

Tower Hamlets Reduction and Recycling Plan (RRP)

April 2023 to March 2025

1. Background

This Reduction and Recycling Plan for 2023 to 2025 is the first phase of ambitious plans to deliver a clean and green future for Tower Hamlets. We are committed to delivering improvements over the next 5 years, with initial investment in service re-design, service delivery and community engagement.

Our plans to optimise recycling collections, deliver over £2million in flats recycling improvements and develop improved communication and community engagement are just the start. We are working alongside other local authorities and recycling experts to pilot collecting food waste on housing estates, to improve recycling from people living in flats above shops and to create more leverage from community engagement. Taking lessons learnt, we plan to drive measurable behaviour change with the help of support from landlords, community groups, faith groups, local mosques, local media and the business community.

This forms an important part of our commitment to become a net zero carbon council, in addition to demonstrating how we contribute to delivering improvements as part of the London Environment Strategy.

Tower Hamlets strategies and policies

Our Strategic Plan 2022 – 2026 is the council's overarching strategy that sets out the vision and direction of travel for all council services. It is supported by an annual delivery plan which shows how the strategic plan priorities will be delivered and monitored. Strategic Plan Priority 7 centres around delivering a cleaner and greener future for Tower Hamlets with the broader aims of becoming a carbon neutral council by 2025 and a carbon neutral borough by 2045. A key component of this is to drive improvements of the council's waste and recycling services, particularly carbon reduction of operations and carbon offsetting through waste reduction and higher recycling capture. To achieve this, the Mayor of Tower Hamlets has set up the Waste Management Taskforce to oversee the delivery of an action plan of improvements for these services.

In 2019 Tower Hamlets adopted its Waste Management Strategy 2018 – 2030. A central aim of the strategy is to move more waste up the waste hierarchy with the core objective of helping residents to reduce waste and keep items in use for longer in line with the principles of a more circular economy and recycle where waste reduction or reuse is not possible.

In July 2021 Tower Hamlets adopted the Reuse, Recycling and Waste SPD which has been developed, with the support of ReLondon, to set out the council's expectations in respect of the provision or suitable storage and collection systems for new developments that facilitate and encourage greater reuse and recycling of household waste. In March 2019, Tower Hamlets became one of the first councils in the country to declare a climate emergency. One of the associated commitments is for Tower Hamlets to aim to become a zero carbon or carbon neutral Council by 2025.

National Resources and Waste Strategy

The Resources & Waste Strategy was published by the Government in 2018. The strategy set out targets for higher recycling rates and included proposals for three major reforms: improved consistency of collections, a Deposit Return Scheme (DRS), and changing producer requirements via an Extended Producer Responsibility (EPR) scheme.

Consultation on the reforms has taken place and further details are expected in 2023 including specific recycling targets and details of the funding arrangements for Local Authorities. These changes have the potential to increase the share of the responsibility taken by the producers of packaging waste for the cost of collection and disposal of that material and make recycling easier for consumers. Implementation of these policies is likely to require changes to recycling collection services. To date, detailed planning has been made difficult by the delayed publication of the Government response to the consistency in recycling reforms and associated statutory guidance.

London Environment Strategy

The Mayor of London's London Environment Strategy published in May 2018, sets out objectives, targets and policies for the effective management of London's municipal waste and progression towards a circular economy. The strategy's waste objectives for London are:

Objective 1 - Drive resource efficiency to significantly reduce waste, focusing on food waste and single use packaging.

Objective 2 - Maximise recycling rates.

Objective 3 - Reduce the environmental impact of waste activities (greenhouse gas emissions and air pollutants).

Objective 4 - Maximise local waste sites and ensure London has sufficient infrastructure to manage all the waste it produces.

The strategy includes an expectation of London recycling 65% of municipal waste recycling by 2030. The strategy also assumes a London wide household waste recycling rate of 50% by 2030 whilst acknowledging the different abilities of London Local Authorities to contribute to this target and identifies additional Government interventions needed to achieve the targets.

It is a requirement that London councils prepare and submit a Waste Reduction and Recycling Plan (RRP) to demonstrate general conformity with the Mayor's London Environment Strategy.

Our current waste and recycling services

Tower Hamlets is a unitary authority responsible for both the collection and the treatment and disposal of municipal waste. Since April 2020 the waste and recycling collections and street cleansing services have been delivered inhouse. We currently have contracts with Cory Environmental for treatment and disposal, and Bywaters for sorting of dry recycling.

We provide a comprehensive recycling service which includes a weekly comingled dry recycling service to all residents, with materials taken to a materials recovery facility (MRF). We provide a weekly food and garden waste service to residents in kerbside properties, and we are trialling a weekly separate food waste collections for 870 purpose-built flats. Food and garden waste are presented separately but are collected co-collected and taken to an In-vessel Composting Facility (IVC) for treatment. There is one Reuse and Recycling Centre (RRC) in the borough which enables the reuse and recycling of more than 40 different types of waste. Around the borough there is a network of charity textile banks, small electrical waste and battery recycling points.

We provide a free bulky waste collection service for residents of 2 collections of 5 items per year. Bulky waste (excluding upholstered soft furniture containing POPs), street cleansing, litter and market waste arisings are sent to a residual "dirty" MRF to enable sorting and recovery of materials for recycling.

Kerbside properties receive a weekly collection of residual waste, predominantly via sacks, and flatted properties use communal bins with varying collection frequencies. Residual waste is sent for incineration with energy recovery.

A commercial waste collection service for residual waste and comingled recycling is available to businesses in the borough.

