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Communications, outreach and engagement

Communications, outreach and education

In January 2023 we published [Preserving Resources, Driving Change](#), which sets out our approach to community engagement, communications and policy work. 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.

The priorities are to:

- Enable communities to deliver change on the ground by providing residents with prevention, reuse, and repair opportunities
- Campaign for change
- Work in partnership
- Educate and inform residents
- Support our boroughs
- Work with businesses

Joint Waste Strategy consultation

The North London Joint Waste Strategy will set out how the seven north London boroughs and NLWA will manage waste, prioritising waste prevention and reduction up to 2040. Between 1 November 2024 and 23 January 2025, we carried out a consultation on the draft Strategy on behalf of all eight authorities, building on an initial listening exercise in 2023/24.

1,502 residents contributed via an online survey and face to face outreach, and there was a good level of diversity amongst respondents in ethnicity, age and gender. Representation was also well balanced across all seven boroughs, with a significant number of respondents stating they had not been consulted about local services before, which demonstrates efforts to hear voices that have traditionally been under-represented. As of 31 March 2025, the consultation results were being analysed and incorporated into an updated strategy to be submitted for approval in 2025/26.

North London Community Fund

Since its launch in 2017, the North London Community Fund has helped to fund effective waste prevention activity across the north London boroughs. It enables change at grassroots level, tapping into existing community networks and creating local advocates.

In 2024/25, we awarded £122,567.33 to 14 small and medium projects delivering local activities including bike renovation, food waste prevention and textile repair and upcycling.



One of our North London Community Fund recipients, Haringey Fixers

Building on the success, we launched a [larger strategic fund](#) in 2024/25, where organisations receive £100,000 to deliver waste prevention projects over two years. The approach to the large awards is more collaborative, with officers working closely with the successful organisation to shape the projects and their outcomes.

- **The Restart Project**, working with ReLondon and local repair groups, were awarded a grant for a repair voucher scheme to encourage the fixing of electrical devices by making repair more affordable.
- **Octopus Community Network** were awarded a grant to reduce food in residual waste through extensive resident engagement and rollout of composting services on two estates in Islington.

A series of [organisational development workshops](#) were delivered for volunteer, charity, and social enterprise groups. The workshops were developed with ACCIONA and offered training and support across twelve subjects, from organisational strategy to data protection, and social value. Almost 200 people from 34 different organisations took part, and 93% of attendees said that the training was relevant to their organisation, giving a satisfaction rating of 4.4/5.

Groups were also brought together for networking and repair events in July 2024 and March 2025 to make connections and foster collaboration between community organisations.

Reduce, Reuse, Your Cycle

The [Reduce, Reuse, Your Cycle](#) campaign ran throughout 2024/25 and was designed using behavioural science to increase the purchase and use of reusable period products in north London. The project has involved a holistic approach of outreach workshops, school assemblies, discount codes, and digital and out-of-home communications to improve the knowledge of, and access to, reusable period products.



1,800 people attended 42 events across seven boroughs, with 96% of participants saying they were likely to recommend reusable period products to friends and family.

Two bursts of comms ran across 2024, with a branded campaign website, organic and paid social media, outdoor advertising, media outreach, email marketing and digital advertising. The campaign had a wide reach, with over 41,000 website views and 5 million impressions on Facebook and Instagram.

Evaluation showed that digital communications were the most effective way of reaching audiences, and plans were set up for further promotion in 2025/26. An agreement was also reached with East London Waste Authority to run the campaign in their boroughs in 2025/26.

EcoPark House

EcoPark House, the new education and visitor centre, opened its doors in January 2025. This sustainably built community asset serves as an educational facility and is the new home of the Edmonton Sea Cadets. NLWA aims to make EcoPark House one of the best education and visitor centres of its type in the country. In its first month, the education programme at EcoPark

House earned a prestigious quality badge from the Council for Learning Outside the Classroom, a Department for Education-backed initiative.

Up to 31 March, more than 200 students visited the site as part of our education programme. The visits received outstanding feedback from school staff, notably the impact of students viewing the Resource Recovery Facility (RRF) and the high-quality, engaging activities. Following their visits, all teaching staff have indicated that they would recommend a visit to a colleague.

