



LOVE
YOUR
NEIGHBOUR
HOOD



TOWER HAMLETS

DON'T LET OUR FUTURE GO TO WASTE

Waste management strategy 2018-30



**MAYOR OF
TOWER HAMLETS**

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Foreword

Tower Hamlets is a growing borough. Over the next ten years the population is projected to increase from 317,000 to 371,000. The number of businesses and people working here is likely to increase, which will increase the amount of waste that the council needs to collect and dispose of. This increase in waste will come at a time of shrinking budgets.

It's likely that the percentage of the population living in flats, over 80 per cent, won't change. By 2025, we need to have 39,000 more homes according to the London Plan.

This waste management strategy presents our ideas about how we improve services and respond to these challenges. It sets out six priorities to guide the way we develop and improve our work over the next 12 years.

We need to reduce the amount of waste created and increase the percentage that is reused, recycled or composted. We need to work with the people and businesses of Tower Hamlets to encourage pride in our environment and encourage and enable ways of dealing with waste that help us all. We need to collaborate with and provide leadership to businesses, housing associations and others that have a responsibility for managing waste. Reducing carbon emissions and improving air quality is an important part of what we want to achieve.

Getting the most for local people and businesses out of those who deliver waste services is another goal we're setting ourselves.

Thank you to all those who have given their views, which have helped shape our future approach to waste management.



**Mayor of Tower Hamlets
John Biggs**



**Councillor David Edgar
Cabinet Member for Environment**

Executive Summary

Our borough is growing and changing fast, along with our impact on our local environment. 'Don't let our future go to waste' is the council's strategic approach to managing waste in Tower Hamlets until 2030.

We asked residents, businesses, and other stakeholders what they thought about our intentions for managing waste and making our local environment better. We knew that our current waste services needed improvement and almost everyone agreed with our planned approach. We also learned that despite having many challenges to overcome, there is a wide commitment to working with us to make Tower Hamlets a clean and green place they are proud of and love to live in, work, study and visit.

The six priorities below guide our strategy and provide a framework for our services moving forward.

1 Collaboration at the heart of change

– The more we work together, the more waste we can reduce, reuse and recycle.

2 Supporting people to love their neighbourhood

– We will design services with our users in mind to encourage everyone to love their neighbourhood and take responsibility for their own waste.

3 Supporting people to reduce, reuse, and recycle

– We will encourage and enable everyone to follow the three R's in their daily lives to lower our environmental impact.

4 Making waste a resource

– We will provide opportunities for our service users to keep materials in use rather than throwing them away.

5 Reducing carbon and improving air quality

– We will help improve local air quality by cutting emissions from our waste management activities.

6 Building our green economy

– We will capitalise on 'green opportunities' for our residents and businesses where possible.

The council is committed to increasing the participation of our service users so that the service changes presented in this document are fit for purpose and designed around the needs of residents, businesses and visitors of Tower Hamlets. We aim to enable everyone in the borough to play their part and take action to reduce the impact of waste on our local environment.

Service changes and the setting of waste reduction and recycling targets initiated by this strategy will take place in a series of phases beginning in early 2019.

Consultation with Tower Hamlets service users

Our draft waste management strategy, 'Don't let our future go to waste', went through a wideranging public consultation from August to October, 2018, including public events and a waste summit with partners.

Methodology

We sought the views of as many people as possible including residents, businesses, partners, and other stakeholders*. The response to our consultation was largely supportive and we now have a much clearer idea of what our service users want. Some of the key lessons from our consultation are highlighted below.

We asked what the council could do to help people recycle more and produce less waste

Respondents agreed that the recycling service needs to be improved with respondents wanting a regular, reliable and standardised recycling collection service and more or bigger recycling bins.

Respondents felt that providing the right amount of waste and recycling storage each week and providing a standard weekly collection of recycling across all properties would encourage less waste and more recycling.

Respondents were keen to see the council collect a wider range of materials for recycling and there is a clear need for the

council to encourage more recycling and provide clearer guidance on what can and cannot be recycled.

What the council will do

The council will review bin numbers and frequency of collections from purpose built flats and consider options for standardising collections from houses. This will include reviewing the containers used for collecting waste and recycling from houses. We will review our policy on recycling sack distribution and ensure blocks of flats have sufficient number of recycling bins.

We will explore options to collect other items such as textiles and small electricals for recycling and provide clear guidance and information on recycling.

We asked about food waste collections

Respondents were supportive of providing a separate food waste collection to all properties and it is seen as important to increase recycling. Over 60 per cent (of those who don't currently have a service) said they would use a food waste recycling service if provided.

What the council will do

Providing a food waste service to blocks of flats can be challenging with issues of storage space and contamination to overcome. The

*681 online questionnaire responses
1,100 phone interviews from a representative sample
188 interviewed at public events
65 summit event attendees

council will conduct food waste collection trials, benchmark other boroughs and carry out a feasibility study to determine the most practicable approach for expanding the food waste service to blocks of flats.

We will improve on our service to houses, review the provision of biodegradable bin liners, and encourage greater participation.

We asked how the council can help people to share, repair and reuse more

A large proportion of respondents felt that increasing the amount of furniture and other large household items for collection would help them share, repair and reuse more. Organising other reuse and sharing initiatives were popular.

What the council will do

The council already operates a comprehensive collection service, but it is evident from the consultation that the service is not accessed, or used by, a large proportion of the borough. We will review the service to ensure that it is more accessible and more material is captured for reuse and recycling.

We plan to explore other initiatives and work closely with local community groups and charities to enable residents to donate and access reusable items.



We asked about our commercial waste service

Businesses felt that the existing waste and recycling service is not meeting their needs. The pricing is not competitive with other local contractors. Some expressed concerns over the quality of the sacks provided and limitations and range of the services on offer.

What the council will do

In order to contribute to the Mayor of London's recycling target of 50 per cent of Local Authority collected waste to be recycled by 2025, the amount of recycling collected from businesses in the borough needs to increase greatly. The dry recycling collection service will be promoted, encouraged and changed to allow greater flexibility to meet needs of businesses in the borough, while still being competitive. We will look in to the feasibility of offering a food waste collection service to businesses.

Working with our stakeholders and service users

The council is committed to involving as many service users and stakeholders as possible to ensure that the service changes presented below are fit for purpose and designed around the needs of residents, businesses and visitors of Tower Hamlets.

Our vision and aims – six key priorities

We want everyone in Tower Hamlets to play their part in improving and protecting our environment. We need everyone to take action to reduce the impact of waste, and help make the Borough a clean and green place they are proud of and love to live in, work, study and visit¹.

Collaboration at the heart of change

By working with residents, housing associations, private landlords and businesses, we create the right infrastructure to have profound impacts on reducing waste.



Supporting people to love their neighbourhood

We want to support people to take responsibility for their waste and their neighbourhood.



Supporting people to reduce, reuse and recycle

Encouraging more people to follow the three 'r's in their daily lives.

LOVE
FOOD
hate waste

Making waste a resource

Materials can be used over and over again in a circular economy. Our first thought for waste should be about what it can be turned into.



Reducing carbon and improving air quality

We want to reduce carbon emissions from waste activities and help to improve air quality.

breathe
clean

Building our green economy

Our green economy can provide new opportunities for jobs, training and business in Tower Hamlets.



Introduction – Why do we need a waste strategy?

Tower Hamlets is growing

Tower Hamlets is a dynamic and vibrant place to live in, work, learn and play, with diverse and creative communities, award winning parks and a successful world class economy. With this growth in people, business and visitors we are producing more waste that needs to be reduced, reused or recycled.

Waste is increasing

Since we first introduced a waste management strategy in 2003, the way we think about waste has changed from a problem to be managed, to a source of valuable materials.

New laws require us to increase the quality and quantity of materials recycled, and there is growing interest in finding ways to avoid waste altogether by using resources again and again.

We need to think about reducing the amount of waste we produce, reusing more things rather than throwing them away, and how we can recycle as much as possible.

We are suffering from the impact

Some people are not taking responsibility for the waste they throw away. Dropping litter, fly-tipping, causing graffiti, fly-posting, and dog fouling all damage our environment, our neighbourhoods, and our economy.

We want an environment we can be proud of

We want a cleaner and greener borough that everyone is proud to live in, work in and loves to visit.

It's not going to be easy with the challenges we face

Delivering environmental improvements in a London borough is challenging. In Tower Hamlets these challenges are more complex because we have:

- **One of the highest population densities and fastest growing populations in the country.**
- **Increasing number of visitors and workers across the borough.**
- **Over 80 per cent of residential properties are flats.**
- **One of the fastest growing night time and weekend economies in London.**

We need to involve more people to solve the problem

We need more people to think about how we produce less waste, how we can reuse things rather than throw them away, and how we can recycle as much as possible.

We need everyone to take responsibility for reducing the impact of waste on our neighbourhoods and wider environment.

