



**Bromsgrove**  
District Council

[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)

Parkside, Market Street, Bromsgrove,  
Worcestershire B61 8DA  
tel: (01527) 881288



Town Hall, Walter Stranz Square,  
Redditch, Worcestershire B98 8AH  
tel: (01527) 64252

## Assisted Collections Guidance

1. The Council is committed to enabling all households to participate in wheelie bin recycling and refuse collection services wherever possible. The Council recognise that, due to personal circumstances such as infirmity or disability, some households may have difficulty using the standard Council service and therefore, the Council needs to make alternative arrangements. One of these arrangements is the Assisted Collection Service. This service is provided at the Council's discretion.
2. An Assisted Collection is "the collection of a refuse, recycling, or garden waste container by the collection crew from an agreed point in the front of the property closest to road access and the return of the empty container(s) back to that point".
3. Assisted Collections will **not** be provided on the basis of a long driveway, the distance to a property boundary, or absences from the property on collection days.
4. The Council will provide, following assessment, an Assisted Collection where householders, due to long-term infirmity, illness or disability are unable to move their waste to the normal collection point.
5. The service is only provided where no member of the household is able to move the waste. Should an able-bodied person aged 16+ years be householder in the house, it is expected that the able-bodied householder would present the bins at their usual collection point.
6. Bins or sacks must be clearly visible at the property and must not be within a structure or container.
7. Households will also be able to make a request for temporary assistance should they only require help for a defined period of time i.e. a broken limb.

8. The service will cover all of the regular collection services that we provide, that is: household waste (Grey), recycling waste (Green) and garden waste (Brown) for which a fee is payable.
9. To ensure the safety of the collection crews the householder is required to ensure that all paths are well maintained and free from debris and that there are no overhanging branches or overgrown shrubs on the collection route.
10. Collection staff will not be permitted to enter buildings (e.g. garages, sheds) to move and return containers. All gates must be unlocked and any obstructions cleared on collection day.
11. Alternative waste receptacles can be provided if requested and following assessment by the Council.
12. The Council will, from time to time, issue an application to all those approved for an Assisted Collection to renew this service when all criteria in (3), (4) and (5) will need to be met.
13. Checks may be carried out by the Council from time to time on householder's suitability for the assisted collection and evidence requested from the householder in the form of Blue Badge registration or a letter from an appropriate medical professional.
14. Any change in circumstance must be notified to the Council as soon as possible.
15. following review and consultation. The Council reserves the right to withdraw this service at any time if it has reason to believe the householder is no longer eligible