Since its opening, EcoPark House has become the new hub for EcoPark visitor tours, featuring an engaging walkaround of the RRF. Plans were also commenced to expand the range of programmes available, with offerings for secondary school students and potential further and higher education programmes.



EcoPark House welcomed its first invited visitors for a tour and education session in December 2024

NLWA and LEL worked with the Edmonton Sea Cadets to prepare for their return to the EcoPark site. The unit is recruiting new Sea Cadets and expects to be out on the water and using the facility in earnest in 2025/26.

Schools and education

In the Know, our innovative outreach programme for primary schools, launched in September 2024. Officers collaborated with seven schools to elevate the importance of waste prevention and the circular economy within the school. The programme included engaging assemblies, interactive staff workshops, thorough waste audits, and insightful senior leadership and subject lead sessions. In its first year, the programme successfully engaged over 2,600 pupils and staff.

Plans were agreed to double the programme's capacity, working with 14 primary schools from September 2025. The programme will introduce CPD sessions for subject leads, facilitating an exercise to map the national curriculum against waste and the circular economy, and identifying opportunities to enhance in-school teaching.

In March 2025, we developed a partnership with the Lightyear Foundation to ensure all NLWA school activities are inclusive. Officers started work to collaborate with a local school for students with Special Educational Needs and Disabilities (SEND) to co-design a new workshop.

NLWA's Education Hub, an online resource hub for pupils and teachers, was revitalised in 2024/25 to include bespoke resources tailored to north London. The Hub was expanded to offer resources for secondary schools, complete with a series of career profiles that highlight how a background in science can lead to careers in waste management.



Waste audit

Food waste prevention

NLWA is a delivery partner and steering group member for

[Eat Like a Londoner](#)

- a pan-London campaign to encourage residents to waste less food and eat more sustainably. In 2024/25, the campaign generated over 2.3 million impressions, reaching over 1 million residents, resulting in 10,000 clicks to the website and 287,000 video views.

Evaluation showed that 3 in 20 of London's 21–44-year-olds and 1 in

10 parents of children under 12 recalled seeing the campaign. Of those, 60% reported to have wasted less food and eaten more plant-based foods.

To complement the campaign, NLWA ran behaviour change workshops to help residents reduce their food waste. During a pilot phase participants weighed their food waste to monitor their progress. Five workshops were delivered and participants reported increased awareness of why reducing household food waste is important and how to do it. Consequently, 94 percent of participants said they were likely or very likely to implement food waste prevention behaviours.



Reusable nappy fund

In 2024/25, 917 people signed up to the scheme, which provides a £70 voucher for parents to spend on reusable nappies. There is an assumption that whilst a person has redeemed a voucher their baby will continue to use reusable nappies for at least two years; therefore the benefits of disposable nappy waste is experienced for more than one year. It is estimated that in 2024/25, 771 tonnes of disposable nappy waste was avoided.

Bring It...



Bring it...which launched in Barnet in January 2024, was successfully rolled out to the remaining six boroughs in 2024/25. The behaviour change campaign encouraged residents to use reusable coffee cups, bottles, bags and containers to reduce single-use plastic. The project used real residents and businesses to influence peers and included prompts to help residents to remember to bring their reusables with them. The social media campaigns generated over 9.3 million impressions, resulting in over 53,500 website views. Out-of-home advertising

targeted residents when visiting high streets in each borough, where 350 local businesses had signed up to the campaign.

Residents who saw the campaign were significantly more likely to be concerned about the environmental and health impacts of single-use plastics, believed it is easy to reduce their use, and wanted to see more efforts to facilitate the use of reusables. They also reported considerably higher levels of engagement in six reuse behaviours, including using reusable containers for hot drinks, meals and loose groceries and were more open to borrowing and returning all types of reusable items and using their own containers for takeaway meals. The results will inform further work to facilitate the use of reusable containers.

