NORTH LONDON WASTE AUTHORITY

REPORT TITLE: GOVERNANCE OF LONDONENERGY LTD

REPORT OF: MANAGING DIRECTOR

FOR SUBMISSION TO: AUTHORITY MEETING

DATE: 12 NOVEMBER 2026

SUMMARY OF REPORT:

This provides a regular report on the Governance of LondonEnergy Ltd. The Authority is the 100% shareholder of the company. This report covers the company's performance from April to June 2026.

RECOMMENDATIONS:

The Authority is recommended to:

A. Note the comments on the Company's performance and activities in the Quarter 2 2026 Report
B. Note the Board Minutes for April and June 2026
C. Approve the appointment of Cllr Cable and Cllr Church to be Members of the Board

SIGNED: ..... Managing Director
DATE: 02 November 2026

1. INTRODUCTION

1.1 Following decisions made at the February 2010 meeting of the Authority covering a range of issues connected with the control of LondonEnergy Ltd (LEL) by the Authority, it was agreed that a regular report should be provided to each Authority meeting on the governance of the Company and its performance.

1.2 The Authority is the 100% shareholder of LEL. The Authority officer team manages a close relationship with LEL, providing both challenge and support - and ensuring both organisations act in alignment to deliver sustainable waste disposal services. The LEL Executives and Board have the key responsibility of delivering their services and to operate in a safe, sustainable and cost-effective manner.

2 QUARTERLY REPORTS

2.1 LEL provides quarterly reports to the Authority covering the financial performance of the Company and the main operational issues experienced. This provides shareholder information to enable Members to be briefed on key information concerning the operation of LEL. The report covering the period April to June (Quarter 2 of 2026) is at Appendix A. A report covering July to September will be submitted to the next Authority meeting.

2.2 In quarter 2, the Energy from Waste (EfW) facility fell short of operating to its budgeted capacity. The facility incinerated 107k tonnes of residual waste against a budget of 113k tonnes. The planned tonnage reflected expected maintenance work, and outturn was around 5% below plan. The company continues to face significant challenges in operating aging facilities which can be unreliable. The below budget performance in Q2 draws attention to ongoing financial and operational pressures in the company.

2.3 The percentage of materials recycled at Reuse and Recycling Centres averaged 73% in quarter 2 (on a weighted average basis). This is an increase on the previous quarter (when 70% was achieved). Quarter 2 performance in 2026 performance is broadly in line with 2025 performance.

3 CAPITAL PROJECTS

3.1 Following an energy from waste facility condition survey which reported in 2023, a series of projects were approved for investment. The LEL budget for 2026 includes £5.6m of capital projects to support the resilience of the plant (in 2025 this was £5.7m).

3.2 Below are the most significant projects which are planned for this year:

3.2.1 Boiler Roller Grates & Furnace Refurbishments - £2.1m

3.2.2 Flue Gas Treatment structural repairs, electrical containment & silo filter replacements- £0.5m

3.2.3 Bunker House Cranes Upgrades - £0.5m

3.2.4 Gas Burner Upgrades - £0.5m

3.3 Critical structural repairs to the flue gas treatment plant, boiler roller grates & furnace refurbishments, bunker house cranes upgrade and gas burner upgrades remain on track. The programme to replace the Flue Gas Treatment (FGT) silo filters is behind schedule. LEL are working closely with the contractor to confirm a programme for completion of this work.

3.4 The energy from waste facility will now be required to remain in service up to and potentially beyond 2030. This means it will have been in operation for over 60 years. This is significantly past design life for mechanical, electrical and civil infrastructure. Given this, it was agreed in 2025 that LEL would identify what additional activities and therefore additional funding will be required to protect the asset such that it can continue to safely serve north London while delivering significant value for money. This assessment was named “Project 60: Safely maintaining EfW operations to end-of-life". Progress on this work was reported to the LEL Board in April, with a comprehensive report to the Board in July. NLWA officers have engaged with LEL on Project 60 to provide constructive challenge on assumptions and costings. Proposals will come forward for inclusion in LEL’s budget for 2027 for the Authority’s December meeting.

