

Peterborough City Council

Recycling & Waste Policy Guide

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Background

Introduction

The following document outlines policies which govern the collection of Recycling and Waste and associated services in the city.

The policies also apply to the management and services provided at the Householders' Recycling Centre in Fengate and the provision and operation of the services associated with such functions.

Aims and Objectives

The aim of this document is to ensure that our policies are clear and fair and wherever possible, to reduce any ambiguity relating to the interpretation of policy.

The policy confirms what our residents and key stakeholders can expect from the Recycling and Waste service and outlines what residents and stakeholders can do to help us to deliver the service.

Service Overview

Peterborough City Council (PCC) has approximately 84,000 households within its boundary with a population of around 215,000, all of whom create waste. The Council is committed to supporting residents reduce, reuse and recycle as much waste as possible whilst in treating sustainable and cost-effective way.

PCC operates an alternate weekly collection service for household waste, collecting residual waste in a black wheeled one week and commingled recycling in a green wheeled bin the next. Food waste is collected weekly. This service is offered to all residents. In addition, a chargeable garden waste collection service and a chargeable bulky waste collection service is also available.

The standard service is suitable for the majority of households in the City; however, it is acknowledged that some properties or householder circumstances mean that the standard service is unsuitable. Therefore, we do provide exemptions from the standard service in certain circumstances and the qualifying criteria are outlined in the following policy sections.

The operation of the contract is closely monitored by the Service Manager and team of operational Supervisors. To assist with the monitoring of the service we use electronic systems which provide real time information regarding the status of collections.

The collection vehicles are fitted with an in-cab logging system which allows the collection crews to record information regarding the collection, such as if a wheeled bin has not been presented for collection or if the wrong materials have been presented. This information is then used by the councils Contact Centre (Peterborough Direct) and waste and recycling team to monitor collections and respond to enquiries from residents.

The collection vehicles are also fitted with trackers and CCTV, which mean that we can monitor their location when they are carrying out collections. This information is also used by the Contact Centre (Peterborough Direct) to respond to enquiries from residents.

Residents Service Charter.

The Recycling and Waste Policy Guide aims to provide a clear overview of the waste policy and services provided by Peterborough City Council, ensuring residents understand what actions are required of them and what they can expect from the Council.

What you can expect from us:

- We will be courteous, helpful, and polite at all times.
- We will collect containers left out by 6.45am on your appointed collection day and if we fail to empty them, we will endeavour to return and correct this within two working days, except where the failure is as a result of weather conditions or in cases of householder error, e.g., bins containing the wrong materials, not presented in the correct location, or not presented at the correct time.
- Residents will receive a weekly collection of food waste.
- For those residents that subscribe to the service, we will collect garden waste fortnightly from February to November and will operate a monthly collection in January and December.
- We will provide a fortnightly collection of mixed dry recyclables.
- We will provide a fortnightly collection of general household waste.
- We will provide help, advice and education where required.
- We will return containers to a safe and convenient location.
- Once we have received your waste, we will manage it in the most economical and environmentally responsible manner available, in accordance with statutory requirements.

What we ask of you:

- Use the recycling and food waste collection services for as much of your 'waste' as possible – the residual waste bin is only for items which cannot be collected through the recycling or food waste collection services.
- Use the bins correctly and put the right items into the right bin.
- Ensure your garden waste, food waste, recycling and residual waste are made available for collection by 6.45am on your scheduled collection day.
- Place your containers at the agreed location. This is usually at the kerbside next to the public highway unless alternative arrangements have been agreed.
- Please be considerate when parking vehicles, as vehicles blocking or obstructing access for our collection vehicles can make it difficult or prevent us from carrying out collections.
- Please return your containers to your property as soon as possible following your collection.
- Please ensure that the bin lids are fully closed when placed out for collection.
- Please do not overfill your container(s) or put heavy objects in your bins.
- Please do not put extra waste by your black bin, as this will not be collected.
- Please report non-collection or any other complaint regarding the service via the website, email, or phone. If a return visit is required, a missed collection must be reported by 4pm on the next working day following the scheduled collection day.

Recycling and Waste Policies

The following sections outline the policies governing the delivery of the Recycling and Waste service.

1 POLICY 1 - Collection of household waste

- 1.1 Waste or waste is collected fortnightly in either a black wheeled bin or a number of Council provided waste sacks (for those properties/individuals that cannot accommodate a wheeled bin in line with Policy 6). We provide this service to collect household waste which can be defined as the waste left over when all recyclable items have been removed. For multi occupancy properties please see guidance later in this document, Policy 5.
- 1.2 We will only collect waste from wheeled bins or waste sacks that have been provided by the council – if a householder has purchased their own wheeled bin or sacks – we will not collect these. The only exception to this is when we suspend collections over a bank holiday or due to inclement weather. We will then collect additional waste in black sacks: however, we will inform residents of this either by a direct communication such as a leaflet or sticker or via our website, the media, or social media channels.
- 1.3 We hold an asset list detailing the number and type of container allocated to each property. We will only collect from containers identified on our asset list, if a householder presents two or more wheeled bins and they are only entitled to one, we will only collect one wheeled bin – this will be logged by the collection crew and the householder will be notified of the situation in writing.

What we will not collect as part of your waste collection

- 1.4 There are some items that we will not collect as part of the household waste collection. This is either because we provide other means of disposing of these items; they are hazardous or difficult to collect or are not classified as household waste.

These items are:

- Garden waste
- Soil
- Rubble
- Bricks
- Wood
- Hazardous waste
- Liquid waste
- Paint
- Waste from commercial or business activities including when working from home.
- Asbestos
- Batteries or vapes.

- 1.5 For a comprehensive list of materials – please refer to the Councils website.
- 1.6 We provide other means of recycling or disposing of materials that will not fit in household wheeled bins at the Household Recycling Centre (HRC). If a householder is embarking on a large DIY project, we would encourage them to hire a skip as limits are

in place at the HRC for these materials, further information can be found at www.peterborough.gov.uk/hrc

- 1.7 If these materials are present in the wheeled bin, we reserve the right not to collect it and request that the excluded items are removed. We will then collect the wheeled bin on the next scheduled collection day.