Edmonton EcoPark Reuse and Recycling Centre

The Edmonton EcoPark Reuse and Recycling Centre (RRC) opened to the public in July 2024. A ribbon cutting ceremony was held with over 40 attendees including councillors, community members and project staff. In its first nine months of opening, the centre welcomed more than 16,000 visitors and received positive feedback from users. A communications campaign was launched around the opening to spread awareness and increase usage.

The campaign included a leaflet delivered to 103,000 homes and businesses within a 1.5 mile radius, print advertisements in community newspapers, promotion through borough outlets, outdoor advertising, and printed posters for distribution to community groups. A social media campaign targeted residents living in Enfield, Waltham Forest, and Haringey and generated 508,940 impressions and 5,516 link clicks.

Paint reuse campaign

We ran a digital communications campaign to encourage north Londoners to consider using reclaimed paint from our reuse and recycling centres. It sought to address barriers identified through behaviour change analysis, raising awareness of reclaimed paint, demonstrating its quality and normalising it by showing real examples of reclaimed paint being used.



The launch event for the mural at The Dugdale Arts Centre

We partnered with The Dugdale Arts Centre and Friends of Hartington Park and Carbuncle Passage, supporting them to use reclaimed paint to paint murals on their walls and fences, respectively. We took professional photos of these murals and used them in press releases and engaging social media assets. The press coverage reached 87,731 and social media posts resulted in over 1,053,000 impressions.

Reaching residents through digital channels, press and media

Activity	People reached/engaged
NLWA websites	620,407 visits
Social media (X/Twitter, Facebook, Instagram, YouTube and LinkedIn) reach	21,536,478 impressions of all posts
Social media (X/Twitter, Facebook, Instagram, YouTube and LinkedIn) engagement	81,907 engagements of all posts

During 2024/25, over 620,000 people visited NLWA's website. While reuse and recycling centres remain very popular pages, most of our web traffic relates to our [A-Z waste search](#) which allows residents to search what to do with different household items. Last year 142,148 searches were carried out on the A-Z, representing a steady increase of 20,000 compared with the previous year. Top searches were paint, carrier bags, lithium batteries, garden waste and mattresses.



The A-Z waste search, the most popular function on NLWA's website

We regularly post on NLWA's social media accounts and across X (Twitter), Facebook, Instagram, YouTube, TikTok and LinkedIn we have over 15,200 followers.

Having started email marketing in December 2023, we now have 5,000 subscribers. Through the course of 2024/25, 9,274 emails were sent to residents, providing updates on NLWA's work and services. 53% of these emails were opened and 5.4% of recipients clicked on a link to read more on NLWA website. Industry guidance suggests that 15-25% is a good open rate and 2-5% is a good link click rate.

Activity	People reached/engaged
Local newspaper advertising	756,470 number of copies printed and distributed
National, regional and trade press	345,003,429 total reach of all coverage

Nature connectedness research

A study of 450 north London participants was completed to understand the psychological determinants of waste prevention behaviours. The research suggests that nature connection and engaging in other pro-environmental behaviours predict engagement in waste prevention behaviours. Interventions that engage individuals in other pro-environmental behaviours and those that connect individuals to nature are likely to engage more in waste prevention behaviours. We confirmed plans to explore this more holistic approach to waste prevention behaviour change in 2025/26.

Public affairs and campaigning

In our Waste Prevention Plan we set out our intention to campaign for systemic change.

During 2024/25:

- The Chair of NLWA highlighted the need for government to provide sufficient financial support for local authorities to effectively deliver waste reforms through letters of congratulation to MPs and new committee chairs following the general election as well as in NLWA's representations ahead of significant fiscal events (such as the Autumn Budget and Spending Review).
- He also wrote to the Minister for Nature, Mary Creagh MP and commented in press releases to raise concerns about the lack of local authority representation on the government's Circular Economy Taskforce. NLWA will continue to seek opportunities to engage with the Taskforce wherever possible.
- Alongside responding to relevant consultations on the Emissions Trading Scheme, NLWA officers met with senior government officials and ministers to raise concerns about the cost of applying the scheme to energy from waste facilities and the need to protect local authority finances from adverse impacts.
- The Chair of NLWA spoke at the LetsRecycle WEEE conference to highlight concerns about battery fires in the waste stream and propose recommendations for change. NLWA also raised this issue through engagement with legislation and via work with Electrical Safety First.
- NLWA responded to consultations on carbon capture and storage, in particular to highlight the need for greater government intervention to establish a non-pipeline transport network. NLWA has also been represented at roundtable discussions and parliamentary events looking at this issue.