4 OVERVIEW FOLLOWING 3RD PARTY DAMAGE TO EXPORT CABLES IN Q1

4.1 Although the energy from waste plant did not operate at planned capacity in quarter 2, this period was to some extent a period of recovery and stabilisation for LondonEnergy Ltd. In quarter 1 the energy from waste facility had suffered significant disruption following a contractor damaging electricity export cables. The contractor was unconnected with LEL and was working on a project developing Meridian Water, with the export cable belonging to UK Power Networks. However, the loss of export cables affected the facility’s ability to operate and generate electricity for onward transmission. The energy from waste facility then began the second quarter with a significant electrical fault and emergency shutdown on 9 April, progressed through the annual statutory maintenance outage, and ended June operating much closer to plan.

4.2 Operational resilience was maintained throughout the quarter. Despite the emergency shutdown, annual outage activity and continued plant constraints, borough waste services were preserved, and all waste continued to be collected, treated and diverted from landfill without interruption. Third-party disposal routes were used to manage periods of reduced capacity in the energy from waste facility,

particularly during April and the planned outage period, resulting in additional cost pressure.

5 EVENTS AFTER THE REPORTING PERIOD

5.1 On Friday 28th August, a fire occurred at Wembley Waste Transfer Station during normal operations. All personnel were safely evacuated and accounted for, with no reported injuries. Initial indications are that the fire originated in the cardboard bay and developed rapidly, overwhelming site suppression systems and resulting in loss of power and CCTV.

5.2 The London Fire Brigade handed the site back to LEL on 31st August.

5.3 This incident and follow up is reported in more detail in the separate paper on infrastructure for this meeting. Priorities for LEL include assessing the structure for safety, external clean-up activities, progressing fire investigation arrangements and maintain business continuity.

6 HEALTH AND SAFETY

6.1 The Board of LondonEnergy Ltd. is legally responsible for Health and Safety matters and closely monitors the Company's performance. The Accident Frequency Rate (a standard industry measure expressed per million hours worked, reported both for LondonEnergy employees and for employees and contractors combined) increased from 44 in March to 52 in April and then held at that level through May and June. The rate for LondonEnergy employees alone improved during the quarter, from 37 in April to 35 in May, and held steady in June.

6.2 The step up in the combined figure at the start of the quarter is related to the annual maintenance outage. Contractor hours worked on site rose by 265% as major maintenance began, and with that came a higher number of reported minor injuries among contractors.

7 PUBLIC RELATIONS

7.1 Across the seven Reuse and Recycling Centres, customer feedback during quarter 2 remained strongly positive. Online reviews and customer enquiries continued to be predominantly favourable, with residents praising helpful and professional staff, clean and well-organised sites, clear signage and ease of use. There were 14 complaints in April and 8 in May, mainly relating to queue management, van booking availability, closing times and delays caused by full containers.

7.2 All complaints were reviewed and answered, and work is in hand to improve the van booking system and the published guidance on site opening and accepted materials.

7.3 The Communications team has worked with a web developer to design an artificial intelligence assistant for the LondonEnergy website, named Leo. The initiative responds to a clear gap: enquiries submitted outside office hours, particularly at weekends, currently receive only an automated acknowledgement rather than a useful answer.

7.4 Subject to successful testing it is expected that the automated assistant will go live late this year.

8 LONDONENERGY LTD BOARD

8.1 The following directors served during the period:

Don Lloyd (Non-executive Director) Chair
Ulla Rottger (Non-executive Director)
Martha Desmond (Non-executive Director)
Clyde Loakes (Non-executive Director)
Peter Zinkin (Non-executive Director)
Rebecca Rennison (Non-executive Director)
Rowena Champion (Non-executive Director)
Mike Hakata (Non-executive Director) – resigned 31 May 2026
Ian Williams (Non-executive Director) – after this period, resigned on 1 July 2026
Craig Miller (Non-executive Director)
Martin Capstick (Non-executive Director)
James Kendall (Managing Director)
Justin Price (Finance Director)

The Company Secretary was Kathy- Ann Pearce

8.2 In January 2021, the composition of LEL was revised, as a key element of plans to enhance the coordination between the company and the Authority. New board appointments were made comprising Members and officers from constituent boroughs. These appointments brought significant benefits in further strengthening the alignment between LEL, the Authority and constituent boroughs, in supporting an integrated transition to new facilities and in planning for the long-term development of the relationship between the parent and subsidiary.

