

Assisted Collection Application Form

Name	
Address & Post code	
Telephone Number	
Email	
Which containers do you need assistance with? <input type="checkbox"/> Wheelie bin <input type="checkbox"/> Recycling <input type="checkbox"/> Incontinence products	
How long do you need the service? <input type="checkbox"/> 3 months <input type="checkbox"/> 6 months <input type="checkbox"/> 12 months <input type="checkbox"/> Permanently	
Please describe the reason why you need assistance:	
We may ask you for extra information in the future to check a long-term need or if we have a concern about your eligibility for this service.	
Where is the best place for you to leave your containers, so our crew can collect them?	

I confirm that I am physically unable to put out my containers at the kerbside.

I confirm that no-one lives with me who can help and I do not have a friend or family member who can help.

Signed: _____

Dated: _____

Please detach and return this form to:

ERF Customer Advice Team, Conwy County Borough Council,

PO Box 1, Conwy, LL30 9GN

Please allow up to 10 working days to process your request.

Assisted Collection Service



Do you need help with your waste or recycling containers?



Sir Conwy, yr amgylchedd iawn i ailgylchu

Conwy County, the right environment to recycle

About the Assisted Collection Service

If you need help moving your containers or bin on your collection day, you can apply for an Assisted Collection.

What is the assisted collection service?

We can arrange an assisted collection for residents who are physically unable to move their containers and bins to the kerbside on collection day.

This means that collection operatives will collect your recycling and waste containers from a location on your property which we have agreed with you and put them back. Collection operatives **will not** go inside your property and they **will not** sort your recycling items for you.

If you need help sorting items inside your home, please speak with a friend, family member or your carer, careworker or social worker.

Who can apply for an Assisted Collection?

You can apply for an Assisted Collection if you are physically unable to move your containers and:

- You have nobody else (a relative, friend, neighbour or carer) who can help you get your containers to the kerbside on collection day
- You have a suitable collection location for your containers that our crews can reasonably be expected to reach
- You agree to separate your items correctly for recycling

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

How can I apply?

Please complete the attached form.

When we get your application an officer may contact you to discuss it and arrange an assessment.

You can either ask for:

- **A Temporary Assisted Collection** - for example if you've been injured or had surgery (such as a hip or knee replacement) and you can't move your containers or bins at the moment, but you expect to make a full recovery.

Please tell us if your circumstances change and you no longer need an assisted collection (for example, if someone moves in with you).

You can ask for a temporary assisted collection for a set period of 3, 6 or 12 months.

- **A Permanent Assisted Collection** – If you need help moving your containers and your circumstances are unlikely to change, you can request a permanent assisted collection.

Please note that we reserve the right to write to you every two years to ask you to confirm if you still need the service. If you don't reply, your containers may be missed on your collection day.

Please do not apply if:

- You have somebody else such as a family member, friend, carer or care worker who can move your containers to the kerbside for you.
- You don't have a genuine reason for applying. The Assisted Collection service is for people who have genuine difficulty in physically moving their containers and bin.
- If you're going on holiday or you work away a lot. Ask a family member, friend or neighbour to put your containers out for you on your collection day.