

Action	Responsibility	Date
<b>Recommendation 1: Review the Local Reward Scheme running in the borough with a view to implementing it more widely</b>		
<p><b>Comment from service:</b>                      A decision to implement a reward scheme across the Borough cannot be taken in isolation from other policy decisions on waste. An options review of potential approaches to reward that can be effectively monitored (the main challenge with reward schemes) will be completed by the summer. The Executive Mayor in Cabinet will consider this as part of a comprehensive strategic review of the Council's waste policies when making his decision on how to proceed.</p>		
<p>An options review of potential approaches to reward that can be effectively monitored (the main challenge with reward schemes) will be completed by the summer for the Mayor in Cabinet.</p> <p>Update:                      Recycling data is being drawn together from across the borough and the service is reviewing reward schemes undertaken by other organisations including the East End Homes.</p>	<p>Roy Ormsby / Fiona Heyland / Oli Kapopo, Place</p>	<p>March 2018</p>
<b>Recommendation 2: Promote and coordinate visits to the Material Recovery Facility for residents and estates staff</b>		

<p><b>Comment from service:</b> The service is already doing this and a number of visits have taken place, including with RPs and Members.</p> <p>Update: The service continues coordinating visits to the MRF for residents and other stakeholders, including caretakers. Engagement in 2017/18 was scanty due to a health and safety incident at the MRF. The incident resulted in a fatality and Bywaters suspended visits for a long period. The new year, 2018/19 and later parts of 2017/18 has visits by Members, Local Authority staff and RSLs planned. A plan is currently underway to identify a methodology of effectively engaging schools.</p>		
Send out next round of invitations to Landlords and monitor demand	Roy Ormsby / Oli Kapopo, Place	Completed/ Ongoing action
Support the organisation of regular visits to the MRF, and promote through social media, housing associations, website, press release and other communications channels	Oli Kapopo, Place Communications	Completed/ Ongoing action
Invite Members and the Mayor to a specific visit to the MRF and arrange for trade and local media coverage for free publicity	Oli Kapopo, Place / Communications	March 2018
<p>Update: The service will rearrange a visit to the MRF for Members and the Mayor.</p>		
<p><b>Recommendation 3: Promote messages about recycling to residents through ESOL sessions</b></p>		
Veolia Education and Outreach team to devise a programme with Cultural Services that can integrate this messaging in to ESOL classes.	Roy Ormsby, Place / Shazia Hussain, Resources	March 2018
<p>Update:</p>		

Public Realm is working with Idea Store to deliver this direct.		
<p>Recycling elements will be in place in schemes of work for new ESOL programmes starting in September</p> <p>Update: This has been incorporated in the Integrated Citizenship aspect of ESOL.</p>	Shazia Hussain, Resources	Completed
<p><b>Recommendation 4: Improve communication and education campaigns by making the additional costs associated with dealing with contaminated recycling waste explicit. Include clear explanatory messages about issues such as food waste and using black bin liners.</b></p>		
<p><b>Comment from service:</b> The team launched a recycling campaign in November 2015. Titled 'Let's sort it!' it featured local residents promoting the use of the correct bin for recycling and highlighted the cost of placing food waste, blacks sacks and other non-recyclable items in the purple recycling bins. The 'Let's sort it!' campaign was on bus shelters, billboards and on recycling vehicle sides. A detailed and pictorial leaflet was delivered to flatted properties and adverts have been in East End Life. The campaign was also supported by regular twitter feeds. This campaign is on-going and the campaign artwork and messages will continue throughout the year. It is hoped that the cost references associated with dealing with contaminated waste can be included in the next Council Tax leaflet. Where advice from communications indicates the appropriateness of the cost reference to securing engagement this will be included as a campaign reference where the opportunity arises.</p>		
Reference the costs associated with dealing with Contaminated waste in the next Council Tax leaflet.	Roy Ormsby / Oli Kapopo, Place	Completed
Where advice from communications indicates the appropriateness of the cost reference to securing engagement this will be included as a campaign reference	Roy Ormsby / Oli Kapopo, Place	Completed

