

NORTH LONDON WASTE AUTHORITY

REPORT TITLE: WASTE PREVENTION PLAN UPDATE

REPORT OF: HEAD OF STRATEGIC COMMUNICATIONS

FOR SUBMISSION TO: AUTHORITY MEETING

DATE: 14 DECEMBER 2023

SUMMARY OF REPORT:

This paper is an update on the delivery of the North London Waste Prevention Plan, which was published in January 2023.

This paper gives an update on the projects which have launched or are in development. Projects are steered by the Members' Recycling Working Group and delivered with borough officers.

In 2023/24, the North London Community Fund was increased to £250,000. This has mobilised a large number of positive activities and initiatives by grass roots organisations. Officers are recommending that the Community Fund should proceed on the basis that £250,000 should continue to be provided in 2024/25 and 2025/26. This will allow longer term waste prevention projects to be funded, increasing the impact of the fund.

RECOMMENDATIONS:

The Authority is recommended to:

- A. Comment on and note the update.
- B. Approve officers including in their proposals for the 2024/25 and 2025/26 budgets funding for the North London Community Fund budget of £250,000 in each year.

SIGNED:  Head of Strategic Communications

DATE: 4 December 2023

1. BACKGROUND AND INTRODUCTION

- 1.1. The North London Waste Prevention Plan (the Plan) sets out the approach to community engagement, communications, and policy work to enable a reduction in residual waste in north London.
- 1.2. Members advised that a collaborative approach should be prioritised and recommended some emerging priority themes. The Plan was finalised and published in January 2023. The Plan is available on the NLWA website¹.
- 1.3. NLWA and the boroughs work together to influence waste prevention and will achieve that by delivering initiatives at scale, trialling approaches, sharing learning and unifying messaging. By operating across a larger geographical area, NLWA waste prevention initiatives and campaigns can achieve greater overall visibility and recognition. This provides better value to boroughs by providing economies of scale.
- 1.4. The Plan was developed with input from borough officers and was discussed at a series of workshops with stakeholders. The work to be delivered through the plan is informed by links with sector specialists and working groups. The aim for this ambitious programme is to draw on the collective expert experience of NLWA and constituent boroughs, apply behaviour change methodologies, use research, and test and evaluate approaches as work is developed and delivered.
- 1.5. North London is made up of diverse and thriving communities, which presents a wealth of opportunities to deliver activities in conjunction with a range of stakeholders. The Plan is designed to succeed through collaboration, and priorities were set that are important to north London residents and sector stakeholders. NLWA will always look for potential collaborations and is keen to know of and work with those who have the mutual ambition to reduce waste and deliver pioneering approaches to achieve this common goal.
- 1.6. The priority areas of delivery, as recommended by Members, are:
 - 1.6.1. enable communities to deliver change on the ground by providing residents with prevention, reuse, and repair opportunities;
 - 1.6.2. campaign for change;
 - 1.6.3. work in partnership;
 - 1.6.4. educate and inform residents;
 - 1.6.5. support the boroughs; and

¹ nlwa.gov.uk/ourauthority/our-strategies/preserving-resources-driving-change

- 1.6.6. work with businesses.
- 1.7. These goals have been translated into specific projects by officers. The following sections set out the progress in the projects including:
 - 1.7.1. The North London Community Fund, to support activity by community groups
 - 1.7.2. Promotion of reusable personal products - nappies and period products
 - 1.7.3. Campaigning for national policy changes which promote the circular economy
 - 1.7.4. Promoting awareness raising and behaviour change to encourage waste reduction and increased recycling. This is particularly through the “Together We Recycle” campaign in north London, by NLWA being a key partner in the London-wide “Eat like a Londoner” campaign and through the development of a future behaviour change campaign to promote reuse.
 - 1.7.5. Outreach to schools.