'Difficult' household waste

- 1.8 We collect the following items as part of the waste collection service but due to their potential 'difficult' nature we require these wastes be presented in a specific way.

Pet wastes

- 1.9 As part of the waste collection service, we will collect waste that is produced by domestic pets– this includes small amounts of cat litter, animal bedding (hay/straw) and faecal matter. To make collections easier for the crews this material needs to be put into bags and tied. This type of material should not be put loose into the wheeled bin. We will not collect waste that is left at the side of the wheeled bin for collection. No additional or larger wheeled bins will be provided to accommodate pet wastes.

Paint

- 1.10 We cannot accept paint as part of the general waste collection and encourage residents to take leftover paint to the Householders' Recycling Centre at Fengate where some of it is reused in local community schemes.

Broken glass

- 1.11 We do not accept broken sheet glass as part of the recycling collection service. We will accept broken glass in the waste wheeled bin, but it needs to be wrapped in layers of paper or placed in a cardboard box to protect the crews during collection. This is particularly relevant if waste sacks are presented by the householder.

Knives and sharp objects

- 1.12 Knives and sharp objects should be wrapped in layers of paper and placed into the black waste bin to assist the collection crews while carrying out collections.

Nappies

- 1.13 Nappies can be included in the household waste collection, however these should be placed in bags and tied to assist the collection crews.

2 POLICY 2 – Collection of household recycling

- 2.1 Recycling is collected fortnightly from a green wheeled bin. Multi-occupancy properties will be provided with recycling facilities appropriate to the property type.
- 2.2 We will not collect recyclables that are placed in black bin bags or in bags where collection crews cannot easily see the contents.
- 2.3 We do not place a limit on the amount of recycling that we will collect, as long it is clear that it is recycling when presented (i.e., not placed in a black sack). For a comprehensive list of materials please refer to the Councils website www.peterborough.gov.uk/bins
- 2.4 We provide other means of either recycling or disposing of many of these types of materials at the Householders' Recycling Centre (HRC).
- 2.5 If incorrect materials are present in the recycling containers, we reserve the right not to collect them and request that the non-acceptable items are removed. We will then empty the containers on the next scheduled collection day. This information will be logged by our waste collection team, using our in-cab monitoring system, and a leaflet or sticker will be used to inform the resident.

Other reasons why we may not empty your wheeled bin.

- 2.6 If the materials in the recycling containers are contaminated with waste or food waste, we reserve the right not to empty them. If we do not empty the containers for this reason, it will be logged using our in-cab monitoring system and a sticker or leaflet will be left by the crews informing the householder of this.
- 2.7 It will be the resident's responsibility to dispose of this uncollected material either by taking it to Householders' Recycling Centre or by removing the incorrect items and putting it out for the next scheduled collection.
- 2.8 The contents of the recycling container remain the responsibility of the resident to ensure that any contaminated waste is removed before collections, this is the case even if the contamination was placed there by a third party.

3 POLICY 3 – Collection of household garden waste

- 3.1 Garden waste is collected in a brown wheeled bin. This service is available to all residents who can accommodate a wheeled bin and who subscribe to the garden waste collection service. Information on subscription rates is available on the Councils website. [Garden waste collection and brown bins - Peterborough City Council](#)
- 3.2 We do provide the option to request an additional brown wheeled bin for garden waste collections. Information on cost / subscription rates is available on the Councils website.
- 3.3 Garden waste is collected fortnightly from February until the end of November, monthly in December and January.
- 3.4 We will only collect garden waste from wheeled bins that have been provided by the council and where a resident has subscribed to the service – if a householder has

purchased their own wheeled bin– we will not collect these. This will be logged by the collection crew and the householder will be notified of the situation in writing.

- 3.5 There are some items that we will / will not collect as part of the green waste collection service. These items are available on the Councils website::

[Garden waste collection and brown bins - Peterborough City Council](#)

- 3.6 If non-acceptable materials are present in the wheeled bin, we reserve the right not to collect it and request that the householder removes the non-acceptable items. We will then collect the bin on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet or sticker will be used to inform the resident.
- 3.7 If residents do not subscribe to the chargeable garden waste collection service residents can dispose of garden waste materials either by taking it to Householders' Recycling Centre (Fengate) or by home composting. This waste should not be placed in the black bin.
- 3.8 In accordance with the waste hierarchy the council fully supports home composting. By composting at home residents can turn their waste into a useful compost for their garden. Composters are available on getcomposting.com.

4 POLICY 4 – Collection of Food Waste

- 4.1 A weekly food waste collection service in a silver/grey caddy is available to all residents. An internal mini silver kitchen caddy and a supply of liners are available upon request by ordering on the Councils website.
- 4.2 There are some items that we will / will not collect as part of the food waste collection service. These items are available on the Councils website:

[Bin waste advice - Peterborough City Council](#)

- 4.3 If the materials in your food caddy are contaminated, we reserve the right not to collect it and request that the householder removes the non-acceptable items. We will then collect the caddy on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet or sticker will be used to inform the resident.

5 POLICY 5 - Collections from multi-occupancy properties

- 5.1 Collection of waste and recyclables from multi-occupancy properties sometimes presents challenges. However, we aim to provide a high-quality service to residents living in these properties and where necessary we will work with Developers, Managing Agents, Housing Associations and residents to develop a service solution that meets the needs and requirements of the residents. To facilitate this, the cooperation of all the agencies/individuals involved is required.

Collection of waste from communal bins

- 5.2 The same material exclusions as outlined in [Policy 1](#) apply to the collection of waste from communal containers.
- 5.3 We will collect waste from communal bins and communal bin stores and will collect and return the containers from their point of origin. This is applicable only to communal containers equal to or larger than 660 litres in size. If residents are provided with individual 140 litre or 240 litre wheeled bins, they will need to present these for collection at an agreed location and then retrieve them following collection.
- 5.4 We will also clear up any spillages that occur as a result of the collection process. However, we will not remove any loose waste/bulky items that are presented by the residents in the communal bin areas/bin stores. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to remove or clear such items.
- 5.5 The containers provided for multi-occupancy properties must not be used to dispose of commercial or business waste, anyone found doing so may be subject to enforcement under the Environmental Protection Act 1990 and the bins may be removed.