8.2 The board appointments were direct appointments of individuals – experienced Councillors and senior officers – who were excellently placed to carry out board director duties and promote enhanced coordination as described above. They were made on the basis that they were terminable either by the individuals or by the Authority, subject to consultation with the individuals concerned. In the light of the changed composition of the Authority, it is proposed that Cllr Cable and Cllr Church, as chair and vice chair of the Authority, should be appointed to the board alongside Cllr Zinkin and Cllr Champion who are existing Members of the board and Authority

members. Consultation has taken place with Cllr Loakes who will stand down from the board in alignment with new appointments. The process for board appointments of councillors and officers to the LEL board has been to make appointments for a period of three years so that – while terminable by either party – they are not totally open-ended. The remuneration for non-executive members of the board, other than full-time local authority officers, is £18,246. Local authority officers do not receive remuneration in addition to their council salary for this role.

8.3 As noted in para 8.1 above, the composition of the board was revised in January 2021 following a review. As appointments are made for three years, new appointments which were made at that time came up for renewal in January 2024 and will need to be considered for renewal in January 2027. Proposals for these renewals will be submitted to the December Authority meeting.

9 EQUALITIES IMPLICATIONS

9.1 There are no equalities issues arising from this report.

10 COMMENTS OF THE LEGAL ADVISER

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

11 COMMENTS OF THE FINANCIAL ADVISER

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

List of documents used:

None

Contact officer:
Martin Capstick
Unit 1b Berol House
25 Ashley Road
London N17 9LJ
post@nlwa.gov.uk

APPENDIX A

LondonEnergy

Powering the Circular Economy

Quarterly Report to North London Waste Authority



APPENDIX A

Second quarter 2026 Report (April – June)

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1. EXECUTIVE SUMMARY

1.1 Overview of Quarter 2 2026

Operations

Quarter 2 was a period of recovery and stabilisation for LondonEnergy following the disruption experienced in the first quarter. The Energy Centre opened the period with a significant electrical fault and emergency shutdown, moved through the annual maintenance outage, and ended June operating much closer to plan, marking a material improvement vs Quarter 1.

The April shutdown and subsequent outage activity did require continued use of third-party disposal routes, increasing disposal costs, but borough waste services were maintained throughout and all waste continued to be collected, treated and diverted from landfill without interruption.

The Reuse and Recycling Centres delivered a strong quarter, with visitor numbers well above the same period last year and May recording the highest monthly footfall since current records began. The ReUse Shop also performed strongly, achieving its best month of sales, extending to seven days opening and launching the sale of safety-tested electrical items. Recycling rates remained broadly strong, although the June result was adversely affected by a fire at a contractor's mattress recycling facility, which reduced reported recycling tonnage but did not disrupt collections.

Safety performance remained under active control during a demanding operational period. The combined accident frequency rate rose at the start of the outage, reflecting the significant increase in contractor activity. There was one lost time injury in the quarter.

2. OPERATIONS

2.1 Energy Centre (EC) Operations

Quarter 2 was a period of steady recovery for the Energy Centre. The quarter opened with a significant unplanned shutdown, moved into the annual maintenance outage, and closed with the plant performing close to budget for the first time this year. Throughout the quarter the facility operated safely and within the terms of its environmental permit, and the boroughs' waste continued to be collected, treated and diverted from landfill without interruption to service.

Emergency shutdown on 9 April

On 9 April a fault developed on a cable supplying power to one of the site's main electrical switchrooms. All turbines tripped, which in turn forced the operating boilers into a controlled emergency shutdown. The site's ability to import electricity from the National Grid prevented a complete loss of power across the EcoPark.

The response was rapid and well organised. Within three hours two boilers had been stabilised using gas firing while power was restored to the switchroom by means of a temporary supply. Within 24 hours three boilers were back on waste with three turbines carrying load, and an emergency diesel generator was subsequently installed to remove the need for the temporary arrangement. Investigation established that a nearby water leak had entered the cable route serving the switchroom and caused a short circuit in an original 1960s cable whose protective sheathing had deteriorated. A full incident review has been completed.

The event illustrates clearly the condition of the ageing electrical infrastructure at the existing Energy Centre, and why the investment currently being scoped to maintain the plant safely to the end of its working life is so important.

