

## 3. Recycling Services

### Highlights

- The installation of automatic number plate recognition systems at all Authority-managed reuse and recycling centres to help ensure only individuals disposing of their own household waste use the sites.
- A bulking and transfer service for mixed dry recyclables and food waste was provided at the Hendon transfer station.

- 3.1** The Authority has for some years been managing most household recycling and composting treatment services for recyclable and compostable waste collected by the constituent boroughs, as well as managing the site operations of eight of the nine RRCs in the north London area and the residual (non-recyclable) waste received at all nine RRCs. These services are largely delivered through contracted services.
- 3.2** The Authority's main waste contract (MWC) with LondonWaste Ltd will remain in place until 1 December 2025, and its scope in terms of recycling services is:
- the operation of reuse and recycling centres (RRCs), and the management of waste collected at RRCs, including the transportation and treatment of recyclable waste and the transfer of residual waste to a disposal point;
  - the reception and treatment of separately collected organic waste; and
  - the reception and transportation of other separately collected waste for recycling by third parties.
- 3.3** One of the Authority's RRCs is managed differently. The Gateway Road RRC in Waltham Forest is owned by Bywaters (Leyton) Ltd and is managed directly by the Authority, but LondonWaste Ltd still receives the residual waste from this RRC.
- 3.4** Some residual waste is also recovered for recycling. This is covered in section four of this report below.
- 3.5** The Authority has separate contracts with two materials recycling facilities (MRFs) for the treatment of mixed dry recyclable waste collected by six of the constituent borough councils<sup>1</sup>. Where operationally rational, the boroughs deliver this recyclable waste directly to the MRFs, but otherwise the boroughs deliver them to one of the transfer stations operated by LondonWaste Ltd so that they can be transported in more efficient bulk loads to the MRFs.
- 3.6** There are also some relatively minor ancillary contracts (see sections 3.22 to 3.25).

<sup>1</sup> LB Enfield makes its own arrangements

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### Reuse and recycling centres

- 3.7** Recycling rates have broadly been maintained across the RRCs operated by the Authority. The recycling rate across all eight Authority-managed RRCs was 73%<sup>2</sup> for 2016/17.
- 3.8** During 2016/17 37,974 tonnes of recyclable waste from eight reuse and recycling centres were managed under Authority arrangements whilst the tonnage of residual waste collected from all nine RRCs decreased by approximately 3,577 tonnes (owing in part to new control measures being implemented at Barrowell Green RRC) to 17,628 tonnes.
- 3.9** The table below details the tonnage of waste delivered to RRCs that was recycled or disposed of as residual waste in 2016/17.

	Recycled (tonnes)	Residual (tonnes)
NLWA RRCs (8)	37,974	14,292
LB Enfield RRC (1)	740*	3,336
Total	38,714	17,628

\* relates to waste electrical and electronic equipment (WEEE) tonnes collected from LB Enfield's Barrowell Green RRC under the NLWA WEEE Services Contract

- 3.10** Under the main waste contract residual waste from RRCs is mostly shredded so that it can be used to generate electricity at LondonWaste Ltd's energy from waste plant, rather than go to landfill sites in the Home Counties.
- 3.11** Costs relating to the site operation, recycling of materials and disposal of residual waste from the eight Authority-managed RRCs are provided in the report to the June 2017 Authority meeting, '2016/17 Revenue and Capital Budgets Final Outturn and 2017/18 First Budget Review'.

### 'Second Time Around'

- 3.12** The reuse shop 'Second Time Around' opened in September 2015 at the Kings Road RRC in Waltham Forest. Material suitable for reuse is collected from all the RRCs under the Authority's control and transferred to the reuse shop.
- 3.13** Initially the shop opened to the public three days a week but in 2016 this increased to four days a week (Wednesday to Saturday), along with an additional day on the first Sunday of each month.

<sup>2</sup> Weighted average, including RRCs managed by both LondonWaste Ltd and Bywaters (Leyton) Ltd

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- 3.14** A range of items are sold in the reuse shop, predominantly furniture and bric-a-brac. Bicycles have also recently been added to the items for sale, and members of staff have also been trained in 'Portable Appliance Testing' so that small electrical items such as lamps can be sold. In 2016/17 more than 60 tonnes of reuse material have been sold through the shop, generating sales of over £64,000. This has led to an expected surplus of at least £4,500. This surplus will be reinvested into the Authority's wider waste prevention work.
- 3.15** In addition a 'Second Time Around pop-up shop' has recently opened at the Summers Lane RRC in Barnet and is open every Tuesday.

### Composting of organic waste

- 3.16** Various organic waste services continued in 2016/17 under the main waste contract, namely the in-vessel composting (IVC) of mixed organic kitchen and garden waste at the Edmonton EcoPark, the transfer of any mixed organic waste above the treatment capacity of the IVC facility, and the similar transfer of separately collected food waste and green garden waste to appropriate third party facilities for treatment.
- 3.17** The Authority received 21,187 tonnes of mixed organic waste, and 10,091 tonnes of food waste (an overall decrease of 344 tonnes from 2015/16), and 23,377 tonnes of green waste (an increase of 2,258 tonnes from 2015/16). In overall terms, the 54,655 tonnes of mixed or separate organic waste treated in 2016/17 were an increase of 1,914 tonnes from the previous year.

