

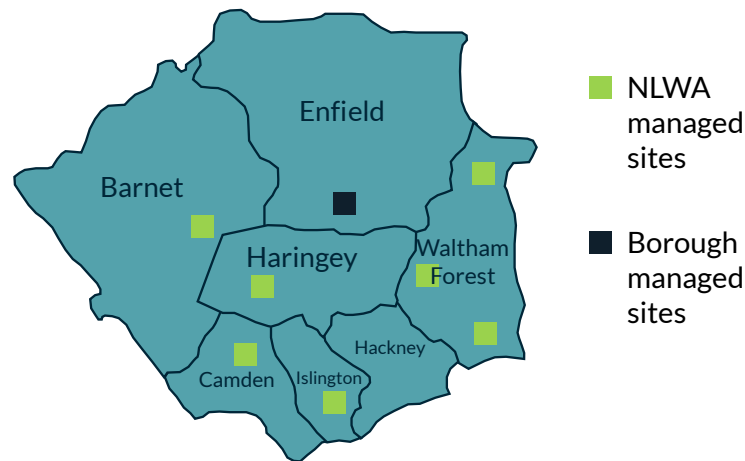
4. Recycling Services

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- 4.1** The Authority manages a range of recycling services and contracts with provision for:
- processing more than 100,000 tonnes of mixed dry recyclables through one materials recycling facility (MRF) contract;
 - seven reuse and recycling centres (RRCs);
 - a Waste Electrical and Electronic Equipment (WEEE) service; and
 - facilities to compost organic matter.

Reuse and recycling centres

- 4.2** The Authority is responsible for seven reuse and recycling centres (RRCs) - Summers Lane in Barnet, Regis Road in Camden, Western Road in Haringey, Hornsey Street in Islington, Gateway Road in Waltham Forest, King's Road in Waltham Forest and South Access Road in Waltham Forest. The service continues to be popular with local residents.



Map 2. The Location of Reuse and Recycling Centres (RRCs) in north London

- 4.3** The RRC sites collected a combined total of 43,390 tonnes of material, which is a reduction of 6% compared to 2018-19, as shown in Chart 3 below. The recycling rate at RRCs remained at 73% as in 2018-19. This is in line with the targets set in the contracts for this service.

IMPACT

73% of material taken to RRCs recycled

RRC waste arisings 2018-19 vs 2019-20

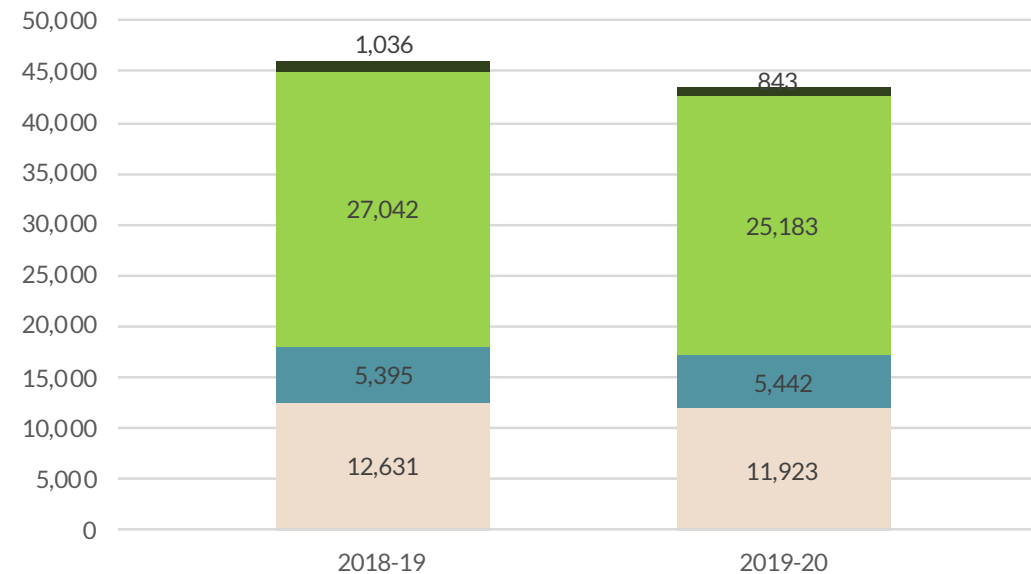


Chart 1. RRC Waste Arisings in 2018-19 compared to 2019-20

Organic wastes

4.4 The constituent boroughs delivered 49,600 tonnes of organic wastes to be treated at the various facilities used by the Authority: open windrow composting for green waste, anaerobic digestion of food waste, and in-vessel composting of mixed food and green waste.