<p>where the opportunity arises.</p> <p>Update: The 'Let's sort it!' campaign has been undertaken during late 2015 and 2016 to promote recycling and raise awareness about the impact that contaminated recycling has on the cost of waste management services through the cost references included in that campaign.</p> <p>From September 2017 a new recycling awareness campaign has been launched under the Love Your Neighbourhood umbrella brand that will look to re-inforce the messages about the cost implications of contaminated recycling (see further update below)</p>		
<p>Review the existing suite of marketing materials to simplify content to ensure it is consistent, easy to understand and aligned with recommendations</p> <p>Update:</p> <ul style="list-style-type: none"> <li>• Recycling information is incorporated onto the communal recycling bins</li> <li>• Additional information has been added to the Council's website to provide greater clarity about the types of materials that can be recycled</li> <li>• New marketing material has been developed for the Love Your Neighbourhood umbrella brand – which incorporates campaigns for cleaner streets, increasing recycling rates and food waste.</li> <li>• Marketing material that has been produced includes leaflets, banners, plasma screens, community information panels and Agripa panels for recycling / bin vehicles.</li> <li>• The Love Your Neighbourhood campaign launched in September 2017 with local promotion and resident engagement events tied to national Recycle Week. This included a <a href="#">Press release</a> to local media and <a href="#">Regular info stalls</a> across the Borough. In October 2017, the clean streets campaign was launched with the first scheduled Big Clean Ups, which secured local media</li> </ul>	<p>Communications</p>	<p>Completed</p>

<p>coverage and significant reach on social media.</p> <ul style="list-style-type: none"> <li>• Further messaging is to be developed which focuses on the additional costs associated with contaminated recycling waste.</li> <li>• The next stage of the campaign will focus on food waste, and will include messaging on using issues around food waste and using black bin liners.</li> </ul>		
<p>Regular feature in Bengali news to promote recycling amongst BME communities</p> <p>Update: Press releases have been issued to Bengali media as part of the Recycling Week launch in September and the Clean Streets launch in October. This includes a feature in Bangla Post and Clean and Green campaign in Londonbdnews24.</p>	<p>Communications</p>	<p>Completed/ Ongoing action</p>
<p>Regular feature in council publications such as the new quarterly magazine to promote recycling including key statistics and facts including costs</p> <p>Update: As a strategic priority, messages around waste minimisation, reducing litter and increasing recycling feature regularly in the council's quarterly publication.</p> <p>Between 5 April 2016 and 8 December 2018, the following 11 press releases mentioned recycling:</p> <ul style="list-style-type: none"> <li>• 5 April 2016: Tower Hamlets will recycle right</li> <li>• 29 April 2016: A Clean Sweep for post-marathon tidy up</li> <li>• 17 May 2016: Overview and Scrutiny tackle community issues</li> <li>• 23 December 2016: Changes to recycling sack distribution</li> <li>• 16 January 2017: Mayor steps in to resolve recycling bag problems</li> <li>• 21 March 2017: Residents scrutinise council decisions</li> </ul>	<p>Communications</p>	<p>Completed/ Ongoing action</p>

<ul style="list-style-type: none"> <li>• 20 June 2017: Next milestone reached for Tower Hamlets’ Civic Centre plans</li> <li>• 29 September 2017: Love Recycling in Tower Hamlets</li> <li>• 17 October 2017: The Big Clean Up is coming</li> <li>• 23 October 2017: The Big Clean Up is underway</li> <li>• 8 December 2017: Celebrating Brick Lane past, present and future this Christmas</li> </ul> <p>Recycling was featured in the following issues of Our East End, the council’s quarterly newspaper:</p> <ul style="list-style-type: none"> <li>• Dec 2016 edition– Secondary school litter clean up (Bengali section) and a piece on the smart app for reporting rubbish</li> <li>• March 2017 edition - Veolia recycling fund advert</li> <li>• June 2017 edition- Spotlight on the clean team</li> <li>• September 2017 edition – Recycling Week, Schools Clean up, and clamp down on fly tipping</li> </ul>		
<p><b>Recommendation 5: Promote recycling messages on paper communications from the council (e.g. envelopes)</b></p>		
<p><b>Comment from service:</b> The small cost associated with franking will be met within existing budgets.</p>		
<p>The council’s franking machine will be changed to incorporate a recycling message.</p> <p>Update: Staffing changes within the facilities management team has resulted in a delay to delivering this action. A key message has been agreed for incorporation into the franking machine (from the Love Your Neighbourhood umbrella brand) and this is due to be implemented imminently</p>	<p>Fiona Bowman (Interim Head of Facilities Management), Place / Fiona Heyland, Place / Communications</p>	<p>January 2018</p>

