



Service Area	Policy Description	Version
Recycling and Waste Collection	Assisted Collection Service	1

Purpose of Policy

This policy sets out how the Council will respond to request for assistance from residents to ensure that only those who genuinely need assistance receive it.

Permanent Assisted Collections

To apply for a permanent assisted collection the following criteria must first be met:

- the resident must permanently reside at the address where the application is being made
- there must be no other able bodied people in the property over the age of 16 who could reasonably be expected to present bins at the kerbside for collection

In addition one or more of the following criteria must then be met:

- the resident is elderly or frail and could provide a written reference from a Carer or Healthcare Professional on request
- the resident is registered blind or partially sighted
- the resident holds a blue badge for parking
- the resident receives Disability Living Allowance, Personal Independence Payment (PIP) or Attendance Allowance
- the resident is not in receipt of any disability benefits, but could provide suitable documentary evidence of a disability on request

Proof of eligibility will not be required at the time of application but must be made available to the Council on request.

The collection point for the waste must be from a safe, convenient and easily accessible location for our contractor. We may need to assess private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collect from a location if it does not meet these criteria.

The waste and recycling bins must be stored on the premises in an accessible position on a hard flat surface suitable for wheeled passage, free from steps and protrusions with sufficient access for the bins to pass through. A site visit may be required to confirm this and where the access does not meet these criteria , the resident may be required to leave

their bins permanently at their entrances and place their household waste in small quantities into the bins as they leave the premises.

Temporary Assisted Collections

Residents can apply for a temporary assisted collection for up to 6 months, which can be renewed after 6 months if needed. This may be due to pregnancy, illness, or recovery from an operation or injury.

To apply for a temporary assisted collection the following criteria must be met:

- the resident must permanently reside at the address where the application is being made
- there must be no other able bodied people in the property over the age of 16 who could reasonably be expected to present bins at the kerbside for collection

Proof of eligibility will not be required at the time of application but must be made available to the Council on request.

If applying for assistance during pregnancy, residents can receive assisted bin collection throughout their pregnancy and up to 26 weeks afterwards.

The collection point for the waste must be from a safe, convenient and easily accessible location for our contractor. We may need to assess private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collect from a location if it does not meet these criteria.

The waste and recycling bins must be stored on the premises in an accessible position on a hard flat surface suitable for wheeled passage, free from steps and protrusions with sufficient access for the bins to pass through. A site visit may be required to confirm this and where the access does not meet these criteria, the resident may be required to leave their bins permanently at their entrances and place their household waste in small quantities into the bins as they leave the premises.