

## 4. Recycling Services

### Highlights

- Opening times standardised at those reuse and recycling centres (RRCs) operated by LondonEnergy Ltd (LEL).
- An online van booking system introduced at RRCs.

- 4.1** The Authority manages most household recycling and composting treatment services for recyclable and compostable waste collected by the constituent boroughs. It also manages the site operations of eight of the nine reuse and recycling centres (RRCs) in the north London area and the residual (non-recyclable) waste they produce. These operations are largely delivered through contracted services.
- 4.2** The main waste contract (MWC) with LondonEnergy Ltd (LEL) is in place until 1 December 2025, and in terms of recycling it covers:
- the operation of RRCs, and the management of waste they generate 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.
- 4.3** One of the RRCs, Gateway Road in Waltham Forest is owned by Bywaters (Leyton) Ltd. It is managed directly by NLWA and LEL still receives the residual waste from this RRC.
- 4.4** Some residual waste is recovered for recycling which is covered in section five 'Residual Waste Services' of this report.
- 4.5** NLWA 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>. The boroughs deliver recyclable waste directly to the MRFs, but in some cases they deliver it to one of the transfer stations operated by LEL so that it can be transported in more efficient bulk loads to the MRFs.
- 4.6** There are also some relatively minor ancillary contracts (see sections 4.25 to 4.27).

### Reuse and recycling centres

- 4.7** Recycling rates across the RRCs was 73%<sup>2</sup> for 2017-18.
- 4.8** During 2017-18, the opening times were standardised across all RRCs operated by LEL (other than the Hornsey Street RRC). The change has been well received with only two complaints raised specifically about the change in hours received out of 600,000 visits to the sites.

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

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

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- 4.9** An online van booking system was introduced for north London residents to make a booking at an RRC allowing them to dispose of their own household waste in a van. Use of the system has enabled us to block vans identified as being traders trying to abuse the system and persons from outside the north London area wishing to deposit waste at our RRCs in a van.
- 4.10** Following the decision of LB Haringey's Full Council, Parkview Road RRC closed on 27 October 2017.
- 4.11** From 15 December 2017, LB Enfield opted to provide the collection and transport of residual wastes from Barrowell Green RRC to the Edmonton EcoPark under their own arrangements.
- 4.12** During 2017-18, 37,370 tonnes of recyclable waste were recycled from the RRCs that we manage. The residual waste tonnage collected from all the RRCs decreased by approximately 1,152 tonnes - owing in part to the closure of Park View Road RRC and the way residual tonnages are now delivered from Barrowell Green RRC.
- 4.13** The table below details the tonnage of waste delivered to RRCs that was recycled or disposed of as residual waste in 2017-18.

	Recycled (tonnes)	Residual (tonnes)
<b>NLWA RRCs (8)</b>	37,370	14,112
<b>LB Enfield RRC (1)</b>	665*	2,371**
<b>Total</b>	38,035	16,483

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

\*\* amount shown is between 1/4/17 and 15/12/17. After this date LB Enfield made their own arrangements to deliver the residual waste from the Barrowell Green RRC to the Edmonton EcoPark.

- 4.14** Under the MWC, residual waste from RRCs is mostly shredded so that it can be used to generate electricity at LEL's energy from waste (EfW) facility.

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### Second Time Around

- 4.15** The reuse shop 'Second Time Around' at the Kings Road RRC in Waltham Forest sells items suitable for reuse which are collected from all the RRCs under NLWA's control. The shop is open to the public from Wednesday to Saturday, with an additional day on the first Sunday of each month.
- 4.16** A range of items are sold in the reuse shop, and in 2017-18 more than 67 tonnes of reuse material were sold through the shop, generating sales of over £75,000. This has led to a surplus of at least £16,000 which will be reinvested into the Authority's wider waste prevention work.
- 4.17** In summer 2017 an additional 'Second Time Around' pop-up shop was opened at the Summers Lane RRC in Barnet. This has closed temporarily from February 2018 due to improvement work being made to the site staff facilities and a review of the layout and design of the shop.

### Composting of organic waste

- 4.18** Organic waste services provided in 2017-18 under the MWC, include the in-vessel composting (IVC) of mixed organic kitchen and garden waste, the transfer of any mixed organic waste above the treatment capacity of the IVC facility, and the movement of food waste and green garden waste to appropriate third party facilities for treatment.
- 4.19** In 2017-18, the Authority received 16,559 tonnes of mixed organic waste, and 12,282 tonnes of food waste - an overall decrease of 2,437 tonnes from 2016-17, and 21,260 tonnes of green waste - a decrease of 2,117 tonnes from 2016-17. In overall terms, the 50,101 tonnes of mixed or separate organic waste treated in 2017-18 was a decrease of 4,554 tonnes from the previous year.

### Mixed dry recyclable waste

- 4.20** Mixed dry recyclable waste is collected by the constituent boroughs and then taken to a designated transfer or treatment facility.
- 4.21** The Authority has two materials recovery facility (MRF) contracts for treating mixed dry recyclable waste. Under the 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. It is anticipated that the total income received for 2017-18 will be in the region of £2.42 million although there is still net cost to the service.
- 4.22** Chinese restrictions on certain imported materials, as well as tighter contamination limits, have affected the income achieved across both MRF contracts. Our income has also been affected by the falling recyclate prices in response to general oversupply in the market.

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- 4.23** Of the total mixed dry recyclable waste collected, 110,196 tonnes were treated, which is a decrease of 3,563 tonnes from 2016-17. 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. In 2017-18 this amounted to 4,375 tonnes. MRF operators are becoming increasingly vigilant on the levels of contamination within loads of mixed dry recyclables delivered.
- 4.24** Of the amounts of recyclable waste treated, 97,194 tonnes were recycled - the amount post process that separates materials into their component material and removes further contaminants. 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)**

- 4.25** WEEE is collected from 16 designated collection facilities, registered by NLWA on behalf of the constituent boroughs, as well as from on-street WEEE banks and from the kerbside. Approximately 4,095 tonnes of WEEE were recycled during 2017-18, which is a decrease of 395 tonnes from 2016-17.
- 4.26** 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**

- 4.27** The tyre service is provided by Pountney Tyres Ltd and is operating well. Tyres are taken by boroughs to LEL for onward transfer and treatment. In 2017-18 approximately 68 tonnes of tyres were disposed of - a net increase of five tonnes from 2016-17, with more boroughs now using this service than in previous years.

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### Contract management and other activities

- 4.28** The main waste contract with LEL is monitored using regular random inspections of LEL sites (including RRCs). This monitoring includes inspections of vehicles delivering different waste types for composting, sorting and recycling.
- 4.29** Our target is to visit each RRC twice a month to verify that service levels remain high and that health and safety requirements are met. These targets were met in 2017-18 with a total of 196 visits made to the RRCs.
- 4.30** During 2017-18 residents made over 600,000 visits to the RRC sites managed by NLWA. The Authority received 33 written complaints. The Contracts team has investigated and responded to all complaints, and where necessary, remedial action has been taken to prevent problems reoccurring.
- 4.31** NLWA continue 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 LEL and other contractors used in providing the service.
- 4.32** During 2017-18, 121 inspection visits were also made to the MRF contractors; this includes visits necessary to inspect and verify loads identified for rejection by the MRF contractor.
- 4.33** Problems with contamination of mixed dry recyclables continues and Authority officers are working with constituent borough colleagues and contractors to resolve this.