We need to be ambitious

This strategy sets our intentions for reducing waste over the next 12 years.

We have set ourselves challenging waste and recycling targets and plan to increase the household recycling rate from 26.4 per cent in 2017/18 to 35 per cent by 2022.

We also need to work with all local businesses to help them waste less and recycle more.

We want to help prevent waste and increase the reuse of products and materials.

We want to recycle and compost as much as possible. This will prevent valuable materials going to landfill or to energy from waste facilities and will help us reduce our costs.

It is an ambitious plan, but we believe it can be done.

We need to innovate to improve

The council needs to invest in new ways of managing waste, with increased costs at the same time that local authority budgets are being reduced. We will have to be more efficient, innovative and committed than ever, and the public will have to play its part.

We will take the opportunity to re-design and deliver innovative, cost effective, and customer focused waste management, recycling and cleansing services.



LOVE YOUR NEIGHBOURHOOD

TOWER HAMLETS

Nominate an area:
#TheBigCleanUp
@TowerHamletsNow

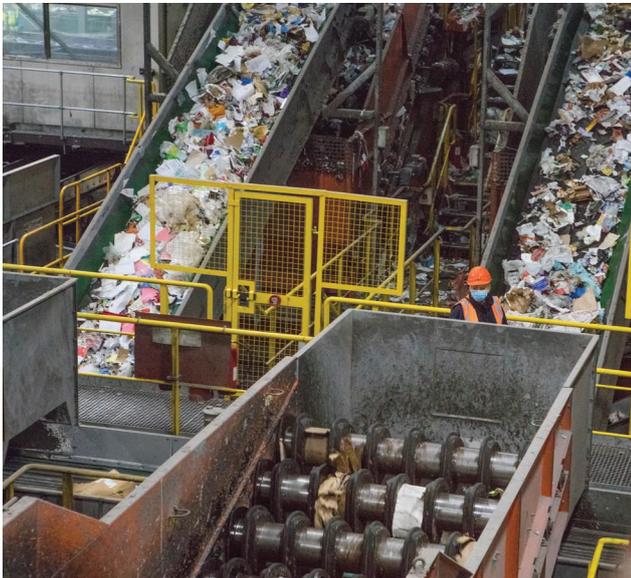
THE BIG CLEAN UP

Our Waste Management Challenges

Waste management changes

The changing national and international situation regarding waste management and the uniqueness of Tower Hamlets presents two key waste management challenges:

- The legislation governing waste management in England has been driven by a common European Union framework. We don't know what the outcome of Brexit will mean for future laws on waste.
- Changing international markets for recyclable materials and limited access to regional recycling facilities may result in increased recycling costs



Annual household recycling has increased dramatically from 3.5% in 2003/04 to 26.4% in 2017/18

Collection of food and garden waste from street level properties implemented in 2008

Household waste has reduced by 4 per cent per person since 2009/10

Beginning in 2011/12, all residual waste has been diverted from going directly to landfill to energy recovery

We have successfully responded to the continual rise in annual total household waste following population growth

We collected and processed 113,059 tonnes of waste in 2017/18

Our residents are positive towards our recycling and refuse collections – resident satisfaction for refuse collection in 2018 was 72 per cent; recycling collection was 61 per cent

Tower Hamlets population and households keep growing

The projected increase in Tower Hamlets population² along with housing development pressure³, particularly in Blackwall, Cubitt Town and the Isle of Dogs, will add pressure to our waste and recycling collection services.

Tower Hamlets has an increasingly high population density with over 80 per cent of households living in flats and using shared waste and recycling bins. These properties typically produce half the amount of recycling that is achieved from houses with individual bins.

Lack of indoor storage space and infrastructure in flats can mean that residents in flats are unable to separate their waste in the home for recycling. This leads to high levels of recyclable waste being disposed of.

The borough has lots of residents renting property that don't live in the same place long enough to learn about local recycling opportunities and become good recyclers⁴.

Continuing cuts to council budgets means that all council services, including waste management services, are experiencing growing financial pressure.



Business is on the increase

In March 2017, there were around 16,800 local enterprises in Tower Hamlets. The number of businesses has grown by 55 per cent in the last five years (up from 10,900 enterprises in 2012). The vast majority of businesses in the borough are small businesses. 98 per cent of enterprises employ fewer than 50 people. In 2016, there were an estimated 278,000 jobs in Tower Hamlets, which is higher than the number of working age residents (225,300). In 2015, Tower Hamlets had 1.35 jobs for every working age resident, which was the sixth highest job density in London.



² The number of people living in Tower Hamlets is projected to increase from 317,200 in 2018 to 370,700 in 2028. This is 17% growth, almost twice as fast as London (10%) and is equivalent to 15 additional residents every day for the next decade.

³ The number of households in Tower Hamlets is projected to increase from 132,100 in 2018 to 160,100 in 2028.

⁴ 73% of total housing in Tower Hamlets is rented

Waste in Tower Hamlets

The total amount of waste collected in 2017/18 was 113,059 tonnes. The table below shows how this is broken down by waste type.

Waste Tonnages 2017/2018

Waste Type	Recycling	Food and Garden Waste	Textile reuse and recycling	Residual Waste	TOTALS
Houses, flats and schools	11,444	821	651	52,517	65,433
Bulky waste	1,215	-	-	1,197	2,412
Non household waste (including business waste)	3,694	271	-	29,833	33,798
Cleansing	3,388	-	-	2,413	5,801
Fly-tipped	1,529	-	-	1,542	3,071
Re-use and Recycling Centre	1,696	188	-	661	2,545
TOTALS	22,967	1,280	651	88,161	113,059

Where our waste and recycling goes after collection

Waste type	What happens to waste after collection?
Mixed dry recycling (paper, card, glass, plastic, cans)	Our mixed dry recycling is separated into different types of material at a materials recovery facility before being sent to be made into new products.
Food and garden waste	Our food and garden waste is taken to a composting facility where it is processed into a compost product
Residual waste (rubbish that is not recycled)	The residual waste we collect is taken to our waste transfer station at Northumberland Wharf, loaded in to containers, and transferred down river to an energy from waste facility at Belvedere in Bexley.
Other wastes	For other wastes we use various treatment methods depending on the nature of the waste collected

Managing waste in Tower Hamlets

Tower Hamlets will continue to face considerable development pressure throughout the life of the waste management strategy. The planning process, guided by the revised Tower Hamlets Local Plan⁵, will assist developers to give clear guidance on the amount of space and volume of storage needed for effective waste and recycling.

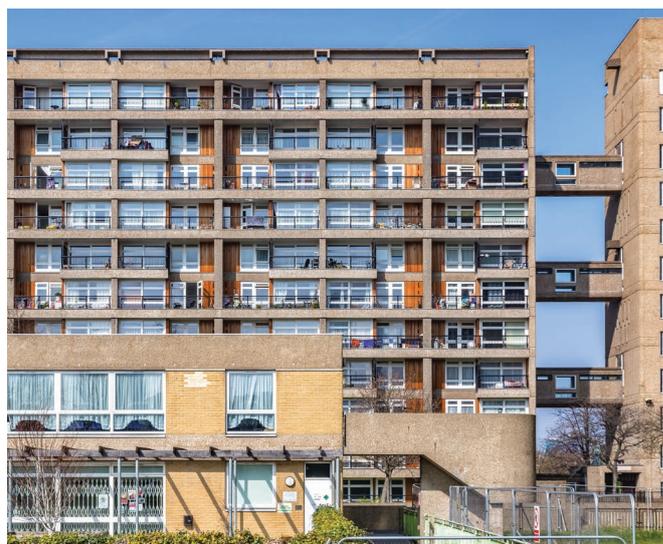
This gives priority to reducing the volume of storage for waste and increasing volume of space for recycling⁶.

New developments must include sufficient space to separate and store dry recyclables, organic waste and residual waste for collection within individual and multi-occupancy properties.

Guidance on the volume of waste and recycling storage needed for each new household is embedded within the Local Plan⁷. This guidance is in place to encourage residents to minimise unnecessary refuse production and encourage recycling.

National and regional waste policy

'Don't let our future go to waste' has been designed to conform to national and regional waste management aims, objectives and targets.



National waste management objectives are set by 'A Green Future: Our 25 Year Plan to Improve the Environment' (2018), which broadly seeks to:

- Ensure that resources are used more efficiently and kept in use for longer to minimise waste and reduce its environmental impacts by promoting reuse, remanufacturing and recycling.
- Work towards eliminating all avoidable⁸ waste by 2050 and all avoidable plastic waste by the end of 2042.
- Reduce pollution by tackling air pollution in our Clean Air Strategy and reduce the impact of chemicals⁹.

⁵ At the time of writing, the Tower Hamlets Local Plan is undergoing independent examination by government.

⁶ Tower Hamlets Local Plan 2031 - Policy D.MW3: Waste collection facilities in new development.