**Recommendation 6: Improve the size, quality, quantity and distribution of bags provided for residents for recycling waste, for example:**

- **Introduce smaller bags;**
- **Increase the number of bags produced to meet demand; and**
- **Increase the number of collection points bags can be obtained**

Update:

The Council has been piloting collection of recycling bags 7 days a week for 8 weeks from October 2017 and that supply and demand has been managed satisfactorily, as such the Council will publicise this in the new year. The Council will work with Housing Associations to support the wider distribute the clear bags. The storage of recycling in homes is a key consideration for the waste strategy which will be published in draft in the new year.

<p>This needs to form part of a wider review of containerisation for the future and ensure it meets the needs of waste reduction, recycling, avoidance and re-use in the future</p>	<p>Roy Ormsby / Fiona Heyland, Place</p>	<p>March 2018</p>
<p>The team, working with Veolia Communications, Education and Outreach, will be piloting the use of reusable recycling bags on a number of blocks. This is a small scale pilot targeting around 400 residents using two different sizes of bags. Residents will be engaged and feedback sought to help determine whether this is a viable option for the future.</p> <p>Update: The results of the reusable bag pilot were positive, although feedback indicated that there were some reservations from participating residents on the material used for the bag. The results suggest that there is additional consideration needed i.e. budget and supplier. The service may offer this as an option to recycling sacks for residents who are either elderly, have mobility issues and cannot get to a distribution location or residents who would just like one instead of sacks. This option will form part of the wider containerisation review which will form the basis of future contracts.</p>	<p>Roy Ormsby / Oli Kapopo, Place</p>	<p>Completed</p>

<p><b>Recommendation 7: Introduce a re-balancing of general and recycling waste bins on estates in the borough</b></p>		
<p><b>Comment from service:</b>                  This needs to form part of a wider review of containerisation for the future and ensure it meets the needs of waste reduction, recycling, avoidance and re-use in the long-term. This is not a decision that can be made in isolation from wider strategic waste policy decisions. This will be considered by the Executive in the context of the council’s waste policy review linked to the procurement strategy for waste services.</p>		
<p>Include re-balancing in the wider review of containerisation which will be undertaken as part of the review.</p> <p>Update:                  A review of waste and recycling bin provision against capacity requirements stated in the Council’s supplementary planning guidance has been undertaken.</p> <p>As part of a wider estates waste and recycling improvement project that the Council is undertaking a comprehensive inventory, including GIS mapping, of all waste and recycling facilities provided at flatted properties will be compiled.</p> <p>The inventory work will then inform the development of an action plan, to be developed in association with Registered Providers and Managing Agents, to deliver key improvements for recycling facilities for blocks of flats and on estates. The improvements will be rolled out during the two year period between April 2018 and March 2020.</p> <p>Re-balancing of the residual waste and recycling bin provision will form part of the overall estates waste and recycling improvement project.</p>	<p>Roy Ormsby / Fiona Heyland, Place</p>	<p>Completed</p>

<p>Including re-balancing as part of the procurement strategy for waste services</p> <p>Update: The work that will be undertaken to produce the inventory and action plan as part of the estates waste and recycling improvement project will be incorporated into the procurement strategy for the new waste, recycling and cleansing contract. The procurement strategy is currently in development and is due to be completed by Summer 2018 in order that the procurement process can commence as scheduled.</p>	<p>Roy Ormsby / Fiona Heyland, Place</p>	<p>Summer 2018</p>
<p><b>Recommendation 8: Undertake a feasibility study to assess the suitability of a range of alternative service design improvements including re-use facilities in the borough.</b></p>		

**Comment from service:**

Assessment of the effectiveness of current service design is already underway as part of the strategic review of the Waste Service. It is likely to involve a major review of waste capacity provision and must take into account future waste, population and contractual needs. Much of the critical infrastructure supporting effective waste and recycling is not owned or controlled or designed by the Council or its contractors. The review of waste service will consider how the Council can encourage developers and landlords to adopt more effective and consistent approaches to waste containment and recycling. This is unlikely to take the form of a feasibility study and is more likely to engage policy, relationship management, partnership development and planning guidance issues.

