



London Borough of Tower Hamlets

Draft Waste Management Strategy 2018-2030

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Foreword from Cabinet Member for Environment

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 homes is targeted to go up by 39,000 in the ten years to 2025 in the London Plan. The number of businesses and people working here is likely to increase. All of which will increase the amount of waste that the council needs to collect and dispose of. And this increase in waste will come at a time of shrinking budgets.

Already high, the density of the population will increase. And it's likely that the percentage of the population living in flats, over 80%, won't change.

This draft 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.

I hope that you will contribute to the consultation over the summer and help us shape the final strategy together.



Councillor David Edgar

Our Vision and Aims - Six Key Priorities

We want everyone in Tower Hamlets to play their part in improving and protecting our environment. Taking action to reduce the impact of waste and helping make the Borough a place they are proud of and love to live and work in.

Leading the way Forward

We want to properly engage and work with our residents, partners and other stakeholders towards improving environmental outcomes from waste management activities in Tower Hamlets.



Working Together for an Improved Local Environment

We want to promote and encourage pride in our local environment by working together with our communities towards reduced waste and increased reuse and recycling.



Shaping Services to Follow the Waste Hierarchy

We want to shape waste services around the needs of our customers so that they effectively move waste up the Waste Hierarchy and are fit for purpose now, and for the future.



Viewing Waste as a Resource

We want to view and manage our waste as a material resource to enhance our sustainability and the circular economy.



Reducing Carbon and Improving Air Quality

We want to reduce net carbon emissions from waste activities and contribute to local air quality improvement.



Adding Social Value

We want to contribute economic, social, and environmental benefits to the local community by supporting local supply chains, employment, and work opportunity.



Introduction – Why do we need a waste strategy?

Tower Hamlets is growing. As a dynamic and vibrant place to live, work, learn and play with diverse and creative communities, award winning parks and a successful world class economy. This growing economy creates opportunity for residents and businesses and makes it more essential than ever that the growing amount of waste and recyclable resources that we produce is managed in an effective and efficient way.

Waste is increasing. Since we first introduced a Waste Strategy in 2003, the way we think about ‘waste’ has changed dramatically – 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 also need to think about ways of reducing the amount of waste we generate in the first place, so we have less to deal with.

We are suffering from the impact. Poor waste management, litter, fly tipping, graffiti, flyposting and dog fouling are all forms of “Envirocrime” that affect us all. Damaging our environment, our neighbourhoods and our economy.

We want environmental improvements we can be proud of. We want to create a cleaner, more environmentally sustainable place for everyone who lives,

works and visits Tower Hamlets that is somewhere our communities can continue to be proud of.

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

Delivering environmental improvements within an inner London Borough is challenging and within Tower Hamlets these challenges are even more complex given that it has:

- The fastest growing and most diverse populations in the country.
- Increasing daily levels of visitors and workers across the borough.
- Over 80 percent of resident living in flats
- One of the highest population densities and some of the most deprived parts of the country.
- One of the fastest growing “night time” and weekend economies in London.

So we need to involve more people.

To achieve this, we know we need to work with as many residents, businesses, registered social landlords, housing associations, partners and other stakeholders as we can to reshape services around the needs of our customers. We will work harder to help people manage and minimise waste, recycle more and take pride in improving their local environment. We need everyone, the council, residents, visitors and businesses, to do their bit to make sure we leave a positive legacy for future generations.

We need to be ambitious. We have set ourselves challenging waste and

recycling targets and plan to increase the household recycling rate from 28% to 35% by 2022.

We will also expand our targets to include increased waste minimisation and recycling from all businesses across the borough.

This strategy sets out how we will approach waste management in the next 12 years and help residents, businesses and visitors reduce the amount of waste sent for disposal. We want to help prevent waste happening in the first place, but when it does, we want to recycle, compost and reuse as much of it as possible. This will prevent valuable materials going to landfill or the energy from waste facility to generate energy 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 will need to invest in new ways of managing waste

which could increase the cost of services at the same time that the public sector is under pressure to improve efficiency and reduce expenditure. We will have to be more efficient, innovative and committed than ever, and the public will have to play their part.

We will take opportunities to deliver the most innovative, cost effective and customer focused future waste management, recycling and cleansing service.

We need to consult with Tower Hamlets people, businesses and partners. We need to consult widely on this Draft Waste Management Strategy to ensure solutions designed to deliver environmental improvements have involved all key stakeholders and more importantly, been designed around the needs of the Borough's diverse community as well as its physical characteristics.



