



Assisted Collection Guidance

1. The Council is committed to enabling all households to participate in wheeled bin recycling, refuse and garden waste collection services wherever possible. The Council recognises that, due to personal circumstances such as infirmity or disability, some households may have difficulty using the standard kerbside collection service and therefore, the Council may need to make alternative arrangements to support such households. One of these arrangements is the Assisted Bin Collection Service, which is provided at the Council's discretion.
2. An Assisted Collection is "the collection of a refuse, recycling, or garden waste container by the collection crew from an agreed and accessible point on your property and the return of the empty container(s) back to that point".
3. Assisted Collections will not be provided based on a long driveway, the distance to a property boundary, holidays or absences from the property on collection days.
4. The Council will provide, following assessment, an Assisted Bin Collection service where householders, due to long-term infirmity, illness or disability are unable to move their waste to the normal kerbside collection point.
5. The service is only provided where no member of the household can move the waste. Should an able-bodied person aged 16+ years be resident at the property, it is expected that the able-bodied householder would present the bins at their usual kerbside collection point.
6. All bins must be clearly visible at the property and must not be within a structure or container.
7. Households will also be able to make a request for temporary assistance should they only require help for a defined period i.e. a broken limb.
8. The service will cover all the regular collection services that we provide, that is: household waste (Grey bin), recycling waste (Green bin) and garden waste (Brown bin)
9. To ensure the safety of the collection crews, the householder is required to ensure that all paths which provide access to the bins are well maintained and free from debris, that there are no overhanging branches or overgrown shrubs, all gates are open and in working order and there are no loose animals, especially dogs that may impact the collection crews.



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10. Collection staff will not be permitted to enter buildings (e.g. garages, sheds) to move and return containers. All gates must be unlocked, and any obstructions cleared on the scheduled collection day.
11. The Council will, from time to time, issue an application to all those approved for an Assisted Collection to renew this service when all criteria in (3), (4) and (5) will need to be met.
12. Checks may be carried out by the Council periodically on householder's suitability for the Assisted Bin Collection service and evidence requested from the householder, in the form of Blue Badge registration or a letter from an appropriate medical professional.
13. Any changes in personal circumstance must be notified to the Council as soon as possible.
14. Following review and consultation, the Council reserves the right to withdraw this service at any time if it has reason to believe the householder is no longer eligible.