Our challenges

Tower Hamlets has the fastest growing population nationally. The local population has grown by 22.1% from 254,000 in 2011 to 310,300 in 2021. Tower Hamlets is also the most densely populated borough in England with 15,695 residents per square kilometre. Tower Hamlets has seen the largest increase in total number of households of any local authority area across England and Wales. Between 2011 and 2021 an additional 19,200 households have been formed representing a 19% increase since 2011. Between 2019 and 2022, 9,000 properties alone have been completed, representing a 7% increase. Resources (service) and infrastructure for recycling at blocks of flats has not kept pace with this rate of property growth and increase in household waste arisings. This has a direct effect on the amount of recycling that is collected and the quality of the materials.

There are 122,880 flats/maisonettes in Tower Hamlets, this represents 88% of the dwelling stock. Across London 56% of homes are flats/maisonettes compared to just 24% for England (VOA,2021). The high number of flatted properties and communal bin collections poses challenges in achieving high recycling rates, reducing contamination in the dry recycling and introducing waste restrictions or reduced rubbish collection frequencies.

There are a number of factors which impact on Tower Hamlets recycling rate. A high percentage of flats, high population density, age of housing stock and past planning approvals limiting storage capacities, significant rented accommodation, low numbers and small sizes of gardens generating small quantities of garden waste for composting, high levels of deprivation, a highly transient, younger population, the need to engage with a culturally diverse population and significant numbers of commuters and visitors.

Current recycling performance

Tower Hamlets recycling rate for 2021/22 was 19.7%. Our data indicates that the recycling rate for 2022/23 has dropped further, with the estimated recycling rate for 2022/23 being approx. 18%. Working against the baseline year for 2019/20 (set by the GLA) when our recycling rate was 21.5% puts the council under extreme pressure to meet the target it has set for 2024/25 of 23%. The average contamination rate in the first four months in 2022/23 is 27.95% compared to 22.01% during the same period in 2021/22. The recycling rate for local authority collected waste (LACW) has also fallen from 19.05 in the baseline year to 17.87% in 2022/23.

2. Reduction and recycling plan actions

This plan follows on from our first RRP 2018 – 2022 and is a cross-cutting plan bringing together actions from our current strategies focussed on three key themes:

- Waste reduction and reuse;
- Maximising recycling; and
- Reducing environmental impacts.

Waste reduction and reuse

Actions focused on helping people to reduce waste are becoming increasingly important from the impact of the cost-of-living crisis on individuals and the cost of delivering our services. By reducing overall levels of waste, we will reduce the carbon emissions associated with managing our waste. Finding ways to reuse items, rather than disposing of them, helps to keep vital natural resources in circulation for longer

Reducing food waste

Helping people to reduce the amount of food that is wasted will help to cut food shopping costs and will reduce the amount of waste that the council has to dispose of. We will continue to actively promote the national “Love Food Hate Waste” campaign and Food Waste Action Week. We will support residents to find innovative ways to use food leftovers through workshops and community networks and our Recycling Champions.

We are taking part in the pan-London awareness-raising campaign to inform and empower Londoners to reduce their personal food footprint. It aims to reduce household food waste; food-related consumption-based emissions; and save residents money on their food bills. The campaign is being delivered in partnership with ReLondon, One World Living (a London Councils-led climate initiative focussed on reducing consumption emissions), and 23 London boroughs.

Home and community composting

Tower Hamlets has for many years supported individual residents and community groups to compost food waste at home, or through community composting schemes. A range of compost bins and wormeries are available for residents to purchase at discounted prices. For residents with gardens, or access to gardens, producing compost at home, from food and garden waste, provides a low-cost alternative to shop bought compost/soil conditioner. Taking part in gardening activities supports general wellbeing and growing your own fruit and vegetables can help tackle the rising cost of food shopping. We will continue to support residents to compost food waste at home.

We are supporting a LIF funded pilot which will collect food waste from local businesses and residents for composting. Community group partners will take the food waste by e-cargo bike to the new central food waste hub at Tower Hamlets Homes managed block Wingfield House. The food waste will then be processed to make compost to be used in community gardens including those growing food. Information and lessons learnt from the pilot will help inform food waste and recycling strategies for businesses, traders, and residents.

Waste reduction events

Working with local partners including Sunny Jar Eco Hub, Children’s Centres, Idea Store ESOL classes and Friends of the Earth Hackney and Tower Hamlets, we are running a programme of free events to encourage reuse and waste minimisation, helping residents to save money, and provide opportunities to raise awareness about recycling and greener living. The events include swaps shops, bicycle repairs and workshops on clothes mending, composting, upcycling, low-waste living and food waste reduction. Clothing swaps are well attended with an average of 70 people coming to each event.

Maximising recycling

We are committed to extracting as much recyclable material out of the waste stream by providing all Tower Hamlets residents and businesses access to a wide range of recycling services. We know that this will have a positive impact towards a cleaner and greener borough and will support improvements delivered by the London Environment Strategy. The latest waste composition analysis conducted in Tower Hamlets for the 2022/2023 period highlighted that discarded food comprised over a quarter of general waste. The same analysis showed that while the average capture rate of recyclable material in low-rise properties is 70%, this rate almost halves to 36% for flatted properties, where almost 90% of Tower Hamlets residents live. Additionally, out of all the recyclable material captured in Tower Hamlets during the 2022/2023 period, over a quarter (27.3%) was found to be unrecyclable (contamination). We know that collecting food waste from high-rise properties and encouraging residents to recycle more and better through improved communications and service design will likely have a positive impact on our recycling rate.

