

City of Doncaster Council

Policy Statement

Assisted Waste and Recycling Collection Service

The majority of residents are physically able to present their waste and recycling containers at the kerbside for collection, however, the Council appreciates that the elderly or infirm and those with disabilities may require assistance.

Residents may be physically unable to present their waste and recycling containers at the kerbside for a number of reasons, but no single criteria is suitable to grant automatic approval for an assisted collection service, we assess applications on a property-by-property basis.

Assisted collections will only be granted if there are no other members of the household (16 years and over) who can reasonably be expected to move the waste and recycling containers to the kerbside for collection, the service can be provided to respond to both short and long term needs.

Residents on the assisted collection register have their waste and recycling containers collected from an agreed storage location on their property. The collection crew will return empty containers to the same storage location.

For a household to be eligible for an assisted collection service there must be no able-bodied person (aged 16 or over) residing at the property who could place the waste and recycling containers at the kerbside for collection. The applicant must:

- be a resident in Doncaster;
- reside (permanently) at the property subject to the application;
- provide evidence to support their application;
- agree an accessible container storage location with a Waste and Recycling Officer; ordinarily no more than 20 meters from the normal collection point.

The resident must provide proof they meet one of the following eligibility criteria:

- aged 80 or over.
- a registered disability (Blue Badge holder).
- receipt of Disability Living Allowance (mobility or care at the high rate).
- receipt of Attendance Allowance.
- receipt of Personal Independence Payment (PIP).
- receipt of free personal care.
- documentary evidence of a disability.
- a written reference from a carer or healthcare professional.
- a medical certificate or letter from a Hospital / Doctor confirming incapacity.
- pregnancy and living alone.
- blind or visually impaired and living alone.

Customers will be required to provide evidence that they meet one of the above criteria.

Please send a copy of documentation to support your application, do not send original documents.

We may share the Information supplied in support of an application with other Council departments or government agencies. A Waste and Recycling Officer must approve an application for assisted collections before collections commence. In exceptional circumstances, we may grant a short-term authorisation to enable the applicant to obtain documentary evidence.

Households that request assisted collections will be required to fill in an application form.

Residents can complete an application form as follows:

- Online by visiting the Council's website - www.doncaster.gov.uk/recycling
- By telephoning Customer Services Team on 01302 736000 with the following details:
 - ✓ Address of the property you are applying for;
 - ✓ Full name and date of birth of all permanent residents in the property;
 - ✓ Details of any medical conditions in support of your application.

Suitable documentary evidence in relation to your disability or incapacity will need to be provided in support of your application.

Following approval for assisted collections, the applicant must inform the Council of any changes in medical condition or living arrangements that would preclude continued eligibility for the service. The Council will periodically review the assisted collection register, residents may need to confirm ongoing eligibility - the maximum review period is 2 years.

The assisted collection service is discretionary in all cases and the decision of the Waste and Recycling Officer to accept or reject an application or not to renew the service will be final.

With the exception of the Christmas and New Year Period and some Bank Holidays your waste and recycling collection usually take place on a set day and a set frequency.

Please consult with your waste collection calendar to ensure that you are aware of your normal collection cycle and any changes due to the Festive Period and Bank Holidays.

You can view your collection calendar online at:

<http://www.doncaster.gov.uk/services/bins-recycling-waste>

Please remember that you must ensure that our waste and recycling collection contractor can access your property, on your allocated collection day, to carry out an assisted waste and recycling collection. Where an assisted collection cannot be made due to the bins / containers being inaccessible e.g. a locked gate, our waste collection contractor will not return until the next scheduled collection.