2. NORTH LONDON COMMUNITY FUND

- 2.1. The North London Community Fund provides non-profit organisations with support to develop new approaches to reduce waste or extend the reach and impact of existing waste prevention activity. In 2023/24, the Authority decided to increase the fund to £250,000. This has stimulated a large response from grass roots organisations, who put forward a wide range of proposals for activities to promote the circular economy in communities. 17 projects were awarded this year, to a maximum of £15,000 each. Most projects are entering the final stages of delivery and have achieved or exceeded their waste prevention aims. For example, training people to repair electronic devices and donating them to those in need²; establishing community composting hubs³; and educating communities about sustainable living⁴. More information about each of the projects can be found in Appendix A.
- 2.2. In preparation for 2024/25, with input from borough officers, feedback from stakeholders and engagement with the Member Recycling Working Group, NLWA officers reviewed the fund. This also took account of the recommendations from the Local Government Association (LGA) Corporate Peer Challenge, which advised that there would be benefits to providing a clearer pipeline of funding, to allow projects going beyond a single year to be supported. The review considered how

² nlwa.gov.uk/blog/giving-2econd-chance-your-device-and-giving-back-community

³ nlwa.gov.uk/blog/learning-compost-octopus-community-network

⁴ nlwa.gov.uk/blog/practical-tips-sustainable-living

awards could be split to ensure that appropriate funding levels are available to meet the needs and aspirations of prospective recipients. It also identified opportunities to improve the administration and application process, improve monitoring and reporting, and increase officer contact time with projects. Meetings were also held with similar external funders to share best practice and experiences.

- 2.3. The outcome of the review was discussed by the Members Recycling Working Group, and it has led to a tiered approach with two funding rounds for 2024/25. Round 1 was launched on 16 October, with the closing date of 15 December. Full details for the application process can be found on the NLWA website⁵. £150,000 will be awarded in this round for small awards (≤ £5,000) and medium awards (≤ £15,000), for projects delivered over one year. Round two will award a further £100,000 to two large scale projects, to be delivered over two years. It is proposed that this round will open for applications in Quarter 1 of 2024/25.
- 2.4. Also, in plan for Quarter 1 is a celebration event for past and present recipients of funding awards. This will provide a networking opportunity between organisations, boroughs, and the Authority, as well as a celebration of project successes.
- 2.5. Providing longer term funding is a significant change in how the fund is awarded and is being delivered in direct response to stakeholder feedback for larger, longer-term funding opportunities. Therefore, officers are recommending that the funds for 2024/25 and 2025/26 are maintained at £250,000. This commitment will allow the officers to plan and grow a programme of support for grassroots waste prevention activities.

3. REUSABLE NAPPY SUBSIDY

- 3.1. One child uses around 5000 to 7000 disposable nappies. There are around 25,000 babies born in north London per year and disposable nappies make up around 8% of north London's residual waste. NLWA funds vouchers to support parents to buy reusable nappies to help reduce the amount of disposable nappies thrown away.
- 3.2. Based on recommendations and approval by Members, the reusable nappy voucher was increased from 1 April 2023 to £70.00. This voucher is enabling parents/carers, including foster carers, in north London to access a useful number of items or a nappy laundry service to get them started with reusable nappies.
- 3.3. An NLWA promotional communications campaign has been running since the increase of the voucher. This activity has included sharing real life testimonials from north London residents⁶, and a targeted Facebook and Instagram digital campaign to reach and inform parents about the voucher as well and the benefits of

⁵ nlwa.gov.uk/campaigns-and-projects/north-london-community-fund-0

⁶ nlwa.gov.uk/blog/why-choose-reusable-nappies

reusables. Also, a Google AdWords campaign has generated 1,221 visitors to the information webpage on the NLWA website⁷.

4. REUSABLE PERIOD PRODUCTS

- 4.1. As recommended by the Members Recycling Working Group, the Authority has committed to delivering a project to support north London residents to use reusable period products (RPPs) with the aim of reducing single use plastic waste. This programme of work has now commenced under the new campaign Reduce, Reuse, Your Cycle. Various activities are being delivered as part of this programme.