The council is also working on the optimisation of waste and recycling collection routes, including commercial waste. This will improve the efficiency of collections by reducing vehicle movements, reducing missed collections, and will give us a better understanding of our commercial recycling customers and current offer to them, which will guide our service improvements. The council’s planned

switch to electric commercial waste collection vehicles will also contribute to the green credentials of local businesses. Businesses in Tower Hamlets will be engaged later in 2023 regarding current service levels and available options including recycling services and food waste.

Flats recycling project

Improvement of communal recycling facilities at blocks of flats is fundamental to improving our recycling rate. In some locations there is as much as 30% to 40% under provision of recycling bins. This means some residents have less opportunity to recycle.

In 2018-19 two Peabody estates in Tower Hamlets took part in the ReLondon flats recycling research pilot. Following release of the research results, we applied the “Flats Recycling Package” recommendations at 25 Tower Hamlets Homes estates. The roll-out is currently continuing via the Flats Recycling Project.

The Flats Recycling Project is being funded through council’s Capital programme (via £2.1 million from CiL) is using best practise recommendations from ReLondon studies to improve recycling infrastructure and communication across the borough, aiming to cover 2160 properties by December 2025. A dedicated team of 5 Officers is working on the project, working closely with managing agents to develop, agree and roll-out, tailored improvement plans at each individual block of flats. Progress and performance of this project is monitored through the Waste Operations Board.

The project will improve recycling bin provision at properties with shared recycling bins; and improve residents access to recycling facilities. It will also reduce contamination, by upgrading existing recycling bins to ones with lockable reverse aperture lids which have openings big enough to allow recycling to be placed inside but small enough to prevent rubbish in black sacks from going in. Communications will also be improved, with instructional signage going up around recycling and refuse bins, leaflets going out to residents, reusable recycling bags being made available and engagement with TRAs, crew, caretaking staff and managing agents.

Managing agents and landlords are a key partner to help us improve recycling performance, with investment from them often required to improve their facilities. We will support and encourage them to make improvements to waste infrastructure and communications.

Expanding food waste collections

Tower Hamlets currently provides a food waste collection service to street level properties and is available to schools within the borough. The food is currently co-collected with garden waste. Tower Hamlets is committed to implementing separate weekly food waste collections for all households, including flats, as this is key to help deliver a cleaner and greener future for Tower Hamlets and support improvements under the London Environment Strategy.

To better understand the process of collecting food waste from purpose-built flats and barriers to participation faced by residents, we’ve piloted food waste collections to 870 properties at two sites in the borough for nearly two years. We’ve also engaged ReLondon as a critical friend to explore possible service delivery models. We face many challenges to delivering a borough-wide food waste collections service, including the ability to find sufficient space on estates and at blocks of flats to accommodate additional bins and engaging residents to find space within their homes to segregate this waste from their rubbish.

We are committed to deliver borough-wide food waste collections to all households including people living in flats. Tower Hamlets has applied to DEFRA and been granted transitional arrangements in the form of an extension of time, for implementing separate food waste collections to April 2027. Work is underway to prepare for this change, to put in place contractual arrangements for separate food waste treatment, to plan for procurement of electric food waste collection vehicles, supply of food waste bins and creation of new collection routes. We expect to be able to plan and deliver this change by April 2027, subject to confirmation of funding support from central government. In the meantime, we will make use of existing pilots to improve service design and help inform plans for wider roll out.

In addition to our plans to deliver wider food waste collections, we will continue to encourage residents to reduce avoidable food waste by promotion of the national “Love Food, Hate Waste” and Pan London Sustainable Food Waste campaigns.

Garden waste

Tower Hamlets currently provides a garden waste collection service to kerbside properties, free of charge. The garden waste is currently collected with food waste. Tower Hamlets is committed to look to collect garden waste separately in the future, alongside the implementation of a separate weekly food waste collection service as set out above.

Flats above shops

Providing recycling services for flats above shops is challenging, there is often a lack of space to place containers behind or adjacent to properties, landlords and residents are hard to engage with. The collection arrangements for flats above shops is more complicated than for kerbside properties and residents often find it difficult to understand how and when to place their waste and recycling out for collection. There are an estimated 2,900 flats above shops, at least 2,000 of which are on the main lines (e.g., red routes, high street locations). Flats above shops are currently not included in the food waste collection service. We will look to improve our service provision to flats above shops to make it easier for these residents to take part in recycling services and are submitting an expression of interest to take part in the ReLondon improving recycling in flats above shops pilots. ReLondon have recently published a report on improving service provision for flats above shops, we will be looking to draw on the findings and to undertake benchmarking with other authorities who have high numbers of this property type.

Engagement

Tower Hamlets has many active community and resident groups, including faith-based, voluntary, education and cultural organisations. The Recycling Improvement and Engagement team has worked with many groups over to raise awareness of recycling and waste reduction and encourage their members to raise awareness of recycling and waste reduction among their communities. Between April to August 2023 the team have delivered 18 stalls, talks and events, engaging with around 1200 people. Community advocacy is a central part of the team's engagement plan and we have been working to build strong working relationships throughout the community. But there is always more that can be done to improve community connections, with a particular focus on local faith groups and in schools.

The team regularly attends community events and hubs providing recycling and waste reduction resources, information and delivering engagement activities, for instance, the team have recently been promoting reusable recycling sacks at Idea Stores. The team also hosts free regular events across the borough to support and encourage waste minimisation such as clothes swaps, mending workshops, and food/recipe leftover workshops, which aim to help residents reuse waste, reuse and repair items. These workshops are run in partnership with local organisations and housing providers, strengthening partnership-working across the borough.