**Update:**

Through the new waste disposal contract with Cory, re-use schemes at the council's Reuse and Recycling Centre (RRC) will be improved. Cory work in partnership with REWORK, Groundwork London's refurbish and reuse programme. Electrical appliances such as fridges, freezers, microwaves and cookers, that are brought in to the RRC by residents will be repaired and refurbished and distributed to low income households or supplied to charity retailers in London. These appliances would have otherwise been scrapped, recycled or sent to landfill.

Cory have started liaising with 1Love Community to refurbish furniture and other household items that are deposited at the RRC. 1Love Community is a locally based charity and the furniture will be sold back to the community at a low cost or donated to low income households in need within Tower Hamlets and the surrounding areas.

Work in other areas of re-use has also been expanded. In September a pop-up Restart Party was held, running in partnership with social enterprise The Restart Project and Resource London. Residents were encouraged to bring broken or slow electrical appliances along and volunteers from The Restart Project helped residents to fix them. The event aimed to teach participants how to repair and maintain their own electrical equipment, extending the life of items, reducing e-waste and promoting sustainable behaviour. 18 people attended with a variety of items brought along including laptops, radios, an iPod, a mini hi-fi and a slow cooker. Over half the items were fixed on the day.

The service has secured Local WEEE Project Funding. They will be using this funding to work in partnership with local charity Spitalfields Crypt Trust to promote donation of small WEEE in working order at their five charity shops in the borough. They will arrange PAT training sessions for charity store managers and staff and new PAT equipment for five stores in Tower Hamlets, *to enable the charity to support the increased donations that are likely to occur through promotions.*

In addition, they will install small WEEE recycling bins in our seven Ideas Stores and libraries in high footfall locations, providing a local alternative to using the Reuse and Recycling Centre and increasing awareness about small WEEE recycling.

The above actions will be supported by WEEE focused communications materials and activities which aim to increase awareness of new and existing options for reuse and recycling of WEEE.

<p>Incorporate assessing the suitability of a range of alternative service design improvements as part of the strategic review of waste services.</p>	<p>Roy Ormsby, Place</p>	<p>TBC</p>
<p>Evaluate the new forms of bin (lockable and caged) currently being piloted</p> <p>Update: Two bins were deployed at locations – one at Bancroft Estate and the other on the Lincoln Estate. The results confirm that although bin design does marginally assist with identifying contaminants within recycling bins, educating residents is still the most effective method of reducing contamination in bins. Additionally, the cost of readapted bins is quite high compared to ‘traditional’ ones. After a cost and benefits analysis, it was viewed that incorporating these type of bins into the mainstream would not be the best use of council resources.</p>	<p>Roy Ormsby / Oli Kapopo, Place</p>	<p>Completed</p>
<p><b>Recommendation 9: Promote the THHF public-realm sub group, encourage attendance and the sharing of good practice amongst Registered Providers.</b></p>		
<p><b>Comment from service:</b> The Mayor has recently met with the Local Strategic Partnership Executive to agree a programme to remodel and re-launch it. THHF have been clear about their ongoing support for the Local Strategic Partnership and see the THHF public Realm sub group as an important part of the Partnership Infrastructure.</p> <p>Update: The council has been building relationships with the THHF. Lead Member and the Chief Executives of RPs had a series of meetings. Additional meetings are scheduled for the future.</p>		
<p>Promote the THHF public-realm sub group via the THHF website – particularly when any major events such as the Caretakers conference happen.</p>	<p>Tracey St Hill, Place</p>	<p>Completed</p>

**SCRUTINY REVIEW ACTION PLAN: Promoting a shared responsibility and removing barriers to improved recycling in the borough**