Collection of recycling

- 5.6 The type of recycling facilities provided at multi-occupancy properties will vary depending on the property type. Some properties will be able to accommodate their own individual wheeled bins for recycling, whereas other properties will be provided with a communal container for recycling or several shared wheeled bins. When deciding what containers are the most appropriate, we will consider the space available and any operational issues that will influence the ability to service the property.
- 5.7 We are committed to increasing recycling and will work with the relevant agencies to develop a solution that is easy for residents and operationally viable.
- 5.8 The recycling containers provided for multi-occupancy properties must not be used to dispose of commercial or business waste, anyone found doing so may be subject to enforcement under the Environmental Protection Act 1990 and the bins may be removed.

Collection of garden waste from multi-occupancy properties

- 5.8 We will provide wheeled bins for garden waste where residents living in multi-occupancy properties maintain their own gardens or carry out gardening activities. Residents will have to pay for these collections, further information is available from the Councils website.
- 5.9 We will not provide wheeled bins for garden waste where the communal gardens are maintained by a private gardener or contractor, as this is considered a commercial activity. The contractor should factor the cost of the responsible treatment/disposal of the waste resulting from the maintenance activity into his fees to the Managing Agent/Housing Association/Landlord/Residents. Therefore, we will not provide bins for garden waste generated as a result of this commercial activity.
- 5.10 We will assess each request on a case specific basis; however, we will not typically provide more than 5 wheeled bins.
- 5.11 If we provide wheeled bins to multi-occupancy properties and find that they are being used by a private contractor, we reserve the right to remove the wheeled bins and suspend the collection of garden waste.

Contaminated communal bins

- 5.12 Where a communal waste bin is found to be contaminated with excluded items it will not be emptied. It will be the responsibility of the Managing Agent/Housing Association/Landlord/Residents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day. If the Managing Agent/Housing Association/Landlord/Residents require the bins to be collected before the next scheduled collection day, they can contact the Council who will provide a quote for an additional waste collection.
- 5.13 On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk, where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent/Housing Association/Landlord/Residents.

Overflowing communal bin areas

- 5.14 Where access to a bin is blocked by loose waste/bulky items/surplus sacks it will not be emptied until this has been removed. The bin will then be collected on the next scheduled collection day. The only exception to this is where the communal bin is serviced by a chute disposal system. We will then empty the bin, once the waste/bulky items/surplus sacks have been removed to prevent any potential fire risk from waste backing up within the chutes.

Clearing and cleaning of communal bin areas

- 5.15 The collection crews are not responsible for clearing or cleaning any mess or spilt waste that has accumulated in the communal collection area as a result of residents' activities. The collection crews will only collect bagged waste or will clear up spills that have resulted due to the collection process. It is the responsibility of the Managing Agent/Housing Association/Landlord/Residents to ensure that the communal bin areas

are maintained and kept in a clean and tidy manner. The collection crews will log any issues relating to collections on their in –cab reporting system.

- 5.16 On rare occasions the collection crews may clear communal bin areas, for example if clearance is required to gain access to service the bins, which would otherwise pose a health and safety risk or where previous requests have been made to the Managing Agent/ Housing Association/Landlord/Residents and this has not been actioned. Where this occurs, the council reserves the right to recoup any costs incurred as a result of the clearance process from the Managing Agent or Housing Association.
- 5.17 The Managing Agent/ Housing Association/Landlord/Residents can contact the Council if they are aware of an issue with the bin store area and a quote will be provided to clear additional waste and Bulky waste items.

Maintenance of Communal bins and damage due to wear and tear.

- 5.18 Where communal bins are used for the collection of waste and recyclable materials, the Managing Agent/Housing Association/Landlord/Residents will be responsible for maintaining the bins to ensure that they are able to be serviced by the collection crews.
- 5.19 The wheeled bin manufacturers' guidelines should be followed regarding the most appropriate maintenance regime for the units.
- 5.20 If during collections it becomes apparent that a bin is damaged or unusable due to wear and tear and would pose a risk to health and safety to empty, it will not be emptied. This will be logged by the collection crew and the information passed onto the Managing Agent/Housing Association/Landlord where these details are known.
- 5.21 In these circumstances the Managing Agent/Housing Association/Landlord/ will be responsible for replacing the damaged bin.

Provision of additional bins for collection

- 5.22 In some instances, the Managing Agent/Housing Association/Landlords/ may put in place additional containers for the collection of waste.
- 5.23 Before any additional containers are put in place the Recycling and Waste Team should be contacted and the need for the container discussed and agreed. This is to ensure that the containers are necessary, fit for purpose and included on our collection schedule. Failure to do this may result in the containers not being emptied.

Access to communal areas/bin sheds

- 5.24 Where access to communal areas (including bin storage areas) requires the provision of code, fob or key. The Managing Agent/Housing Association/Landlord/Residents will be required to provide the fob, required key(s) and codes to the council and/or its collection partner in order to allow the collections to be carried out.
- 5.25 Where possible if a Managing Agent/Housing Association/Landlord/Residents is responsible for multiple properties, for ease of access the same code, fob or key should be used to minimise the number of keys that the crews must carry.
- 5.26 The collection crews will be responsible for locking and securing the communal areas/bin storage areas once the collection has been carried out.

- 5.27 If locks, fobs or codes are changed, the Managing Agent/Housing Association/Landlord/Residents are required to inform the Council and provide the required keys/codes, before the next scheduled collection. Failure to do so may mean that it will not be possible to carry out the collection and Residents will have to wait until their next scheduled collection day for a collection.
- 5.28 Under these circumstances, if a collection crew is required to carry out a special collection, the council reserves the right to recoup the costs of this collection from the Managing Agent/Housing Association/Landlord/Residents.

6 POLICY 6 – Criteria for the provision of waste sacks

Criteria for being issued waste sacks instead of a wheeled bin

- 6.1 Properties that are considered to be unsuitable to accommodate a wheeled bin will be provided with waste sacks for the collection of their waste. The same material exclusions as outlined in [Policy 1](#) apply to residents using waste sacks.
- 6.2 Unsuitable property types include properties with no frontages and properties that can only be accessed by steps.
- 6.3 If a householder has a wheeled bin for garden waste or recycling, it will be assumed that they can also accommodate a wheeled bin for their waste collection and will be moved from waste sacks onto a wheeled bin collection. They will be notified before this takes place.
- 6.4 Residents should use no more than two and a half waste sacks for their waste per week. This is equivalent to the capacity provided by a 240-litre wheeled bin.
- 6.5 If there are 6 or more permanent occupants in the household, then it is acceptable to put out the equivalent of 8 sacks for collection.