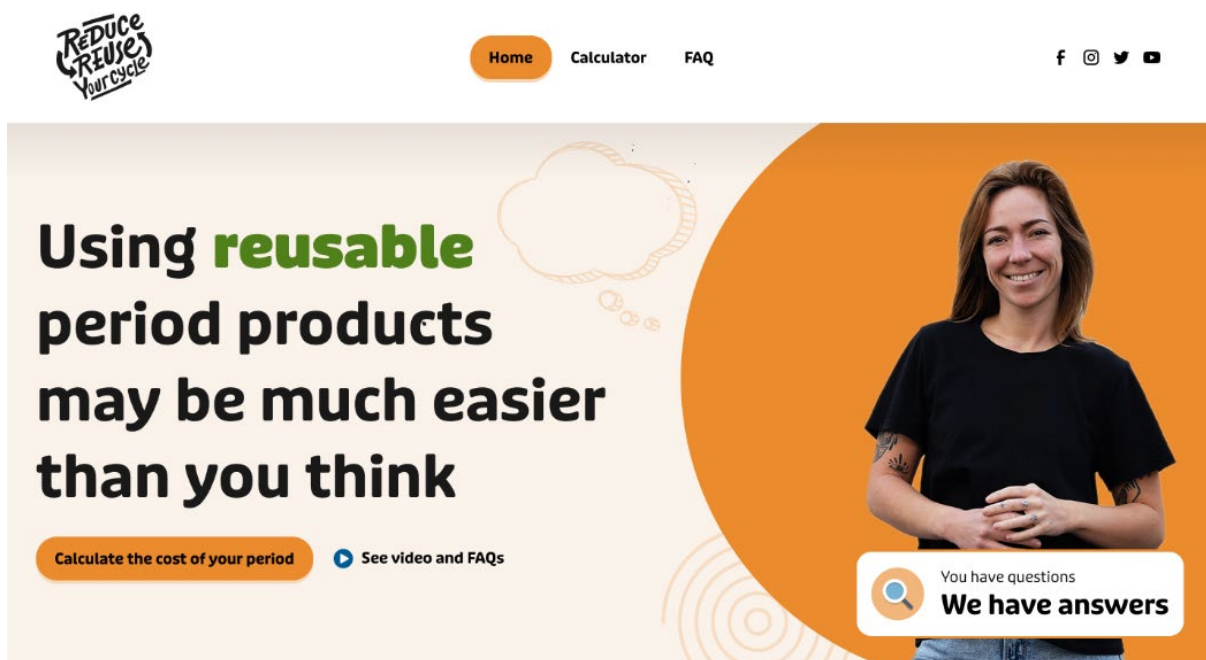


Figure 1: Snapshot image showing content from the Reduce, Reuse, Your Cycle website

- 4.2. A new website (www.reducereuseyourcycle.co.uk) provides practical information about reusable period products, FAQ's, videos, and testimonials. It will host a calculator that provides personalised data on potential carbon, waste and cost savings. Discount codes of up to 25% off reusable products from selected partners will also be available for north London residents.
- 4.3. The communications campaign featuring testimonials from individuals who have made the switch to reusable period products will launch in Quarter 4. The campaign answers common questions and educates residents about the use of RPPs. It will include digital activity and out of home advertising and will drive people to the website for more information and incentives. Both the website and campaign are designed to be adaptable on-going and grow with the campaign, to ensure the content stays relevant and meets the needs and interests of residents.

⁷ nlwa.gov.uk/reducereuseyourcycle/reduceandreuse/nappies

- 4.4. To provide an opportunity for people to talk to peers and learn about reusable options, Women's Environmental Network (WEN) has been commissioned to deliver workshops. These are targeted at engaging parents/carers of young people who are about to/have recently started menstruating, university students, and teachers. These sessions will be interactive with time for people to ask questions and see a variety of reusable product options. Participants who are interested will also be supported to become ambassadors for reusable period products. They will have the opportunity to attend training on how to deliver informal workshops in their networks which has the potential to extend the reach of the campaign and have a lasting embedded impact in the community.
- 4.5. To understand the impact of the interventions, a robust evaluation framework has been created, where data will be gathered from workshop attendees and website visitors. Measurements will be gathered on which intervention has been more successful in changing behaviour. Workshop delivery commenced in November 2023 and will continue until August 2024. Evaluation will commence thereafter to help inform the development of a longer term offer to support use of reusable period products.