During 2024/25 officers developed closer working relationships across the sector to identify common positions and collectively engage with decision makers. To that end NLWA is an active

member of the National Association of Waste Disposal Officers (NAWDO) with an NLWA officer holding the post of Vice-Chair. NLWA also joined two All-Party Parliamentary Groups (APPGs) - on the environment, and on sustainable resources. These groups provide invaluable opportunities to network across the sector and a space for MPs and Peers to hear the experience of those with direct experience of waste management.

Responses to consultations

During 2024/25 we responded to eight consultations, calls for evidence and inquiries on:

- The expansion of the UK Emissions Trading Scheme
- The non-pipeline transport of carbon
- The Ofgem Regional Energy Strategic Plan
- The second reading of the Great British Energy Bill
- The national curriculum and assessment
- The industrial strategy
- The Department for Environment Food and Rural Affairs' request for feedback on our first estimated payments through extended producer responsibility for packaging (pEPR).
- The Spending Review

Full consultation responses are available on
nlwa.gov.uk/ourauthority/consultation-responses

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North London Heat and Power Project

North London Heat and Power Project

The North London Heat and Power Project (NLHPP) is replacing a 54-year-old energy from waste facility at the Edmonton EcoPark with a new Energy Recovery Facility (ERF) to process up to 700,000 tonnes of waste each year and provide electricity to the national grid and heat to a local district heat network.

In 2024 three major facilities came into full operation: the Resource Recovery Facility (RRF) to maximise recycling from bulky waste and other materials, a new public Reuse and Recycling Centre (RRC), and EcoPark House which is a new visitor centre and community space and a waterfront home to Edmonton Sea Cadets.



A ribbon cutting ceremony was held to formally open Edmonton EcoPark RRC in July 2024

NLHPP received or was named a finalist for four awards in 2024/25:

- Innovation in Delivering Sustainability and Social Value at the MJ Achievement Awards
- Sustainability Award finalist at the MCA Awards
- Carbon Net Zero Initiative of the Year and Cultural & Leisure Project of the Year finalist for EcoPark South at the British Construction Industry Awards
- Best Social Value Team finalist at the BPIC Awards



NLWA received an MJ Achievement Award in June 2024 for its sustainability and social value work on NLHPP

Energy Recovery Facility construction progress

In 2024/25, major construction milestones were achieved at the ERF, with 90% of concrete and underground civil works completed—totalling 123,000 tonnes. Key structures such as the chimney base, substation, flue gas treatment slabs, turbine foundations, and tipping hall were finalised. The incinerator bottom ash bunker and associated cranes were also installed.

A major milestone was reached in March 2025 with the start of the installation of the first two boilers. Other achievements included the delivery and assembly of the main turbine transformer and the start of structural steelwork for the roof and hopper deck.

Despite this progress, the project fell four to five months behind schedule due to delays in securing and mobilising mechanical and electrical subcontractors. In response, NLWA and Acciona entered a process of reviewing delivery plans and seeking to resolve issues which were affecting progress. This did not establish a clear way forward.

To inform next steps, the Authority project team commissioned an audit in February 2025. As of 31 March 2025, the audit covering contractual compliance, design gaps, procurement, and risk, was on track to assess completed and outstanding work, and to estimate the cost and timeline for completion.

As EcoPark South neared completion, the project team was restructured mid-year, with resources reallocated to focus on the ERF.

In parallel, NLWA worked with LEL to plan for extended use of the existing plant due to delays. This included closer collaboration and co-location of LEL staff within the project office hub.



Aerial view of ERF construction progress looking south from March 2025

Recycling facilities

In April 2024, the RRF began receiving borough vehicles, ramping up to full operations and processing around 170,000 tonnes in its first year.

