

Assisted Collection Application Form



1. Personal details – person requiring collection

Title:	
First name:	
Surname:	
Address:	
Email address:	
Telephone number:	

Are you the person who requires the collection or you are requesting on their behalf? Please tick the appropriate box:

I require the collection.

I am requesting on their behalf.

If you are requesting on the behalf of some else, please provide your name and contact details and authority to complete:	
Name:	
Telephone number:	
Has the resident given you permission to request assisted collection on their behalf? <i>(please circle)</i> Yes / No	
Note: We will need to write to the individual you are acting on behalf of in order to advise them that you have given us this information. We will send a copy of this application form, including the Privacy Notice below, to confirm this. If there any inaccuracies or they want to withdraw, then the individual must advise the Council immediately. The only time when permission would not be needed is if the applicant does not have capacity and the applicant has Power of Attorney.	

2. Household information

Number of permanent residents at the property aged 16 or over:	
Reasons why permanent resident/s aged 16 or over are unable to manoeuvre your bins? <i>(Please include documentation – see table below).</i>	

3. Why do you require this service:

Please tell us why you cannot put your wheelie bins out for collection:

Is this a temporary or permanent need? Please tick the appropriate box.

Temporary

Permanent

If temporary, please state for how long (e.g. recovering from an operation):

Please tell us where you store your wheeled bins?:

4. Supporting documentation

Please note: some of the supporting documentation you supply may support more than one of the following requirements e.g. a passport will cover identification and age. A driving licence will provide identification, address and age.

To confirm your	Please provide copies of
Identification	Passport or driving licence or NHS medical card.
Address	Recent utility bill, driving licence or passport.
Age (if appropriate)	To be over 75, birth certificate or passport or driving licence or notification of pension.
Disability	Blue badge or proof of receipt of, Disability Living Assistance OR **Permission to obtain information from AVDC's Benefits team: Yes/No
Medical reasons (if appropriate)	Letter from your GP or healthcare professional
Council Tax	Proof of receipt of pensioners and disabled discount OR **Permission to obtain information from AVDC's Benefits team: Yes/No

**If you circle Yes this will act as permission for the Benefits team to share relevant information for the purpose of your eligibility for assisted waste collection.

If applying on-line, please upload your supporting documentation.

5. Declaration:

I declare that the information on this form is true and accurate.

I give permission for AVDC to check any information or documentation provided as part of this application with the persons or organisations detailed in the documentation, and for those persons or organisations to share my details with AVDC if necessary. I have also read and understood the Privacy Notice detailing how we may use the information you have provided.

Please tick the box to confirm

I understand and agree that if my assisted collection service application is approved, my wheelie bins will be collected by a crew member from the location detailed in my application.

If any of my details change I will ensure I inform AVDC.

If you are completing and/or signing this application on behalf of someone else, you must make sure you have authority to make the above declarations on their behalf.

Signature:

Date:

We will be in contact within 10 working days.

6. Completed Forms

Please return your completed form and any supporting document to:

Aylesbury Vale District Council, Unit 18 Pembroke Road, Aylesbury, Bucks, HP20 1DB.

Privacy Notice for Assisted Collections

Aylesbury Vale District Council (AVDC) is the controller for the personal information we use about you. We are committed to protecting your privacy when you use our services.

The law requires us to give you a Privacy Notice which gives you details about how we use and protect your information.

Our contact details are:

The Gateway, Gatehouse Road, Aylesbury, Buckinghamshire, HP19 8FF. Telephone: 01296 585858

Our Data Protection Officer is Mr Andy Barton. He can be contacted on ibinning@aylesburyvaledc.gov.uk or telephone 01296 585495.

What information do we have about you:

We can hold the following information:

- Your name, your address and your contact details.
- If appropriate, the name and contact details of the person applying on your behalf.
- Medical details where your reason for requesting assisted collections relates to your health or other residents in your household (if relevant).
- Age/date of birth where this is your reason for requesting assisted collections. This will include the age/date of birth of other residents in your household (if relevant).
- Supporting evidence of the above. This may include photo I.D., passport information, details of your doctor, benefits received, your utility provider or bank and any other relevant information.

Why are we using your information?

We need your information so that we can:

- Provide an assisted collections service which meets our customers needs.
- Administer the assisted collection service.
- Contact you regarding the service.
- Check the information and evidence you have provided.
- Determine if you are eligible for the assisted waste collection service.

We can use your information because:

- You have given us your permission to use it.
- We need it to provide you with a service as a local authority.
- We need it to carry out our duties under the law.
- The health details you may provide is special information which we can use because you have given us your permission.

You have the right to stop us using your information at any time by telephone 01296 585858 and ask for the Recycling and Waste department, or write to 18 Pembroke Road, Aylesbury, Buckinghamshire, HP20 1DB or email rwbusinesssupport@aylesburyvaledc.gov.uk

If you do not give us your information it will affect the provision of the assisted collection service. It will affect the decision we make regarding your eligibility for the service and may result in assisted collection service being withdrawn

Last updated: 01.11.18

This information is only used for the reasons above but if we need to use it for any other reason we will normally tell you.

We may share your information with

We may share information provided with other bodies responsible for auditing or administering public funds, and in relation to safeguarding purposes or in connection with the prevention of crime, criminal or legal investigations or proceedings including fraud (and the National Fraud Initiative) or regulatory functions.

Automated Decision Making

We do not carry out any automated decision making.

Your rights

You have legal rights over your information. For details of those rights, how long we keep your information and how we keep it safe our main [Privacy Notice](#) page.

Supporting evidence, including your health details will be retained in-line with our retention policy for the length of the service.

Please note if your are requesting a temporary service we will keep this formation for the length of the service. For permanent requests, we will retain this information until our next annual review.

If you have any concerns and/or complaints you may write to Jackie Binning, Data Governance Officer, on email jbinning@aylesburyvaledc.gov.uk or telephone 01296 585495, or read the following [webpage](#).