Our Waste Management Challenges

Waste Management Changes

The pace of change in Tower Hamlets over the last 15 years has brought both challenges and opportunities. Since 2003, we've had to expand our waste services delivery to respond to a 27% increase in housing stock. Despite changing circumstances, we've been able to successfully roll out service improvements to achieve a number of milestones.

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

- The legislation governing waste management in England has been driven by a common European Union framework. The outcomes of Brexit upon the longevity and relevance of this legislation are uncertain at this time.
- 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 to 28% of in 2016/2017

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

Household waste has reduced by 4% per person since 2009/2010

Beginning in 2011/2012, 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 116,704 tonnes of total municipal waste in 2016/2017

Our residents are positive regarding our recycling and refuse collections - Resident satisfaction for refuse collection in 2017 was 72%; recycling collection was 66%

Tower Hamlets population and households keep growing

- The projected increase in Tower Hamlets' population¹ along with housing development pressure², particularly in Blackwall and Cubitt Town and the Isle of Dogs, will add pressure to our waste and recycling collections services.
- Tower Hamlets has an increasingly high population density and high levels of deprivation.
- The high percentage of flats in Tower Hamlets (greater than 80%) requires the use of communal recycling schemes which typically yields half the amount of recycling that is achieved from low rise properties (per household). Lack of indoor storage space and infrastructure in flats can mean that flatted residents are unable to separate their waste in the home for recycling. This leads to high levels of recyclable waste being disposed of.
- Tower Hamlets' highly transient population means lower recycling rates. Home owners tend to recycle more whereas communities with larger numbers of highly mobile renters mean that people often don't live in one area

¹ Tower Hamlets' population 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.

² The number of households in Tower Hamlets is projected to increase from 132,100 in 2018 to 160,100 in 2028.

long enough for behaviors to become embedded³

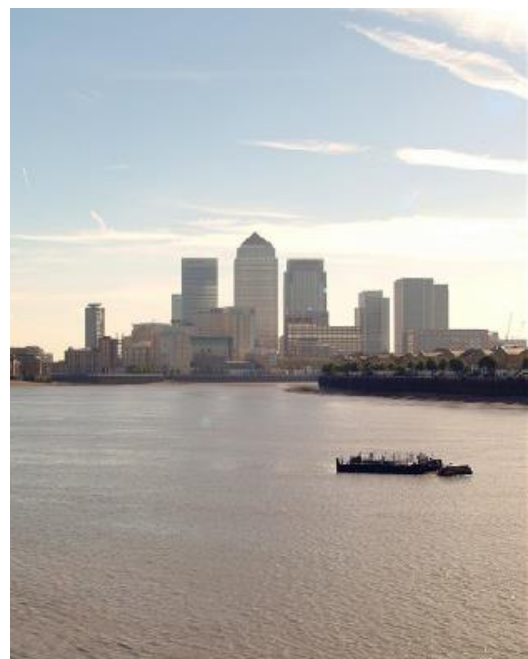
- Continuing cuts to council budgets means all council services, including waste management services, are experiencing growing financial pressure.

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% in the last 5 years (up from 10,900 enterprises in 2012)

The vast majority of businesses in the borough are small businesses. 98% of enterprises employ fewer than 50 people.

In 2016 there were an estimated 278,000 employee 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 6th highest job density in London.



³ 73% of total housing in Tower Hamlets is rented

Waste in Tower Hamlets

Waste Tonnages 2016/ 2017

Waste Type	Dry recycling	Food and garden waste	Textile reuse and recycling	Residual waste	Bulky waste	Totals
Houses, flats and schools	10,787	827	595	37,780	2,819	52,808
Non- Household (inc Business Waste)	791			40,914		41,705
Cleansing (inc flytipping)	7,107			12,044		19,151
Reuse and Recycling Centre	1,188	194		1,658		3,040
TOTALS	19,873	1,021	595	92,396	2,819	116,704

Where the material goes

Where our waste and recycling goes after collection	
Mixed Dry Recycling	Our mixed dry recycling is sorted into separate materials 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 an In Vessel Composting Facility where it is processed into a compost product
Waste Electrical Items	Our waste electrical and electronic equipment is taken to Northumberland Wharf Waste Transfer Station where the items are separated before being collected by different re-processors depending on the type of electrical equipment
Residual Waste (Rubbish)	The residual waste we collect is taken to Northumberland Wharf from which it is transferred to an energy from waste facility in Belvedere
Other Wastes	For other wastes we use various other treatment methods depending on the nature of the waste collected

Waste and Planning

Tower Hamlets will continue to face considerable development pressure throughout the life of the Waste Strategy. The planning process, guided by the revised Tower Hamlets Local Plan will assist developers to give due consideration to the Waste Hierarchy and provide effective bin stores and infrastructure, services and facilities⁴.

