mobilisation has now commenced, and we are working closely with our Managing Agent, Anenta, and the new provider to commence services on or around **4 April 2026**.

Anenta are overseeing all aspects of this mobilisation, including service management and all associated contract management functions, as your internal waste manager, you will find their contact details below.

To avoid any confusion or disruption to NHS services, it is really important that all locations and their staff are made aware of what to expect in the coming months.

What is changing?

- The current service provider responsible for providing clinical waste collection and disposal services to your location on behalf of the NHS Integrated Care Board (ICB), including the provision of waste receptacles will be changing.
- Some aspects of your current service may change such as the day collections take place and where that waste is taken for onward processing and disposal.
- A greater emphasis on the use of offensive waste will be managed closely.
- Anenta will shortly be providing you with detailed information regarding the specific changes impacting you and more specificity on exact service commencement dates.

Why is my clinical waste service provider changing?

- ICBs are responsible for commissioning clinical waste services for Community Pharmacy.
- The current contracts held for Clinical Waste services have ended and required re-procuring via a competitive process, as required by Public Contracts Regulations 2015.
- The ICB has awarded a new contract for clinical waste services and Anenta are now supporting the mobilisation of this new contract.

What to expect and what we need from you?

- We need you to complete any request for information issued by Anenta. This will support accurate service information requirements being shared with the new service provider.
- Anenta will communicate with you regularly to provide updates as we transition the service from one service provider to another.
- Anenta will provide greater detail to you on the benefits of the new contract and associated services in due course.
- Service guides will be issued to every location detailing all aspects of the service that is available to you and how you can access them.

How do I contact Anenta?

You do not need to contact the new service provider or the existing one as all requirements and communications must go via Anenta by either:

1. Opening a service ticket by logging into your [Vector account](#) and clicking “How can we help?,” or
2. Calling the team on 03301 222 143

We appreciate the time taken to read and distribute this information to your colleagues.

Thank you for your continued support on this matter.

Yours sincerely

Kenneth Youngman
Strategic Head of Pharmacy and Optometry Contracting
North East and North Cumbria Integrated Care Board