

## Assisted Waste Collection Policy

19 December 2023

This policy applies to those householders where the Council provides an approved assisted waste collection service for rubbish, recycling, food or garden waste.

### **We, the Council, will**

- provide an assisted waste collection service to those households where the resident or residents are physically unable to present their waste at the boundary of their property. This service is not provided to residents of properties where a communal bin store is in use – residents with limited mobility may apply to our Waste Operations Managers to investigate whether accessibility to the bin store can be improved
- provide this service to approved householders for all waste types including rubbish, recycling and garden
- collect and return refuse containers provided we can collect from the side of your property that follows the policy for your street. This means that if we normally collect from the street side your refuse container must be accessible from the street side of your property, and if we normally collect from the rear lane your waste container must be accessible from the rear side of your property. For food, garden waste and recycling collections they must all be accessible from the front kerbside for your address
- investigate and withdraw this service where it is believed there is an able bodied resident living at the property
- write to householders registered for this service every two years to confirm that the service is still required

### **As a householder, you are responsible for**

- Applying to the Council for this service. Apply for assisted waste collections on the Council's website, you will be required to provide documentary evidence of need by supplying a photocopy of the identification page of one of the following documents:
  - Disability Benefits book
  - documentation confirming entitlement to the mobility component of the Disabled Living Allowance (DLA)
  - Registered Blind Certificate
  - Birth Certificate
  - Pension book
  - other similar certificates which may indicate a requirement for this service
- notifying the Council if an able bodied person moves in to your property with you
- ensuring collection crews can access your waste from the designated collection point for your street. Where collections for your street are from the
  - back alley the crew will need access from the back alley
  - front door the crew will need access from the street contained in your postal address
  - back gate the crew will need access from the back gate of your property
  - shared bin store you will be expected to take your waste to the bin store yourself as and when necessary
- replying to the Council when it seeks reconfirmation that you still require the service - failure to do so will result in this service being stopped