



COUNCIL OF THE ISLES OF SCILLY

APPLICATION FOR ASSISTED WASTE & RECYCLING COLLECTIONS

This service is for residents who are unable to transport their waste/recycling to the boundary of their property or kerbside for collection and there are no other occupants in the household aged 16 years or over who are physically able to assist with this.

SECTION A – YOUR DETAILS

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

SECTION B – DECLARATION

I confirm that I meet at least one of the following criteria to be eligible for an assisted collection: (Please tick appropriate box)

I am aged 75 or over

I suffer with a short or long term mobility issue

I am registered with a disability

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

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

<input type="checkbox"/>	12 months (If you have a permanent mobility issue or disability that is unlikely to improve).
<input type="checkbox"/>	6 months (If you have a long term need such as an ongoing medical condition).
<input type="checkbox"/>	3 months (If you have a short term need such as the person who usually assists you is away or you are recovering from an operation).

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

Please confirm where you will leave your waste/recycling for collection?

N.B the collection point must be outside as waste and recycling operatives working for the Council are not permitted to collect from inside properties, outbuildings, sheds or garages.

SECTION C – TERMS AND CONDITIONS

We are only able to provide this service if:

- There are no other occupants in your household aged 16 years or over who are physically able to place the waste/recycling at the property boundary or kerbside for collection.
- You agree to inform us as soon as possible if your circumstances change and you are no longer eligible for an assisted collection, or you no longer require one, even if for a short period of time.
- The collection point for the waste/recycling is in a safe, convenient and easily accessible location for waste and recycling operatives.
- If required, you give permission for the Council to assess any private road or track to ensure they are maintained to a suitable standard and that the waste and recycling vehicles can travel on them.
- 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 the Council will not be held liable for any damage to the road surface that may occur from the waste and recycling vehicles travelling on them.
- If required, you give permission for waste and recycling operatives to undertake a risk assessment of the collection point and access to the collection point, to ensure their health and safety. This may take place as part of the application assessment. You will be notified if we require access to private land to undertake an assessment.
- We can refuse to collect from a location if it does not meet all of the criteria listed in this section. If we are unable to collect from a particular location, we will work with you to see if an alternative collection point can be agreed or if there are ways in which the risk(s) identified can be addressed.



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SECTION D – PRIVACY NOTICE

Who controls my data?

The Data Controller for all the information you provide on this form is the Council of the Isles of Scilly. Your 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.

If something's not clear

If you need assistance with understanding or completing this form please contact the waste and recycling team on 01720 424450 or by emailing zerowaste@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 service, which we are required to do as a local authority. In order to set up an assisted waste collection, we require your name, address and eligibility details; without these details we will not be able to provide this service. We will only use this information in accordance with your request for an assisted waste collection. A home visit from a Council Officer may also be required as part of your assessment. We may check the information provided by you on this form 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 the Data Protection Officer at dpo@scilly.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:

**Environment Service
Council of the Isles of Scilly
Porthmellon Enterprise Centre
St Mary's
Isles of Scilly
TR21 0JY**

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.

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 waste/recycling containers for collection.

1. What is an Assisted Collection?

An Assisted Collection is available to residents who are unable to transport their waste/recycling to the boundary of their property or kerbside for collection. We are also able to assist with the collection of small electrical goods (this must be arranged in advanced).

Following a visit to your property by the Council to undertake a risk assessment of the collection point and access to the collection point, and confirmation that you are eligible for an assisted collection, the waste and recycling operatives will collect the waste/recycling from the agreed collection point.

Please note: Waste and recycling operatives are not permitted to collect waste/recycling from inside properties, outbuildings, sheds or garages. Collection from the rear of your property will not be possible if there is no direct access to the highway.

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

2. Eligibility Criteria

Assistance is available to any resident where there are no other occupants in the household aged 16 years or over who are physically able to assist in transporting the waste/recycling to the boundary of the property or kerbside for collection. You must meet at least one of the following criteria to be eligible for an assisted collection:

- You are aged 75 or over
- You suffer with a short, or long-term mobility issue
- You are registered with a disability

3. Application Process

New requests for assistance:

If you believe that you meet the eligibility criteria above, you can request an assisted collection by completing the attached form.

You will not be added to the list of assisted collections until after your eligibility has been assessed and a risk assessment of the collection point and access to the collection point has been carried out. An officer or member of the collection team may visit in order 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 your eligibility for this service and may contact you about this at any time.

4. Renewing and cancelling assistance

Once you are added to the list of assisted collections, we will contact you every year to ask you to confirm that you still meet the eligibility criteria for the service – details of how to do this will be in the letter.

You should inform us as soon as possible if your circumstances change and you are no longer eligible for an assisted collection, or you no longer require one. (This is important if your condition was temporary and has now improved).

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 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.** If you or your property no longer meet our eligibility requirements, the service will be withdrawn.

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 informed of the decision. This can be done by email to zerowaste@scilly.gov.uk or by letter to

**Environment Service
Council of the Isles of Scilly
Porthmellon Enterprise Centre
St Mary's
Isles of Scilly
TR21 0JY**

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 the Council of the Isles of Scilly

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 (Email: dpo@scilly.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>