New developments in Tower Hamlets must include sufficient space to separate and store dry recyclables, organics and residual waste for collection within individual and multi-occupancy properties. The volume of waste produced by households is limited to volumes (per household type) embedded within the Local Plan. This restriction is in place encourage residents to minimise unnecessary refuse production and to in turn encourage recycling



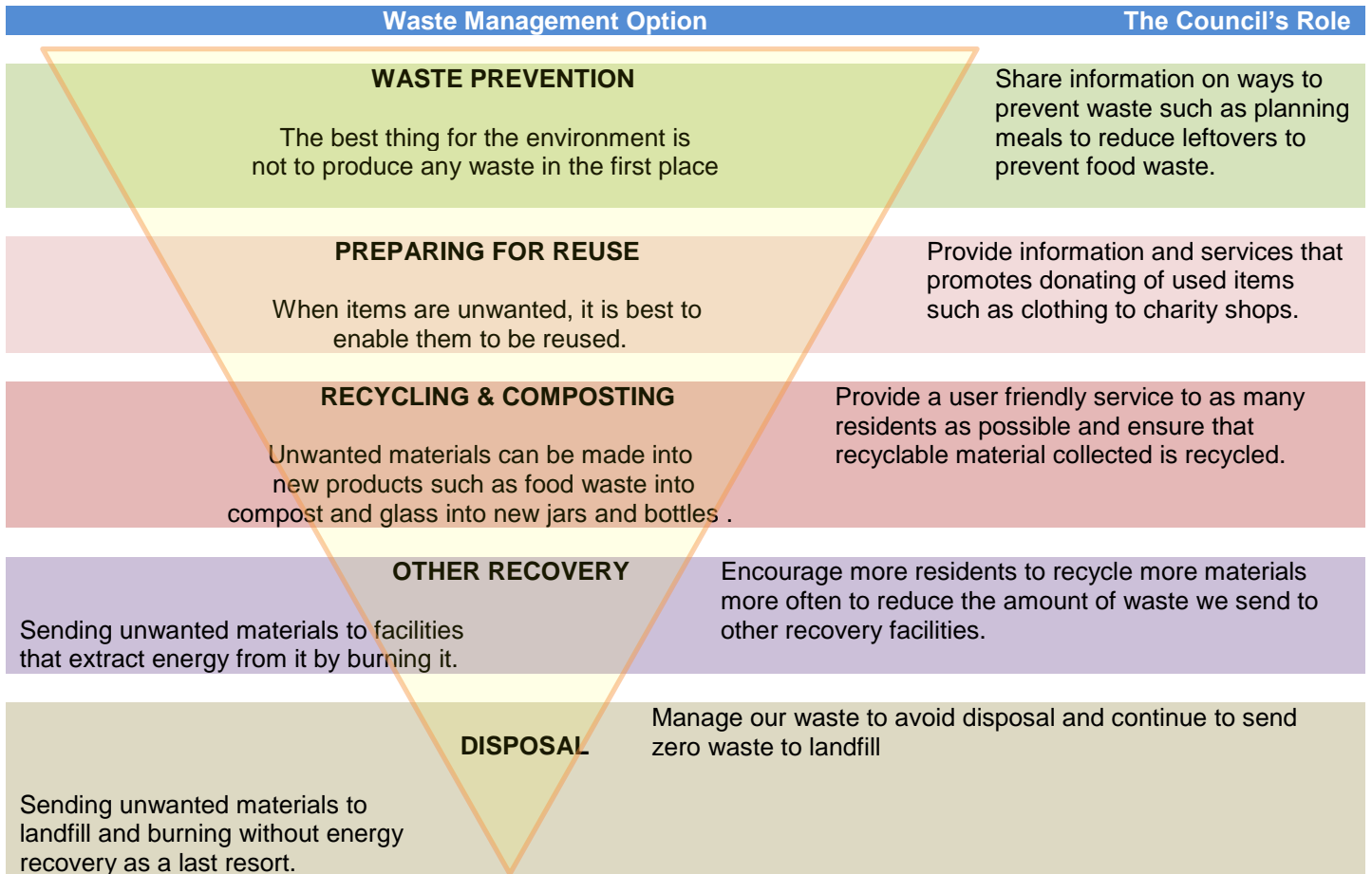
⁴ Tower Hamlets Local Plan Policy: ES9

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 also been set at the national and regional levels for waste management moving forward⁵. Two key related concepts have emerged from these changes, the Waste Hierarchy Model and the Circular Economy.

The Waste Hierarchy

The 'best practice' model we use to manage our waste is the Waste Hierarchy (illustrated below). The Waste Hierarchy sets out the preferred order of priority for managing waste in terms of what is best for the environment. The Hierarchy places the greatest emphasis on preventing waste, then reuse, followed by recycling and other value recovery methods. Disposal, or not recovering any value (energy, reusable material), is considered the least desirable outcome.



Moving waste up the Hierarchy away from disposal towards prevention is considered the most viable model for managing waste towards a sustainable Circular Economy

⁵ National targets and objectives are set by Our Green Future: Our 25 Year Plan to Improve the Environment (2018) and regional targets are set by the Mayor of London's Environment Strategy (2018).

The Circular Economy

Our current linear economy (extract > manufacture > consume > dispose) produces far too much waste and is environmentally and economically unsustainable. The growing 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 possible⁶. Our role in this process is to help 'close the loop' of product lifecycles through waste prevention, and greater recycling and re-use by applying the Waste Hierarchy.



What can I recycle?

 Glass bottles & jars	+	 Food & drink cans	+	 Plastic containers	+	 Mixed card
 Mixed paper	+	 Food & drink cartons	+	 Aerosols	+	 Telephone directories

No thanks

 Black bags & carrier bags	 Food waste	 Nappies	 Clothes & shoes
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⁶ 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 might change

Collections from our residents

Collection services for residents living in houses/low rise properties

Now: We provide a weekly kerbside collection service for residents in houses (including HMOs and converted houses) for food and garden waste, dry recycling and residual waste. This covers circa 20,000 households.

We provide starch 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 collection service is comingled and 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. Single use sacks are used for the collection of 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. However, some households have purchased their own wheeled bin which we empty each week.

The food waste collection service has a low take up with only 17% of households