Provision of waste sacks

- 6.6 Householders will receive an annual supply of waste sacks in the summer and this supply is to last the whole year.
- 6.7 Residents who run out of waste sacks before the end of the year may not automatically be provided with another roll of sacks. Householders will be required to explain why they need additional sacks.
- 6.8 Additional waste sacks will not be issued to residents without this initial check and a potential visit from a Recycling and Waste Officer. This is to ensure that where provided, the resident is making full use of their recycling service.
- 6.9 The provision of additional waste sacks has the potential to create significant amounts of extra waste and result in additional disposal costs to the council.

7 POLICY 7 - Provision of containers for Recycling and Waste

New developments

Pre-development discussions

- 7.1 Prior to starting a new development and during the planning stages, property developers are advised to refer to the council's website for guidance on the requirements for new developments regarding the collection of waste, recyclables, food and garden waste.
- 7.2 This includes information regarding the height and turning circles of vehicles and the space that needs to be allocated for the storage of wheeled and communal bins. In some developments it may be possible to include innovative underground Recycling and Waste storage solutions.
- 7.3 Developers are encouraged to consider underground storage of waste. Such systems may be particularly suitable for use within multi-occupancy residential developments.
- 7.4 Early consideration of these issues will assist in ensuring that we can carry out collections with minimal impact on the new residents.

Provision of containers

- 7.5 The provision of wheeled bins for the collection of waste, garden waste and recyclables for new developments, including multi-occupancy properties and house to flat conversions, will be the responsibility and cost of the property developer.
- 7.6 The type and number of bins provided must be agreed by the council in advance and they must meet standards and specifications agreed by the council – further information is provided on the Council's website, Peterborough Local Plan Appendix E [www.peterborough.gov.uk/council/planning-and-development/planning-policies/local-development-plan/].
- 7.7 The council will provide the bins to the property developer who will then need to reimburse the council for the cost of providing the bins and delivery costs.

Collection Arrangements

- 7.8 As part of the discussion regarding the type and number of containers to be provided at the new development, Recycling and Waste Officers will also agree the collection arrangements with the developer. This will include any special arrangements for the development i.e., provision of access codes to gates and agreement of presentation points for containers.

Replacement of containers for the collection of waste, recycling and garden waste

- 7.9 Replacing containers for the collection of waste and recycling presents a significant on-going cost to the council, and it is imperative that we only replace containers that are no longer serviceable. Therefore, we have set guidelines regarding when we will or will not replace a container and whether a charge is made for the replacement of the container.

We will replace your container if

- It was crushed by the collection vehicle

- It is no longer serviceable and poses a health and safety risk to the operatives/residents

We will not replace your container if

- It is dirty
- It is smelly
- It is still serviceable - this decision will be made by a council officer/contractor operative
- It is potentially repairable and does not need replacing
- It has been damaged or lost due to misuse
- It has been stolen

Charges for replacement containers

7.10 Details of charges for replacement bins can be found on the Councils website

www.peterborough.gov.uk/residents/rubbish-and-recycling/bin-waste-advice

Wheeled bin damaged/crushed by collection crew

7.11 On occasion the wheeled bin can be damaged during collection or fall into the collection vehicle. If the wheeled bin falls into the collection vehicle, the collection crew will post a card through the resident's door informing them of this. A replacement wheeled bin will automatically be ordered for delivery.

Maintenance of containers for Recycling and Waste

7.12 The following section is applicable to wheeled bins provided to individual properties or residents who live in multi-occupancy properties who have been provided with their own wheeled bins.

7.13 All wheeled bins and other containers provided remain the property of the council. The householder is responsible for keeping all containers and sacks safe while they are on their property, and they must protect them from misuse and possible theft. The council reserves the right to charge for the replacement of any container that has been misused.

7.14 To assist collections residents are required to put their house number on their containers.

7.15 Only stickers provided by Peterborough City Council, stickers denoting the resident's house number or stickers that identify ownership of the wheeled bin will be allowed on bins.

7.16 No other advertising/promotional stickers should be put on the bins without the permission of the council.

Moving House – New Occupiers

7.17 As most households will receive the standard collection service, householders are required to leave their wheeled bins at their property when they move to a new house. A full complement of wheeled bins will then be available for the new occupier. If wheeled

bins are not present the new occupier they will have to order and pay for a new set of bins.

- 7.18 If a householder is in receipt of a non-standard service, such as a large, wheeled bin they should contact the council to inform them that their circumstances are changing, and we will then advise on the management of their containers during the move. [<https://www.peterborough.gov.uk/contact-us>]

8 POLICY 8 - Presentation of containers on collection day

- 8.1 All of the containers provided for your kerbside service must be presented where the property meets the public footpath/road. If residents are unsure where the edge of their property is or it does not meet the public highway, they can contact the council and an Officer will be able to provide advice.
- 8.2 The only exception to this is for those residents who receive an assisted collection service and those residents who receive a communal collection.
- 8.3 Unless otherwise informed, all containers will need to be out for collection by 06.45 am on the day of collection – this is irrespective of what time the collection crews typically arrive in the area, as collection times can vary.
- 8.4 Residents should not put their containers out for collection any earlier than 6:00pm on the day before collection and should ensure that they retrieve them from their collection point as soon as possible following collection.
- 8.5 In a small number of cases, due to the access or location of a property, it may not be possible for residents to place containers near the public highway for collection. In these circumstances, each case will be considered on an individual basis and a suitable collection point agreed.
- 8.6 Where the collection vehicle must travel over a private road or driveway, we will require indemnity from the owner(s) that we will not be held liable for any damage due to wear and tear to the road surface. This is particularly relevant if the road/drive has not been built to highway standards. If such an indemnity is not feasible, residents will be required to present their wheeled bins at an agreed collection point which does not require the collection vehicle to access the drive/road.

