

Colchester Borough Council

Assisted Collection Policy

What is an Assisted Collection?

The Assisted Collection service is available to residents who need help to move their wheeled bins, black bags or recycling containers to the boundary of their property for collection.

On your collection day the crew will either collect and empty your wheeled bins and recycling containers or take your black bags or plastic sacks from an agreed place on your property and will return any containers to the same place.

If we agree that you are entitled to help you will be given assistance for all of the regular collection services that we provide, that is: household rubbish collections, recycling collections; food waste collections and garden waste collections.

Eligibility Criteria

Assistance is available for any residential property where **all** of the occupants who are aged 16 or older are physically unable to move their wheeled bins or recycling containers to the edge of their property for collection. Typically this will be due to the residents' age, disability or an injury and we will ask you to provide details of this when you apply for help. We will also check to see if there is a family member or neighbour who can help you with this.

Application Process

New requests for assistance

If you believe that you, and everyone living at your property, meet the Eligibility Criteria above, then you can ask us to provide assistance by completing the [Assisted Collections Request form on our website](#). If you are unable to access our website to do this then please contact us on 01206 282700 (lines open Mon-Fri 9am-5pm).

Your Assisted Collection will not start until your eligibility has been assessed and a risk assessment has been carried out for your property and an officer will visit to do this – see below for the Conditions related to our assessment.

We will notify you of our decision within 10 working days of the date of the assessment. Please note that we reserve the right to monitor that your eligibility has not changed, and we may contact you about this at any time.

Renewing and cancelling assistance

Once you start to receive assistance we will contact you every three years to ask you to confirm that you still meet the eligibility requirements for the service. You can tell us at any time if you no longer need our help by contacting us on 01206 282700. This is especially important if your disability was temporary and has now improved.

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Conditions related to our assessment

The council will assess each application individually but reserves the right to refuse or withdraw the service at any time if any of the following apply:

- The application does not meet our eligibility criteria. We reserve the right to request documentary proof of eligibility, for example, a medical certificate, in order to ensure your eligibility
- Significant operational difficulties, including health and safety issues, or unreasonable expense will be incurred. However, the Council will investigate all practical solutions before refusing or withdrawing assistance
- We identify that your circumstances have changed and that you or your property no longer meet our eligibility requirements.

Appeal Process

Should you wish to appeal against our decision to refuse an Assisted Collection then you may do so within 10 working days of being told of the decision by email to Customerservice@colchester.gov.uk or phone the Customer Service Centre on 01206 282700.

You should fully state the reason for the appeal, making direct reference to the eligibility criteria and providing suitable evidence to support your entitlement.

The result of your appeal will be advised to you within 10 working days.

Data Protection

The personal information you provide is subject to the provisions of the Data Protection Act 1998. We will treat it as confidential and will hold it for the purposes of assessing and processing your request, and delivering your service.