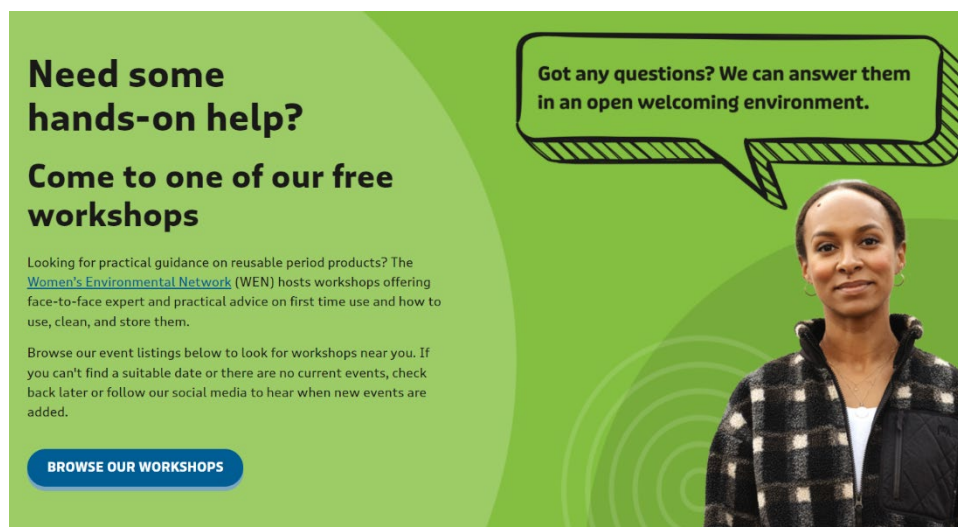


Figure 2: Snapshot image showing content from the Reduce, Reuse, Your Cycle website

5. POLICY COMMUNICATIONS AND LOBBYING

- 5.1. As the second largest waste authority in the country, representing seven boroughs and two million people, NWLA is well placed to be an active voice for change. Officers have worked with partners to campaign more loudly and frequently for the changes needed from government, manufacturers and retailers to bring about a genuine reduction in waste. Some recent examples are set out below.
- 5.2. In July, NLWA called for urgent action after the government announced another delay to waste reforms such as Extended Producer Responsibility and the Deposit Return Scheme. The Authority also spoke out in support of the National Audit

Office criticism of the government's handling of waste reforms; and criticised the government's Simpler Recycling proposals as “yet another tactic to delay meaningful action to support increases in domestic recycling.”

- 5.3. In September, NLWA called for ban of disposable vapes on environmental grounds, writing to the Secretary of State for Environment and Minister for Environment, as well as issuing a press release and social media posts. NLWA took further action following release of the government consultation which seeks views on potential restrictions on the sale and supply of disposable vapes. NLWA responded to the consultation and issued a press release and template response, setting out the problems and challenges caused by disposable vapes. This was supported and promoted by partners including ReLondon and the Local Government Association. A short video about disposable vapes supports the campaign, including footage of the vape recycling process, and highlighting the urgent need for action to prevent precious metals going to waste.



Figure 3: Cllr Clyde Loakes appearing in a video about disposable vapes

6. TOGETHER WE RECYCLE CAMPAIGN

- 6.1. NLWA coordinated delivery of a high profile, multi-channel recycling campaign across north London from 28 August to 15 October. Named 'Together We Recycle', the campaign included bus stop advertisements, leafleting, social media advertising, digital vehicle and estates screens and tailored press releases for each participating borough.
- 6.2. Working in close partnership with Biffa and the north London boroughs, this campaign was able to achieve high visibility across the north London area. Artwork has a consistent, recognisable style, but was tailored to individual borough crews and messaging. This centralised coordination ensured efficiencies of scale and cost savings on concept creation, design work and advertising.



Figure 4: Together We Recycle outdoor advertising in Camden

- 6.3. Outcomes of the campaign include:
- 6.3.1. 254 bus stop advertisements reached an estimated 3.2 million people (28.2 million impressions).
 - 6.3.2. Leaflets were delivered to over 31,000 households.
 - 6.3.3. There were 13,573 page views of the Together We Recycle webpage, TogetherWeRecycle.com.
 - 6.3.4. Social media advertising reached 632,980 people and 14,282 clicked on links to learn more.
 - 6.3.5. Tailored borough press releases were issued and gained press coverage reaching 37,672 people.
 - 6.3.6. North Londoners were invited to send a message of thanks to their local recycling crew. 200 thank you messages were received via a web form on NLWA's page, and social media.
- 6.4. In 2024, a further phase of the Together We Recycle campaign will focus on what happens to the recycling and the people who work at the Materials Recovery Facility (MRF). The style of the artwork will mirror that of the previous artwork:



Figure 5: Together We Recycle MRF staff artwork

7. DIGITAL AND MEDIA CAMPAIGNS

- 7.1. Throughout the year, NLWA has run a range of campaigns, using social media channels, the NLWA website and press releases to reach a large audience of residents and stakeholders. Examples include World Environment Day, Plastic Free July, Recycle Week, NLWA's reusable nappy voucher scheme, and promotion of the North London Community Fund – its funded projects and opportunities to apply.
- 7.2. Collectively, since April 2023, this promotion has generated 11.7 million impressions on social media and 55 pieces of positive press coverage, with a potential reach of 724 million.
- 7.3. NLWA's website has been visited 258,208 times since April 2023, with the 'What can we recycle?' page remaining most popular, closely followed by information about reuse and recycling centres.

