



# Mayors Waste Improvement Programme (MWIP) 2024/25

Overview and Scrutiny  
26<sup>th</sup> November 2024



**£5m** extra investment  
**72** new waste staff  
**22** new vehicles  
**155** newly trained street cleaners  
Twice daily cleaning of **115** main streets

One dedicated waste team keeping Tower Hamlets clean



Before



During



After



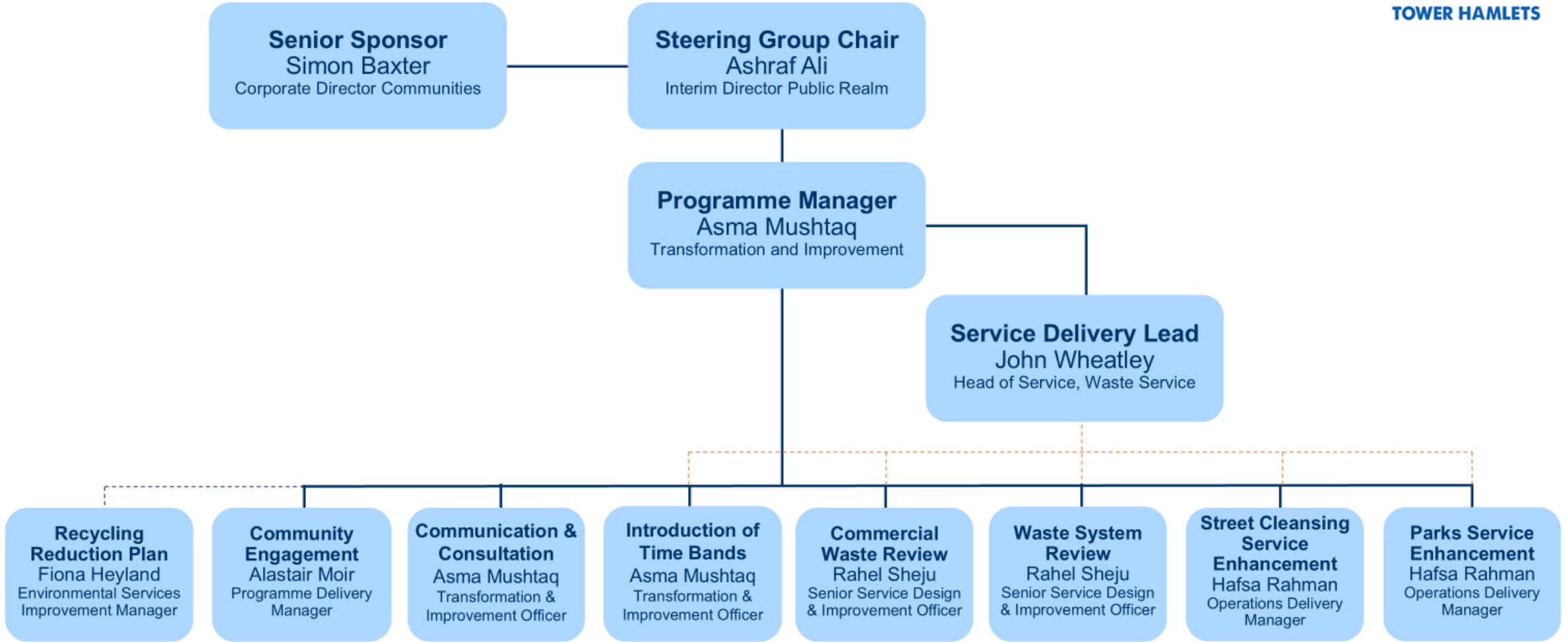
# Introduction



- The Mayors Waste Improvement Programme (MWIP) delivery plan for 2024/2025 was approved in April 2024. The mayor has invested £5m for 2024/25 to improve the service.
- There were concerns that the waste services were failing, and that the overall performance was poor and lacked visibility. This presentation provides information about the waste services improvement plan which seeks to address these failures with a response that will review, recover, and deliver an improved waste service for residents and businesses in the borough.
- Regular progress reports are provided to MWIP Steering Group, MAB and Cabinet, detailing achievements that have been made against workstreams.