participating in the scheme. Support in the dry recycling collection service is high though with circa 62% of households using the scheme.

Over 50% of what goes in the black sacks can be recycled through the food and garden waste and dry recycling schemes.

Our plans: We want to encourage the movement of waste up the waste hierarchy by encouraging reuse, maximising the amount of recycling collected and reducing the amount of waste collected overall. We will continue to provide weekly waste collection services from houses/low rise properties. We will look to restrict the amount of residual waste that can be collected each week from houses, through restrictions on the number of black sacks that will be collected and the size of wheeled bin permitted to provide consistent and standardised waste and recycling capacity across all households. We will actively promote the recycling services that are provided to residents and their duty to manage and present their waste best for collection.

Collection services for residents living in flats

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

Residents in purpose built flats have their residual waste and commingled dry recycling collected from bulk communal 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, single use sacks are made available for all via the Idea Stores and libraries across Tower Hamlets.

Our plans: We will work with registered providers, managing agents and other landlords to move towards better 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 presentation of waste on collection day
- Consider the responsibility for dealing with contaminated communal recycling bins

To encourage recycling consideration be given to move towards a once a week collection of residual waste from all blocks. In addition we will only provide a collection for the number of containers in accordance with our Waste Planning Guidelines. Together these will deliver a consistent and standardised waste and recycling capacity across all households. We will look to charge landlords and homeowners for over production of residual waste and/or extra collections.

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 engaging 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.

Single use 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 in Tower Hamlets 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 a number of recycling centres (for dry recycling) and textile banks located throughout the Borough and small 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 their 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: 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 dry recycling is collected co-mingled and is offered at a lower cost (than residual waste) to act as an incentive to recycle.

In 2016/17 over 31,000 tonnes of residual waste was collected by the Council from local businesses but only 790 tonnes of dry recycling.

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



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 flyposting. All of which, damage the environment that we all live and work in.