Our Recycling Champions scheme has been running for two years and is growing a network of residents to help talk about and improve recycling performance where they live. Champions get involved by sharing information with neighbours at meetings, via local social media channels, posters and leaflets, attending workshops and recycling facility tours, reporting issues and volunteering at events. Our plan is to get the Recycling Champions more involved in activities and will be launching a social media campaign in 2024 that puts them at the front and centre of recycling advice. The benefit of this is the authentic, community voice they bring. This is more relatable and accessible for residents, which we hope will result in positive changes in behaviours as people see how they can better recycle from someone like them. We will continue to grow this network and recruit more Champions.

Reaching young people and families in the borough is fundamental to improving our recycling performance now and in the future. We are working in schools to deliver recycling education sessions at assemblies and classroom sessions and recycling engagement stalls at school events to spread the message about the importance of recycling among pupils and their families. We've provided free recycling and food waste bins and collections for educational institutions in the borough for many years. We are proactively reviewing the services at schools and are offering advice and resources to help improve their food waste and dry recycling performance.

We understand the importance of faith groups in Tower Hamlets and are working on a plan to better engage with mosques, churches and other places of worship. We are in contact with the Tower Hamlets Interfaith Forum and plan to work with them to develop engagement approaches and tools that are best suited to the partner and their congregation. Linked to this is creating communications in community languages and we are working with the Council's communications team to produce content that resonates with different audiences who do not have English as a first language.

Communications

Communication about recycling is continuous and content is regularly reviewed and refreshed.

The "Let's rethink it!" campaign which started at the beginning of the year (2023) is a focused behaviour change campaign aimed at increasing recycling rates and reducing contamination.

It uses simple messaging with a positive look and feel and a clear call to action for people to be mindful about what they put in their recycling bin. This campaign aims to tackle the issue of contamination in our recycling, while educating the public on how easy it is to do the right thing and recycle properly in the borough. Given Tower Hamlets' demographics, transient population and housing stock the campaign visuals are aimed at 20–30-year-olds, who live in flats, however the messages still resonate with other age groups.

Two workshops with residents and one with the recycling and waste service were run to help inform messaging and target any negative behaviours and misconceptions about recycling. Participants were recruited through the council's Residents' Panel, with the only criteria being that they lived in a flat.

The campaign launched with an endorsement message from the Mayor of Tower Hamlets in the residents' newsletter (87k subscribers). The first phase of campaign visuals ran across all the council's corporate outdoor advertising spaces and digital screens from January-March, remaining on digital screens, and on social channels, supported with programmatic advertising targeted at

people who live in flats in Tower Hamlets. A dedicated campaign landing page is hosted on the main corporate website, which by 5 July 2023 has received over 32,400 page views and more than 28,800 unique visitors.

The first phase of the campaign was to test awareness levels about what can and can't be recycled. On social media, we ran a survey get this data to help gather this information and to inform the subsequent phases of the campaign. It found that the most common item that can be recycled but which isn't aerosol cans, followed by plastic items, and the most common contaminate is food waste.

This insight was woven into later messages in a second phase of visuals that were rolled out in April 2023 across corporate outdoor advertising sites, social channels and programmatic advertising.

The most effective behaviour change communications happen at the point of the actual behaviour. With this in mind, to help tackle the issue of contamination, we created a sturdy A5 leaflet for residents to keep on their fridge, near to their recycling bin that clearly showed what items can and can't be recycled. This was distributed alongside the quarterly residents' magazine, Our East End, which is delivered to every home in the borough.

Around the same time the phase 2 visuals were rolled out, the campaign ran a second survey online to compare awareness levels. It found a positive shift in awareness of what items can be recycled but a mixed response for what items can't be recycled, showing that more work needs to be done in the latter area. Digging into the comments, the survey also showed that awareness of what can and can't be recycled is 15% of the problem. Solving other behavioural barriers like the ease of recycling, attitude, space, inconvenience, overflowing bins or missed collections is 85% of the problem.

The learnings from the surveys will help inform the next steps with this campaign but content is likely to focus on contamination in 2024 as this is a major challenge to recycling levels.

The final phase of this campaign will be rolled out in the Autumn 2023 and will feature an animation about the journey of recycling once it is collected and focuses on the contamination message and why it is important for people to get this right. English and Bengali voiceovers are planned. This iteration of the campaign will be wrapped up with thank you messages about recycling right supported with available service statistics. Assets will continue to be used at events and online, and further developed to support a Christmas/New Year festive season recycling and reusing campaign.

Commercial waste services

At the transfer of commercial waste services back in-house in April 2020, the quality and range of services was not fit for purpose. Our plans to improve the service were then impacted by the Covid19 pandemic. With the cost-of-living crisis adding pressure on local businesses, we are committed to service improvement. To deliver a more cost effective, flexible waste and recycling service. This means expanding our future range of services to increase recycling collections, including food waste. Improvements have been implemented in 2022/2023 with ongoing efforts focused on connecting with customers to design services around their needs. Through the route optimisation project, we will be implementing dedicated collection resources for commercial waste and the service will be reconfigured to better meet the needs of our business customers. Our enforcement teams are working to wage war on illegal fly tipping, to reduce the impact of illegal disposal of commercial waste and encourage all businesses to take responsibility for their waste. We will continue to provide improved information and advice to all businesses about how they manage waste and reduce the impact of their business on local environmental quality. To waste less, save money, re-use and recycle more.