9 POLICY 9 - Return of containers following collections

- 9.1 The collection operatives will replace emptied containers so that they do not obstruct the footpath or where practicably possible driveways. Our main objective is to replace containers so that they do not obstruct the footpath and do not pose an obstacle to users of the footpath. This means that we will not always replace containers where we find them – however we will return them in a tidy manner with minimal disruption to users of the footpath.
- 9.2 Residents should ensure that they remove their containers from the highways as soon as possible following collection and do not leave them on the footpath/highway for prolonged periods of time.

10 POLICY 10 - Clearance of spillages following collections

- 10.1 The collection crews will clear up any spillages that occur as a result of the collection process and in the case of use of waste sacks, if the bags have split open prior to collection, the collection crews will remove as much of this material as possible.
- 10.2 Conditions such as high winds can result in windblown light recyclables during collection. In these instances, the collection crews will pick up as much windblown material as they can, but they will not go onto private property to collect materials. Ensuring that all wheeled bin lids are closed will reduce the incidence of windblown litter during windy weather.

11 POLICY 11 - Delivery of replacement containers

- 11.1 All replacement containers will be delivered directly by the council or their approved contractor. We may on occasion supply refurbished wheeled bins.

Deliveries – what we will do:

- Following a request for a replacement container we aim to deliver within 10 working days.
- Prioritise the delivery of wheeled bins for waste and will endeavour to deliver these in time for the next scheduled collection day (subject to the request being made at least three working days before the next collection).
- Leave a card stating why we were unable to deliver if we encounter difficulties.

Deliveries – what we will not do:

- Collect a damaged wheeled bin if it is still full of waste.
- Leave the bin(s) if there is nowhere safe to leave it.

12 POLICY 12 - Assisted collections

- 12.1 We will provide an assisted collection service to residents who due to ill health, infirmity or disability are unable to move their containers to where the property meets the road/path. Assistance is only provided where there is no other person living at the property who is able to move the wheeled bins on behalf of the householder.
- 12.2 Residents are required to make an application to the council, which outlines their need for an assisted collection. They are required to declare that all information provided is correct and that the provision of false information will result in the service being revoked.
- 12.3 We reserve the right to carry out checks to ensure that the service is being provided to residents who have a genuine need for it.
- 12.4 We will regularly write to residents on the assist list to check whether their circumstances are the same and that they still need the service. This is due to the service being provided at an additional cost to the authority, therefore it is essential that we ensure that the service is only provided to those who genuinely need it. If a resident's circumstances change, they should inform the council so records can be amended accordingly, and the assisted collection service will cease.

Assisted collections – What we will do:

- We will collect Recycling and Waste from an agreed collection point, which should be visible from the road.

- We will return the containers following collection to the agreed collection point.

Assisted Collections – What we will not do:

- We will not enter a property to remove the containers for collection
- We will not enter a back garden to remove containers for collection unless under exceptional circumstances which will be assessed by waste officers on a case-by-case basis.
- We will not remove any contamination from a bin and will sticker to advise why it has not been collected.

13 POLICY 13 – No side waste and lid closed

Lids closed

- 13.1 All wheeled bin lids should be closed when the bins are presented for collection – this is to reduce the incidence of spillages and to reduce the potential for injury to operatives. If wheeled bins are presented with open lids or partially open/ajar, they will not be collected.

No additional side waste – waste collections

- 13.2 We will only collect waste that is contained within the wheeled bins or waste sacks provided. We will not collect additional side waste. Side waste is waste that is either left loose outside the wheeled bin or presented in bags next to the bin or placed on top of closed or open bin.
- 13.3 Side waste will not be collected, and it will be the responsibility of the householder who has produced the side waste to remove it and dispose of it by either taking it to the Householders' Recycling Centre at Fengate or by including it in the wheeled bin for the next scheduled collection.
- 13.4 If side waste is not removed following collection, it will be considered to be fly-tipped waste and the owner of the waste may be subject to a fine or prosecution if the waste is not removed and disposed of in the correct manner.
- 13.5 Only in exceptional circumstances will we collect side waste, this would be following a period of inclement weather when it has not been possible to carry out scheduled collections or over the Christmas bank holiday period when scheduled collections are missed due to fall of the bank holidays. In both instances we will notify residents of this via our webpages, social media or by a direct communication such as a leaflet or bin sticker.

No additional bags/material – garden waste collections

- 13.6 We will only collect garden waste from properties subscribed to the garden waste collection service.
- 13.7 We will only collect garden waste that is contained within the wheeled bin, if residents find they are producing significant amounts of garden waste, they can choose to

purchase an additional bin. See [Garden waste collection and brown bins - Peterborough City Council](#)

- 13.8 We will not collect additional garden waste that is presented at the side or on top of the wheeled bin.

14 POLICY 14 – Incorrect material or excluded items included in containers (contamination)

14.1 Contaminated means that the bin has items in it that cannot be recycled or composted, or in the case of the black bin, items which are too heavy or hazardous for the bin to be emptied safely. It is important that the Council collects good quality materials for recycling, contamination of recycling with general waste reduces the quality of our recycling and there is a risk that it will be rejected by the re-processors for recycling. This means the Council loses potential income and must pay for the significantly more expensive disposal of these items.

14.2 Where residents have put the wrong materials in their containers or have put excluded items in their containers, we reserve the right not to empty them until the excluded items are removed. We will then collect the containers on the next scheduled collection day. This information will be logged using our in-cab monitoring system and a leaflet or sticker will be used to inform the resident.

The householder will be required to remove the items and present their waste/recycling or garden waste for their next scheduled collection. No additional waste or garden waste will be collected. It will be the responsibility of the resident to dispose of any additional waste as a result of contamination.

Re-collection.

- Take out the wrong items from your bin; correctly dispose.
- Remove the contamination sticker from your bin.
- Re-present your bin on the next relevant collection day.

Our crews regularly check the green recycling bins to make sure they are free from non-recyclable items, known as contaminants before emptying it.

A “three strikes” policy will be implemented whereby recycling or garden waste bins are removed from households that contaminate bins on three occasions and fail to respond to advice.

