

Assisted Collection Policy

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1.0 Definition of Service

The Council provide a range of collections to the majority of its residents:

- Weekly refuse collections
- Weekly recycling collections
- Fortnightly garden waste collections*
- Weekly food waste collections

Refuse collections take the form of a weekly standard 180 litre grey wheeled bin collection.

Recycling collections take the form of a weekly standard 240 litre blue lidded wheeled bin collection.

Garden waste collections take the form of a fortnightly standard 240 litre green wheeled bin collection which is a seasonal collection.

* Garden waste is collected between the last week in February until the first week in December, the specific dates will depend on your collection day and week.

Food waste collections take the form of a weekly 23 litre outdoor food waste container collection.

This document outlines the policy for residents in the borough who may need assistance to present their waste receptacles for collection.

2.0 What is an Assisted Collection?

The council will provide, upon request, an Assisted Collection to residents who are unable to present their waste receptacles for their normal collection without assistance. This could be, but is not limited to, the following reasons:

- Infirmity*;
- Disability*

*Details of your infirmity and disability will be asked during the application process to determine eligibility.

This is subject to the Eligibility and Application procedures as outlined below.

On your collection day, the crew will collect and return your emptied domestic waste/refuse, recycling and garden waste wheeled bin containers, and food waste caddy from and to an agreed visible location.

The agreed assisted collection bin location will be one where your bins should be visible from the nearest public footpath/road and not subject to health and safety concerns/issues. This means that we will not provide this service if staff need to do the following to collect or return your bins:

- go through any buildings (this includes sheds and outhouses) or
- unlock gates or other types of doors or locks on bins or
- manoeuvre damaged or adapted bins

3.0 Eligibility criteria

The Assisted Collection will be given provided there are no members of the same household, who are able to present the receptacles on the edge of property for collection.

4.0 Applications and Conditions of the Scheme

- Residents should make an active request for an Assisted Collection and the application should be in the prescribed manner.
- Please note an officer visit may be made to assess eligibility and suitability for assisted collections; including the carrying out of a risk assessment at the property.
- Assisted collections will run for a maximum period of 3 years.
- After which, residents will be required to apply and renew their assisted collection request by means of the prescribed application process, for re-assessment.
- If the infirmity or disability is temporary (i.e. broken leg), you should cancel your assisted collection registration as soon as your disability/infirmity ceases by contacting the council.
- The Council reserves the right to remove or amend the offer of an assisted collection dependent on the property being assessed as suitable to receive the service in accordance with health and safety legislation.
- The council reserves the right to request documentary proof of eligibility, if appropriate (at no cost to the council) in order to ensure eligibility of the applicant.
- Referrals may be made to the Council directly from recognised voluntary support groups. However, the organisation should comply with Data Protection legislation.

The council will assess each application individually but reserves the right to refuse the service if the following apply:

- a) The application does not meet any of the criteria requirements;
- b) The offer leads to significant operational difficulties or unreasonable expense. Although the Council will investigate all practical solutions before adhering to this clause.

Application process

Applicants for assisted collections should be made to the Council's Contact Centre by telephoning 0121 368 1177 or online using the MySandwell portal for further details see: www.sandwell.gov.uk/assistedbin.

5.0 Monitoring and Reviewing

A random checking system is in place to check the validity of applications and to ensure that the service is still required.

In addition, from time to time, a resident may be contacted to confirm that the circumstances prevailing at the time of the original application still apply and meet the criteria. The Council reserves the right to withdraw this service if it has reason to believe a resident is no longer eligible.

A thorough investigation, will take place before a decision is made to suspend or remove the assisted collection services from individual properties.

6.0 Appeal Procedure

Where a resident has been refused access to this service and wishes to appeal; they may do so in writing within 10 working days of the refusal, by contacting:

By Letter: Sandwell MBC
Waste Client Team
Shidas Lane Depot
Shidas Lane
Oldbury
B69 2BP

The appeal should fully state the reason for the appeal, making reference to the eligibility criteria and provide evidence, where necessary.

7. Data Protection Statement

Personal details provided by the applicant through the application process will not be shared with any other part of the Council or external organisation other than for the following purposes:

- a) The applicant's details will be forwarded to the council's waste partner to enable them to:
 - a. carry out the application process
 - b. deliver the service
 - c. carry out service reviews.

This information will be retained for a maximum of three years from application.