

The Assisted Collection Service

1.1 An assisted collection service is provided to residents who are unable to present their waste and recycling containers to the kerbside for collection due to an age related or medical condition. The service fulfils the Council's requirement under the Equality Act 2010, to provide a reasonable service adjustment to enable residents to use the kerbside waste and recycling collection services provided.

1.2 A permanent assisted collection will be provided where an application is received from a resident aged 75 or over, or where the resident is under 75 and meets one or more of the following criteria:

- Is registered blind or partially sighted
- Holds a blue badge for parking
- Receives the middle rate of care component of Disability Living Allowance or enhanced daily living component of Personal Independence Payment
- Receives the mobility component of Disability Living Allowance or enhanced mobility component of Personal Independence Payment
- Receives Attendance Allowance
- Receives the War Pensioners' Mobility Supplement
- Holds a CredAble Access Scheme Card

1.3 Residents who apply and do not meet the above criteria may be granted a temporary assisted collection if there is a need for this service for a set period of no more than six months. This may be due to an illness, or recovery from an operation or injury. A repeat application can be made at the end of each agreed period. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.

1.4 Permanent and temporary assisted collections will only be provided where there is no-one living within the household aged 16 or over, or a carer, that can present the waste and recycling containers to the kerbside for collection. 32 2 Application and review process

2.1 Applicants are required to provide evidence to support their application for an assisted collection.

2.2 Applicants aged 75 or over will be asked to provide proof of age with their application. This could include a copy of a birth certificate, passport, bus pass, NHS medical Card, Older Persons' Freedom Pass, or driver's license.

2.3 The following checks/proof of eligibility will be required from applicants aged under 75: (a) Applicants will be asked to provide a photocopy of their confirmation letter confirming receipt of the stated benefit. Contact will be made with the Department of Work and Pensions with a view to establishing an Information Sharing Agreement. If such an agreement can be put in place, this would remove the need for copies to be submitted. (b) Waste Management will have access, under license, to the CredAble Access Card online validation tool to enable checks to take place on whether a resident has the card, and which issues have been identified. (c) Waste Management have the necessary consents in place to access to the Blue Badge list to allow for verification to take place. (d) Applicants will be asked to send a copy of their Certificate of Visual Impairment letter. If this cannot be provided, registration will be verified with the Council's Sensory Impairment team.

2.4 Where further information or clarification is required, contact will be made with the applicant to support the decision making process. At the discretion of the Waste Management team, an officer may need to visit the property to assess the application.

2.5 Residents receiving the permanent assisted collection service will be contacted every three years and asked to confirm they still live at the address and need the service. The information required will mirror that of the original application process.

2.6 Residents in receipt of the temporary assisted collection service will receive the service for an agreed period of time of no more than six months, after which they will be able to reapply. The exception to the six month limit on the temporary service is pregnancy, where the service can be provided for the duration of the pregnancy and up to 26 weeks thereafter.

2.7 All households receiving an assisted collection service prior to the policy above being implemented, will be contacted in a staged approach over the next three years and asked to reapply for the service in accordance with the policy set out above.

3.3 Appeals Process

3.1 Residents have the right of appeal against a decision to refuse the assisted collection service. On receipt of an appeal, this will be considered by a manager within the Waste Management Team who will consider the information provided against the policy.

3.2 Should a resident be unhappy with the result of an appeal, or wish to make a complaint about the policy itself, this will be treated in accordance with the Council's complaints procedure.