Reducing environmental impact

Tower Hamlets is committed to reducing the environmental impact of our waste services. The London Environment Strategy requires us to measure and reduce the environmental impact of our waste services by measuring the carbon emissions, as well as the amount of waste produced and recycled. We will reduce our impact on the environment through our waste and recycling services and contribute to the London Mayor's 'zero carbon city 2030' target by implementing initiatives that support the waste hierarchy, minimising waste and increasing recycling, and lowering our carbon emissions.

The council's entire fleet already meets London's ULEZ standards. We are currently working on a programme to reduce fleet emissions further by switching to electric and hybrid vehicles, including waste service vehicles. This includes increasing the number of smaller vehicles running on electricity or hybrid to half by 2025 and making all heavy goods vehicles electric or hybrid by 2030. In preparation for this, work has already begun to install electric vehicle charging infrastructure at the Blackwall Depot. The implementation of route optimisation for waste and recycling collections will also lower the environmental impact of services by creating collections territories thereby decreasing vehicle movements in the borough.

3. Key strategic documents linked to this plan:

This RRP is a cross-cutting plan that has been developed from the vision, objectives and actions of the following Tower Hamlets strategies and plans:

- [The Strategic Plan](#)
- [Tower Hamlets Net Zero Carbon Action Plan](#)
- [Tower Hamlets Air Quality Plan 2022-2027](#)
- [Tower Hamlets Local Plan 2031: Managing Growth and Sharing Benefits](#)

4. RRP Dashboard:

Common Performance Targets	Baseline Performance (2019/20)	Performance Target 2024/25	Metric Guidance / Data source	Target Guidance
Total annual household waste per head (kgs/head)	226.82	220	Defra stats (Ex BVPI84a)	Borough sets own targets, informed by ReLondon /WRAP good practice.
Total annual household residual waste collected per household (kgs/household)	442.96	430	Defra stats (Ex NI191)	Borough sets own targets, informed by ReLondon/WRAP good practice.
Total annual household avoidable (edible) food waste (kgs/head)	47	45	Borough to estimate based on own or WRAP food waste composition data. Estimates should be based on avoidable food waste produced (i.e., not just food waste collected).	Based on estimated avoidable food waste produced. Borough to set own targets, informed by ReLondon/WRAP good practice and support programmes (e.g., Trifocal).
Annual household waste recycling rate (% by weight)	21.5%	23%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP Route Map modelling and other good practice. The GLA will use the borough recycling benchmarking table in the Route Map modelling as a reference point when assessing local authority targets set in the RRP process (See Appendix 2 of the London Environment Strategy, page 111: https://www.london.gov.uk/sites/default/files/les_appendix_2_-_evidence_base_0_0.pdf)
Annual LACW recycling rate (% by weight)	19.05%	20%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP good practice. Targets should at least match household recycling targets, going beyond the mayor's 50 per cent LACW recycling target by 2025 where possible.
<u>Proportion (%) of properties receiving the mayor's minimum level of service for household recycling:</u>				
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays) <u>and separate food waste</u>)	0% (the 0% is due to food waste being co-collected with garden waste. 100% of kerbside properties are served with dry recycling of six main materials and mixed food and garden waste)	100%	Borough to take from own info. Separate food waste does not include co-mingled with garden waste	Borough sets own target, informed by ReLondon/WRAP good practice. Separate food waste does not include co-mingled with garden waste
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)	100%	100%	Borough to take from own info (<i>Nb included for boroughs that are unable to provide food waste collections due to long term contractual issues</i>).	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials <u>and separate food waste</u>	0%	30%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays).	100%	100%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.

Common Performance Targets	Baseline Performance (2019/20)	Performance Target 2024/25	Metric Guidance / Data source	Target Guidance
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)) <u>and separate food waste</u>	0%	25%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)).	100%	100%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
Proportion (%) of waste fleet heavy vehicles that are ULEZ compliant	100%	100%	See www.tfl.gov.uk/modes/driving/ultra-low-emission-zone	Borough should aim to operate a fully ULEZ compliant waste fleet as a minimum; with aspirations to introduce zero emission vehicles where practicable. Please include baseline and target % of waste vehicles that are zero emission capable where applicable
Performance of LACW activities against the Mayor's EPS (tonnes of CO2eq per tonne of waste managed).	-0.033	-0.069	Use tool found here Boroughs to set by uploading WDF data into the GLA tool.	Borough to run their own scenarios using GLA tool to determine planned service changes (DSO borough) or new contract options against the EPS for target years (2024/5). See London Environment Strategy Proposal 7.3.2.b

