

COUNCIL OF THE ISLES OF SCILLY

Assisted Collections Policy

This document outlines the policy for Isles of Scilly residents who may need assistance in presenting their wheeled bins and recycling containers for collection.

1. What is an assisted collection?

An Assisted Collection service is available to residents who need help to move their waste & recycling to the edge of their property for collection. We are also able to assist you with collection of small electrical goods (this must be arranged in advance by contacting the Waste & Recycling team).

Following a visit to your property and confirmation that you are eligible for assisted collection, the crew will collect waste and recycling from an agreed location, usually in front of your property. *Please note: we are unable to collect waste & recycling from the rear of your property if there is no direct access to the highway.*

Eligible households will receive assistance for all of the regular household rubbish collections and recycling collections.

2. 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.

You must meet one of the following in order to qualify:

- Aged 75 or over
- Have a certified short or long term medical condition
- Be registered with a disability

3. 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 at the back of this leaflet.

Your Assisted Collection will not start until your eligibility has been assessed and a risk assessment has been carried out for your property - an officer or member of the collection team will visit to do this.

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.

4. Renewing and cancelling assistance:

Once you start to receive assistance we will write to you every year to ask you to confirm that you still meet the eligibility requirements for the service – details of how to do this will be in the letter.

You can tell us at any time if you no longer need our help. This is especially important if your infirmity or disability was temporary and has now improved (e.g. you had broken your leg).

5. 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.

6. 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 either email to infrastructure@scilly.gov.uk or by letter to

Waste & Recycling
Council of the Isles of Scilly
St Marys
Isles of Scilly TR21 0LW

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

7. Data Protection

The Data Controller for the information you provide on any Waste & Recycling service form, is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294

Information you provide on any Waste & Recycling Service form is private and confidential, and will be used so that we can:

- Provide the service that you have requested, at the correct address
- Ensure that we take the correct payment (if applicable)

- Notify you if we need to renew your subscription to the service (if applicable)
- Contact you in case of another query or an issue concerning the service you have requested.

Forms will be held securely at our premises and/or on our electronic network for a period of up to 12 months after completion. Information will not be transferred outside of the EEA or used for marketing purposes. We will not share information with any other organization unless required to do so by law.

Under GDPR and the DPA 2018 you have the right to:

- access information that we hold about you or have it rectified if it's inaccurate or incomplete (but you will need to provide evidence before we can do so)
- have your information erased where we don't have a legal requirement to retain
- withdraw your consent for us to hold your information
- restrict how we process your information, e.g. object to us using your information for marketing or research purposes or in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you
- If you would like to exercise these rights, please contact the Data Protection Officer (Cornwall Council, County Hall, Treyew, Truro, TR1 3AY Tel: 01872 326424 Email: dpo@cornwall.gov.uk) and request a 'Rights of Access, Rectification and Erasure Request' form.

If you choose not to provide the personal information we have asked for, we will be unable to provide the service requested.

Please refer any complaints to us initially so we can try to put things right. However, if you are:

- unhappy with the way we have processed your information or how we have responded to your
- request to exercise any of your data rights, you can raise your concerns with the information

Commissioner's Office Tel: 0303 123 1113 <https://ico.org.uk/concerns>