The council is legally responsible for the 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 “Big Clean Up” events and encourage and support local community groups and other volunteers to get involved in helping keeping the borough clean and tidy.

Now: The 2017 annual customer satisfaction survey highlighted a need for improvement with 48% of residents feeling that rubbish and litter was a very, or fairly big problem in their area.

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

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 Bin” and recycling litter bins in key locations

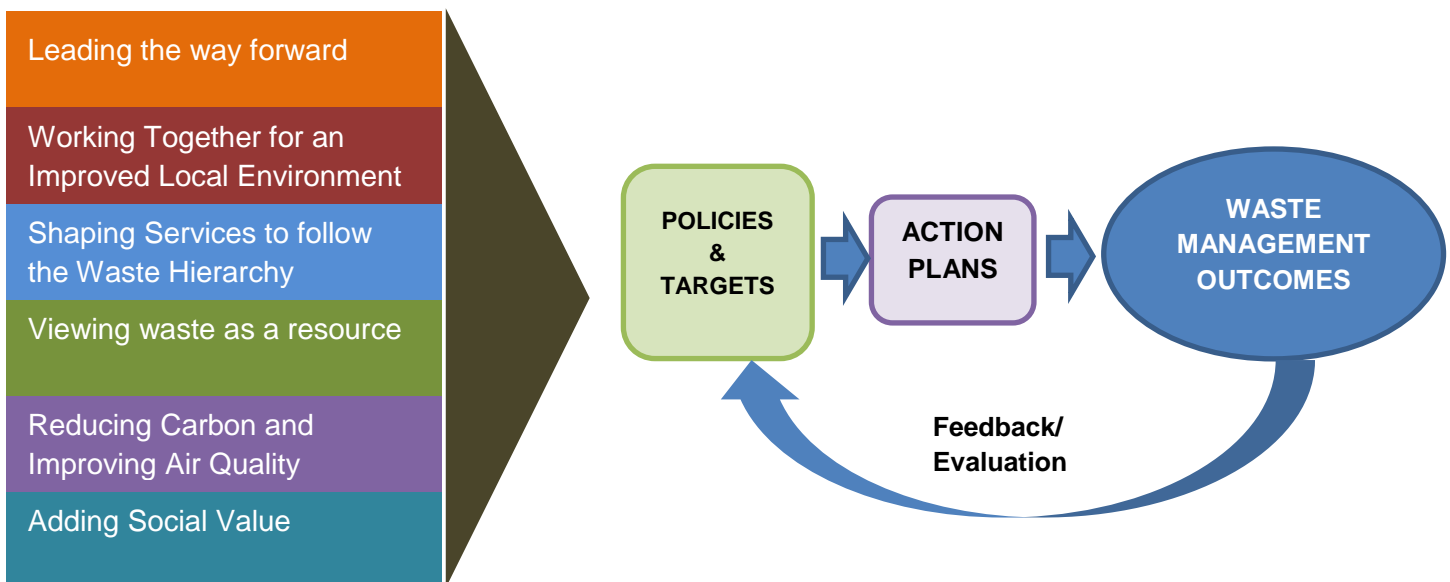
Special Events – We will continue to clean up and manage waste from special events, with increased cost recovery for clean-up activities.

Delivering on our priorities for environmental improvement

Our Delivery Framework

The six key priorities proposed in this document 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.

Policies will be implemented through associated action plans which will help us achieve our waste management outcomes. Feedback systems for monitoring, evaluation and review will be put in place to safeguard the integrity of the strategy over its lifespan.



Priority 1 - Leading the way forward

Objective

To properly engage and work with our residents, partners and other stakeholders towards improving environmental outcomes from waste management activities in Tower Hamlets 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 strengthen partnerships
- Supporting education services to promote waste awareness through active learning
- Working more collaboratively with the voluntary and third sector to support co-production models

We know that in order for us to successfully enhance our waste services and increase sustainability across the borough, we have to exemplify, with our own waste, 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.



What we're already doing

- Recycling our own waste.
- Sign-posting through our website.
- 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.
- Co-operation with Housing Providers at the Tower Hamlets Housing Forum and Public Realm Sub-group.
- Monitor residents' satisfaction of our waste, recycling and cleansing services through our annual Tower Hamlets Resident's Survey.