The RRF has a solar panel array the size of a football pitch on its roof, the largest array in north London. Since being switched on in early 2024, over 750,000 kWh has been harvested, around 1,600 kWh per day, and used on the site to substitute power from the national grid.

The public reuse and recycling centre was opened in July 2024 and is described in more detail in the Services and performance section of this report.

These modern waste management facilities represent over £150 million of investment in north London to secure new recycling facilities for local authorities. The expanded capacity of the RRF

provides provision for north London to double its food waste collection ability, ahead of the planned compulsory food waste service for all residents across England by 2026.

EcoPark House

EcoPark House is a sustainably built community hub that serves as an educational centre and the new home of the Edmonton Sea Cadets. Now fully operational, it hosts a variety of events and activities designed for schools, community groups, and residents. This is described in more detail in the Communications, outreach and education section of this report.



EcoPark House

Health, safety, and environment

The project continued to uphold a strong health and safety culture. In 2024/25 there were no reportable injuries. This is a significant achievement that reflects the robustness of our safety practices and the ongoing commitment of our teams and subcontractors to maintaining safe working environments. It shows that our systems, training, and day-to-day vigilance are having a meaningful impact and effectively supporting the health, safety, and wellbeing of our workforce.

Going over and above compliance requirements, we actively invested in proactive health and safety initiatives aimed at enhancing both physical and mental wellbeing on site. Over the past year, delivery of targeted training programmes aligned with operational needs, ensuring that all operatives are adequately skilled and prepared to perform their tasks safely and effectively. Operatives received support through initiatives addressing broader challenges, such as cost of living, including informative sessions led by HSBC. These were well received and helped foster awareness, reduce stigma, and promote a more supportive workplace culture.

The Environmental team continued to support contractors in meeting DCO requirements and protecting the local environment.

Equality, diversity, and inclusion

In 2024/25, we continued to prioritise initiatives most valued by its members, particularly around Equality, Diversity, and Inclusion (EDI). The Women's Network remained a key focus, offering a safe and supportive space for women across the project to connect, share experiences, and build professional networks. Topics covered included professionalism, navigating motherhood, confidence at work, and women's health. Feedback from these sessions was shared with senior leaders to inform strategic improvements.



Christmas wellbeing event with Tottenham food bank drop-off

Social value

In 2024/25 the project continued to deliver social value for local communities. Construction contractors supported opportunities for residents across the seven boroughs including apprenticeships, employment and training, procurement with local businesses, community projects and schools' engagement.

The total number of apprenticeships created on the project reached 63, with further apprenticeship opportunities earmarked within the supply chain to come forward later in 2025. The apprentice network was re-launched, with visits to the Acciona Codham Materials Storage laydown area and the Meridian Water Regeneration Project and career talks delivered by experts across the project team.



NLHPP apprentices visited the Meridian Water Regeneration Project in September 2024

Training placements continued to focus on supporting under-represented groups into construction including working with Enfield Bootcamp. As of the end of March 2025, 236 placements have been delivered.

Employing local residents remained a priority, with 19.2% of workers from the seven north London boroughs. There was a decrease in local workers due to the specialist nature of roles required at this stage of the ERF build. This will continue over the coming years as complex works progress and best-in-class technology is installed during the fit-out phase. To ensure as many opportunities can go to residents, job opportunities are being shared with local employment networks and borough councils.

In 2024/25 the local supply chain spend across the project reached over £52.5 million. Opportunities to procure local businesses will continue to be identified across all contracts.

The schools programme performed strongly again in 2024/25, with the launch of Guardians of the Earth, educating young people on the UN's Sustainable Development Goals and SheCan Construct, a workshop focused on the opportunities for women in the construction sector. As of the end of March 2025, just under 4,500 students have been engaged with.

The third round of RE-Power Communities was launched in 2024/25, in partnership with the North London Community Fund. Three organisations were awarded shares of £30,000 grant funding (funded by Byrne Bros).