5. RRP Actions:

Ref	Theme <ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
LB Tower Hamlets #1	<ul style="list-style-type: none"> Maximising recycling 	Improving recycling infrastructure for blocks of flats and estates and tackling contamination through implementing Flats Recycling Package (FRP) interventions	<p>The Flats Recycling Package project commenced in 2022 and is focussed on rolling out the Flats Recycling Package of interventions recommended by ReLondon</p> <p>Improving resident access to recycling bins is a key part of the package.</p> <ul style="list-style-type: none"> We have committed to audit and refurbish bin store areas up to the standard of the Flats Recycling Package at 2160 blocks in the borough in 2022 to 2024 e.g., carrying out improvements to signage, communications, bins and establishing regular servicing & cleaning frequencies. 	<ul style="list-style-type: none"> Target for 2160 blocks to have received FRP interventions by December 2024 Estimate that 1140 blocks will receive updates in 2023/24 and 770 2024. Target to reduce contamination rate by 20% by December 2024 Target to increase amount of recycling collected by 18% by December 2024 Analysing MRF data and working with crews to identify and tackle contamination hotspots 	<ul style="list-style-type: none"> Project commenced in April 2022 and is ongoing through to December 2024 	
LB Tower Hamlets #2	<ul style="list-style-type: none"> Maximising recycling 	Increasing participation in the kerbside food waste collection service through re-promotion of the service.	<p>Current participation in the food waste collection service for street level properties is estimated to be as low as 15% in some areas. The service is undergoing a route optimisation exercise with new rounds anticipated to be implemented.</p> <ul style="list-style-type: none"> We will develop and implement targeted communications, through the use of leaflet drops and targeted social media communications, to encourage greater participation in the scheme once the new rounds have settled in 	<p>To contribute to increasing to household recycling rate:</p> <ul style="list-style-type: none"> Target increasing participation in the service by 25% 	<ul style="list-style-type: none"> Communication Plan developed by Oct 2023 Start date early 2024. Rolling programme up to target different areas of the borough 	
LB Tower Hamlets #3	<ul style="list-style-type: none"> Maximising recycling 	Food waste collection service to purpose-built blocks of flats	<p>We are reviewing our existing food waste trial in 870 purpose-built flats to identify barriers to participation and wider expansion</p> <ul style="list-style-type: none"> With support from ReLondon, we will explore service delivery models and best practice case studies and decide service delivery model for borough wide expansion We will prepare a roll-out plan for separate food waste collections to purpose built flats in the borough not currently receiving the trial including procurement of food waste collection caddies, communal containers and collection vehicles We will develop a targeted communications campaign, targeting properties subject to change 	<ul style="list-style-type: none"> Prepare implementation plan 2023/24 Roll-out expected to start in April 2024 Aim for 30% purpose-built coverage by March 2025 Further expansion to more purpose-built flats in 2025/26 and 2026/27 Expected increase in recycling rate 	<p>The timetable is funding dependent</p> <ul style="list-style-type: none"> Prepare service model and implementation plan 2023/24 Roll out anticipated between April 2024 to March 2027 Develop communications plan February 2024 to June 2024 	
LB Tower Hamlets #4	<ul style="list-style-type: none"> Maximising recycling 	Reviewing the food and garden waste collection service for street level properties with a view to collect food waste from kerbside properties fully separate from garden waste	<p>This action is linked to, and will be implemented to coincide with action LB Tower Hamlets #4 above</p> <ul style="list-style-type: none"> We will explore appropriate service delivery models for collecting garden waste separately from food waste We will look to procure additional collection vehicles as necessary We will develop targeted communications campaign, targeting properties subject to change 	<ul style="list-style-type: none"> To respond to the government reforms within expected timescales 	<ul style="list-style-type: none"> Prepare implementation plan 2023/24 Agree disposal facility with contractor 2023/24 Develop communication materials end of 2023/24 	

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LB Tower Hamlets #5	<ul style="list-style-type: none"> Maximising recycling 	Reviewing our waste and recycling collection policies to increase recycling	<p>A survey of the low-rise properties was completed in November 2022 and captured information on what containers were currently at the property and assessed if the property was suitable to house a 240L bin for recycling and a 240L bin for residual waste. This information will be used to inform any new policies</p> <p>The council operates a sack collection service for rubbish and recycling. Residents can buy their own container for rubbish and request a recycling wheeled bin (240l) from the council. However, the record of what types of bins are being used where is poor and incomplete</p> <ul style="list-style-type: none"> We will review our current service arrangements and will prepare report to recommend suitable policy and service changes to street level properties to drive more waste reduction and recycling We will also review our policies and service levels to flats and will propose suitable policies that will help drive behaviour change towards more and better recycling 	<ul style="list-style-type: none"> Report to Lead Member September 2023 on recommendations Clear guidance and service standards for kerbside properties developed 	<ul style="list-style-type: none"> September 2023-December 2024 	
LB Tower Hamlets #6	<ul style="list-style-type: none"> Maximising recycling 	Review and expand garden waste collection service to increase recycling	<p>Tower Hamlets provides a free collection service to houses/kerbside properties</p> <ul style="list-style-type: none"> We will explore options to expand free collection service to ground floor properties in purpose-built blocks of flats We will review frequency of collection (currently weekly), in line with our plans to separate the collection of food and garden waste Linked to the action #5 	<ul style="list-style-type: none"> To respond to the government reforms within expected timescales Increase the amount of garden waste collected in the borough Contribute to the overall recycling rate 	<ul style="list-style-type: none"> Agree disposal facilities with contractor 2023/24 	
LB Tower Hamlets #7	<ul style="list-style-type: none"> Maximising recycling 	Improving service delivery - Flats above shops	<p>The waste and recycling collection services are undergoing a route optimisation exercise with new rounds anticipated to be being implemented. Service changes implemented during this time will bring alterations to the collection times and frequencies to flats above shops on the main lines.</p> <ul style="list-style-type: none"> The service from flats above shops will be reviewed in 2023/24 to scope for improvements and identify an area to pilot a separate food waste collection service We will submit an expression of interest to ReLondon to take part in their improving recycling in flats above shops pilot programme 	<ul style="list-style-type: none"> Improved service delivery to FAS Increase in the amount of recycling and food waste collected and diverted from residual waste stream 	<ul style="list-style-type: none"> Monitoring Sept to Dec 2023 Review service Jan 2024 	
LB Tower Hamlets #8	<ul style="list-style-type: none"> Maximising recycling 	Expansion of commercial waste service to include food waste and promote recycling collection service	<p>The commercial waste service is undergoing reconfiguration to improve the service offer to our business customers.</p> <ul style="list-style-type: none"> We will implement new commercial waste collection rounds following the conclusion of the route optimisation project. We will develop and implement new communications material and website for the commercial waste service. Businesses will be encouraged to separate more waste for recycling Tower Hamlets Commercial waste service aims to utilise electric vehicles which will act as an everyday reminder of the borough's commitment, not just to environmental concerns such as recycling options, but also the drive to net zero. 	<ul style="list-style-type: none"> To respond to the government reforms within expected timescales Increased uptake of recycling services Contribute to the LACW recycling rate 	<ul style="list-style-type: none"> Route optimisation plan anticipated to be implemented late 2023 Deep dive of customer base and deliver further communications on service offer early 2024 Agree disposal facilities (food waste) with contractor 2023/24 Research and benchmark service offering for food waste April to Dec 2023 	
LB Tower Hamlets #9	<ul style="list-style-type: none"> Maximising recycling 	Improve recycling sack distribution	<p>Many properties including flats above shops and low-rise properties without front gardens do not have space to store a recycling bin and require sacks to use the recycling service. Those with recycling bins can use reusable recycling bags to store and carry recycling.</p>	<ul style="list-style-type: none"> Report for lead member 	<ul style="list-style-type: none"> October 2023 	