What we intend to do

- Gain a better understanding of the waste we produce as an organisation in order that we can take action to achieve an overall reduction of waste generated and increase quantities that are re-used and recycled
- Encourage all staff to become waste and recycling ambassadors, advocating the philosophy of achieving more sustainable waste management and supporting the aim of delivering an overall reduction in our waste and recovering more waste for re-use 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 by linking to other Council strategies (i.e. Third Sector Strategy).
- Aim to support and direct our stakeholders with clear messaging in order 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 collaborative partnerships with local housing organisations, Registered Providers, Managing Agents, and landlords in the private rented sector 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 the education sector 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.
- Looking to phase out the use of single use plastics from within our own buildings and encourage businesses aligned to the Council 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.

Priority 2 - Working Together for an Improved Local Environment

Objective

To promote and encourage pride in our local environment by working together with our communities towards reduced waste and increased reuse and recycling by:

- Ensure all residents and businesses in Tower Hamlets have access to appropriate services
- Encouraging and enabling people to do the right thing with their waste
- Ensuring people take responsibility for their waste in order 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 enviro crime

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 banks.
- 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.
- Enforcement of environmental crimes where possible, particularly those related to commercial waste, litter and fly tipping.
- Implementing waste improvement project on estates.

What we intend to do

- 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 – Implementation would necessitate all residents to appropriately use the service by segregating and recycling waste and reporting bulky items for collections to avoid charges
- Improving Presentation of waste on collection day – work with registered providers and managing agents to ensure bin accessibility
 - provide support to work towards 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
- Use our powers to enforce against people who continually fail to sort, store and present their waste correctly for collection
- Operate an intelligence led and data driven waste services, using technology and innovation to improve efficiency, target “hotspots” and tackle problem areas.

- Take a zero tolerance approach to graffiti and fly posting – Bring in a new Graffiti and Street Art Policy and invest in graffiti removal.



Priority 3 - Shaping Services to Follow the Waste Hierarchy

Objective

To shape services around the needs of our customers so that they effectively move waste up the Waste Hierarchy and are fit for purpose now, and for the future by:

- Delivering initiatives to drive waste reduction towards zero waste growth (per head)
- Increasing reuse in Tower Hamlets through an expanded network of re-use opportunities
- Continuously improving recycling performance across the London Mayor's minimum level of recycling service targeting increased capture of 6 main materials (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 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 on our borough as possible. This means we have to follow and make every effort to move waste up the Waste Hierarchy making it easier for people to reduce waste, re-use and recycling more things.



What we're already doing

- Working towards zero waste direct to landfill.
- Extracting recycling from processing street cleansing arising's and bulky and fly-tipped waste.
- Supporting and promoting the national 'Love Food, Hate Waste' campaign.

- Providing residents the opportunity to reuse household items through the Re-use 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 WEEE recycling bins in Idea stores.
- Offering a commercial waste dry recycling collection service.

What we intend to do

- Food Waste Recycling for Flats – Expand food waste recycling to blocks of flats where practicable and cost effective
- Making the 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 -To review the current service and charging policies and explore options to capture as much material as possible for re-use and recycling
- Support expansion of community composting schemes to council, social and private estates and block that want them
- Commercial Waste Service – The development of an improved commercial waste offer that meets the needs of all businesses supports 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
- Managing the Night Time and Weekend Economy – The delivery of 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 access to 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

TOWER HAMLETS **community**points™

Community Composting Collection Point



Priority 4 – Viewing Waste as a Resource

Objective

To view and manage our waste as a material resource to enhance our sustainability and the circular economy by:

- Seeking ways to encourage design for recycling
- Looking to reduce reliance on single use items
- Helping to develop a local sharing economy
- Supporting extended producer responsibility

We know that waste is the new resource. To increase our sustainability, we want to keep the things we throw away 'alive' in our economy for as long as possible so that we waste less, reuse and recycle more.

The European Union's Circular Economy Package (2015) aims to support the transition away from a linear to a circular economy. An economy where the value of products, materials, and resources is 'kept alive' in the economy for as long as possible. Proposed actions will contribute to **"closing the loop" of product lifecycles through greater recycling and re-use, 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 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 LGA, LARAC and 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 by enabling the prolonging of product life through increased reuse activities, encouraging the use of renewable inputs through recycling for material and compost, and continuing to recover value through the 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.



Priority 5 - Carbon Reduction and Air Quality Improvement

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.