Connect and Grow workshop events were held between August and November 2024 providing free organisational training for north London-based voluntary, community and social enterprise organisations. Events focused on ten topics including: managing and developing people; equity, diversity and inclusion; and project finance and fundraising. They were hosted both in-person and online, recorded and provided with open access on our website.



Students from Risley Primary School visiting the NLHPP site

Community engagement and communications

It is crucial that we ensure residents and groups are accurately informed about the project. In 2024/25, we continued to maintain our communications and community engagement work as construction progressed.

Our NLHPP website, northlondonheatandpower.london remained a source of regular updates with relevant information about the project and key milestones. The website received 27,000 visitors in 2024/25, an increase from 21,000 the previous year. As new facilities transitioned into business-as-usual in 2024, webpages were updated accordingly, directing visitors to source information from NLWA's website.

On social media, our channels continue to issue proactive posts which have seen a decline from previous years in negative sentiment. Across X and Facebook, posts received 8,900 impressions. Posts about the project were the top 5 highest performing posts on NLWA's LinkedIn page with a combined 5,750 interactions. Posts were mainly focused on promoting job opportunities, support for community projects and construction milestones. We issued seven press announcements to local and regional media. Responses to seven formal enquiries about the project were published.

One newsletter was printed and delivered to 28,000 homes and businesses. As part of the RRC opening, a leaflet was printed and delivered to 103,000 homes and businesses within a 1.5-mile radius of the EcoPark. We held 11 visits to the EcoPark for 85 visitors to see progress on the construction site and tour through the new recycling facilities.

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Governance

Governance

NLWA has a robust governance framework with clear organisational objectives as set out in our annual business plan. The Standing Orders specify how decisions are made, whether by elected members or officers, and how financial duties are segregated to reduce the possibility of fraud.

Risks are dynamically managed through a risk register, which is reported to and reviewed by Members at Authority Meetings. Member decisions are made in public, live-streamed meetings based on publicly available reports. All reports are cleared by our Monitoring Officer, to ensure compliance with relevant legislation. Significant decisions are taken by Members at Authority meetings, the Programme Committee considers progress on the North London Heat & Power Project, and the Audit Committee considers the Authority's accounts with the support of an independent member. The Members' Finance Working Group and Members Recycling Working Group, allow officers to brief Members and get a steer on emerging trends and issues.

NLWA has strong systems of financial control, which includes adopting Camden Council's Treasury Management Policy, a solid annual budget setting process and a periodically updated Medium Term Financial Strategy that gives key stakeholders certainty over current and future provisions.

These systems are supported by a comprehensive mandatory induction programme for all staff, which covers data security and fraud prevention, and by an internal audit service. Each year a programme of works is agreed for audit review to support management of risks.

Authority Members and staff are required to declare related third-party transactions, and any such declarations are published with the accounts.

Declarations of interests, gifts and hospitality

We report on related third-party transactions by officers and Members in our statutory accounts each year to demonstrate accountability, transparency and impartiality to taxpayers. Staff must also declare any relevant interests and offers of gifts or hospitality for our records. In 2024/25 three offers of hospitality were declared, one of which was accepted.

Declarations of interest by Authority Members which are relevant to items of business on the agenda of any formal meeting are recorded in the minutes of that meeting.

Data protection

NLWA has a responsibility to protect any personal data it processes during its operations. This covers, for example, collecting feedback about events from residents or taking photographs of people.

We have a responsibility to comply with all relevant aspects of the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), including releasing details of any personal data held about an individual if they request it.

The Data Protection Officer has overall responsibility for ensuring compliance with the UK GDPR and reports directly to the Senior Management Team.

Freedom of Information and Environmental Information Regulations

NLWA receives formal information requests about its activities under the Freedom of Information Act 2000 and Environmental Information Regulations 2004. In 2024/25, we received 19 information requests.

The table below compares the number of information requests received in 2024/25 with the previous two years. While the deadline to respond can be extended for complex requests, we aim to respond within 20 working days in line with the regulatory requirements.

Period	Within 20 days	More than 20 days	Total
2022/23	24	3	27
2023/24	18	3	21
2024/25	17	2	19

We received no Information Commissioner's Office complaints.