The annual maintenance outage

The annual outage is a statutory requirement and the principal opportunity each year to carry out major maintenance on the boilers and turbines. It began in April and continued through the quarter and beyond.

Boiler 5 returned to service on 5 May, four days later than planned because two cooling towers were out of service and cooling capacity was limited. Boiler 4 returned on 28 May, one day behind schedule following a delay in returning part of the flue gas treatment system to service. Boiler 1 returned on 4 July, again one day behind schedule, following commissioning and fan balancing issues. The Turbine 2 outage has taken longer than planned; the rebuild is underway, with the return to service delayed by a postponed high-speed balance following blade repairs to the steam rotor and by adjustments needed to install new diaphragms. An electrical fault on Turbine 5 was investigated with the manufacturer's specialists and resolved, leaving that machine available when required.

Taken as a whole, the outage programme has run broadly to schedule, and the work completed should support more reliable operation in the second half of the year.

Headline measures

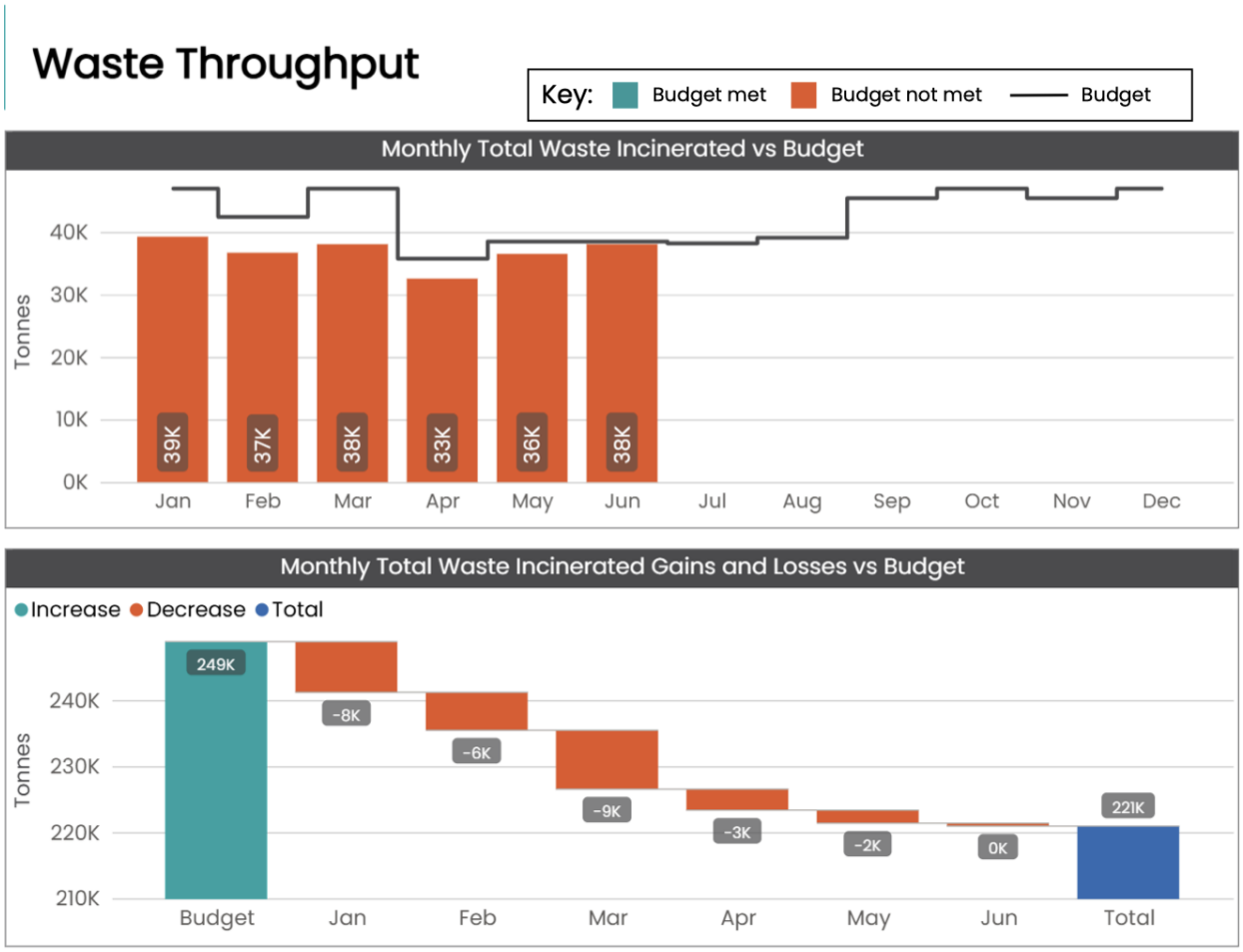
Waste throughput improved month by month. The shortfall against budget was 8.9% in April, 5.2% in May and just 400 tonnes in June. Across the half year the Energy Centre treated approximately 221,000 tonnes against a budget of 249,000 tonnes. Almost all of that 28,000 tonne shortfall accrued in the first quarter; the second quarter contributed around 5,000 tonnes and June was effectively on budget.