**Appendix Two**

<p>Update: The Estate services conference took place on 15<sup>th</sup> Sept 2017 and was attended by approx. 70 Estate services operatives and supervisors. The event was publicised by THHF, the council and each of the participating RPs using individual web platforms.</p>		
<p>Ensure at least 4 Public Realm sub-group meetings occur each year</p> <p>Update: The meetings are scheduled at the beginning of the year and take place on a quarterly basis.</p>	<p>Tracey St Hill / Chair of sub-group, Place</p>	<p>Completed</p>
<p>Ensure that recycling good practice is shared among the RPs attending the Public Realm sub-group</p> <p>Update: Refuse and recycling continues to be a key area of focus for the forum and is used as a structure for sharing initiatives and areas for improvement. An example of sharing best practice includes, encouraging residents to recycle clothes and books in addition to domestic waste products.</p>	<p>Tracey St Hill / Chair of sub-group, Place</p>	<p>Completed/ Ongoing action</p>
<p>Encourage RPs to work with the Council to promote recycling targets within their respective organisations</p> <p>Update: Local Green Points delivered a presentation on creatively engaging residents in setting and achieving recycling targets. It involved an education programme, the use of incentives and a points system. RPs were encouraged to replicate this approach starting with presentations from Local Green Points to their respective Residents</p>	<p>Tracey St Hill, Place / Chair of sub-group / Roy Ormsby, Place</p>	<p>Completed/ Ongoing action</p>

**SCRUTINY REVIEW ACTION PLAN: Promoting a shared responsibility and removing barriers to improved recycling in the borough**

**Appendix Two**

<p>Associations.</p> <p>There have been some discussions on how the various recycling messages might be more standardised amongst the council and RPs but this needs to be developed further.</p>		
<p>The Mayor will be meeting with representatives of Borough RPs later this year to address key environmental issues including waste management and recycling.</p> <p>Update: Lead Member and the Chef Executives of RPs have had meetings to discuss the issues.</p>	<p>Roy Ormsby, Place</p>	<p>Ongoing</p>
<p>The Partnership Executive Board will define the partnership priorities at a meeting in June but have already indicated that environmental management issues will be important to them.</p> <p>Update: The Partnership Executive Board is continuing to define and refine the partnership priorities and will be presenting these at the Partnership Summit on 11 January 2018 for feedback. Emerging findings and engagement with communities indicates that the management of environmental issues and building on the strength of local spaces is an area of importance locally and this will feed into the development of a new Partnership plan.</p>	<p>Sharon Godman, Governance</p>	<p>June 2018</p>
<p>Working with colleagues to raise the profile of the THHF public realm sub-group through regular coverage of the successes and achievements of the group via 'real stories' and case studies. (Promoted via managers' bulletin, TH Now, Intranet etc)</p> <p>Update: Liaising with the THHF Public Realm sub-group, Communications are developing a</p>	<p>Communications</p>	<p>March 2018</p>

plan to raise the profile of the THHF public realm subgroup using various channels.

**Recommendation 10: Amend Local Plan policy DM14 Managing Waste to provide more explicit guidance on waste and recycling facilities.**

**Comment from service:** DM14 encourages the development industry to demonstrate how a proposal will help minimise waste and maximise recycling. As part of the Local Plan preparation, there is a scope for this policy to be updated based on a new Waste Management Strategy, which has been commissioned by the Plan Making team with support from the council's Waste team. One of the main aims of this study is to help the council to develop options for efficiently managing waste collection in high density development, including looking into new technology. However, all the policy requirements set out in the new Local Plan is subject to a viability assessment. This is to ensure that the Plan is deliverable. In addition, it is for the Waste Team to further advise the Plan Making team whether or not a supplementary guidance will be a more effective tool to respond to the growing needs in waste.

The use of S106/CIL to help improve recycling facilities on estates is currently reviewed by Infrastructure Planning Team through its Draft Revised Planning Obligations SPD and Regulation 123 List. These two documents will be submitted to Cabinet for public consultation in April 2016.