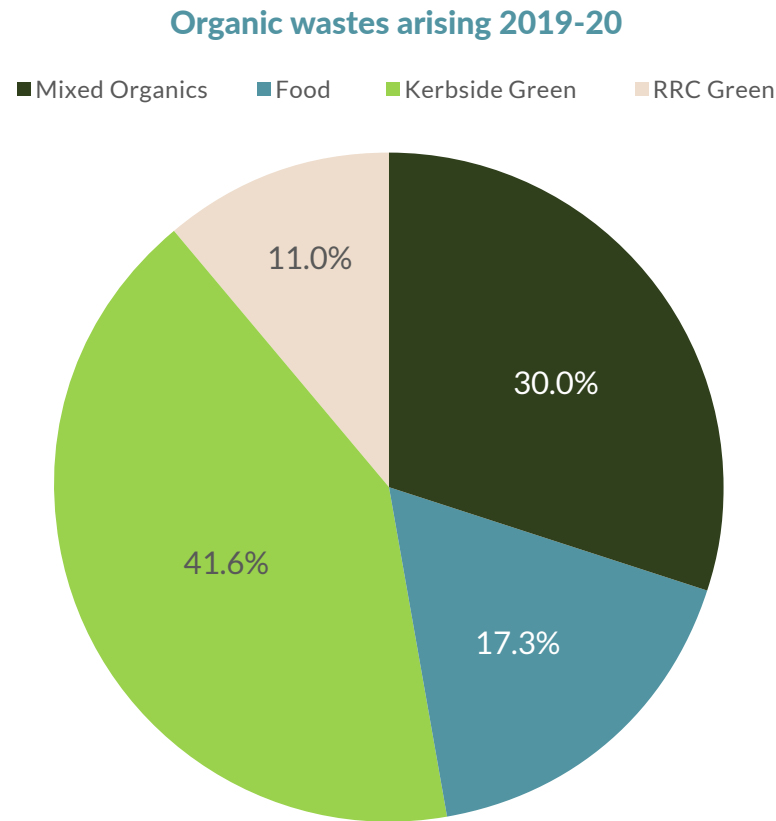


Chart 2. Sources of organic waste arising in north London 2019-20

Processing of mixed dry recyclables

4.5 The Authority arranges the recycling of mixed dry recyclables (MDR) on behalf of six of the north London boroughs (excluding LB Enfield). Table 2 indicates the tonnages of MDR arising during 2019-20.

Borough	MDR tonnes arising
Barnet	27,149
Camden	17,831
Hackney	18,502
Haringey	18,047
Islington	16,773
Waltham Forest	17,042
Total	115,344

Table 2. Tonnes of mixed dry recyclables arising by borough in 2019-20

4.7 Chart 3 below shows the composition of MDR in 2019-20, which is calculated by sorting through samples taken from delivered loads arriving at the MRF, as required under the MRF Code of Practice regulations.