Where a resident repeatedly contaminates a recycling or garden waste bin then the Council may remove the bin. Before removing the bin, the Council will contact the resident and provide details of the ongoing contamination and if required undertake a site visit to provide information on the waste collection service and allow the resident time to resolve the issues. This will be deemed to be the ‘first yellow card warning’ which will consist of a letter advising on what you need to do to ensure your bin is emptied. If further ongoing contamination occurs, then a ‘second yellow card warning’ will be given. An officer will arrange a visit to undertake a waste audit and provide advice. If further contamination occurs, then a ‘red card’ will be given and a suspension from the service will be implemented. No additional capacity will be provided for waste collection if a bin is removed.



15 POLICY 15 – Overweight and compacted material in wheeled bins

- 15.1 In some instances, a wheeled bin may be too heavy to lift and doing so may compromise the safety of the collection crews and could damage the lifting mechanism on the collection vehicle.
- 15.2 If a bin is considered overweight, it will not be emptied, and the householder will be required to reduce the weight of the bin for their next scheduled collection. No additional material will be collected, and it will be the responsibility of the resident to dispose of any additional material.
- 15.3 Where a crew member cannot safely manoeuvre and position a wheeled bin onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the bin, then it will be left un-emptied and reported by the collection crew. The vehicle bin lifts have a safe working weight limit which crews cannot override.

16 POLICY 16 - Missed collections

- 16.1 We do not routinely return to collect missed waste, recycling or garden waste – we will only return to collect if a mistake has been made by the collection crews.
- 16.2 The collection crews use an electronic logging system which allows them to record details or issues regarding the presentation of containers for collection. The Peterborough Direct contact centre will refer to this system to identify whether there is a justifiable reason for the crew to return to collect a missed container.
- 16.3 We will not return to collect a missed container (waste, recycling, food waste or garden waste) if:
- Containers are not presented by 06.45 am
 - Containers are presented in the incorrect place
 - The wrong bin is presented – i.e., residual waste on recycling week
 - Containers include non-acceptable materials
 - The wheeled bin is compacted and cannot be fully emptied
 - The wheeled bin is too heavy
 - The missed collection request is made after 4pm on the next working day following the scheduled collection day.
 - Inclement weather
 - Side residual waste has been presented
 - Access to the road is not available
- 16.4 A missed collection must be reported by 4pm on the next working day following the scheduled collection day .

Reporting and return for missed collections

Missed collections will need to be reported by 4pm on the next working day following the scheduled day of collection. Any missed collections reported after this time will not be collected and residents will have to wait until their next scheduled collection. No additional material will be collected, and it will be the responsibility of the resident to dispose of any additional material as a result of a missed collection reported after the specified timeframe. If recycling materials are presented in a clear bag they will be collected on the next scheduled collection.

- 16.5 If the reason for the missed collection is within our approved criteria (exclusions listed above), we will aim to return to collect the missed items by the end of the next working day, i.e., if it is reported on a Tuesday, we will aim to collect it on a Wednesday.

17 POLICY 17 - Provision of larger wheeled bins for the collection of waste

- 17.1 Our standard issue wheeled bin for waste is a wheeled bin. This is considered an adequate volume for most residents to accommodate their waste for the alternate weekly collection system.
- 17.2 In some circumstances it may be possible to be issued with a larger wheeled bin. However, in order to qualify for a larger wheeled bin or second wheeled bin certain criteria must be met and evidenced.

Household with 6 or more permanent occupants

- 17.3 As part of the standard collection service, residents are provided with a wheeled bin for their waste. The bin provides sufficient capacity for a family of 5 and the typical amount of waste produced once recyclable materials and food waste have been removed.
- 17.4 It is acknowledged that some households with 6 or more permanent occupants may require more capacity once they have recycled all that they can. Therefore, subject to certain criteria being met, we may provide residents with a larger or second wheeled bin.
- 17.5 Residents applying for a larger bin will be expected to make full use of the recycling and food waste collection service to minimise the amount of waste that they produce. Before being provided with a larger wheeled bin, they will be offered additional recycling containers.
- 17.6 Residents requesting a larger wheeled bin will be asked to provide the names of the permanent occupants living in the property to qualify and this information may be checked against other records held by the council.
- 17.7 Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 240 litre wheeled bin.
- 17.8 Following application for a larger bin, the council may make the following checks:
- A waste audit to ensure that the household is recycling as much as possible.
 - A check on the names listed permanently residing at the property
 - Site visits to ensure that the information is still relevant.
- 17.9 The additional capacity will be provided on the understanding that the household makes full use of the recycling service. We may carry out random spot checks to ensure that this is being complied with.
- 17.10 Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin may be exchanged for a standard 240 litre wheeled bin. If the resident's circumstances change, they are required to inform the council so that we can reassess their need for a larger bin.

17.11 In exceptional circumstances we may provide additional bins for waste. These incidences will be assessed on a case-by-case basis and the conditions outlined above will apply.

Long-term medical condition which generates additional waste

17.12 In some circumstances we may issue a larger or second wheeled bin to residents who have a long-term/permanent medical condition which means that they generate a large amount of waste – typically large quantities of sanitary-care type wastes.

17.13 They will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 240 litre wheeled bin.

17.14 Larger bins are provided on a conditional basis, which will be reviewed periodically. If circumstances have changed, the larger bin may be exchanged for a standard 240 litre wheeled bin.

17.15 If the resident's circumstances change, they are required to inform the council so that we can reassess their need for a larger bin.

Households with children in nappies

17.16 In households where there are children in nappies (this applies to disposable nappies) they may be eligible to apply for a larger wheeled bin on a temporary basis.

17.17 Each request will be assessed on a case-by-case basis and a visit may be carried out by a waste officer to make the decision as to whether a larger wheeled bin is granted.

17.18 The larger or second bin will be provided for a 24-month period and a review carried out once the 24 months has elapsed (this is based on the assumption that the child is less than 12 months old when the request is made, if the child is older, a shorter time period will be agreed).

17.19 The following criteria need to be met in order to be considered for a larger bin.

- Households where there are four or more permanent occupants and more than one child in nappies
- Households where there are five or more permanent occupants and a child in nappies

17.20 Residents applying for a larger wheeled bin will be expected to make full use of the recycling service to minimise the amount of waste that they produce. Before being provided with a larger wheeled bin, they will be offered additional recycling containers.