Update:

The wording in the emerging Local Plan with regards to managing waste is as follows:

Policy D.MW3: Waste collection facilities in new development

1. All new development must include sufficient space to separate and store dry recyclables, organics and residual waste for collection, both within individual units and for the building as a whole.
2. New major residential developments must incorporate high quality on-site waste collection systems that do not include traditional methods of storage and collection and are compatible with our waste collection methods outlined in appendix 4. Such systems could include compactors, underground storage containers, vacuum systems and automated waste collection systems. These systems require land to be set aside to store bulked waste materials, with the size and footprint of the space varying from system to system. In instances where this is not practicable, supporting evidence must be submitted with the application to demonstrate this.

To provide some context to part 2 of the policy above, Tower Hamlets is seeking to move away from the traditional waste storage methods, such as standard wheeled bins, bagged collections and Euro bin containers, towards mass waste collection systems

particularly for residential developments that require communal waste collection facilities. It is not possible to apply this policy to non-residential development due to the fact that the Council does not have control over who collects commercial waste.

<p>Consult on the Local Plan Waste Evidence base</p> <p>Update: The Regulation 19 consultation finished on the 13 November 2016 and Strategic Planning are currently processing the representations. On first review, the only issues raised are mainly from landowners/developers with regards to safeguarding sites for waste. This is however a statutory obligation in order to meet our apportionment as set by the GLA.</p> <p>Any further work that may need to be undertaken as part of the Examination in Public would relate to the impact that the waste systems would have on the viability of the schemes.</p>	<p>Owen Whalley / Adele Maher, Place</p>	<p>Completed</p>
<p>Consult on the Local Plan Waste Policy</p>	<p>Owen Whalley / Adele Maher, Place</p>	<p>Completed</p>
<p>Consult on the Revised Regulations 123 List and Planning Obligations SPD</p> <p>Update: The Revised Regulations 123 List and Planning Obligations Strategic Planning document was approved by the Mayor in Cabinet on 6th September 2016 and subsequently adopted.</p>	<p>Owen Whalley / Adele Maher, Place</p>	<p>Completed</p>
<p><b>Recommendation 11: Work with developers to incorporate innovative general waste and recycling waste management systems into the Isle of Dogs opportunity area, area planning framework where possible.</b></p>		

**Comment from service:** The Council is working in partnership with the GLA on the Isle of Dogs Opportunity Area Plan Framework (OAPF) and in other regeneration initiative areas such as the Housing Zone and in Whitechapel. The Mayor and the Lead Member for Strategic Development are both sitting on the Strategic Board to influence the direction of travel of the project. The overall infrastructure provision to support the level of growth planned for is a major concern which the council shares with the GLA. The Plan Making team will link in with Infrastructure Planning team to continue to raise this with the GLA to ensure on-going discussions with developers in respect of infrastructure provision, including incorporating innovative general waste and recycling waste management systems into the area.

<p>Influence the content of the GLA’s draft OAPF document</p> <p>Update: Pre-engagement on the scope of the OAPF was undertaken with LBTH officers, Members and the Mayor. The draft / confidential document was received and fed back on by the Council. The response highlighted the fact that the LBTH have an emerging policy on mass waste collection systems in major residential developments and would like to see this emphasised in the OAPF.</p>	<p>Owen Whalley / Adele Maher, Place</p>	<p>Completed</p>
<p>Respond to public consultation of the Draft OAPF document</p> <p>Update: The council is still waiting for the public consultation to be launched. A date for this is yet to be confirmed.</p>	<p>Owen Whalley / Adele Maher, Place</p>	<p>TBC</p>

**Recommendation 12: Lobby Government to require packaging industry to include standardised recyclability messages on all recyclable material.**

**Comment from service:** In London, we have got the London Waste and Recycling Board (<http://www.lwarb.gov.uk/what-we-do/>), which can be considered as a useful group to help lobby the government on this matter.

Lobbying government for policy change is a political responsibility. Officers can provide the relevant technical context for specific arguments and can respond to requests by government for technical observations on proposed changes to policy or law. It would be inappropriate to task officers with the responsibility to actively lobby government directly for policy change.

**Update**

Officers have been pressing the government to incorporate standardised messaging on packaging materials through the network of organisations that represent recycling officer nationally including LARAC and NAWDO. Officers are continuing doing so to press the requirements as the government are currently formulating the new national waste and resources strategy due to be published in 2018.