⁷ Tower Hamlets Local Plan 2031 (draft) – Appendix 4: Waste collection standards.

⁸ 'Avoidable' means that which is technically, environmentally and economically practicable to avoid.

⁹ 'A Green Future': Our 25 Year Plan to Improve the Environment (2018).

The Government's strategy, 'Our Waste, Our Resources: A strategy for England' (2018)¹⁰ provides clear longer-term policy direction in line with the 25 year environment plan. It aims to guide England's transition to a more circular economy by minimising waste, promoting resource efficiency, and minimising the damage caused to our natural environment by reducing and managing waste safely and tackling fly-tipping. The national strategy also provides a blueprint for invoking the polluter pays principle, eliminating avoidable plastic waste, doubling resource productivity, and eliminating avoidable waste of all kinds by 2050.

Waste management objectives and targets for London local authorities are set by the Mayor of London in the London Environment Strategy¹¹. The London Environment Strategy outlines a number of London-wide waste targets for the council to contribute to including:

- **50% local authority collected waste recycling target for 2025 and**
- **65% municipal waste recycling target for 2030.**



The London Environment Strategy outlines a minimum level of household recycling service expected from waste authorities, which requires the six main dry recycling materials to be collected from all properties¹²; separate weekly food waste collections (including from flats where practical and cost effective), and a focus on improving recycling performance from flats¹³. As part of our commitment to the aims and objectives of the London Environment Strategy, the council will develop a reduction and recycling plan (RRP) by March 2019. This plan will contain our local waste targets (including a local authority collected waste recycling rate and waste reduction target) and align them to those set in the London Environment Strategy. Once approved by the Mayor of London, the plan will be revised every four years.

Waste in our Local Plan

The new Tower Hamlets Local Plan 2031 sets out how the borough will grow and develop over the next 15 years. Chapter 10 of the Local Plan 2031 (currently under consideration by the Planning Inspectorate) sets out the council's approach to managing our waste and the London Plan apportionment requirements.

Policy S.MW1 identifies existing waste sites in Tower Hamlets (including existing waste sites within the London Legacy Development Corporation area that are within the borough boundary) and areas of search for new sites within Tower Hamlets. Policy S.MW2 sets out the council's approach to new and enhanced waste facilities and policy D.MW3 sets out the council's approach to waste collection facilities in new developments.

¹⁰ Our Waste, Our Resources: A strategy for England (2018).

¹¹ The London Environment Strategy, 2018

¹² The six main dry recycling materials are: glass, cans, paper, card, plastic bottles and mixed rigid plastics (tubs, pots and trays).

¹³ LES Policy: 7.2.1

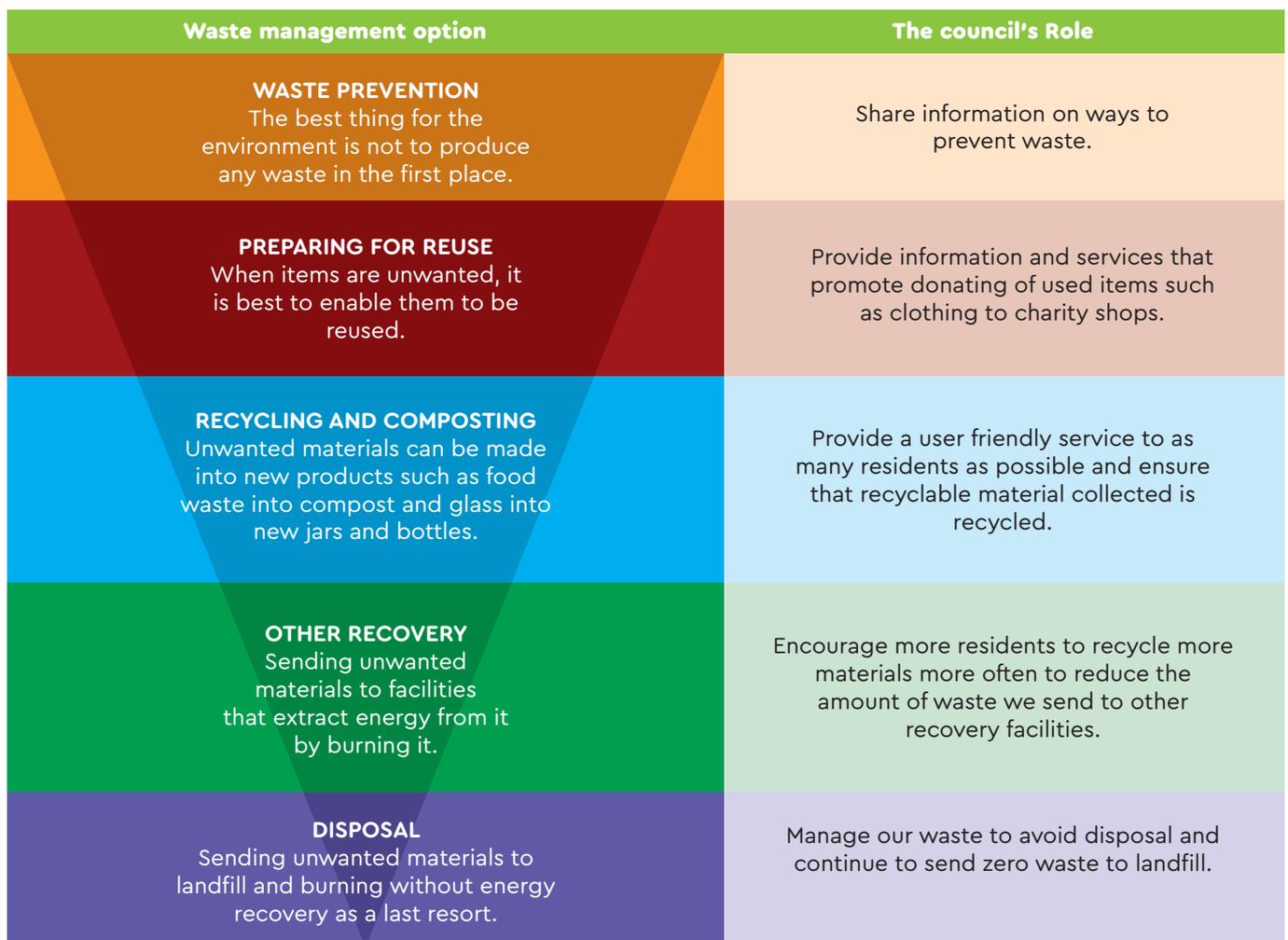
Drivers of change

Waste management legislation has changed a lot over the last 15 years in response to a number of key environmental challenges. New objectives and targets have been set at the national and regional levels for waste management. Two of the most important ideas that have emerged are the waste hierarchy model and the circular economy model.

The Waste Hierarchy

The best practice model we use to manage our waste is the waste hierarchy (illustrated

below). This sets out the preferred order of priority for managing waste in terms of what is best for the environment. The waste hierarchy places the greatest emphasis on preventing waste, then reuse, followed by recycling. Disposal to landfill or energy from waste from incineration are considered the least desirable. Moving waste up the hierarchy away from disposal towards prevention is considered the most important activity for managing waste.

