



2009-2010  
Positive engagement of older people  
2009-2010  
Preventing and tackling child poverty  
2003-2009  
Winner of 7 previous  
Beacon Awards



INVESTOR IN PEOPLE



# Overview & Scrutiny



Simon Baxter  
Head of Clean & Green  
London Borough of Tower Hamlets



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# Veolia-Case Study

## Specifying the Waste Management Contract Refuse Collection





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INVESTOR IN PEOPLE



TOWER HAMLETS

# Veolia-Case Study

## Clinical Waste Service







2009-2010  
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2003-2009  
Winner of 7 previous  
Beacon Awards



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TOWER HAMLETS

# Veolia-Case Study

## Specifying the Waste Management Contract Co-mingled Dry Recycling Service





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Positive engagement of older people  
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# Veolia-Case Study

## Waste Disposal







2009-2010  
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# Veolia-Case Study

## Specifying the Waste Management Contract Street Cleansing





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# Veolia-Case Study

## Markets Cleansing





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TOWER HAMLETS

# Veolia-Case Study







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# Veolia-Case Study

## Performance Monitoring & Accountability

- **Strategic**
- **Local**





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# Veolia-Case Study

## Responding to resident /member complaints and challenging perceptions

- Communications
- Outreach
- Volunteering
- Community payback
- Innovation





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# Veolia-Case Study