Electricity generation exceeded budget in June for the first time in 2026, at approximately 19,400 megawatt hours, around 200 megawatt hours above plan. Exports to the neighbouring Ark facility through the private wire connection were also above budget, at approximately 6,700 megawatt hours. This is a meaningful indicator that the plant is returning to reliable operation.

Looking ahead

The first half of 2026 has been a demanding one for the Energy Centre, dominated by the effects of the export cable damage in January and by the equipment failures that followed. The position at the end of the quarter is nonetheless materially better than at the start. The operations, maintenance and warehouse teams enter the second half of the year with the major outage work behind them, availability above target and generation ahead of plan.

The principal risk to performance for the remainder of 2026 remains further significant unplanned downtime on ageing equipment, and planned maintenance on one of the export transformers will constrain output later in the year. The quarter's experience reinforces the two priorities already well understood by LondonEnergy and the Authority: keeping the existing Energy Centre safe and reliable for as long as it is needed and bringing the new Energy Recovery Facility into service.



2.2 Recycling and Waste Operations

The Reuse and Recycling Centres had a busy and productive quarter. Visitor numbers were well ahead of the same period last year, reaching in May their highest monthly level since records began, and the ReUse Shop recorded its best ever month of sales. Recycling rates rose through April and May before dipping in June for reasons explained below.

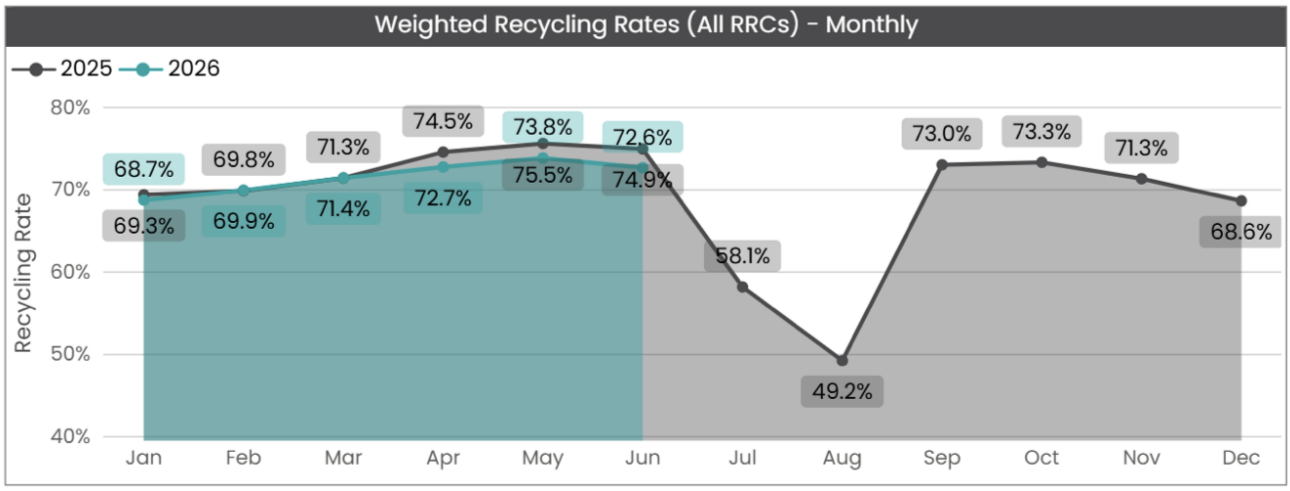
Recycling rates

The simple average recycling rate across the seven Centres was 75.0% in April, 75.8% in May and 74.4% in June. The weighted average rate, which reflects the different volumes handled at each site, followed a similar path at 72.7%, 73.8% and 72.6%.

