



Assisted Waste Collection Service Policy

Background

Isle of Wight Council provides a full Waste Collection Service to all households on the Isle of Wight. The following services are provided:

- Weekly residual waste collection: black sacks
- Weekly food waste collection: green bucket
- Fortnightly dry recycling collection: black recycling box

All households must present their waste and/or recycling at the designated collection point by **7:00am** on the day of collection and no earlier than **18.00pm** the previous day.

The Council recognises that some residents require assistance to place their waste or recycling out in order for them to be collected. This requires that the Council make special arrangements for those residents who, due to reasonable circumstances, are unable to place their waste or recycling out as stated above.

This policy ensures that a consistent and fair system is in place when offering an Assisted Collection for household rubbish and recycling.

Criteria for Assisted Collection

This service is for residents who have difficulty in placing their own waste or recycling out for collection.

The Assisted Collection will be given provided there are no other members of the same household, over the age of 18, who are able to place the waste or recycling out on the kerbside.

Residents should inform the Council should they no longer require this service.

Random checks are carried out by Council Officers to check the validity of applications and to ensure this service is still required.

How can I apply for the Assisted Collection Service?

Complete the assisted collection application form, by phone or online. Random checks are carried out by Council Officers to validate applications.

Once your application has been received it will be processed and authorised by an Officer. If approved, the assisted collection will commence within two weeks.

The Council will contact you to discuss a mutually agreeable collection point for your waste and recycling.

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 on a yearly basis whereby the criteria must continue to be met.

The Council reserves the right to withdraw the service if it has reason to believe the criteria of the policy are not being met.

Temporary suspension of this service may be necessary until any requests for medical evidence are received and approved.

Appealing against a decision

Any resident wishing to appeal against a decision to refuse an Assisted Collection must place this in writing within 10 working days to:

The Waste Management Team
Enterprise House
St Cross Business Park
Monks Brook
Newport
Isle of Wight
PO30 5WB