17.21 Following application for a larger bin, the council may make the following checks:

- A waste audit to ensure that the household is recycling as much as possible.
- A check on the names listed permanently residing at the property
- Site visits to ensure that the information is still relevant

17.22 Residents will be required to complete a declaration confirming that they meet the qualification criteria – if a false declaration is made, the larger wheeled bin will be removed and replaced with a standard 240 litre wheeled bin. If the resident's circumstances change, they are required to inform the council so that we can reassess their need for a larger bin.

18 POLICY 18 – Difficult or restricted access to properties

Road closures

- 18.1 When roads are closed, every effort will be made to carry out the scheduled collections, and repeated attempts at collection will be made where possible. In some rare instances it will not be possible to gain access to properties on their scheduled collection day. If this is known in advance, residents will be informed by letter of alternative arrangements, this may include earlier collections. This information will also be provided on the council's website and social media channels.
- 18.2 Where sufficient notice of a road closure has not been provided, such as emergency road closures and access cannot be granted on the day of collection, the collection crews will return the following day to carry out the collections.
- 18.3 In such instances, priority will be given to collecting waste.

Gated properties/estates

Access via electronic gates

- 18.4 Where access to properties is controlled by electronic gates – and access to the collection crews is permitted, the gate should stay open long enough for a waste collection vehicle to gain access to the estate. The council will not be held responsible for any damage that occurs as a result of premature closing of gates on a collection vehicle.
- 18.5 Where access is not permitted, residents will be required to present their wheeled bins outside the gates for collection.

Access via buzzer entry system

- 18.6 Where access to a gated estate/property is via buzzer entry system – residents will need to be prepared to accommodate the arrival of the collection crews and provide entry. Due to the structure of the collection rounds it is not feasible for collection crews to wait for excessive periods of time for gates to open. If access is not permitted within 5 minutes, the crews will be unable to carry out the collection and residents will need to wait for their next scheduled collection.

19 POLICY 19 – Collections during inclement weather

Suspension of the service

- 19.1 The health and safety of the public and of our collection operatives are of paramount importance. Therefore, during periods of inclement weather we may take the difficult decision to suspend the service.
- 19.2 On these occasions the collection of waste/waste will be the last element of the service to be suspended.
- 19.3 We will inform residents of the suspension of the service by using our website and social media channels..
- 19.4 Where waste collections have been suspended, we will collect additional bagged waste on the next scheduled collection day. A maximum of 3 sacks will be collected.
- 19.5 Where recycling collections have been suspended, we will collect all recycling presented for collection on the next scheduled collection day.

High rise flats and flats with chute-based waste disposal systems

- 19.6 Due to the potential fire risk posed by overflowing waste in properties with chute-based disposal systems, every effort will be made to service these properties during periods of inclement weather. If it is not feasible to wheel the bins out of the bin storage areas, the crews will manually remove bags from the bin storage areas to provide capacity in the bins.

Frozen bins

- 19.7 In some instances, during periods of extremely cold weather the material in the wheeled bins may freeze. Garden waste is more likely to freeze than waste as it tends to be wetter. Where the contents of the bins have frozen, residents can help us by trying to loosen the content of their bins. Unfortunately, the collection crews are unable to do this, they are also unable to put the bin on the lift multiple times or shake it as this may damage the wheeled bin.
- 19.8 If it is not possible to empty the contents of the bin, they will be collected on the next scheduled collection day.

20 POLICY 20 - Collections of bulky waste

20.1 PCC provides a chargeable collection for certain bulky household items (see list below). Where possible we would encourage residents to consider if the items they wish to dispose of would be suitable for re-use and to contact local reuse organisations to see if they can accept the item. Details of local reuse organisations are provided on the PCC website. <https://www.peterborough.gov.uk/residents/rubbish-and-recycling/reduce-reuse>

- Bed bases, mattresses and headboards
- Carpets and carpet tiles
- Tables
- Chairs
- Sofas
- Armchairs
- Wardrobes
- Microwaves
- Fridges and Freezers
- Washing machines
- Small electrical items (e.g. kettles, toasters, hairdryers)
- Bookcases
- Prams or buggies
- Garden furniture

20.2 There are certain items that we cannot collect as part of the bulky waste collection service. A comprehensive list of these items is provided on the PCC website.

20.3 Residents who require electrical items or furniture removed from their homes will be charged per collection of up to five (5) items (not per item), for latest prices see website <https://www.peterborough.gov.uk/residents/rubbish-and-recycling/other-waste-collections>

20.4 Residents can book collections online at <https://www.peterborough.gov.uk/residents/rubbish-and-recycling/other-waste-collections> over the phone on (01733) 747474. Payments can be made over the phone using a credit or debit card. All payments must be made in advance of collection.

20.5 Items not listed above may still be collected but a quote will be provided.

Bulky waste collection – What we will do

- We will collect the items specified on the collection date booked by the householder.
- We will leave a card if we have had problems collecting the bulky waste with advice for the householder on what to do next.

Bulky waste collection – What we will not do

- We will not enter resident's property to collect items – all items for collection need to be placed at the agreed collection point for the operatives to collect.
- We will not dismantle items for collection – all items that require dismantling must be dismantled prior to collection
- We will not go up steps or stairs to collect items
- We will not collect additional items that were not identified on the original request list.

Difficult to access properties

20.6 If a householder lives in a property where potential access will be difficult, a Waste Supervisor will carry out an assessment before the bulky collection is booked to determine whether it will be feasible to carry out the collection and if so, where the most appropriate collection point will be.

Assisted bulky collections

20.7 In some instances, it may be possible to provide an assisted bulky collection. For a householder to be eligible they must already be receiving an assisted collection and each request will be assessed on a case-by-case basis. However, operatives will only collect items from the lowest level of a property and will not go upstairs to collect items.

Landlord bulky collections

20.8 We offer a collection service for bulky items that can be arranged for Landlords also these collections will be quoted separately as they will incur a charge for disposal as this is classed as Trade Waste.