8. PAN-LONDON FOOD WASTE CAMPAIGN

- 8.1. Around one third of residual waste in north London is food waste. The "Eat Like a Londoner" campaign has been running since the end of March 2023 which NLWA is co-funding on behalf of the north London boroughs. This is a large-scale collaboration across London between boroughs, waste disposal authorities, the Greater London Authority and ReLondon, to tackle food waste. Out of home and social media advertising have been delivered across all seven boroughs to drive residents to the campaign website (www.eatlikealondoner.com), which hosts tips to reduce food waste and eat more sustainably.
- 8.2. The first wave of campaign activity aimed to make people aware of the website and help them understand the benefits of engaging with it. The second wave of media activity took place in September to highlight the desired behaviours for residents to reduce their food waste and eat more sustainably. The digital campaign has exceeded targets and to date has appeared on north London residents' social media feeds more than 4 million times, with 20,000 click throughs and 644,000 video views. Engagement stalls to promote the campaign have been delivered in each of the north London boroughs. Another media push will take place in March 2024 and boroughs and the Greater London Authority recommend the campaign to

continue next year to capitalise on the awareness of the campaign that has been raised.



Figure 6: Eat Like A Londoner campaign artwork

- 8.3. To enhance the reach of the campaign, NLWA officers are planning in-person workshops for north London residents. This programme will consist of workshops with behaviour change techniques embedded and zero waste cooking demonstrations. The approach will be piloted with community groups in Q4 where participants will be guided to weigh their food waste before and after the workshops to understand the impact of the intervention on reducing waste. Should it prove successful it will be scaled up to provide community groups with the resources and support they need to deliver the intervention and embed the knowledge within their networks. An online version of the approach with resources will also be created. The combination of the Eat Like A Londoner website content, and the guidance and support for a practical intervention, will provide community groups and motivated individuals with easy on-going access to resources and information to tackle food waste in their households.

9. REUSE BEHAVIOUR CHANGE PROJECT

- 9.1. A reuse behaviour change campaign targeting packaging is currently being developed and due to launch in Q4. It will encourage those who live or work in north London to use reusable water bottles, coffee cups, bags, and containers to reduce single-use plastic waste. The approach will be piloted in Barnet and will consist of a social media campaign running across the borough, out of home advertising, and window stickers and posters for businesses on the high streets. Advertising will remind people to bring their reusable food containers when on the go. It will also champion residents who use reusables, along with businesses who encourage their customers to refill in their café, takeaway, or shop to make reuse

appear the norm. The pictures included here are mock-ups of the campaign design and how it is intended to be displayed.

- 9.2. A benchmarking survey has been conducted to assess Barnet residents' current attitudes and behaviours around reuse and a similar survey will be repeated to measure any changes in these as a result of the campaign. Participating businesses will also be engaged to measure the use of reusables pre and post campaign. Post evaluation the campaign will be refined if required before the rollout across the other boroughs in Q1 2024/25.



Figure 7: Mock-up of Bring It Barnet campaign advertising in situ



Figure 8: Mock-up of Bring It Barnet campaign artwork

10. EDUCATION OFFER

- 10.1. A programme of work is being developed and started to be delivered, with the aim of influencing waste prevention education and disposal in north London schools. The approach is designed to ensure that educators can access information to support them embedding waste prevention into their curricula as well as within the culture of schools. Also, the aim is to inspire educators, pupils, and their families to drive change related to waste reduction at home.
- 10.2. The NLWA Education Hub⁸ has been launched to provide educators with easy access to curriculum-linked waste prevention education resources and activities. For example, The School Uniform Exchange⁹ provides guidance on how to run uniform reuse events. It also includes access for north London schools to a calculator that allows the cost, waste and carbon savings made from reusing uniform to be calculated.

⁸ nlwa.gov.uk/article/north-london-waste-education-hub

⁹ nlwa.gov.uk/article/school-uniform-exchange



Figure 9: The School Uniform Exchange campaign artwork

10.3. Meetings are currently being held with school staff to gain input to the design of education outreach activities for the academic year 2024/25. Working closely also with borough colleagues, the approach being developed is focused on trialling a whole school participation approach.