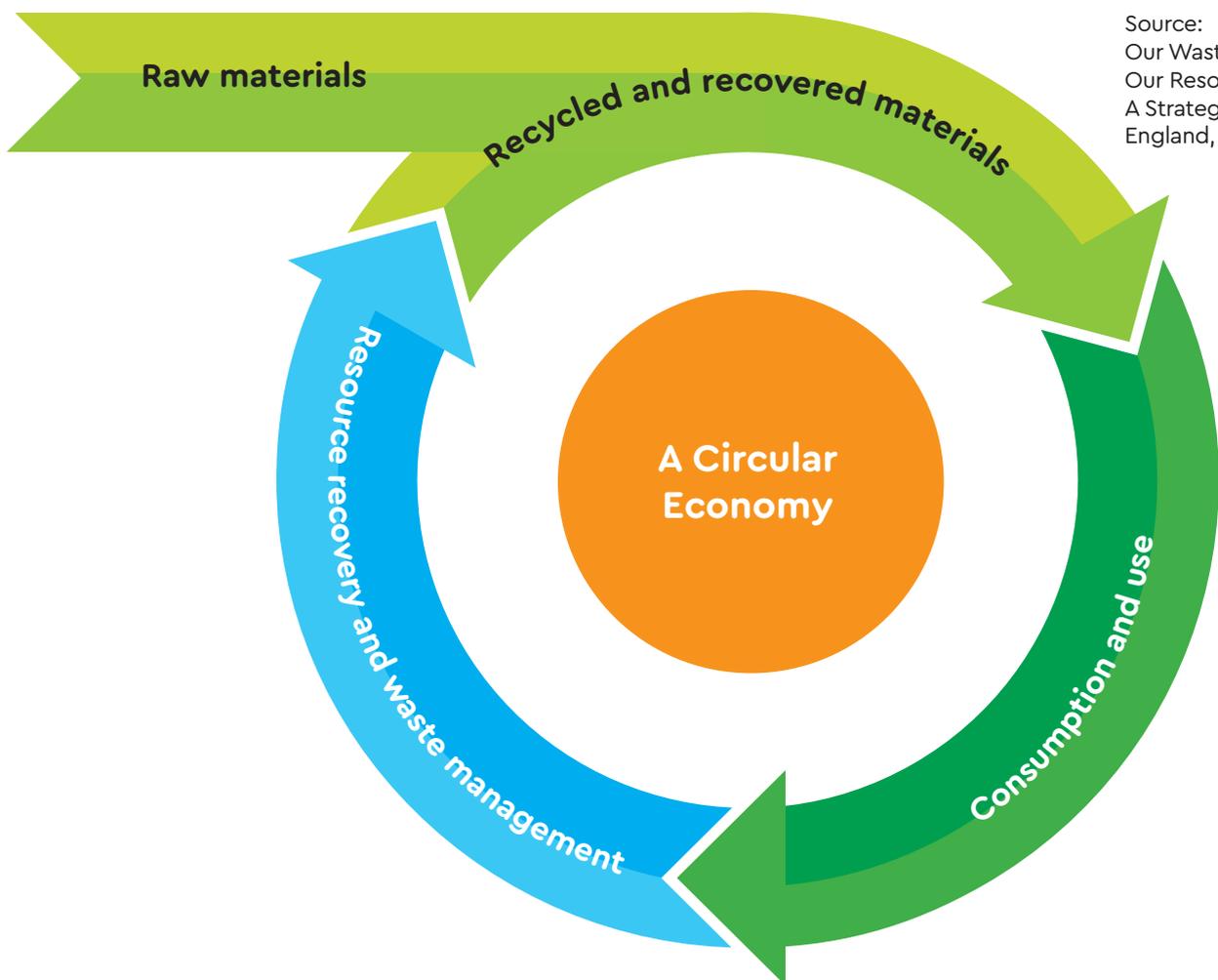


The circular economy

The circular economy model is based on the idea that we don't have an infinite supply of raw materials from which things can be made and that we should look to make new products from reused or recycled material.

Our current linear economy means that raw materials are extracted, products are manufactured, used by people and then thrown away. This produces too much

waste. This can't go on forever as raw materials will eventually run out. The need to become more sustainable means that we need to move to a more circular economic model where the value of products, materials and resources is kept alive in the economy for as long as possible¹⁴. Our role in this process is to help generate more material that can be made into new products through waste prevention, recycling and reuse in line with the waste hierarchy.



Source:
Our Waste,
Our Resources:
A Strategy for
England, 2018

¹⁴ The European Union's Circular Economy Package (2015) aims to support the transition away from a linear to a circular economy.

Current services and how they are set to change

Collections from our residents

Collection services for residents living in houses or low rise properties

Now: We provide a weekly collection service for residents in houses (and houses converted to flats) of food and garden waste, dry recycling and other waste that can't be recycled, which we call residual waste. This covers approximately 20,000 households.

We provide biodegradable starch bin liners, a kitchen and collection caddy for the storage and collection of food waste and a green reusable bag for garden waste. Starch liners are delivered twice a year and made available for collection from Idea Stores and libraries.

The dry recycling service collects the following materials: card, paper, glass bottles and jars, food and drinks cans, food and drinks cartons, plastic bottles and plastic pots, tubs and trays.

Clear sacks are used for the collection of this dry recycling and these are delivered to houses twice a year and made available for collection from Idea Stores and libraries. Residents in suitable properties and with space can order a purple wheeled bin for the storage and collection of dry recycling.

Residual waste is collected predominately

from black sacks which residents have to buy themselves. However, some households have purchased their own wheeled bins, which we empty each week.

The food waste collection service has a low take up with only 17 per cent of households able to participate in the scheme using it. Support for the dry recycling collection service is high though with 62 per cent of households using the scheme.

Over 50 per cent of what people put in black sacks is food, garden waste and other recycling that could be recovered through our dedicated recycling services.

Our plans: We want to move waste up the waste hierarchy by encouraging reuse, maximising the amount of recycling collected and reducing the amount of waste collected overall.

We will review our weekly waste collection service from houses and consider options for restricting the amount of residual black sack waste collected each week from houses.



We will provide consistent and standardised waste and recycling capacity across all households, with a focus on creating more space for recycling and less space for any black sack waste that cannot be recycled. We will actively promote the recycling service and make sure people understand when to put bags out for collection.

Collection services for residents living in flats

Now: More than 80 per cent of households in Tower Hamlets are flats. This means it is important that we help residents in flats recycle as much as possible.

Residents in flats have their residual waste and dry recycling collected from large shared bins. Access to the residual waste bins is direct or through chute systems.

Recycling containers are located, where possible, in bin store areas with residual waste containers. However, in many older blocks of flats recycling was not considered in the design of the block. They do not have space in existing bin store areas to cater for recycling, or they have residual waste chute systems and rooms, so recycling containers are located outside bin rooms or in a convenient location on the estate.

There are a number of estates which have underground systems for residual waste and dry recycling. Some smaller blocks have a kerbside collection and are requested to leave their dry recycling in the single use sacks outside the main entrance each week.

To help residents recycle, clear recycling sacks are made available for all at the Idea Stores and libraries across Tower Hamlets.

Our plans: We will work with housing associations and private landlords to improve management of waste on estates

and for blocks of flats. We will:

- Provide support in promoting and encouraging resident participation in the recycling services.
- Provide guidance on roles and responsibilities to ensure all properties have suitable designated areas for waste and recycling bins that are accessible to their tenants and to ensure their tenants know how to use the facilities correctly.
- Help to improve access to bins on collection day.
- Consider the responsibility for dealing with contaminated communal recycling bins. Making it clear what not to put in recycling bins and how putting black sack waste in these bins prevents us from recycling.

To encourage recycling, we will be working to make sure that residents have easy access to enough recycling bins where they live. We will be reviewing bin numbers and frequency of collections to provide standardised waste and recycling capacity across all households. Where too much waste is being produced, with little or poor quality recycling, we will look to charge landlords and homeowners where necessary.

We started an estate waste improvement project in 2018 to progress a range of infrastructure improvements and schemes in purpose built blocks to increase levels of recycling and better general management of waste on estates. This project will span two years and work closely with housing providers and engage with residents to ensure blocks of flats have sufficient and easy to use waste and recycling facilities.

The food waste recycling service will be expanded to blocks of flats where practical and cost effective.

Collection services for flats above shops

Now: Flats above shops are provided with a kerbside collection of both residual waste and dry recycling, weekly or daily depending on their location. All main routes have time-banded collections with the recycling collected at least once a day.

Sacks for the storage and collection of dry recycling are delivered to flats above shops twice a year.

Our plans: We will consider providing flats above shops with specific residual waste sacks so that residential waste can be identified from fly-tipped business waste.

Other services

Now: We have one reuse and recycling centre located at Yabsley Street on the Isle of Dogs for residents to bring in a wide range of materials for recycling.

We provide compost bins and wormeries at discounted prices to enable and encourage home composting.

There are small recycling centres and textile banks located throughout the borough and small waste electrical and electronic equipment (WEEE) bins in the libraries. However, the need for the recycling centres has decreased as the recycling service to flats and flats above shops has been improved and we envisage the need to decrease further.

We also run other events and schemes to encourage waste minimisation, reuse and recycling, for example Swap Days, Love Food Hate Waste events, information stalls in the Idea Stores.

Our plans: We want to provide more residents with access to opportunities for recycling a range of materials, such as textiles and WEEE. We will review how this can be achieved through collections directly from households or through other outlets such as council and housing offices and using local reuse networks and charities.

We will support community composting for estates and blocks of flats to enable residents to compost food waste.



Collection services for schools

Now: All schools are provided with a free collection of co-mingled dry recycling and food waste. The schools are provided with recycling wheeled and bulk bins, food waste wheeled bins, caddies and caddy liners.

We provide schools with a paid for collection of residual waste. This service is discounted and the schools pay for the collection costs only, not disposal costs.

Our plans: We will support schools to encourage the use of all recycling services and ensure that the recycling is free from contamination.

Collection services for businesses

Now: The council offers a commercial residual waste and dry recycling collection service to businesses within Tower Hamlets. The recycling is collected at a lower cost (than residual waste) to act as an incentive to recycle.

In 2017/18 over 28,082 tonnes of residual waste was collected by the council from local businesses but only 973 tonnes of dry recycling.

Our plans: We will develop an improved commercial waste offer that meets the needs of businesses and supports increased commercial recycling and reduction of illegal dumping. We will promote the dry recycling collection service and look in to the feasibility of offering a food waste collection.