The June reduction requires context. A fire at one of the transfer stations used by the company's mattress recycling contractor destroyed a proportion of the material collected during the month. The contractor estimates that 24% of the mattress material collected in June was lost, and that tonnage has been deducted from the recycling figures for the sites concerned. Collections themselves were unaffected, with all mattresses redirected to the contractor's secondary treatment facility, so there was no disruption to residents or to the boroughs. LondonEnergy has carried out a duty of care visit and further assurance on the arrangements at both the affected and the alternative facilities will be reported to the Board's Audit and Risk Committee.

Visitor numbers

Visitor numbers exceeded 79,000 in April, 85,500 in May and 78,600 in June. Each month was well ahead of the same month in 2025, by around 3,000 in April and by more than 10,000 in both May and June. The May figure is the highest monthly total recorded since the current records began in 2022. Around 243,000 visits were made to the Centres across the quarter as a whole, which is a useful measure of how heavily north London residents rely on the service.



ReUse Shop

The ReUse Shop at Kings Road in Chingford had an excellent quarter. Sales were approximately £24,000 in April across 16 tonnes of items, approximately £28,500 in May across just under 18 tonnes, and approximately £27,600 in June across just under 15 tonnes. The May figure is the highest the shop has recorded. Electrical items went on sale for the first time from 1 May, each safety tested before sale, and 218 electrical items were sold during June alone. Following sustained demand the shop moved to seven day opening from 1 June, and welcomed just under 7,000 visitors during that first month of extended trading.

Material recovery

A total of 23,677 mattresses were collected across the Centres and waste transfer stations during the quarter, rising month by month from 6,356 in April to 9,191 in June, and routed to specialist recycling. At Wembley, recyclable material recovered from bulky waste totalled 58.62 tonnes in April, 73.58 tonnes in May and 32 tonnes in June. The Resource Recovery Facility recovered 137 tonnes through secondary sorting in May and 165 tonnes in June, lifting its recovery rate on those streams to 17.8%. The nappy recycling trial with the London Boroughs of Islington and Camden continued, with 6.62 tonnes sent for recycling in May.

Third-party diversion

When the Energy Centre is constrained, residual waste has to be sent to other treatment facilities. In April, 13,100 tonnes were redirected in this way, 28% of the incinerable waste handled that month, reflecting the emergency shutdown at the start of the month. In May the figure fell to 9,635 tonnes, 22% of incinerable waste handled, and in June it was 11,455 tonnes, or 24%, supporting both planned and unplanned outage activity. Diversion of this kind is expected during the annual outage season and the arrangements worked as intended, but it carries a cost and reducing reliance on it remains an operational priority.

Direct deliveries by boroughs to one third-party disposal site were suspended in early April following concerns about traffic management arrangements at the receiving site. LondonEnergy covered those deliveries in the interim so that borough collections were unaffected. The investigation concluded and direct deliveries recommenced on 8 June.

Fire at the Hornsey Street waste transfer station

On the morning of 22 June a fire broke out in a stockpile of dry mixed recyclable material in one of the tipping bays at the Hornsey Street waste transfer station. Closed circuit television footage shows the first visible smoke at approximately 08:45. Site staff attempted immediate suppression, the building was evacuated and the London Fire Brigade attended and carried out firefighting operations. There were no reportable injuries.

Although the fire itself was brought under control, smoke accumulated within the building and took several hours to clear, delaying safe reoccupation. The site remained closed the following day to allow the building to be re-mobilised and the suppression system reset. Immediate actions

have been taken: a safety alert and operational meeting were held with site staff to reinforce emergency response procedures; a specialist fire watch team was placed on site to provide detection cover while the engineered systems were returned to service; and additional temperature checks of the waste bays have been built into the routine operational walk-around. A full incident review is underway and will set out medium and longer-term recommendations.