# MWIP Board Structure



# Governance and Oversight



- The MWIP steering group meets monthly to oversee progress of the project
- Working Groups have been created for each workstream and meet regularly. They consist of a project lead and cross-service officers with specialist knowledge relating to the workstream
- The programme manager meets regularly with the project leads to ensure any complex areas are resolved and escalated
- Regular briefings are shared with the mayor and lead member and quarterly MAB/Cabinet reports are also provided, to report on the progress of the MWIP



# Service Improvements



- Enhanced waste clearance arrangements 7days a week, AM, PM and nighttime
- Separation of domestic and commercial waste collections
- Introduction of time banding in high streets and town centers to enforce unregulated waste
- Introduction of additional weekday and weekend sweeping beats in hotspot areas around the borough and targeted deep cleansing.
- Independent assessment of street cleanliness through Keep Britain Tidy Group
- Deployment of Find It Fix It vehicles to respond immediately to problem areas
- Updated service arrangements for recycling on estates
- Introduction of the pilot for daily use recycling sacks



# Communication and engagement



- Link to video [TH RECYCLE AD D2.mp4](#)
- Partnership working with East London Mosque (ELM) and Interfaith Forum to deliver message for reduce, reuse and recycle
- Engagement with schools and community organisations to deliver recycling workshops
- Partnership working workshops x2 with Registered Social Landlords (RSLs) delivered this year
- Recruitment of 8 x Estates Engagement Officers, 1x Comms Officer, 1x HR Officer
- Faith in Environment Summit in December 2024
- Recycling engagement events including Boundary Estate and Lansbury Estate



# Achievements



- 95% of inspections for street cleansing undertaken in Tower Hamlets by Keep Britain Tidy (KBT) were graded as acceptable.
- 9 out of 15 wards that were graded by KBT are at 95% or above acceptable
- Q2 NI195 results show TH has significantly improved and better than the London benchmark for litter and detritus.
- Recycling Q2 data is not yet available but the monthly recycling rate for September shows an uplift in performance from 15.4% in Q1 to 18%
- Recycling contamination preliminary rates are showing a reduction from 30% last year, to 24.4% in September 2024
- 45.4% drop in the number of street cleansing (litter) requests compared with the same period in the last year
- Decrease in the number of missed collections in 15 out of the 20 wards



# Tower Hamlets Annual Residents' Survey 2024



- 61% agree “my council is making the local area a better place for people to live” - an improvement of 5 percentage points since last year.
- 69% of residents are satisfied with their waste collection- an improvement of 5 percentage points since last year.
- 63% of residents are satisfied with street cleansing – an improvement of 9 percentage points since last year.
- 73% of residents are satisfied with their recycling services – an improvement of 11 percentage points since last year

**£5m** extra investment  
**72** new waste staff  
**22** new vehicles  
**155** newly trained street cleaners  
Twice daily cleaning of **115** main streets

One dedicated waste team keeping Tower Hamlets clean





# Budget



- It is expected that the MWIP funding of £5 million, will be fully spent within 2024/25.
- Large part of the budget is being spent on additional street cleansing operatives and drivers, vehicle costs, additional fuel, training and redevelopment of services to ensure sustainability of the work.
- The project has focused on achieving immediate results, such as improvement of services, street cleansing, refuse and recycling, but also supporting the re-organisation of core services to ensure sustainability of the improvements made.

Cost Centre Description	Indicative Budget
Street Cleansing and Parks Enhancement	3,350,000
Introduction of Time-bands	50,000
Commercial Waste Service Review	150,000
Waste System Review	100,000
Community Engagement & Recycling Reduction	1,100,000
Communication, partnership & consultation	250,000
<b>Total</b>	<b>5,000,000</b>



# Sustainability



- Continue to embed within the service:
  - Partnership working with Trade Unions, H&S, HR, Finance
  - Continuous Professional Development to create a workforce that feels valued and has the skills to deliver a high-quality service
  - Staff training with KBT for sustainability of street grading in the future
- Review and restructure waste services to meet the needs of the borough
- Re-alignment of the budget



# Questions

