

APPENDIX 3 – EXCEPTIONAL CIRCUMSTANCES POLICY

The recycling and refuse collection system currently provided by Tameside Council will work well for the majority of people. Having stated that we recognise that different families present different circumstances and we recognise that a minority of those families will require extra capacity for the disposal of their landfill waste and recycling.

We have developed an exceptional circumstances policy to help us assist with providing the right service to those families.

The policy is as follows:

If you live in a large household (6 or more residents) or if you put healthcare waste such as swabs or dressings, incontinence pads or stoma bags in your landfill bin and you need more room to store your waste and recyclable material, please make contact with our Waste Team so we can assess your requirements.

To qualify for additional capacity you must be able to demonstrate that you have 6 or more residents permanently residing in the property, or you have healthcare waste as described above.

If none of the above applies, but the service user still feels they are unable to cope with the capacity provided, we can provide the service user with a Waste Diary for one week. This will assist an officer with assessing the disposal requirements and areas where assistance can be provided.

When the Waste Diary has been completed an officer will visit the applicant's property and perform a waste audit at the applicant's home to determine whether or not extra capacity will be provided.