10.4. This strategy is informed through feedback from schools who identified that a desired future provision need is longevity of contact and support from an expert regarding waste, in both education and management.

11. WASTE PREVENTION EXCHANGE

12. The annual Waste Prevention Exchange conference was delivered online on 18 May with 215 delegates. This largescale free event for professionals, residents, and council officers was designed to share sector updates and topical information as well as providing a networking opportunity for attendees. Five speakers presented at the event on topics relating to circular economy and systems thinking. Based on feedback received from 92 of the attendees, 89% rated the event good/excellent.

13. SUPPORTING BOROUGH WASTE PREVENTION INITIATIVES

13.1. NLWA and borough officers have worked on various localised activities through the Waste Prevention Plan to reduce waste and increase recycling. For example:

13.1.1. NLWA supported officers in Hackney and Islington to promote and provide information on new food waste recycling services for residents in flats above shops.

13.1.2. During Recycle Week targeted messaging was delivered by NLWA through borough channels. National campaign artwork was advertised to north London residents, promoting local services, and reminding residents of the variety of household items that can be recycled.

14. NEXT STEPS

- 14.1. As detailed above, the Plan was developed to enable officers to deliver longer term projects across several financial years. This enables the value provided to boroughs to be maximised and increase the projects' impacts. The delivery of projects such as the reuse behaviour change campaign, reusable period products and Eat Like a Londoner are tailored from borough to borough, to ensure that they work for local communities. The education programme of work underway is being informed through engagement with school leaders across the area, ensuring that the support provided in the year ahead is meaningful to their school communities.
- 14.2. Continuing investment in the Community Fund will support and enable the highly active and engaged network of grassroots waste prevention initiatives in north London. Officers will continue to work closely with recipients to promote project opportunities to residents, facilitate networking between organisations and share learning from the work undertaken.
- 14.3. As budgets are being set for 2024/25, NLWA officers will work with borough officers and the Members Recycling Working Group to agree a work plan for next year which provides value and impact. Officers will ensure that borough and NLWA activities complement each other and work on more integrated communications. This will include borough-specific waste prevention initiatives that can be supported with NLWA resources. This is expected to consist of direct activities with residents as well as targeted localised communications.
- 14.4. Officers plan to build on the success of the Together We Recycle campaign, working with boroughs and recycling contractor, Biffa, to deliver further recycling promotion, with the aim of increasing participation and quality of recycling.
- 14.5. A digital campaign will raise awareness of free paint and DIY materials, available for collection from north London reuse and recycling centres. Anecdotal evidence would suggest that residents are not aware of these services, which seems particularly timely at a time of higher cost of living.
- 14.6. NLWA and borough officers will work together, in consultation with the Members Recycling Working Group, to agree emerging policy areas for future campaigning and lobbying.

15. EQUALITIES IMPLICATIONS

- 15.1. NLWA will seek to engage with communities from across north London. NLWA will work with the constituent boroughs and Members to ensure that under-represented groups are approached and encouraged to participate in projects.
- 15.2. In preparing communications, consideration is given to accessibility of the information provided and the appropriate format.

16. COMMENTS OF THE LEGAL ADVISER

- 16.1. The Legal Adviser has been consulted in the preparation of this report and comments have been incorporated.

17. COMMENTS OF THE FINANCIAL ADVISER

- 17.1. The Financial Adviser has been consulted in the preparation of this report and comments have been incorporated.

