Terms and Conditions

Assisted Collection for Household Waste Collection Services

Definition of Assisted Collection for Household Waste Collection Services:

An assisted collection is 'the collection of a green two wheeled waste bin, a brown two wheeled garden waste bin and recycling containers by the Waste and Recycling Collection team from an agreed collection point at the residents address, and return of the said empty container(s) to the agreed collection point'.

To receive an Assisted Collection you must meet the following criteria:

- Infirmitry or disability prevents you from being able to move your waste/recycling bins and boxes to the usual collection point
- There are no other members in your household, over the age of 18, who are able to assist in the placing out of the containers
- You are a resident of North East Lincolnshire

We will require a photocopy of proof of infirmity or disability. This is to make sure that the service is only given to those who need it. Suitable documents are:

- attendance allowance,
- disability allowance,
- mobility allowance,
- sickness benefits etc.
- or medical certificate issued by a doctor.

We will assess each application individually, and reserve the right to refuse offering the service if:

- you do not meet any of the criteria.
- you do not include the necessary supporting documents
- the assisted collection leads to operational difficulties for the collection crews

We will reply to your initial request within 5 working days, by sending out an application form.

Your application will be decided within 10 working days. The time starts from when we receive the completed form. You may be visited by someone from the Waste Management Team as part of the decision procedure.

Monitoring and Reviewing
The Assisted Collection is required to be renewed on an annual basis. Renewal applications will be distributed to all residents that receive the service to make sure criteria is still met. We may withdraw the service if we have reason to believe the criteria of the renewal application have not been met. Temporary suspension of this service may be necessary until any requests for medical evidence are received and approved.

Appealing against a decision
If you wish to appeal against a decision to refuse an Assisted Collection you must write within 10 working days to: The Waste and Recycling Manager (Waste Operations Services), Waste and Recycling Services, North East Lincolnshire Council, Estuary Way, Gilbey Road Depot, DN31 2UD

Data Protection
Details supplied within the application process will not be passed on or shared with any other Directorate within North East Lincolnshire Council or any external organisation. For further information please do not hesitate contacting the Waste Hotline on 01472 326288.