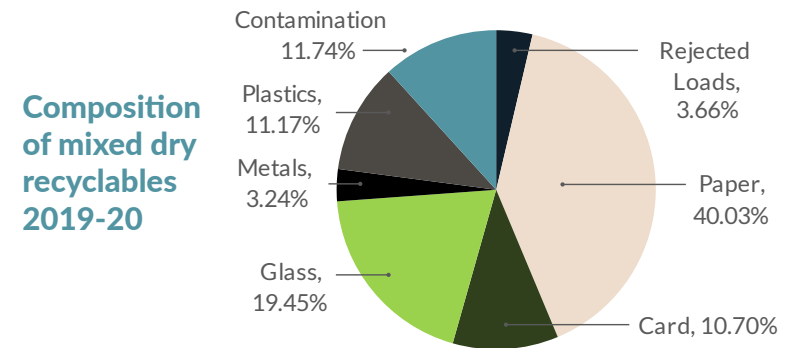


Chart 3. Composition of mixed dry recyclables

- 4.8** In December 2019 the Authority's contracts with Biffa Waste Services Ltd (Biffa) and Bywaters (Leyton) Ltd (Bywaters) for the sorting of MDR expired. Following an 18-month procurement exercise the Authority announced that it would enter into new contracts with Biffa and Bywaters for MDR processing services. This is to separate the constituent materials of MDR collected by six of the boroughs and market the output recyclates for reprocessing. However, shortly before the contracts came into force Bywaters sought new contract terms which were unacceptable to the Authority. Therefore, the Authority contracted with Biffa for the delivery of the MDR service.
- 4.9** The re-procurement of the service allowed the contract terms to be updated to reflect current industry best practice, for example the Authority now receives improved reporting and data provision. In addition, the level of contamination at which a load can be rejected has been raised. This enables waste to be processed which would have been sent for disposal as residual waste under the previous contract.
- 4.10** Better reporting, resulting from the new MRF contract, combined with simultaneous work between NLWA and London Energy Ltd (LEL) for the management of MDR at waste transfer stations has led to transparent reporting of contamination. This has enabled a more accurate contamination baseline figure to be determined.
- 4.11** Reporting during Quarter 4 (January to March 2020) indicates that contamination levels range between 11% and 20% for individual Boroughs and sit at 15% overall for the Authority. Contamination is calculated as a combination of whole loads of MDR rejected prior to processing and non-recyclable residues remaining after recyclables have been extracted from MDR.
- 4.12** Now that an accurate baseline has been established, the Authority has designed and planned a broad workstream for 2020-21 to focus on tackling contamination. Key aspects of this planned work are shown in Table 3.

Action	Description
Recycling Fund	Boroughs can apply for funding of up to £76,000 collectively for focussed projects which aim to tackle contamination
Food Contamination Campaign	NLWA communication officers will seek to replicate the success of the 2019-20 nappy contamination campaign with a new campaign focussed on tackling food waste contamination, this being the most prominent cause of rejected loads
Social Media Contamination Posts	NLWA communication officers will issue regular social media posts highlighting the problem of contamination
Outreach Education	Contamination education will also be included in the outreach work and online communication programme (including webinars) delivered by the Authority's outreach and engagement officers.
MDR Officers Group	The Authority will launch an officers' group with borough colleagues aiming to improve the recycling of MDR, including sharing best practice to tackle contamination
Recycling Manager Role	The Authority has created a new role of Recycling Manager to drive forward work on increasing the recycling rate and reducing contamination of MDR

Table 3. Work areas to tackle contamination from 2020-21

- 4.13** Materials markets saw continued decline during 2019-20, with increasing restrictions on exports to east Asia reflecting concerns about the quality of the recyclates being exported, and uncertainty due to Brexit negotiations. This was further compounded at the end of the year by the initial impacts of COVID-19, which reduced the demand for recyclates. This was due to a widespread closure of the manufacturing industry and further challenges involved in the transit of materials to recycling facilities.

4.14 In response to market engagement prior to procuring the new MRF contract, the Authority committed to increasing its share of the risk on material sales from 50% to 80% from December 2019. This resulted in a total income received from the sale of recyclates in 2019-20 of £1.8m, which is £0.45m more than in the previous year. The overall net cost of processing MDR increased from £5.4m to £5.5m.

Increasing recycling

IMPACT

5,676 north London residents were engaged in conversations to help them recycle more, against a target of 2,500

Waste Electrical and Electronic Equipment (WEEE) service

4.15 The Authority's WEEE services contract with European Recycling Platform (ERP) started in January 2019 and runs for a period of two years (with an option to extend for a further two years). The service is provided at no cost to the Authority as the cost is met by producers who, as part of the WEEE Directive 2005, are required to take financial responsibility for the environmental impact of the products that they place on the market, specifically when those products become waste.