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APPENDIX A SUMMARY OF NORTH LONDON COMMUNITY FUND PROJECTS 2023-24

Organisation	Project name	Waste stream	Outline of project	Borough
Artist Hive Studios CIC	The Fundamentals of Sustainable Design	Bulky waste	The Artist Hive Studios has been delivering a series of workshops offering the local community the opportunity to engage with artists and designers in the fundamentals of sustainable design. These workshops are responding to feedback from local residents during a pilot of the approach in 2022.	Enfield
The Inconvenient Store CIC	E11 Circular Hub	Food, textiles, various	This project, based on a trial delivered in 2022, has been delivering workshops and events for people from all backgrounds in the community to gain skills and knowledge in getting the most from the textiles and food they consume and reduce waste, whilst also encouraging local businesses to become more sustainable.	Waltham Forest
Garden of Earthly Delights	Woodshop of Recycled Delights	Bulky waste	Woodshop of Recycled Delights has expanded their work with other non-profit organisations and schools in north London, teaching carpentry skills using wood that would otherwise have gone to waste.	Hackney
Octopus Community Network	Urban Soil Food	Food/ compost	Urban Soil Food is forming a network of three neighbourhood-based food waste compost hubs in Islington. The project builds upon a small-scale pilot in 2022 and is mainly targeting residents of social housing estates, particularly single households.	Islington
Our Home Our Planet C.I.C	Eco Show and Tell Community Events	Various	This project is supporting delivery of Eco Show and Tell sustainability fairs in Barnet. Each fair has hosted stalls delivered by community groups and local activists	Barnet

Organisation	Project name	Waste stream	Outline of project	Borough
			focused on sustainability, to support and showcase the work of local residents and organisations.	
Forest Recycling Project	Tackling North London Paint Waste	Paint	Forest Recycling Project is working to increase capacity and to collaborate on solutions to deal with leftover paint. Activities have included paint distribution, increased awareness of paint recycling opportunities and exploration of relocating a reuse hub in Waltham Forest to enable the growth of paint reuse and other recycling streams.	Waltham Forest
Fashion for Future	Free Mending and Upcycling Workshops	Textiles	Fashion for Future have been delivering a range of activities to prevent textile waste by providing sessions and workshops for residents to donate and access preloved clothes, learn how to mend and rework clothes, and partner with charities to give tokens to those in need, providing recipients the benefit of choice and anonymity.	Hackney
Camden New Town Community Festival	CNTCF Fix, Make and Mend Project!	Various	Camden New Town Community Festival was established in 1998 as an annual festival that attracts over 2,000 visitors. This project has supported the success of the 'Green Corner' in the 2023 event and is currently delivering a series of sewing repair workshops for residents.	Camden
Laburnum Boat Club	Using it all Up	Food and textiles	Laburnum Boat Club has worked with disadvantaged, disabled, and vulnerable young people, to reduce food and textile waste, by engaging and educating them and their families through a series of activities and events.	Hackney

Organisation	Project name	Waste stream	Outline of project	Borough
Bowes Park Community Association	Bounds Green Foodbank Eco Project	Food / compost	The Eco Group is a new initiative run by Bounds Green Food Bank volunteers. This project has helped to formalise and build on existing recycling and re-use strategies, with a vision of making the food bank zero-waste.	Haringey
Our Yard at Clitterhouse Farm	Composting and Food Waste Reduction Pilot Project	Food / compost	Our Yard at Clitterhouse Farm has been raising local awareness about food waste by engaging families to take part in a composting pilot project. Workshops on composting and cooking for the whole community have been delivered, using the compost created in the community garden.	Barnet
Nappy Ever After	Nappy Ever After Reboot	Nappies	Through this project Nappy Ever After are working to increase uptake and use of reusable nappies by residents and nurseries in three north London boroughs.	Camden Hackney Islington
2econd Chance	Borough Refurbished Machine Donation Scheme	WEEE	2econd Chance is a not-for-profit that provides training and employment opportunities for young people. This project has been supporting trainees to repair unwanted computers that would otherwise have gone to waste and recirculate the devices to Barnet residents.	Barnet
The Mill E17	Forest Fixers	WEEE	The Mill is a community hub at the heart of Waltham Forest and through this funding has been delivering free Repair Cafés where residents can learn, with the help of volunteer fixers, how to repair their broken electrical and electronic devices.	Waltham Forest

Organisation	Project name	Waste stream	Outline of project	Borough
Haringey Fixers	Repair Cafés	WEEE	This project is supporting community-led electrical repair activity in Haringey through a series of Repair Cafés.	Haringey
Possible	Five Weeks of Fixing	WEEE	Five Weeks of Fixing is a structured project seeding community repair clubs that aim to galvanise, energise and expand community repair of portable electrical and electronic appliances in north London.	Camden
Mer IT	Free repair services for the community	WEEE	Mer IT have provided a free repair service for the community and support for community centres so they can refer their beneficiaries for electronics repair support and advice. This aims to ensure that new devices, provided by the National Device Bank, are only allocated when really needed. The repairs have been carried out by MER IT students, providing an excellent opportunity for them to obtain customer service and work experience.	Islington Camden Haringey