Fires in waste transfer buildings are a recognised hazard across the industry, and this is not the first at this site. LondonEnergy and the London Borough of Islington are jointly appointing an independent consultant to assess whether the existing detection and suppression arrangements remain proportionate to the risk. The Board's Operations, Health, Safety and Sustainability Committee retains oversight of fire risk across all sites.

EcoPark South contract

Performance against the Key Service Outcomes for the EcoPark South contract remained broadly positive through the quarter. All contract residual waste was treated at the Energy Centre, average borough vehicle turnaround times stayed within target, educational tours ran successfully, and no default or rectification notices were issued.

Three measures warrant comment. The recycling rate for the EcoPark Reuse and Recycling Centre remains below target, at 66% in June, and development plans are in place to address it. Site function availability dipped in June when both shredders at the fuel preparation facility were out of service for four days with mechanical faults, reducing availability of that function to 87%. Preventative maintenance targets were also missed in June, largely because a significant volume of third-party contractor maintenance was not signed off in time; asset availability and fault completion both remained on target. On customer service, following agreement with the Authority to exclude turnaround transactions outside LondonEnergy's control such as vehicle breakdowns, 91% of vehicles met the target turnaround time in both May and June. Work continues to understand the effect of increased food waste volumes on turnaround

3. SHAREHOLDER MATTERS

3.1 Number and names of directors for Quarter 2 2026

There were a total of 13 serving directors on the LEL Board during the period (12 in June). They are as follows:

- Don Lloyd (Non-executive Director) – Chair, Board
- Ulla Rottger (Non-executive Director) – Chair, Transition Committee
- Martha Desmond (Non-executive Director)
- Clyde Loakes (Non-executive Director)
- Rowena Champion (Non-executive Director)
- Mike Hakata (Non-executive Director) – resigned 31st May 2026
- Peter Zinkin (Non-executive Director) – Chair, Audit & Risk Committee
- Rebecca Rennison (Non-executive Director) – Chair, Remuneration & People Committee
- Ian Williams (Non-executive Director)
- Craig Miller (Non-executive Director)
- Martin Capstick (Non-executive Director)
- Jim Kendall (Managing Director)
- Justin Price (Finance Director)

The Company Secretary is Kathy-Ann Pearce.

4. HEALTH, SAFETY, QUALITY AND ENVIRONMENT (HSQE).

4.1 Safety Performance

Accident Frequency Rate

The Accident Frequency Rate is a standard industry measure of how often reportable incidents occur, expressed per million hours worked. LondonEnergy uses the international formula of reportable accidents multiplied by one million, divided by total hours worked, and reports the rate both for its own employees and for employees and contractors combined.

The combined rate rose from 44 in March to 52 in April and then held at that level through May and June. The rate for LondonEnergy employees alone improved during the quarter, from 37 in April to 35 in May, and held steady in June.

The step up in the combined figure at the start of the quarter is explained by the annual outage. Contractor hours worked on site rose by 265% as major maintenance began, and with that came a higher number of reported minor injuries among contractors. The underlying incidents have been minor and the rise reflects the volume and inherent risk of the work being undertaken rather than any deterioration in standards. That the rate then stabilised, and that the employee rate improved, is a reasonable outcome for a period of this intensity.

Oversight is provided through construction safety meetings held every morning and lunchtime for the duration of the outage, which give LondonEnergy visibility of every work-related incident on site involving either employees or contractors. A full review of health and safety performance across the outage will be presented to the Board in the third quarter.

5. PEOPLE

5.1 HR report

The workforce remained stable and well managed throughout the quarter, with improving retention, falling sickness absence, growing participation in the recognition scheme, and the highest ever level of participation in the company's culture survey. The one area requiring attention is a rise in occupational health cases in June, which is being analysed.

5.2 Communications

Customer feedback

A total of 70 customer contacts were recorded across the seven Reuse and Recycling Centres in April and 63 in May, received through the website, the enquiries inbox, Authority channels and online reviews. The April figure represents a 46% increase on March, reflecting higher levels of engagement across every category rather than any single issue.