4.16 The option to take up an additional service, which provides kerbside collections of large WEEE was agreed by Authority Members as part of this contract. A summary of the services provided is as follows:

- 96.8% of WEEE material is collected from NLWA designated collection facilities (DCFs) (i.e. reuse and recycling centres, certain bulky waste stores on estates, and borough depots).
- 0.7% of WEEE materials are collected from 45 'bring banks' where the public can deposit small WEEE (usually small domestic appliances).
- 2.5% of WEEE is collected from the optional kerbside collection service, which is provided by Clearabee. Under this arrangement, residents can phone to request the free collection of larger WEEE items from their home. Under the contract, up to 20 appointments are offered each working day across the north London area.

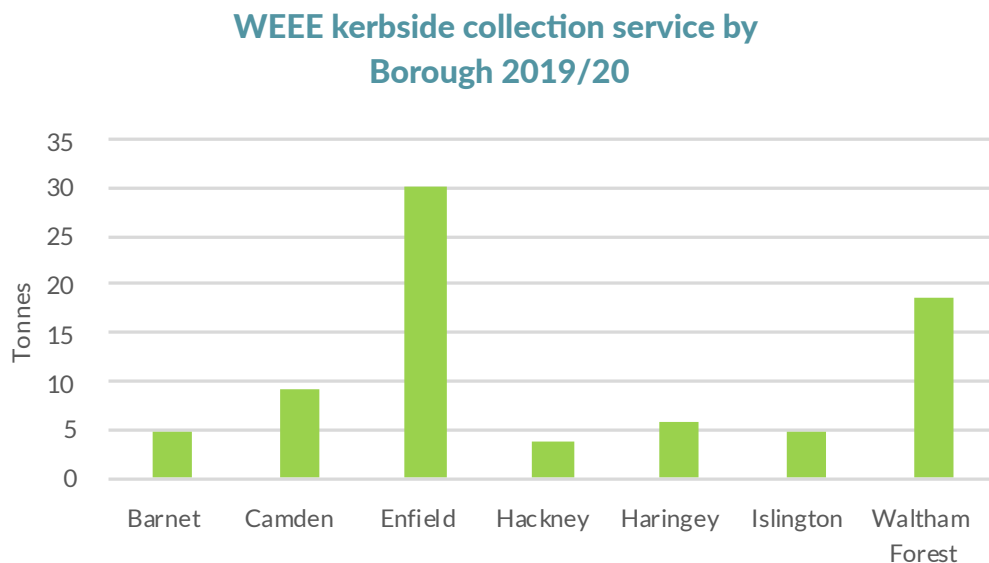


4.17 In 2019-20 the tonnage of WEEE recycled from all sources went down compared to the previous year. The tonnage of WEEE recycled in 2019-20 was 3,072 tonnes compared with approximately 4,080 tonnes in 2018-19. The decline in tonnage reflects a national trend; household WEEE has declined over the past two years. This may be due to people keeping more items for longer and an increase in the on-line resale of electrical items.

4.18 During the last year a number of bring banks have been removed due to the rationalisation and, in some cases, removal of all ‘on street’ recycling facilities. However, there was a marginal increase of 1.5% in the amount of WEEE collected in the bring banks in 2019-20.

4.19 The **kerbside WEEE service** allows for residents to make up to a total of 20 collection appointments each day (Monday to Friday) across the north London area. In 2019-20, there was an 11.6% increase in WEEE collected from this service compared to the previous year. Chart 4 indicates the tonnage of WEEE collected by borough in 2019-20.

Chart 4. Tonnage collected from WEEE kerbside collection service by borough 2019-20



Second Time Around reuse shop

4.20 The Second Time Around reuse shop is located at Kings Road RRC and is open to the public from Wednesday to Saturday, and on the first Sunday of each month.