- Reducing vehicle movements/distances travelled – route optimisation
- Utilising cleaner fuel technology
- Reducing the overall carbon footprint of our waste management activities (Mayor of London Emissions Performance Standard and Carbon Intensity Floor targets)

We know that poor air quality has a negative impact on health and wellbeing of the people in Tower Hamlets and that 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 (GHG) generated by human activity in terms of quantity released and total impact on global warming. Carbon and CO₂ have therefore become synonymous with harmful GHGs. The London Mayor's vision for London is that it is to become a zero carbon city by 2050 (LES, obj. 3), 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
- Tighter Carbon Intensity Floor (CIF) and Emissions Performance Standard (EPS) targets



Air pollution is associated with a number of adverse health impacts and particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions.

What we're already doing

- Increasing capture of high-carbon material such as paper and textiles for recycling.

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 to reduce vehicle mileage for waste collections.
- Actively seek ways of increasing the procurement of products containing recyclable content as a means of reducing the carbon footprint of the products we use.
- Seek to ensure that municipal 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 Carbon Intensity Floor (CIF) and Emissions Performance Standard (EPS) targets



Priority 6 - Adding Social Value

Objective

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

- Increase access for local people to gain employment in the delivery of the Council's waste services
- Ensure the delivery of the Council's waste services provides apprenticeship opportunities for local people
- Ensure our waste services provide work experience opportunities for local young people
- Ensure the Council's waste services support local businesses and the local supply chain

We want to ensure that our waste management services and activities provide improved outcomes which add social value to our communities. Generating quality social value outcomes in the form of local opportunities will benefit our residents and business community. Adding social value will mean encouraging economic regeneration, supporting the local supply chain, local job creation through work experience and apprenticeships, supporting 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 supply chain 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
- Supporting the voluntary sector
- Signpost our service delivery agents to local community groups and volunteering activities

What is next?

We would like to hear your views on this draft strategy. You can let us know what you think by going to **INSERT WEB PAGE LINK** and taking part in our online survey. If you cannot access the internet then paper surveys are available for you to pick up at council offices and Idea Stores

The consultation will run from 2 July to 30 September 2018. The Mayor and Councillors will consider the feedback that we receive on the strategy in October 2018 with a final strategy being produced in October 2018. Detailed Action Plans for each service will be developed to support the delivery of the strategy along with relevant equalities impact assessments which will consider the protected characteristic.

We want to give residents the opportunity to get involved and have their say when it comes to improving the local environment

Public Consultation

Events across the borough to engage residents

Dedicated webpage

Social media

Publications
Newsletters

Leaflets
Questionnaires

18

The graphic features a background image of a busy public space, possibly a library or community center, with people engaged in various activities. Overlaid on this are several green circular callouts containing text and icons: a thumbs-up icon, a smartphone, a document icon, and a pencil icon. A small number '18' is visible in the bottom left corner of the image area.

“Tell us what you think!”

A teal megaphone icon is positioned to the right of an orange speech bubble containing the text “Tell us what you think!”

Glossary

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

Term	Meaning
Bulky waste service	A service helps residents who are unable to transport bulky items, such as fridges and mattresses to the reuse and recycling centre.
Clinical waste service	A service for households in Tower Hamlets that have medical treatment at home and need to dispose of items such as dressings and syringes. The collection and disposal of clinical waste is subject to special rules.
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 waste and mixed recycling containers for flatted residents to share.
Collections for houses	Each household can use individual containers for their residual waste, mixed recycling, food and garden waste which are collected from the curb-side.
Co-mingled materials	A co-mingled collection scheme is one where more than one type of dry recyclable material is processed as a Materials Recycling Facility.
Commercial waste	Waste arising from premises which are used wholly or mainly for trade, business, sport, recreation or entertainment, excluding municipal and 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.
Energy from waste facility	Residual waste is sent to a specialised facility where it is burnt in order to generate electricity.
EU Directive	A type of law which is issued by the European Union (EU) which all EU countries have to include in their own legal systems.
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.

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 / Landfill Sites	A waste disposal site for the deposit of the waste onto or into land.
Materials Recovery Facility	A facility at which components of our co-mingled dry recyclables are extracted by the use of mechanical separation methods.
Municipal waste	All the waste and recycling that the council collects. This includes household waste as well as waste and recycling collected from parks, businesses, schools and clearance of fly-tips.
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.
Waste	Any materials thrown away, that we handle including residual waste, mixed recycling, food waste, garden waste and bulky waste.