The council is legally responsible for cleaning and maintaining the streets, parks, gardens and other public places in Tower Hamlets and we aim to keep the environment attractive for our residents, businesses and visitors.

We will continue to run our Love Your Neighbourhood 'Big Clean Up' events and encourage and support local community groups and other volunteers to get involved in helping to keep the borough clean and tidy.

Now: The 2018 annual residents' survey highlighted a need for improvement with just over a quarter (26 per cent) of residents feeling that rubbish and litter was one of the top concerns in their area.

As a result of this, we are delivering a programme of environmental cleanliness improvements, with key actions targeting litter, rubbish, graffiti, fly-posting and fly-tipping.



Cleansing services

The majority of our residents, businesses and visitors take responsibility for the waste and litter they produce and use the services we provide. Unfortunately, there is a small minority of people that do not, their actions result in litter, fly-tipping, and dog mess on our streets and in our parks as well as graffiti and fly-posting. All of this damages the environment that we all live and work in.



Our plans

Tackling graffiti

We are working to bring in a new graffiti and street art policy, as well as increasing resources to tackle unwanted graffiti.



Tougher cleansing standards

We are looking at tougher standards for cleaning, including working with social and private landlords to improve the cleanliness of the borough's estates.

Managing the night time and weekend economy

We will deliver more effective waste, recycling and cleansing services in all areas that benefit from the night time and weekend economy, with additional funding support from the late night levy.



Litter bins and recycling

In addition to over 1000 litter bins across the borough, we will continue to roll out 'Smart Bins' that compact litter, need less frequent emptying and send out an alert when full. We will also look at introducing recycling litter bins in key locations.

Special events

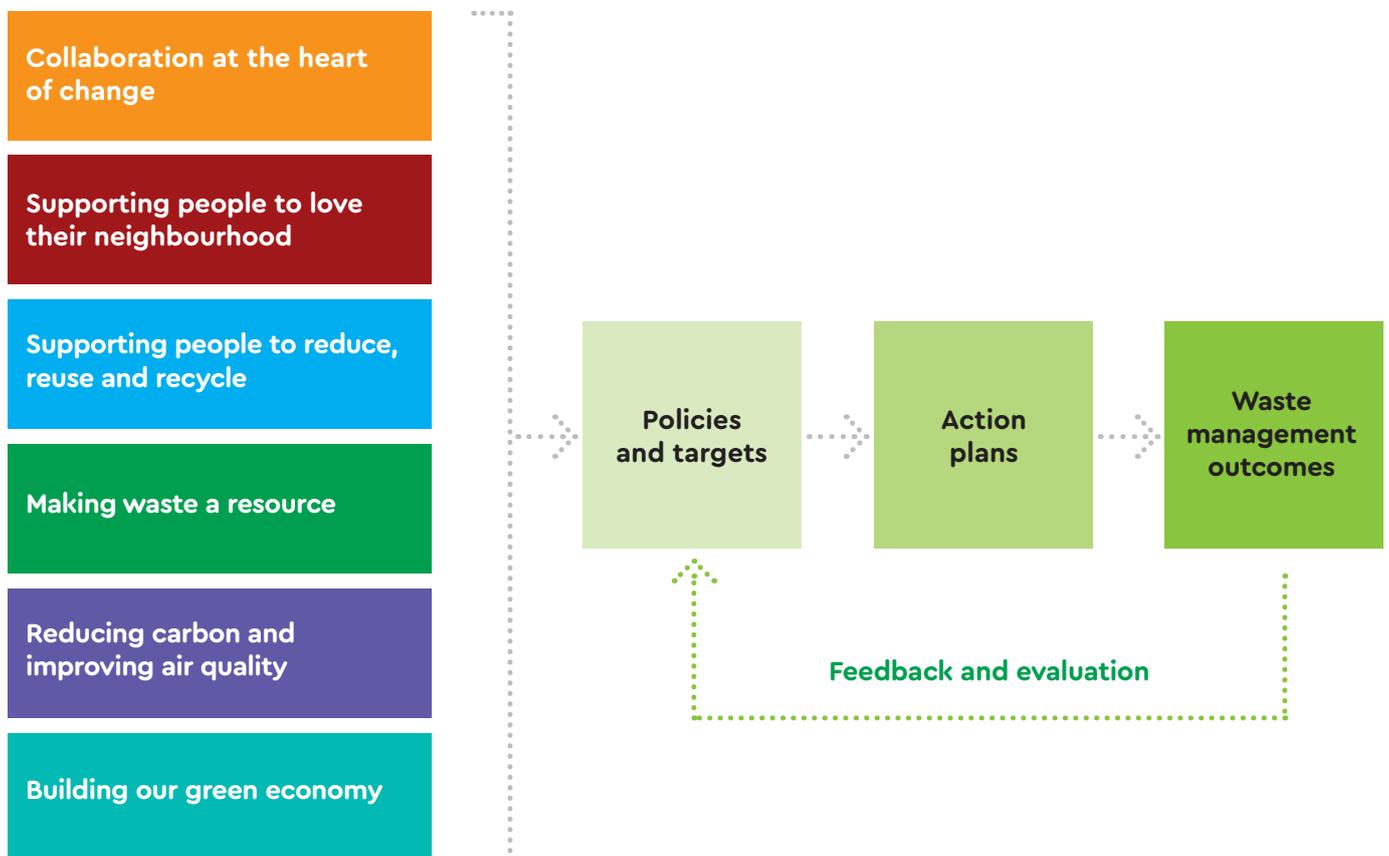
We will continue to clean up and manage waste from special events, with increased recovery of clean-up costs from organisers.

Delivering on our priorities for environmental improvement

Our delivery framework

The six key priorities framing the waste management strategy are intended to guide a series of policies and targets to help us achieve better services for residents, leading to a cleaner, greener Tower Hamlets. These priorities are set to remain relevant until 2030 and will be reviewed every four years alongside our reduction and recycling plan. This will allow any key legislative or policy changes to be incorporated into the strategy if necessary.

Policies will be implemented through related action plans which will help us achieve our waste management outcomes. Feedback systems for monitoring, evaluation and review will be put in place to make sure the strategy delivers its intended outcomes and remains relevant in the context of new developments, innovations, changing circumstances, and equalities considerations.



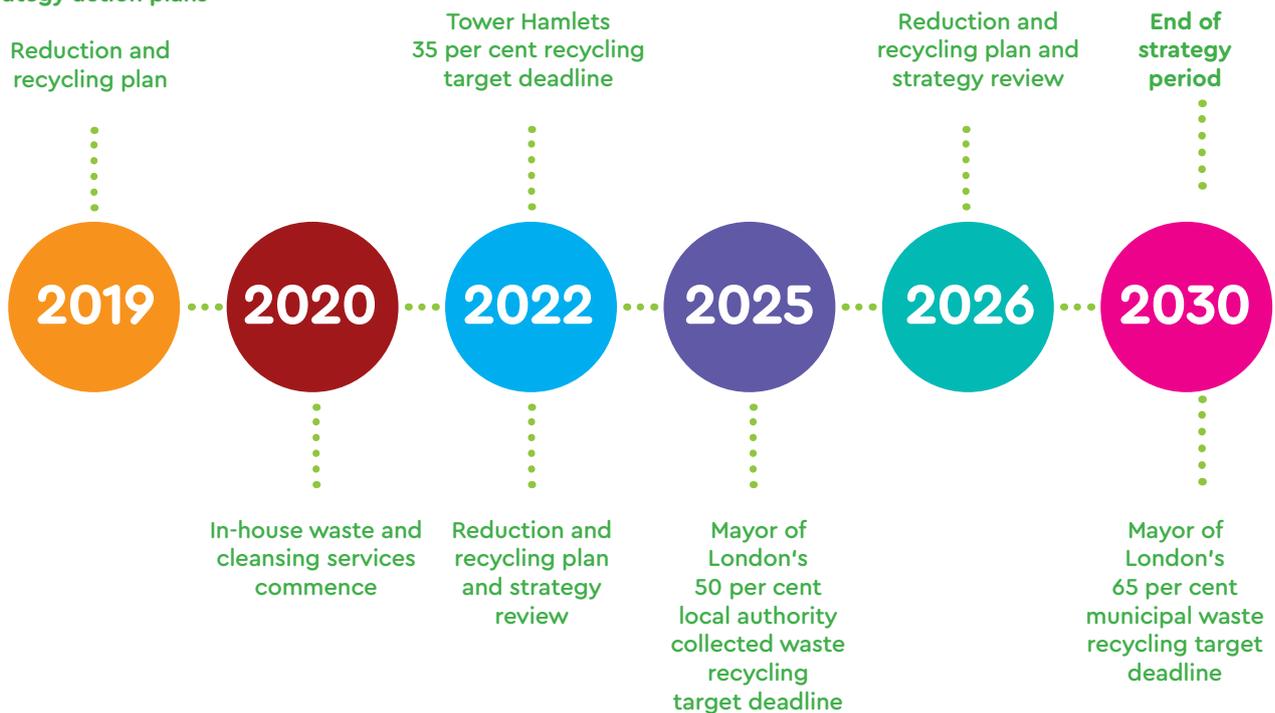
Monitoring, review, and risk management

It will be necessary to continuously review, monitor and evaluate the action plans to provide a robust monitoring, review and evaluation framework. We intend to periodically review our services with the support of Resource London to help us identify positive changes to improve overall performance, particularly in recycling and waste reduction.