### Mixed dry recyclable waste

- 3.18** Mixed dry recyclable waste is collected from residents' homes (at the kerbside or from communal collection points) by the constituent boroughs. It is then taken either straight to a treatment facility (see below), or first to a local 'bulking and transfer facility', where it is 'bulked-up' into larger loads and then taken on to a treatment facility. This depends primarily on geographical considerations.
- 3.19** The Authority has two materials recovery facility (MRF) contracts for treating mixed dry recyclable waste, which continue to perform well. Officers work with the contractors to maintain service levels. Under the new menu pricing mechanism, the Authority retains the income received from these contracts, which is used to offset the costs for the mixed dry recycling service for each borough. Each quarter Authority officers audit the income the MRF contractors receive, and although there is still a net cost to the service, it is anticipated that the total income received for 2016/17 will be in excess of £3.3 million. More detailed financial information is set out in the Authority's '2016/17 Revenue and Capital Budgets Final Outturn and 2017/18 First Budget Review' report.

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- 3.20** Of the mixed dry recyclable waste collected, 114,559 tonnes were treated, which is a decrease of 3,483 tonnes from 2015/16. The amount treated does not include any loads of recyclable waste which were rejected before treatment because the whole load was too contaminated to be recycled, which in 2016/17 amounted to 2,819 tonnes. MRF regulations on acceptable levels of contamination within loads of mixed dry recyclables have become stricter over 2016/17.
- 3.21** Of the 114,559 tonnes of recyclable waste treated, 101,707 tonnes were recycled. The amount recycled does not include any items removed from the load during treatment because they were non-recyclable.

### **Ancillary services - waste electrical and electronic equipment (WEEE)**

- 3.22** Under legislation, derived from the European Union's WEEE Directive, producers of electrical and electronic equipment must bear the costs of reuse, recycling and/or disposal for this waste stream, once the WEEE has been collected.
- 3.23** WEEE is collected from 16 designated collection facilities, registered by the Authority on behalf of the constituent boroughs, as well as from on-street WEEE banks and from the kerbside. Approximately 4,486 tonnes of WEEE were recycled during 2016/17, which is an increase of 142 tonnes from 2015/16.
- 3.24** Other than contract management costs and any marginal costs at the RRCs, this disposal service is provided free of charge to the Authority as it is a requirement under European 'producer responsibility' legislation.

### **Ancillary services - tyres**

- 3.25** The tyre service was taken over by Pountney Tyres Ltd in November 2016 and is operating well. Tyres are taken by boroughs to LondonWaste Ltd for onward transfer and treatment. In 2016/17 approximately 63 tonnes of tyres were disposed of (a net increase of four tonnes from 2015/16), with more boroughs now using this service than in previous years.

### **Contract management and other activities**

- 3.26** The main waste contract with LondonWaste Ltd is monitored using random routine inspections of each LondonWaste Ltd site (including RRCs). This monitoring includes inspections of vehicles delivering organic waste for composting and mixed dry recyclables for sorting and recycling.
- 3.27** The Authority target is to visit each RRC twice a month on average to ensure service levels remain high and to check the condition of the containers - ensuring all health and safety requirements are met. These targets were met, and during 2016/17 a total of 203 visits were made to RRCs.

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- 3.28** During 2016/17 out of 400,000 visits to the eight RRC sites managed by the Authority, twenty written complaints were received. The Authority's Contracts team has investigated and responded to all complaints, and where necessary, remedial action has been taken to prevent problems reoccurring.
- 3.29** The Contracts team continues to reconcile all movements of recyclable waste out of the RRCs for tonnage reporting and for invoice reconciliation. They also audit the actual operating costs of the RRCs and the income received from the sale of recyclables with LondonWaste Ltd and other contractors used in providing the service.
- 3.30** During 2016/17, 96 inspection visits were also made to the Authority's MRF contractors; this includes visits necessary to inspect and verify loads identified for rejection by the MRF contractor.
- 3.31** Problems with contamination of mixed dry recyclables continue and Authority officers are working with constituent borough colleagues and contractors to resolve this.
- 3.32** Given that the WEEE services take place primarily at the RRCs, monitoring of this contract is done at the same time. Other aspects of the contract are managed mainly through regular reports and meetings.
- 3.33** The Contracts team also manages the data for its scheme for the payment of reuse and recycling credits to third parties.
- 3.34** The Contracts team staffs the Authority's main telephone line and is now regularly receiving around 300 calls every month, mainly from residents with enquiries regarding the RRCs in their borough.
- 3.35** The Contracts team works with the Authority's Communications team to ensure residents are well informed about the recycling services available to them, both at the kerbside, and at Authority-managed RRCs, in order to promote recycling. Information is predominantly provided via the Wise Up To Waste website and social media, but also through printed materials and signage, as well as via specific campaigns (for example, to raise awareness of contamination of mixed dry recyclables collected at the kerbside, as mentioned in section 3.20).