4.21 In 2019-20 Second Time Around sold 97 tonnes of reusable items compared with 67 tonnes in 2018-19. This is an increase in sales of 45% and generated an income of almost £71,000, which is used to support waste prevention activities.

IMPACT
45% increase in sales at Second Time Around, generating **£71,000 for waste prevention activities**

Third party reuse and recycling credits

4.22 The Authority offers third party reuse and recycling credits to organisations that remove items from the municipal waste stream, for reuse or recycling, that would otherwise have been sent for disposal at the Authority’s expense. In 2019-20 the value of the third party credit was £76.54 per tonne.

4.23 Fifteen organisations registered as potential claimants for an estimated 3,117 tonnes of material in 2019-20. A budget provision of £238,537 was made to cover the cost of these claims.

4.24 In 2019-20 the claims submitted were for 2,210 tonnes of material, which equates to a cost of £169,153. This is a decrease compared with the estimated tonnage (and budget). Some charities were unable to submit their Quarter 4 claims due to the impact of COVID-19 where charity operations were disrupted and their staff put on furlough.

Contract management

- 4.25** The outbreak of COVID-19 in early 2020 caused significant disruption. As the country went into 'lockdown', waste services personnel were designated as 'key workers' who could continue to go to work to keep services running. During the national lockdown all contractors, Authority staff and borough officers worked tirelessly in ensuring close communication and data-sharing to enable services to continue. The one service that was significantly impacted was the Authority's reuse and recycling centres, which were closed in March, as they were across the country. The RRCs did not re-open until May.
- 4.26** The Authority continues to work with LondonEnergy Ltd (LEL) under the structure of the main waste contract to ensure disposal services are maintained and improved for the benefit of the boroughs and north London residents.
- 4.27** During 2019-20 the quarterly operational safety group (OSG) was re-established. The OSG is made up of representatives from the constituent boroughs, NLWA and LEL. Data prepared by LEL led to productive OSG discussions around the speed of traffic at the EcoPark as well as other site incidents, and contamination. Early trends reported by LEL suggest that these discussions have led to a reduction in speeding offences, thanks to subsequent work between borough officers and vehicle drivers.

IMPACT

Improved on-site safety at the EcoPark following re-establishment of OSG

- 4.28** The Authority has also worked closely with LB Islington throughout the year to monitor, plan and implement solutions that address the volume of odour complaints received at the

Hornsey Street RRC and waste and recycling transfer site. Looking forward, the Authority will work in close partnership with LB Islington to complete improvement works that will bring significant benefit to residents in

Consultation responses

- 4.29** In February 2019 the Government issued four consultations about proposed policy changes designed to help the UK meet the requirements set out in the Government's 25 Year Environment Plan, the EU Circular Economy Package and the resultant Waste and Resources Strategy. The consultations were as follows:
- Defra consultation on reforming the UK packaging producer responsibility system;
 - Defra consultation on providing consistent business and household recycling collections by local authorities;
 - England, Wales and Northern Ireland Government consultation on the introduction of a deposit return scheme on drinks containers;
 - HM Treasury consultation on introducing a tax on plastic packaging which contains less than 30% recycled content
- 4.30** Officers worked with constituent boroughs, with London-wide organisations and with other waste authorities across the country to ensure that the Authority's responses took account of information from those sources, including analytical data. This liaison was designed to maximise impact by ensuring that the Authority submitted a co-ordinated response. The Authority's supportive responses to these consultations are available on the [Authority's website](#).

4.31 The results of consultations to which the Authority supportively responded in the 2018-19 on proposals to ban the distribution and/or sale of plastic straws, plastic-stemmed cotton buds and plastic drink stirrers in England and a consultation on the proposal to extend the single-use carrier bag charge to all retailers and to increase the minimum charge to 10p were also produced. Moves to make these changes progressed.

Digital focus

4.32 The recruitment of new members of staff to the Authority’s Strategy and Services department has enabled the team to focus on digitising NLWA service processes. Towards the end of the financial year, the team had developed PDF-fillable forms for waste transfer notes and other contractual processes, as well the first digital dashboard (with future iterations being developed for the coming year). Figure 1 below visualises some of the Authority’s high-level focus points for 2020-21, to continue the digital journey. A new business analyst will be recruited in the coming year to further support this process.