Strategy Monitoring and Review	Monitor	Review
Waste management strategy 2018-2030	n/a	Every four years (or as necessary)
Reduction and Recycling Plan	Annually	Every four years
Operational Action Plan	Quarterly	Annually

Timeline

Mobilisation of in-house waste and cleansing services including strategy action plans



Priority 1 – Collaboration at the heart of change

Objective

To engage and work with our residents, partners and other stakeholders towards improving environmental outcomes from waste management activities by:

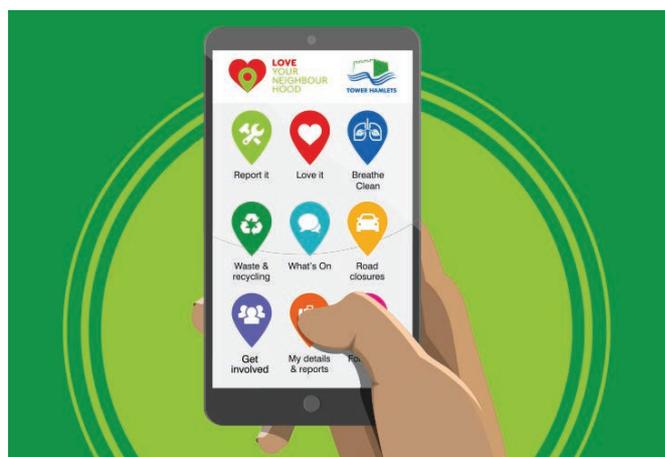
- **Demonstrating leadership to influence others through the way we manage our own waste.**
- **Listening to the community through consultation and engagement.**
- **Improving co-operation with stakeholders and strengthening partnerships.**
- **Supporting education services to promote waste awareness through active learning.**
- **Working more collaboratively with the voluntary and third sector.**

We know that in order for us to enhance our waste services and increase sustainability we have to lead by example, demonstrating the changes we are asking others to make. We have to balance our leadership and influencing roles as the local authority with engagement and collaborative working to achieve the best possible outcomes for all residents, and other stakeholders.

- Co-operating with housing associations and landlords at the Tower Hamlets Housing Forum¹⁶ and public realm sub-group¹⁷.
- Monitoring residents' satisfaction with our waste, recycling and cleansing services through our annual residents' survey¹⁸.

What we're already doing

- Recycling our own waste.
- Improving information, and reporting issues on our website and Love Your Neighbourhood App.
- Working with schools on the importance of recycling and how they can best manage their waste. Providing schools with a free dry recycling and food waste collection service.



¹⁶ The Tower Hamlets housing forum is a partnership between housing associations (registered providers) and the council.

¹⁷ The public realm sub-group works with the council, the London Fire Brigade and other strategic partners to deliver ongoing enhancements to public realm areas on housing developments.

¹⁸ The Tower Hamlets resident's survey is an independent annual survey of residents which explores residents' views about the council, services, and the local area.

What we intend to do

Tower Hamlets residents, partners, businesses and other stakeholders demonstrated a willingness to work together to help improve waste and cleansing services in the borough moving forward. Following this commitment, we intend to:

- Gain a better understanding of the waste we produce as an organisation so that we can take action to achieve an overall reduction of waste generated and increase quantities that are reused and recycled.
- Encourage all staff to become waste and recycling ambassadors, supporting the aim of delivering an overall reduction in our waste and recovering more waste for reuse and recycling.
- Establish a network of resident champions to support the council in engaging with their local community and promoting services.
- Work to strengthen and leverage our community partnerships with landlords, the third sector, volunteers, and businesses.
- Aim to support and direct our stakeholders with clear messaging to achieve our waste minimisation, reuse and recycling ambitions, particularly as behaviour change is critical to the success of these activities.
- Pay particular focus on building partnerships with local housing associations and private landlords who are key stakeholders in resident engagement and can add value to communications campaigns to reduce waste and boost recycling.

- Continue to work with partners in schools, colleges and universities to deliver waste awareness and education programmes to drive improvements in waste minimisation and recycling.
- Facilitate a co-ordinated reuse network in partnership with the voluntary/third sector.
- Look to phase out the use of single use plastics from within our own buildings and encourage businesses to do likewise.
- Lobby government on the need to enhance measures to reduce packaging waste and work with residents (in their role as consumers) to influence retailers to undertake a change of packaging policy.

How do we know if it is working?

- Residents will recycle more.
- Residents will recycle more of the materials that are currently sent to disposal that haven't been recycled due to contamination.



Priority 2 – Supporting people to love their neighbourhood

Objective

We want more people to take responsibility for the waste they produce, to love their neighbourhood and help keep the borough clean and green by:

- Encouraging and enabling people to do the right thing with their waste.
- Ensuring people take responsibility for their waste so that it is managed more sustainably.
- Ensuring waste management activities contribute to maintaining a clean and safe environment.
- Improving the quality of our recycling.
- Taking corrective action against inappropriate behaviours.
- Taking a zero tolerance approach to littering and fly-tipping.

We want all people living, working, learning in and visiting Tower Hamlets to take pride in our local environment. Driving the necessary improvements to achieve this can't be done by the council alone. For everyone to do their part, we need to work together to ensure that residents and businesses have access to appropriate services and that everyone knows and understands how to manage their waste in the most appropriate and environmentally sustainable way.

What we're already doing

- Delivering visual improvements to public recycling centres.
- Supporting and promoting regional campaigns (e.g. Recycle for London, 'Love Food, Hate Waste', National Recycle Week).
- Delivering local campaigns to reduce general waste and boost recycling.
- Running 'Big Clean Up' events across Tower Hamlets to engage local residents and partners in maintaining a clean environment and creating a sense of pride for the area.
- Taking enforcement action to tackle environmental crimes where possible, particularly those related to commercial waste, litter and fly-tipping.
- Implementing a waste improvement project on estates to improve recycling facilities and encourage more recycling.



What we intend to do

Tower Hamlets residents agreed that waste and cleansing services, and recycling services in particular, need to get better. Improvements to collection consistency, storage capacity, clearer service guidance, and the council collecting a wider range of materials were considered positive steps moving forward. Following this we intend to:

- Use a combination of service design, education, partnership work, and enforcement where appropriate, to encourage changes in perception and action. Increased understanding and awareness of the environment, waste management, and roles and responsibilities are critical.
- Provide consistent and standardised waste and recycling capacity across all households. Ensure all households have the appropriate waste containers to enable residents to recycle more of their waste. Addressing multiple collections of residual waste from blocks of flats.
- Consider charging landlords and homeowners for over production of residual waste and or extra collections.
- To review our collection service for large items of furniture and bulky waste that won't fit in bins. We need to improve the collection and recycling of furniture, white goods and other large items from houses and flats.
- Improve presentation of waste on collection day, working with housing associations and landlords to ensure easy access to empty bins when necessary.
 - Support better management of waste on estates and improve the way waste and recycling is presented for collection.
 - Provide guidance on roles and responsibilities to ensure all properties have suitable designated areas for waste and recycling bins that are accessible to their tenants and to

ensure their tenants know how to use the facilities correctly.

- Review options for dealing with contaminated communal recycling bins – consider options for the collection of contaminated recycling, such as charging for collection to incentivise proper use.
 - Encourage a more proactive approach to be taken towards reducing levels of contamination in communal recycling.
- Introduce a recycling incentive scheme to encourage increased recycling participation.
- Use our powers to enforce against people who deliberately fail to sort, store and present their waste correctly for collection.
- Improve our use of information and technology to identify problems, target hotspots and tackle problem areas.
- Take a new approach to tackling graffiti with the introduction of a new graffiti and street art policy and further investment in graffiti removal.

How do we know if it is working?

- Residents will recycle more.
- Residents will recycle more of the materials that are currently sent to disposal that haven't been recycled due to contamination.
- Satisfaction rate with recycling, refuse and street cleansing services will improve.
- Number of fixed penalty notices and warnings issued due to inappropriate behaviours will decrease.