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			<ul style="list-style-type: none"> We will review with the aim of improving recycling sack distribution 			
LB Tower Hamlets #10	<ul style="list-style-type: none"> Waste Reduction Reducing Environmental Impact 	Championing food waste reduction initiatives	<p>Championing food waste reduction helps us to reduce the overall amount of waste we have to manage.</p> <ul style="list-style-type: none"> We are working in partnership with ReLondon and other London boroughs on the Pan London sustainable food campaign We promote the national “Love Food Hate Waste” campaign and will undertake food waste reduction activities as part of Food Waste Awareness Week. Work in partnership with community groups and other organisations to promote other food waste reduction activities through stalls at community events and food waste reduction workshops Continue to promote and support home and community composting Support the Food Waste Solutions pilot which involves composting of food waste collected from residents and businesses by community partners Participate in the Circular food procurement Working Group: promote healthier and more climate friendly meals across council services; source food that is local and in season; recycle unavoidable food waste 	<ul style="list-style-type: none"> 2022 to May 2023 deliver Pan London sustainable food campaign Contribute to reduction in avoidable food waste 5 waste reduction events per year Reduction in food-related consumption-based emissions 	<ul style="list-style-type: none"> 2022 to May 2023 Pan London sustainable food campaign Ongoing TBC 	
LB Tower Hamlets #11	<ul style="list-style-type: none"> Waste Reduction Maximising recycling 	Reuse, repair and recycling activities and events	<p>Events in our local communities help us to support residents to find ways to reuse and repair items and engage on a personal level.</p> <ul style="list-style-type: none"> The Recycling Improvement and Engagement Officers will hold 5 waste reduction events e.g., Give and take events, food waste reduction, repair, composting or mending workshops. The Recycling engagement team will host regular recycling information stalls at community events and hubs Use “Let’s rethink it” campaign assets at events and on social media 	<ul style="list-style-type: none"> A minimum of 5 waste reduction events per year A minimum of 10 community recycling stalls per year 	<ul style="list-style-type: none"> Ongoing 	
LB Tower Hamlets #12	<ul style="list-style-type: none"> Waste Reduction Maximising recycling 	Promoting waste reduction and recycling within the local community through the Recycling Champions Scheme	<p>Our Recycling Champions help us deliver our behaviour change activities and act as local advocates for recycling services in the area where they live.</p> <ul style="list-style-type: none"> We will engage with champions via meetings, newsletters, workshops and MRF visits. We provide champion volunteer opportunities at events organised by the Recycling Improvement and Engagement Team We promote the scheme via resident newsletter, Our East End and social media and will actively seek to sign up new champions Involve the Recycling Champions network on social media, make short video clips showing recycling behaviours or tips 	<ul style="list-style-type: none"> Minimum 6 newsletters per year Minimum of 6 volunteer opportunities per year 4 MRF visits/dedicated workshops per year 2-3 social media posts per year, 1 article or advert in Our East End and 1 article in the resident newsletter per year Make clips and promote on social media by October 2023 	<ul style="list-style-type: none"> Ongoing Ongoing 	
LB Tower Hamlets #13	<ul style="list-style-type: none"> Maximising recycling 	Education and behaviour change - Schools recycling programme	<p>The schools in Tower Hamlets help us to reach children and families and as organisations they take part in our recycling services.</p> <ul style="list-style-type: none"> We will deliver a minimum of 8 recycling education sessions at schools We will proactively support schools in improving their dry recycling and food waste recycling performance and reducing their waste 	<ul style="list-style-type: none"> A minimum of 8 education sessions per year Audit schools recycling facilities and provide advice on improving services 	<ul style="list-style-type: none"> Ongoing 	
LB Tower Hamlets #14	<ul style="list-style-type: none"> Maximising recycling 	Expand locations for the recycling of small WEEE and batteries	<p>Whilst a significant proportion of larger WEEE items get collected are sent for recycling via our bulky waste collection services, there is room for improving the capture of smaller WEEE items.</p> <ul style="list-style-type: none"> We will look to partner with a managing agent and trial small WEEE and battery collections from concierge offices We will work with Waste Operations and our disposal contractor to look for new opportunities to collect and recycle WEEE items 	<ul style="list-style-type: none"> Focus on one large managing agent Increase capture of small WEEE and batteries 	<ul style="list-style-type: none"> Start discussions with Managing Agent early 2023/24 Trial to commence in 2023/24 	