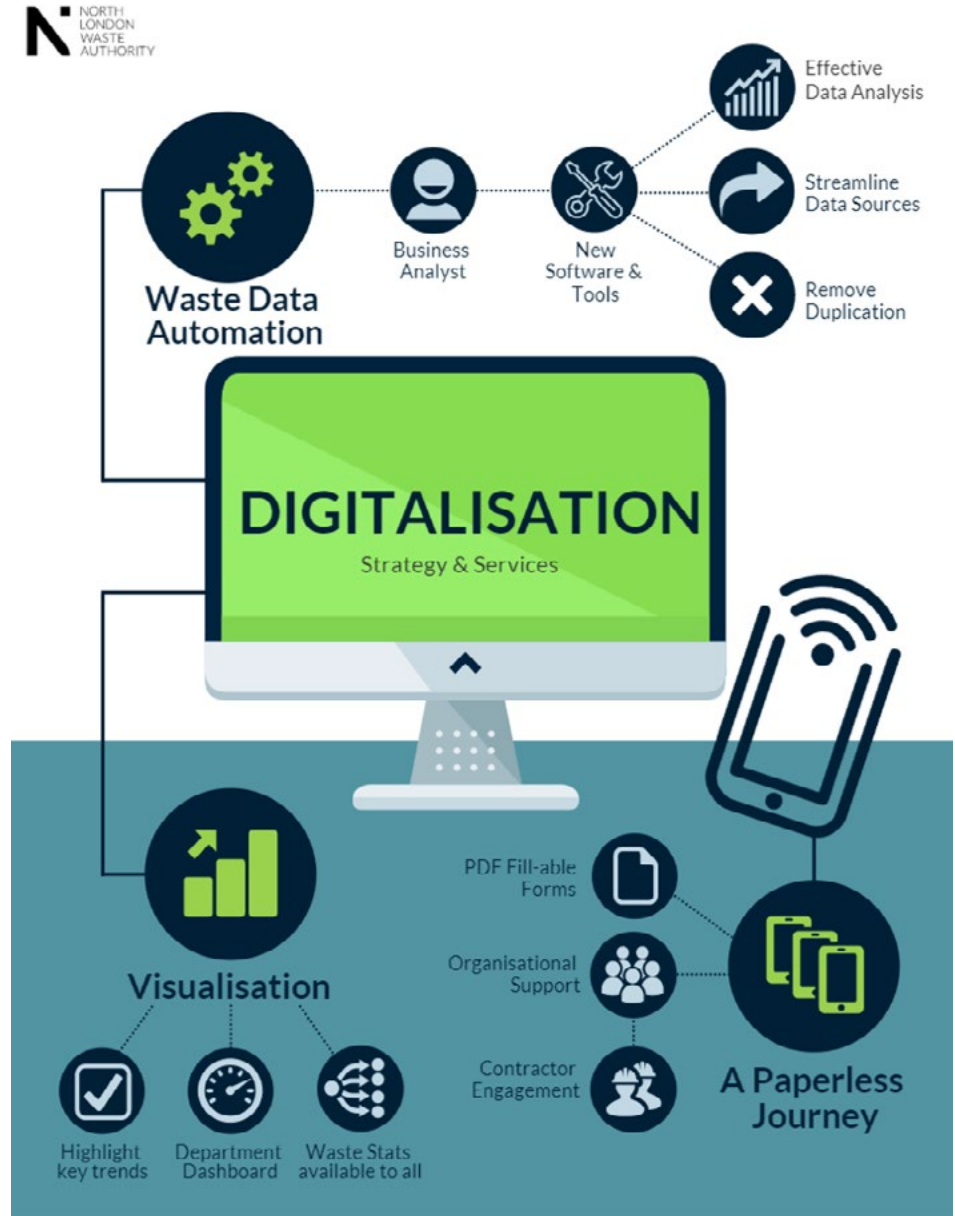


Figure 1. Areas of focus for the digitalisation of services