Priority 3 – Supporting people to reduce, reuse and recycle

Objective

To help more people waste less, reuse more and recycle as much as possible:

- **Delivering initiatives to drive waste reduction towards zero waste growth (per head).**
- **Increasing reuse in Tower Hamlets through an expanded network of reuse opportunities.**
- **Continuously improving recycling performance, targeting increased capture of glass, cans, paper and cardboard, plastic bottles and mixed plastics, plus food waste.**
- **Providing more residents with access to food waste composting or food waste collections.**
- **Ensuring residual waste (the leftover waste after recycling and reuse) treatment maximises the value recovered from waste (resources and energy).**
- **Continuing to provide reliable and comprehensive collection services to all households.**

Our waste services need to change so that we can reduce the amount of waste we create in the first place and increase our reuse and recycling.

We want to make sure that our services are designed and built around the needs of our customers so that they are fit for purpose, future-proof and have the lowest environmental impact. This means making every effort to reduce waste, reuse and recycle more things.



What we're already doing

- Working towards zero waste direct to landfill.
- Extracting recycling from litter, street sweepings and fly-tipped waste.
- Supporting and promoting the national 'Love Food, Hate Waste' campaign.
- Providing residents the opportunity to reuse household items through the reuse and recycling centre.
- Supporting home composting through the provision of compost bins and wormeries at discounted prices to residents.
- Enabling residents to recycle the six main recyclable materials through the weekly kerbside and communal collection schemes.
- Providing a separate weekly food waste collection from low-rise properties.
- Providing small waste electrical and electronic equipment (WEEE) recycling bins in Idea Stores.
- Offering a commercial waste dry recycling collection service.

What we intend to do

Tower Hamlets residents considered the provision of more and better ways to reuse and recycle, including sharing initiatives and a separate food waste collection to all properties, to be important steps towards increasing recycling. The majority said they would welcome such opportunities. Tower Hamlets businesses were keen to see improvements in our commercial waste offer by making it more price-competitive and flexible. Following this we intend to:

- Food waste recycling for flats – expand food waste recycling to blocks of flats where practicable and cost effective.
- Make dry recycling collections more available to all residents – ensure the service meets the separate collection requirements and achieves high quality recycling by collecting as a minimum paper, cardboard, plastic bottles, plastic pots, tubs and trays, steel and aluminium cans and glass bottles and jars.
- Bulky waste service – review the current service and charging policies and explore options to capture as much material as possible for reuse and recycling.
- Support expansion of community composting schemes to council, social and private estates and blocks that want them.
- Commercial waste service – the development of an improved commercial waste offer with increased commercial recycling and reduction of illegal dumping. Actively promote the dry recycling collection service to commercial premises and look into the feasibility of offering a food waste collection service to them.
- The delivery of cost effective waste, recycling and cleansing services in all areas that benefit from the night time and weekend economy.
- Provide clear guidance to developers of new properties.

- Provide more residents with opportunities for recycling or composting unavoidable food waste.
- Continue to roll out 'Smart Bins' across the Borough and incorporate recycling into street bins.
- Provide more residents with access to opportunities for recycling a range of materials, such as textiles and WEEE.
- Create opportunities that enable residents to donate and access reusable items.
- Support the use of reusable nappies.

How do we know if it is working?

- Residual waste per household will decrease.
- A reuse network will be expanded and more residents will use the network.
- Residents will recycle more.
- Residents will recycle more of the materials that are currently sent to disposal that haven't been recycled due to contamination.
- Food recycling will be rolled out across the borough where feasible.
- Residents are satisfied with the council's refuse collection.



Priority 4 – Making waste a resource

Objective

To recover value from waste, so products at the end of their life are recycled, reused or refurbished into new products in a continuous cycle or circular economy:

- **Seeking ways to encourage design for recycling.**
- **Looking to reduce reliance on single use items.**
- **Helping to develop a local sharing economy.**
- **Supporting increased reuse schemes.**

We know that waste is the new resource. To recover value from waste and for new products to be made from recycled materials requires a new approach. The European Union circular economy package (2015) aims to support the transition away from a linear to a circular economy so that the value of products, materials, and resources can be 'kept alive' for as long as possible. Proposed actions will contribute to "closing the loop" of product lifecycles through greater recycling and reuse, and bring benefits for both the environment and the economy. The transition to a circular economy locally represents an essential contribution towards aims and efforts to develop a sustainable, low carbon, resource efficient, and competitive regional, national, and global economy. The London Environmental Strategy (2018) supports circular economy business models in five main areas:

- 1. Products as a service.**
- 2. Sharing economy.**
- 3. Prolonging product life.**
- 4. Renewable inputs.**
- 5. Recovering value at end of life .**



What we're already doing

- Strategic lobbying and looking for ways to 'close the loop' on materials use through forums such as the Local Government Association (LGA), Local Authority Recycling Advisory Committee (LARAC) and the National Association of Waste Disposal Officers (NAWDO).
- Delivering repair and reuse events in partnership with third sector organisations.
- Delivering local 'swap' events.



What we intend to do

- Seek to support national and regional efforts through increased reuse activities, encouraging the use of recycled goods, composting and food waste recovery with continued generation of energy from residual waste.
- Support extended producer responsibility and the implementation of 'take back' schemes.
- Lobby and encourage producers of products to extend product life and to design for recycling.
- Seek opportunities to develop and support a local sharing economy.



How do we know if it is working?

- Residual waste per household will decrease.
- A reuse network will be expanded and more residents will use the network.
- Residents will recycle more.
- More food waste will be collected and diverted to composting facilities.

Priority 5 - Reducing carbon and improving air quality

Objective

To contribute to better air quality in Tower Hamlets and London by adhering to the Tower Hamlets Air Quality Action Plan 2017-2022 and reducing net carbon emissions from waste management activities by:

- **Reducing vehicle movements and distances travelled through route optimisation.**
- **Utilising cleaner fuel technology.**
- **Reducing the overall carbon footprint of our waste management activities.**

We know that poor air quality has a negative impact on the health and wellbeing of the people in Tower Hamlets, and that by reducing the output of pollution through improved use of technology and smarter waste management, we can contribute to a cleaner borough.



There is overwhelming scientific consensus that human activity is causing global climate change, predominantly due to the burning of fossil fuels.

Carbon dioxide (CO₂) is by far the most common greenhouse gas generated by human activity in terms of quantity released and total impact on global warming.

The London Mayor's vision for London is that it is to become a zero carbon city by 2050 with:

- **All new cars and vans (less than 3.5 tonnes) being zero emission capable from 2025.**
- **All heavy vehicles (greater than 3.5 tonnes) being fossil fuel-free from 2030.**
- **Zero emission fleets by 2050.**

Air pollution is associated with a number of adverse health impacts and particularly affects children and older people, and those with heart and lung conditions.

Children in Tower Hamlets have up to 10 per cent less lung capacity than the national average because of air pollution.

What we're already doing

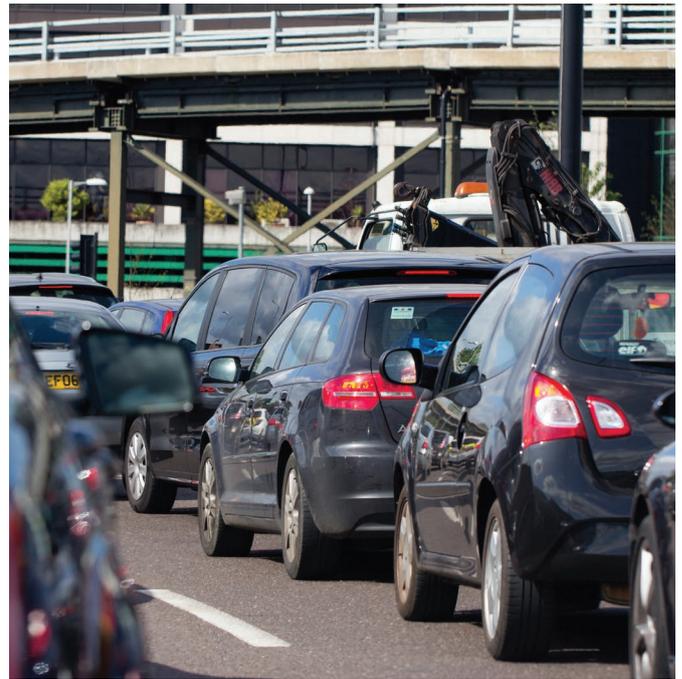
- Increasing recycling of high-carbon materials such as paper and textiles.

What we intend to do

- Support the delivery of Tower Hamlets Air Quality Action Plan.
- Through the re-commissioning of services, ensure all vehicles used for the delivery of waste management services are as low emission as possible moving forward, including the consideration of electric vehicles.
- Utilise round optimisation solutions to reduce vehicle mileage for waste collections.
- Seek ways to increase the procurement of products containing recyclable content as a means of reducing the carbon footprint of the products we use.
- Seek to ensure that municipal¹⁹ waste is managed within the London region wherever appropriate facilities exist to mitigate the impacts of climate change from the transportation of our waste.
- Work towards the achievement of the Mayor of London's Emissions Performance Standard (EPS)²⁰ and require our service providers to meet, or have plans in place to meet, the Mayor's Carbon Intensity Floor (CIF)²¹ targets.
- Meet the Ultra-Low Emission Zone (ULEZ) vehicle exhaust standards for waste fleets according to the London Environment Strategy²².