21 POLICY 21 - Collections of Offensive waste and clinical sharps, syringes and needles

21.1 We provide a collection service to householders who produce offensive waste. This is for householders who are self-treating medical conditions at home. Collections of offensive waste will be arranged via a healthcare professional who will contact the council on behalf of the householder to arrange collections. Once the collection has been arranged householders will be provided with the appropriately colour coded waste sacks or an additional waste bin depending on circumstances.

21.2 Offensive waste collections may not take place on the same day as the other material collection days as this is a separately scheduled service.

21.3 Sharps, syringes and needles can be taken to a number of local pharmacies who will accept used sharps within a prescribed sharps container only. These can be dropped off at any of the pharmacies listed on <https://www.peterborough.gov.uk/residents/rubbish-and-recycling/bin-waste-advice>

21.4 We only collect syringes, needles or other sharps if residents are unable to visit one of the pharmacies listed, and if they are in a prescription sharps container.

What we will collect

- 21.5 Offensive waste – this includes any item used for the collection or disposal of human excreta or secreta, as well as sanitary waste, incontinence waste and nappies.
- 21.6 Health care waste – included within the collection of offensive waste are any item of waste arising from the medical treatment of uninfected humans or animals, such as gloves, aprons and dressings.
- 21.7 Sharps, syringes, and needles contained within a prescription sharps container only.

What we will not collect

- 21.8 Infectious Waste (Health care risk waste) – this includes:
- Any gloves, aprons, dressings etc. from the treatment of patients where there is risk of infection
 - Any biological waste – e.g., human tissue or blood
 - Any related swabs and dressings from hospitals, clinics, surgeries or laboratories
- 21.9 We will also not collect the following items:
- Cytotoxic waste – alternative arrangements will need to be made with a healthcare professional.
 - Radioactive waste
 - Medical instruments
 - Larvae
 - Medical specimens/tissues
 - Body parts
 - Pharmaceuticals or drugs including vials – these should be returned to the Pharmacy
 - Unused medicines and unused medicinal aerosols – these should be returned to the Pharmacy
 - Highly Contagious/infectious materials
 - Blood products
 - Foetal tissue and placentas

Offensive waste and personal hygiene products

- 21.10 We will collect limited quantities of the following items as part of ordinary waste collection service; however the material will need to be double bagged and securely tied to make the collection smoother for both the residents and collection crews:
- Incontinence waste
 - Sanitary care waste
- 21.11 Householders will also need to be mindful of not overloading their waste bins with this type of material and as detailed above in 21.1 we can collect this on a separate collection if required.

22 POLICY 22 - Asbestos

Asbestos

- 22.1 Residents who have asbestos requiring disposal can apply for a permit to take their asbestos to the HRC in Fengate. This service is for household asbestos only.
<https://www.peterborough.gov.uk/hrc>
- 22.2 It is the responsibility of the householder to arrange for the safe removal and transport of the asbestos to the designated site. This service is not available to businesses or to contractors who may be carrying out work on behalf of a householder.

23 POLICY 23 - Collections from specific premises

- 23.1 The Controlled Waste Regulations 2012 (CWR 2012) came into force on 6 April 2012 and the below policy on collections is a reflection of this legislation. The CWR prescribes how certain types of household, commercial and industrial waste must be treated, this also defines when a collection and disposal charge can be made for household waste.

23.2 Charity Shops

Waste from Charity Shops selling donated goods originating from a domestic property will be regarded as household waste for which only a collection charge can be made. Where waste originates from a non-domestic property a collection and disposal charge will apply. Charity Shops may be provided with a permit to dispose of waste and bulky household items free of charge upon request.

23.3 Charitable organisations

Waste from a community group, charity or other not for profit organisation which collects goods for re-use originating from a domestic property waste will be regarded as household waste for which only a collection charge can be made. Where waste originates from a non-domestic property a collection and disposal charge will apply. Waste from a premises occupied by a charity, e.g., headquarters and offices will be regarded as commercial waste.

23.4 Places of Worship

Waste from Places of Worship are counted as household waste and neither a collection or disposal charge will be made, they will be provided with 2x 240 wheeled bins, one for waste and one for recycling and collected on an alternate week basis in line with collections from households. If more capacity is required as the bins provided are not sufficient this can be provided at a charge.

23.5 Village Halls and Community Centres

Waste from a premises used wholly or mainly for public meetings is classified as household waste for which a collection charge will be made, For the purposes of assessing wholly or mainly, this will apply if 75% or more of the bookings are for public meetings (community-based meetings or events) where no charge for renting the

premises is made. Where premises do not meet these criteria, the waste will be classed as commercial waste.

23.6 Residential, Nursing and Care Homes

Waste from a Nursing/Care home is classified as household waste where a charge for both collection and disposal will be applied. Waste from a warden controlled residential scheme for the elderly e.g., Extra Care, Supported Living and Assisted living schemes will be treated as household waste where the residents are paying Council tax and will be entitled to the same service as a regular household.

23.7 Publicly Funded Schools and Further Education Colleges

Publicly funded schools and Further Education Colleges or other educational establishments (publicly funded as defined in Schedule 1 subparagraph 4 (8)) will be charged for collection and disposal unless they were already receiving free disposal on collections prior to 6 April 2012.

23.8 Hospitals

Waste from a hospital is classified as household waste where a charge for both collection and disposal will be applied. Premises within hospitals which are providing accommodation and are occupied by Council Taxpayers e.g., Nurses' accommodation will not be charged.

23.9 Prisons

Waste from a prison is classified as household waste where a charge for both collection and disposal will be applied.

24 POLICY 24 - Unacceptable Behaviour towards Staff

24.1 Peterborough City Council will not tolerate any form of abusive behavior towards its staff and supports its contractors and delivery partners in taking a similar zero tolerance position on such behavior.

24.2 In the same way a resident would expect to have a safe and efficient interaction with our services it is also the fact that staff should enjoy the same safe and respectful interaction with service users.

Contract Management and Monitoring

The management of the overall contract is overseen by a Shareholder Board which consists of Peterborough City Council Elected Members, and Strategic Directors from both Peterborough City Council and its Environmental Services Partner.

<https://democracy.peterborough.gov.uk/mgCommitteeDetails.aspx?ID=721>

The main objective of the Board is to ensure that the contract is being delivered and managed effectively and that value for money and a high-quality service is being delivered to the residents of the City.

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