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			<ul style="list-style-type: none"> We will explore options to expand collections of WEEE, including small WEEE, such as working with a third-party organisation 			
LB Tower Hamlets #15	<ul style="list-style-type: none"> Maximising recycling Waste Reduction 	Expand opportunities for residents to reuse and recycle textiles	<p>We are committed to exploring options for more textile reuse and recycling</p> <ul style="list-style-type: none"> We will approach managing agents/social landlords to house textile banks on their estates We will explore partnerships with charities and textile companies to set up a collection service 	<ul style="list-style-type: none"> Reduction in consumption-based emissions from reuse of textiles Contribution to overall recycling rate 	<ul style="list-style-type: none"> Start discussions with Managing Agent early 2023/24 Research April to June 2023 	
LB Tower Hamlets #16	<ul style="list-style-type: none"> Waste Reduction Maximising Recycling 	Collaboration with faith groups and targeted/local media to promote recycling and waste reduction	<p>We will work with faith-based groups across the borough to develop a plan of engagement activities to promote and establish local, and hyper-local, support for initiatives aimed at improving the quality and quantity of recycling and increasing reuse.</p> <ul style="list-style-type: none"> We will engage with faith groups to identify and create an action plan of activities We will promote communication and behaviour change messages through local media 	<ul style="list-style-type: none"> Engage with faith groups via the Inter-Faith forum, the Muslim Council of Britain and local mosques Hold a workshop with the aim of identifying how we can work together Create an action plan 	<ul style="list-style-type: none"> Initial engagement and calendar completed by October 2023 Ongoing 	
LB Tower Hamlets #17	<ul style="list-style-type: none"> Waste reduction 	Directory of repair / circular economy companies in the borough to promote/work with (any reuse schemes, refill shops, container reuse)	<p>We will look to provide better signposting on our website to help residents engage with reuse and repair networks.</p> <ul style="list-style-type: none"> We will create a webpage to promote the services of businesses involved in delivering circular economy principles, including electrical repair companies, furniture reuse and repair businesses, tool lending libraries in the borough We will promote Refill scheme via the Council's business support and town centre teams 	<ul style="list-style-type: none"> Raise awareness about reduction of single use plastics and waste reduction opportunities 	<ul style="list-style-type: none"> Start collating information and directory April 2023 Discussions with other council teams April 2023 	
LB Tower Hamlets #18	<ul style="list-style-type: none"> Waste reduction 	Promoting reduction of single use plastics	<p>Encouraging residents and businesses to reduce their reliance on single use plastic items is an important part of our behaviour change activities.</p> <ul style="list-style-type: none"> We will incorporate reducing use of single use plastics messages in schools' programme We will incorporate messages on reducing single use plastics as part of relevant communications campaigns, including during Plastic Free July We will signpost residents to zero waste shops 	<ul style="list-style-type: none"> Raise awareness on reduction of single use plastics 	<ul style="list-style-type: none"> Ongoing Plastic Free July 	
LB Tower Hamlets #19	<ul style="list-style-type: none"> Waste Reduction Maximising Recycling 	Improving waste reduction and recycling arrangements in new developments	<p>Tower Hamlets Reuse, Recycling and Waste SPD was adopted by the council in July 2021</p> <ul style="list-style-type: none"> We require developers to conform to the requirements of Tower Hamlets Reuse, Recycling and Waste SPD for new developments proposed in the borough We encourage developers to consider the "user journey" when designing new developments and to ensure adequate storage space is provided within each dwelling as well as for the communal storage areas. 	<ul style="list-style-type: none"> Improved waste and recycling storage and collection arrangements in new developments Expanding opportunities for greater reuse of waste from new developments Improving the "user journey" for residents in new developments 	<ul style="list-style-type: none"> Ongoing 	
LB Tower Hamlets #20	<ul style="list-style-type: none"> Waste Reduction Reducing Environmental Impacts 	Promoting waste reduction and Circular Economy principles in the business community	<p>As part of developing plans to deliver on A Cleaner and Greener Future for Tower Hamlets we have made a commitment to promote the Circular Economy and resource efficiency, encouraging waste reduction, reuse and sale of unwanted items</p> <ul style="list-style-type: none"> We engage with local businesses and create an environment for networking through our business breakfast events We will use The Circular Economy Matchmaker tool to help deliver on our plans 	<ul style="list-style-type: none"> Raise awareness of Circular Economy principles within the business community Encourage greater reuse of unwanted items Reduce commercial residual waste and contribute to LACW recycling rate 	<ul style="list-style-type: none"> Ongoing 	

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LB Tower Hamlets #21	<ul style="list-style-type: none"> • Reducing Environmental Impacts 	Greening the waste collection fleet	100% of our waste and recycling fleet ULEZ compliant. We are undertaking a programme to electrify the whole fleet, which includes waste service vehicles <ul style="list-style-type: none"> • Phase 1: cars, vans and commercial vehicles- funding has been agreed for EV charging infrastructure • Phase 2: covers >3.5t, RCV, cage tippers- funding dependent 	<ul style="list-style-type: none"> • 50% of all smaller vehicles to be electric/hybrid by 2025 • All HGVs to be electric/hybrid by 2030 • Contributing towards the Mayor's zero carbon city 2030 target 	<ul style="list-style-type: none"> • 2022-2025 • Dependant on funding and the evolution of new technologies, i.e., hydrogen powered lorries 	