Information Transparency Code

NLWA publishes information in accordance with the Information Transparency Code 2015 on its website.

Details can be found at [nlwa.gov.uk/ourauthority/information- we-publish](https://nlwa.gov.uk/ourauthority/information-we-publish).

Equality objectives

In compliance with the Equalities Act 2010, which requires equality objectives to be set and reviewed every four years, NLWA's equality objectives were last reviewed in January 2022. The objectives are broken down so that they reflect the categories of activity that we engage in, with measurable outcomes for each. We will ensure that due regard is given to the Public Sector Equality Duty (PSED), as set out in section 149 of the Equality Act 2010, in delivering the objectives and outcomes.

Our equality objectives

- We aim to ensure that we provide a waste disposal and waste prevention service that is fair, accessible to all and promotes equality of opportunity.
- We aim to ensure that we implement the North London Heat and Power Project in a way that is fair and accessible to all and promotes equality of opportunity.

Authority's activity and measurable outcomes

Provide waste disposal and recycling services through contracts with operators:

We regularly audit the operating procedures and policies of all of our contractors to ensure they discharge their responsibilities in accordance with Equality Legislation. We monitor the application of these procedures and policies in action to ensure they meet expectations.

Provide public-facing services through reuse and recycling centres:

We ensure our facilities are staffed adequately and those staff are trained to ensure any visitors that are less physically able are supported to dispose of their items in the most sustainable way.

Plan and coordinate services with boroughs for waste management from the current time to the long term:

We consider, with boroughs and through wider community focused consultation (including with those groups that represent the interest of residents with specific protected characteristics), the impacts our services have on the individual and we ensure appropriate adjustments are built in that provide equality of opportunity.

Promote positive behaviour by residents through outreach and campaigns which reduce residual waste:

We carry out research to provide audience insight into communities across north London to identify the most effective routes to resident engagement and messaging that will motivate

actions to prevent waste. We research and identify community groups which could take advantage of community grants but are not currently engaged with us. We increase spend in marketing community grants to reach more people and provide support with applications, to reduce barriers to participation.

Provide information to the public on NLWA's activities:

We ensure accessibility and inclusion are part of communications planning process and campaign templates.

We follow communications planning best practice and ensure communications are tailored to different audiences. We also use the Government Communications Service [guidance on accessible communications](#) to evaluate and inform our activities. We work with borough communications teams to amplify messaging and maximise the reach of our communications.

Deliver world class new facilities through the NLHPP:

We opened EcoPark House in January 2025, as a model community facility accessible to people with disabilities. We achieve participation in apprenticeships and on-site skills training from under-represented groups in the construction workforce, specifically ethnic minorities and women, in excess of current industry benchmarks. We monitor and verify the application of the London Living Wage as a uniformly applied minimum standard for on-site working across all contracts.

Activities which contribute towards meeting our equality objectives

The following activities or actions have contributed towards meeting the equality objectives:

- Contracts awarded contain suitable equality obligations on contractors not to discriminate in relation to the provision of services to the public and to employment practices in relation to their staff; where appropriate, procurement procedures also include a check of tenderers' equality policies.
- Waste prevention work continued to reach a wide range of audiences through the year. Outreach with residents was delivered through a mix of approaches including face to face events and digital information.
- Under its duty to comply with website accessibility requirements, NLWA's website meets Web Content Accessibility Guidelines version 2.1 AA standard.
- All printed communications are made available online so that the size of the document is scalable, and we strive to use image titles in all imagery used in online communications and websites so that are understandable when used by screen readers.
- We incorporate accessibility requirements into the master plan for the NLHPP and the individual designs for the RRF, EcoPark House, and the ERF.

- We also work to promote the inclusion of women and ethnic minorities in the NLHPP's on-site construction workforce, as well as in on-site skills training placements and apprenticeships.

Public procurement

NLWA's procurements are advertised and conducted in accordance with the Procurement Act 2023 and our Contract Standing Orders.

