

## Appendix 2 Assisted Collection Policy (Revised November 2018)

<b>Policy Name</b>	Assisted Collection Policy
<b>Committee Date/Name</b>	Operational Delivery Committee, 6 November 2018
<b>Review Frequency</b>	2 years
<b>Next Review Due</b>	November 2020
<b>Implementation Date</b>	7 November 2018

<b>1.0 Purpose of Policy</b>
<p><b>1.1</b> To establish a policy which makes provision for an 'Assisted Collection' on a temporary or permanent basis in certain circumstances.</p> <p><b>1.2</b> An 'Assisted Collection' is provided when the householder is physically unable to present their bins and there is no other assistance available.</p> <p><b>1.3</b> The 'Assisted Collection' service covers household waste bins including 180 litre residual waste, 240 litre mixed recycling and 240 litre food/garden waste. This policy <b>applies to all authorised containers. See section 5 for householders/properties served by communal bins.</b></p>
<b>2.0 Criteria for receiving an Assisted uplift</b>
<p><b>2.1</b> The householder must meet one or more of the following criteria to receive this service:</p> <ul style="list-style-type: none"><li>• The permanent householder(s) suffer(s) from a medical condition or disability that prevents them from putting out the container(s)</li><li>• There is no other assistance available for putting out the container(s)</li><li>• The permanent householder(s) suffer(s) from a temporary incapacity*</li><li>• <b>Note that</b> any physically able permanent resident in the same household who is over the age of sixteen will be expected to present the container(s) for collection</li></ul>
<b>3.0 Assisted uplift service, including application and terms and conditions</b>
<p><b>3.1</b> The householder seeking the Assisted Collection service must complete <b>an application, available online or by calling the Corporate Contact Centre.</b></p> <p><b>3.2</b> If the application is <b>approved, the householder will be advised of the date the service will start, usually their next collection day.</b></p> <p><b>3.3</b> <b>Unsuccessful applicants will be given the opportunity to seek advice from the Waste and Recycling Service.</b></p> <p><b>3.4</b> The householder will receive the permanent Assisted Collection on every regular household collection for 2 years.</p> <p><b>3.5</b> In cases of temporary incapacity, <b>the householder must include an expected end date on their application and if approved, will receive the service until that date. Affected householders should inform the Waste and Recycling Service of any change in circumstances that impact on their ability to present their bins.</b></p> <p><b>3.6</b> The container(s) will be collected from, <b>and returned to, an appropriate and agreed outdoor point.</b></p> <p><b>3.7</b> The location must not compromise the collection crew's health and safety requirements and appropriate questions will be included on the application</p>

*\*Temporary Incapacity is defined as curable impairment of mental or physical facilities that may impede the affected person from functioning normally only so far as he or she is under treatment*

form. If the Service considers an uplift location to compromise health and safety, the householder will be contacted to discuss a suitable alternative.

#### **4.0 Review of Assisted uplift**

**4.1** Eligible householders will receive a letter shortly before their review date asking if they still meet the relevant criteria.

**4.2** If the householder does not respond within 28 days, or the household no longer meets the criteria, the Assisted Collection service will be removed and the service will revert to standard collection terms.

#### **5.0 Properties served by communal bins**

**5.1** Householders who use communal bins and meet 1 or more criteria in Section 2.1 of this policy should contact the Waste and Recycling Service. An assessment will be made of the householder's circumstances and seek to find an appropriate arrangement that meets the requirements of the householder and the collection crew. Any such arrangement will be subject to the same Terms and Conditions and review outlined in Sections 3.0 and 4.0 of this policy.

#### **6.0 Unadopted Roads**

**6.1** Where an application is received from a householder who lives on an unadopted road that does not meet the criteria for collection according to the "Unadopted Roads Waste & Recycling Policy", the service will give full consideration to finding a safe and suitable method of providing an assisted collection. Each situation will be considered based on its circumstances.

#### **References**

Assisted uplift procedure