The balance of feedback remained clearly positive. Online reviews accounted for 29 contacts in April and 36 in May, with the majority rated four or five stars, and compliments and general enquiries made up much of the remainder. Residents consistently praise helpful and professional staff, clean and well-organised sites, clear signage and ease of use, with Edmonton EcoPark singled out particularly often. Complaints numbered 14 in April and eight in May, and centred on queue management, the availability of van booking slots, differences between published and actual closing times, and delays caused by full containers. All complaints were reviewed and answered, and work is in hand to improve the booking system and the published guidance on site opening and accepted materials.

A new online assistant for residents

The Communications team has worked with a web developer to design an artificial intelligence assistant for the LondonEnergy website, named Leo. The initiative responds to a clear gap: enquiries submitted outside office hours, particularly at weekends, currently receive only an automated acknowledgement rather than a useful answer.

Leo allows visitors to ask questions directly and receive an immediate response, covering who LondonEnergy is, what the company does, and its services, including the recycling centres, van bookings and opening hours. Coverage will be extended over time. The assistant entered testing during the quarter and is expected to go live shortly. The benefits should be felt directly by residents, in the form of round-the-clock availability and faster answers to routine questions, and by the company, in the form of fewer routine emails reaching the general enquiry inbox and more capacity to deal with matters that genuinely need a person.

ReUse Shop

The Communications team supported two significant developments at the ReUse Shop in Chingford. The introduction of electrical items, each safety tested before sale, was well received and generated high footfall on launch. The shop then extended to seven day opening in response to growing demand, supported by updates to the website, social media channels and the company's public information leaflet.

A campaign over the May half-term offered a free book giveaway alongside a half-price toy and bicycle sale. In a single week more than 550 books were given away, 96 kilogrammes of toys were sold and 112 bicycles found new homes. The shop, open since 2015, diverts approximately seven tonnes of items from the waste stream every month and makes affordable, good quality goods available to local residents.

Barrowell Green

LondonEnergy took over the management of the Barrowell Green Reuse and Recycling Centre in Enfield at the start of July, and the Communications team delivered a co-ordinated programme of activity to support the change.

Existing signage was replaced on 2 July, with the wording updated for clarity and a friendlier tone for customers, and a further 39 signs were installed later in the month covering waste item signage, branded entrance signage, new ReUse Shop branding and internal wayfinding. Installation was scheduled around planned site closures to keep disruption to a minimum. The site was added to the LondonEnergy website with related updates to the recycling centre and ReUse Shop pages, new site photography was commissioned for the website and social media, and the transition was announced externally through the website and social channels. Internally, colleagues were kept informed throughout, and the new site manager and his team were introduced to the wider organisation through a welcome feature.

External recognition

LondonEnergy's Waste Operations Manager, Katie Blowes, was named winner of the Frontline Excellence Award in the Utility Partner category at the 2026 Women in Utilities Awards. The award recognises her work transforming frontline waste operations across north London, including driving recycling rates above 75%, introducing lower-emission transport solutions, and championing improvements in safety and culture. It is a well-deserved recognition of her leadership and a source of considerable pride across the company.

Visits and engagement

A group of students from Central Saint Martins visited the Energy from Waste facility and the Resource Recovery Facility as part of their academic programme, receiving an overview of waste reception, crane operations and energy generation, and seeing how bulky waste items are sorted and materials recovered. Educational tours continued through the quarter under the EcoPark South contract.

An all-staff travel survey was launched in April, inviting colleagues to describe how they travel to and from work. The survey supports the company's fleet accreditation and its wider sustainability commitments.

Internal campaigns

The Communications team supported the culture survey through digital screens, posters, email communications, a manager pack and targeted reminders, contributing directly to the record participation rate reported in Section 5.1. This is one of several pieces of integrated work between the Communications, HR and Transformation teams in support of the wider change programme.

Social media

Engagement across the company's social media channels continued to grow. On LinkedIn, impressions reached 11,985 in the most recent reporting period, an increase of 28.8%, with reactions up 23.0% and 276 new followers, more than double the previous period. On Instagram, views reached 4,413, an increase of 63.7%, and the number of accounts reached rose 21.5% to 724, of which 42.3% were not existing followers, a useful indicator of wider visibility.

The best performing content concerned the paint reuse scheme, the company's mentoring programme, the launch of electrical items at the ReUse Shop and a promotional video for EcoPark tours. The pattern established earlier in the year continues to hold: content that puts our people, our facilities and our educational role at the centre is the content that resonates most.