

## Case Study

# Assisted Waste Collections

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### Introduction

Waste management is a service that touches everyone in the borough. Hertsmere makes collections from properties on the same day every week and we encourage everyone to recycle as much of their waste as possible. The kerbside collection requires residents to put their waste bins/box on the boundary of their properties by 6.30am

### Key Achievements

#### Assisted Collections

This service has been in place for a considerable amount of time and provides a service to those who are unable to put their waste bins on the boundary. Assisted collections are available to anyone who cannot get their bins/box to the boundary line for collection due to age, ill health or disability . Offering this service aids towards supporting people to live as independently as possible.

In order to ensure that these waste bins are emptied the crews are alerted to an assistance collection by their round sheets. The crews will then ensure that the bins are brought from next to the property to the verge and when emptied return to the property.

An audit was recently undertaken to ensure that the right people are getting assistance they require and in total 863 assisted collections are being carried out. It was agreed to stop using the 'C' sticker on waste bins which might have identified vulnerable members of our community.

#### Assisted bulky collections

Assisted bulky collections – when asked to collect bulky items from properties, i.e. tables, chairs etc. exceptions are made for elderly or disabled people who are unable to present the items on the boundary, alternative arrangements can be made.

When contacted about bulky collections, residents are advised that the Peace Hospice in Borehamwood is always looking for furniture to offer at low prices. If the item is deemed to be in suitable condition, the shop will arrange a free collection from anywhere in Hertsmere. Please download our [furniture re-use leaflet](#) for more information.



Alternatively there are some great online sites such as [Freecycle](#), [Freegle](#) and [EcoBees](#) where items can be donated/collected for free