



COUNCIL OF THE ISLES OF SCILLY

APPLICATION FOR ASSISTED WASTE & RECYCLING COLLECTIONS

This service is for residents who are unable to transport their bins/bags to the boundary of their property/kerbside because of ill health, infirmity or disability and without other occupants in the household able to assist them (16 years and over).

SECTION A – YOUR DETAILS

Name:	
Full Address:	
Postcode:	
Telephone Number:	
Email Address:	
Date of Birth:	

SECTION B – DECLARATION

I confirm that I am unable to carry my rubbish/recycling to the boundary of my property for collection due to: (please insert details, e.g. age, infirmity, disability, medical condition).

What form of evidence do you have to support this application, e.g. Blue Badge (copies are not required at this stage)

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How long do you need this service for? (Please tick appropriate box)

<input type="checkbox"/>	12 months (physically unable to place waste out on a long term basis/permanently)
<input type="checkbox"/>	6 months (long term illness/disability)
<input type="checkbox"/>	3 months (short term illness/disability or able person away)

N.B we will write to you after 12 months to review this service however please inform us if your circumstances change before then.



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Please detail where you will leave your rubbish/recycling for collections?

N.B waste and recycling operatives working for the Council cannot enter enclosed areas i.e. houses, sheds, outbuildings, etc.

How many people, other than you, live in your house over the age of 16 years and are physically able (please do not include yourself in this number, if you live alone put 0)?

SECTION C – TERMS AND CONDITIONS

We are only able to provide you with this service if:

- There is no else in your household who is physically able to place the waste at the property boundary.
- The collection point for the waste is in a safe, convenient and easily accessible location for waste operatives. We may need to access private roads and tracks to properties to ensure vehicles can travel on them and will take into consideration whether they are maintained to a suitable standard. We can refuse to collection from a location if it does not meet these criteria.
- You give permission for the Council to access any private land in order to make the collection from the address provided in Section A and they will not be held liable for any damage to the road surface.
- You agree to inform us as soon as possible if your circumstances changes and you are no longer entitled to an assisted collection service or you no longer require one.

SECTION D – PRIVACY NOTICE

Who controls my data?

The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro, TR1 3AY. Our Data Protection Registration Number is Z1745294. Yours data is collected by us for the purpose of carrying out public tasks in accordance with the data protection principles contained within the Data Protection Act 2018 and the General Data Protection Regulation.



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If something's not clear

If you need help in understanding or completing this form with regards to your assisted collection, please contact the Waste & recycling team on 01720 424450 or by emailing infrastructure@scilly.gov.uk.

How we use your information

The information you provide on this form will be used to provide you with an assisted waste collection which we are required to do as the local authority. To do this we need your name, address and eligibility details in order to set up your collections; without them we will not be able to provide this service. We will only use this information in conjunction with your request for an assisted waste collection. A home visit from a Council Officer may be required as part of your assessment. We may check the information provided by you and if found to be incorrect the service will be withdrawn.

How we keep your information safe

Your data will be held within the Council's secure network and premises and will not be processed outside of the EEA. Access to your information will only be made by authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

Your data rights

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in a commonly used electronic format (if you provided it to us in this way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process it, although we will no longer be able to provide the service without it
- restrict how we process it
- object to us using it for marketing research purposes
- object to us using it 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



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How to exercise your data rights

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact: Data Protection Officer, Cornwall Council, County Hall, Truro, TR1 3AY Tel No: 01872 326424 Email: [dpo@cornwall.gov.uk/](mailto:dpo@cornwall.gov.uk)

If you don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy about the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No: 0303 123 1113 <https://ico.org.uk/make-a-complaint/>.

SECTION E – DECLARATION

I confirm that I have understood the information provided in the Terms and Conditions in Section C and the Privacy Notice in Section D.

Signed	Date

Completed forms should be returned to:

**Infrastructure Department,
Town Hall,
St Marys,
Isles of Scilly,
TR21 0LW.**

Tel No: 01720 424450.

N.B your waste/recycling collection point will remain the same until you have received a confirmation letter. The application can take up to 10 working days to process.

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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>