How do we know if it is working?

- The number of waste management vehicles replaced with low or zero emissions vehicles.
- The carbon footprint resulting from the council's waste management activities will decrease.



¹⁹ Municipal waste is household or business waste consisting of everyday items

²⁰ LES, Policy 7.3.2.a

²¹ LES, Policy 7.3.2.b

²² LES Policy 7.3.1

Priority 6 – Building our green economy

Objective

To provide economic, social and environmental benefits to the community through our waste management activities:

- **Increasing access to jobs for local people in the delivery of the council waste service.**
- **Providing apprenticeship opportunities for local people.**
- **Providing work experience opportunities for local people.**
- **Supporting local businesses.**

We want to ensure that our waste management service and activities add social value to our communities, delivering benefits to residents and local businesses from job creation, work experience and apprenticeships and increasing volunteering activities and support for local schools and organisations.



What we're already doing

Securing community benefits through purchasing and procurement by requiring contractors to:

- Engage local business wherever possible.
- Seek to employ locally as a first option.
- Provide local work experience opportunities.
- Offer paid apprenticeships or volunteering opportunities.
- Support and attend job fairs.
- Apply corporate social responsibility work locally (i.e. working with local schools).

What we intend to do

- Incorporate the council's social value framework into any contracts for the delivery of waste services.
- Encourage our service delivery agents to look locally for their supply chain needs and provide opportunities for networking.
- Foster working relationships between our service delivery agents and local educational establishments.
- Support the voluntary sector.
- Signpost our service delivery agents to local community groups and volunteering activities.
- Ensure that the procurement of goods, works or services are undertaken in line with the Mayor of London's Responsible Procurement Policy²³ which aims to:
 - Enhance social value;
 - Encourage and embed equality, diversity;
 - Embed fair employment practices;
 - Enable skills, training and employment opportunities;
 - Promote ethical sourcing practices, and improve environmental sustainability.

How do we know if it is working?

- More local residents will take part to deliver the council's waste management services.
- More local residents will take up apprenticeship opportunities to deliver the council's waste management services.
- More local residents will take up work experience opportunities to deliver the council's waste management services.



²³ Mayor of London - Responsible Procurement Policy, GLA, June 2017

Tower Hamlets is a clean and green place that people are proud of and love to live, work, study and stay in

Collaboration at the heart of change

Residents will recycle more.
Residents will recycle more correctly and recycled materials that are sent to disposal due to a high portion of contamination will decrease.

Supporting people to love their neighbourhood

Residents will recycle more.
Residents will recycle more correctly and recycled materials that are sent to disposal due to a high portion of contamination will decrease.
Satisfaction rate with recycling services will improve.
Residents will be satisfied with the council's refuse collection.
Residents will be satisfied with the council's street cleansing.
Number of Fixed Penalty Notices and Warnings issued due to inappropriate behaviours will decrease.

Supporting people to reduce, re-use and recycle

Residual waste per household will decrease.
A reuse network will be expanded and more residents will use the network.
Residents will recycle more.
Residents will recycle more correctly and recycled materials that are sent to disposal due to a high portion of contamination will decrease.
Food recycling will be rolled out across the borough where feasible.
Residents are satisfied with the council's refuse collection

Making waste a resource

Residual waste per household will decrease.
A reuse network will be expanded and more residents will use the network.
Residents will recycle more.
More food waste will be collected and diverted to composting facilities.

Reducing carbon and improving air quality

The number of waste management vehicles replaced with low or zero emissions vehicles
The carbon footprint resulting from the council's waste management activities will decrease.

Building our green economy

More local residents will take posts to deliver the council's waste management services.
More local residents will take apprenticeship opportunities to deliver the council's waste management services.
More local residents will take work experience opportunities to deliver the council's waste management services.



Circular economy



The waste hierarchy



Residents' satisfaction

Glossary

We have used a number of terms to describe our approach to waste management within our strategy which we have defined below.

Term	Meaning
Air quality	Air quality refers to the condition of the air we breathe. Good air quality is air that is clean, clear, and free from pollutants such as smoke and dust.
Bulky waste service	A collection service that helps residents who are unable to transport bulky items such as furniture, white goods, and mattresses to the reuse and recycling centre.
Carbon intensity	Carbon intensity is the amount of carbon (in terms of weight) emitted for every unit of energy used.
Circular economy	An economy where we keep resources in use for as long as possible, extract the maximum value from them while they are in use, then recover and create new products and materials when they are no longer used.
Cleansing services	The services that we provide to ensure a clean borough, such as cleansing of streets, parks and open spaces, street markets, and removal of fly-tipped waste, fly-posting, and graffiti.
Collection day	The planned day that waste and recycling is collected.
Collection services	A general term to refer to all of the services that we provide to collect waste and recycling.
Collections for flats	We provide communal residual waste and mixed recycling containers for flatted residents to share.
Collections for houses	We provide waste collections from houses including residual waste, mixed recycling, and food and garden waste, which are collected from the kerbside.
Co-mingled materials	A co-mingled collection scheme is one where more than one type of dry recyclable material is collected and processed at a Materials Recycling Facility.
Commercial waste	Waste arising from premises which are used wholly or mainly for trade, business, sport, recreation or entertainment, excluding industrial waste.
Composting	A biological process in which organic wastes, such as garden and kitchen waste, are converted into a material which can be used to enrich the nutrient content of the soil.
Contamination	Materials that are put into the mixed recycling, food waste or garden waste containers that cannot be processed through that service.
Disposal	Residual waste disposal is when waste is sent to a landfill site or energy from waste facility.
Emissions performance standard (EPS)	The EPS measures the greenhouse gasses (such as carbon dioxide) that are released from London's local authority waste management activities. It aims to achieve emissions savings by recovering materials that deliver the greatest carbon dioxide reductions.

Term	Meaning
Energy from waste facility	Residual waste is sent to a special facility where it is burned in order to generate electricity.
Fly-posting	To put up posters, such as advertising, in places where they are not allowed.
Fly-tipping	The unauthorised dumping of waste on a site that does not have a licence to accept waste (e.g. a road or pavement). Fly-tipping is illegal. People caught fly-tipping can be fined or prosecuted.
Food and garden waste	Waste that is biodegradable such as food scraps and cut grass. Also known as 'green waste'.
Graffiti	Writing or drawings scribbled, scratched, or sprayed illegally on a wall or other surface in a public place.
Hazardous waste	Wastes such as old chemicals and asbestos that cannot be safely managed through the normal waste collection service.
Household waste	Waste from household collections, street sweeping, bulky waste collections, hazardous and clinical household waste collections, litter collections, separate garden waste collections, waste from recycling centres for household waste and waste collected separately for recycling/composting schemes.
Household recycling rate	The percentage of household waste (as described above) that gets sorted and sent on to be made into new products.
Landfill	Land where waste is deposited and eventually buried, often as a method of filling in and reclaiming excavated pits.
Local authority collected waste (LACW)	All waste collected by the local authority.
Materials recovery facility (MRF)	A facility at which particular types of our co-mingled dry recyclables are extracted by the use of mechanical separation methods.
Municipal waste	Household waste or business waste that is similar in composition irrespective of who collects or disposes of it.
Recycle	Convert waste into material that can be made into something new. Material such as card, paper, glass bottles and jars, food and drinks cans, food and drinks cartons, plastic bottles and plastic pots, tubs and trays can all be recycled.
Recycling services	The services that we provide to help residents to recycle. This includes mixed recycling service for houses and flats, food and garden waste collections, and public recycling sites.
Residual waste service	Our residual waste service collects waste that is not separated out for recycling or composting, for example black bag waste.
Reuse	Items such as furniture, clothes, kitchen appliances can often be used a number of times, prolonging the life of the product.
Registered providers and managing agents	Organisations that own and/or manage social or private housing.

Term	Meaning
Sharing economy	An economic model where access to goods and services are shared, facilitated by a community based online platform.
Smart bin	A bin that uses technology such as sensors to monitor and report fill level.
Underground refuse system (URS)	This system involves a large steel container underground with above-ground inlets for residents to put bagged waste and recycling into.
Waste	Any materials thrown away, that we handle including residual waste, mixed recycling, food waste, garden waste and bulky waste.
Waste hierarchy	Our model and preferred order of priority for managing waste from most to least desirable. For example, waste prevention is most desirable while waste disposal is a last resort.
Waste management	The collection, transportation, disposal or recycling, and monitoring of waste.
Waste minimisation or reduction	A set of processes and practices used to reduce the amount of waste produced in the first place.
WEEE	Waste electrical and electronic equipment.
Zero waste economy	An economy where resources are fully valued – financially and environmentally and there is zero waste sent to landfill.

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