Modern Slavery

We work with Camden Council to meet the requirements of the Modern Slavery Act 2015. A link to its Modern Slavery statement is provided on NLWA's website and training on slavery and human trafficking provided by LB Camden is made available to our staff.

Risk

To protect the public interest, the Authority needs to identify, assess and manage risk. NLWA has a high-level risk register which we review regularly and publish for consideration by Members each year. In response to its increasing responsibilities, NLWA has enhanced its approach to risk management through the integration of relevant and appropriate risks from the NLHPP and LEL risk registers into the high-level register, to ensure awareness of organisational risks and priorities. The outcome of this approach is that both LEL and NLHPP have clear sight of NLWA's top risks which form a basis to ensure optimal resource allocation.

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Finance and Resources

Finance and Resources

NLWA is primarily funded by a levy on constituent boroughs, covering household waste disposal, recycling, and organisational costs. Separate charges apply for non-household waste and certain other household waste categories, with different prices for each type. The levy each borough pays depends on the amount of waste collected and also covers the costs of running reuse and recycling centres, based on the proportion of users from each borough.

In February 2024, the Authority agreed an original budget of £93.875m for 2024/25 to be financed by estimated revenue balances of £8.829m, charges to boroughs for non-household waste of £10.253m, charges to boroughs for chargeable household waste of £1.925m, and a levy of £72.867m.

In setting the 2024/25 budget and levy, it was recognised that, subject to favourable circumstances outside of our control, there may be some surplus revenue balances by the time it came to making decisions on the 2025/26 budget and levy.

To pay for the North London Heat and Power Project (NLHPP), NLWA borrowed a further £140m in the year from the Public Works Loan Board, bringing the total borrowing for the NLHPP to £1,110m for periods ranging 11.5 years to 41.5 years. Total borrowing for the Authority stands at to £1,130m. £280m of the NLHPP borrowing was converted to Euro and placed in Euro Money Market Funds managed by Camden Council on our behalf. This is being drawn down to pay for the Energy Recovery Facility (ERF) construction work.

The 2024/25 final outturn indicates that NLWA's total expenditure for the year was £89.883m (excluding charges to boroughs), and that total charges to boroughs for non-household and chargeable household waste were £12.627m and £1.751m. As the levy is fixed at the start of the year, this resulted in a revenue surplus, including balances brought forward, of £7.933m. This is £3.186m better than previously forecast. The in-year financial improvement arose mainly from lower residual tonnage received from boroughs, savings on administration costs and an increased income from cash balances held in interest-bearing accounts.

Finance and Resources

2024/25 Gross expenditure	£m
Waste disposal and recycling services (including landfill tax)	72.019
Reuse and recycling centres (including disposal costs from these sites)	6.415
Corporate and support services	4.829
Waste prevention initiatives (including work with community groups and constituent councils)	0.934
North London Heat and Power Project & Carbon Capture and Storage (development costs)	0.820
Revenue cost of funding the capital programme	11.933
Expenditure	96.950
Sale of recyclables	(5.484)
Interest & Other income	(1.583)
Net Expenditure	89.883

Property

NLWA holds an interest in a 6.97-hectare site at Pinkham Way in Haringey and wholly owns LondonEnergy Ltd (LEL), which owns a 15-hectare site at Edmonton EcoPark in Enfield. To support the NLHPP, the Authority has leased land at Lower Hall Lane and Hawley Road in Edmonton.

In December 2020, NLWA began a 999-year lease of 73% of the area of the EcoPark from LEL to facilitate construction of the NLHPP.

The Authority has varying property interests at:

- Edmonton EcoPark
- Hornsey Street, Islington
- Hannah Close, Wembley
- Pickets Lock Lane (residual land)
- Pinkham Way - land at part of the former Friern Barnet Sewage Treatment Works
- Deephams Farm Road and land to the north of the Edmonton EcoPark
- Land beside Lower Hall Lane, Edmonton
- Land at Hawley Road, Edmonton
- Berol House, Tottenham Hale

Throughout 2024/25, work to manage two invasive plant species, Japanese knotweed and giant hogweed, continued at the Pinkham Way site and at Deephams Farm Road.

