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**AGENDA FOR THE ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE**

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Members of the Environment and Regeneration Scrutiny Committee are summoned to a meeting, which will be held in Committee Room 4, Town Hall, Upper Street, N1 2UD on **14 November 2017 at 7.30 pm.**

**Yinka Owa**  
**Director – Law and Governance**

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Despatched : 6 November 2017

Membership

Councillor Rowena Champion (Chair)  
Councillor Mouna Hamitouche MBE (Vice-Chair)  
Councillor Raphael Andrews  
Councillor Gary Doolan  
Councillor Caroline Russell  
Councillor Troy Gallagher  
Councillor Gary Heather  
Councillor Clare Jeapes  
Councillor Alice Clarke-Perry

Substitute Members

Councillor Dave Poyser  
Councillor James Court  
Councillor Satnam Gill OBE  
Councillor Nurullah Turan  
Councillor Theresa Debono  
Councillor Alex Diner  
Councillor Angela Picknell

**Quorum is 4 members of the Sub-Committee**



<b>A. Formal Matters</b>	<b>Pages</b>
1. Apologies for Absence	
2. Declarations of Substitute Members	
3. Declarations of Interest	

If you have a **Disclosable Pecuniary Interest\*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

**\*(a)Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

**(b) Sponsorship** - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

**(c) Contracts** - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

**(d) Land** - Any beneficial interest in land which is within the council's area.

**(e) Licences-** Any licence to occupy land in the council's area for a month or longer.

**(f) Corporate tenancies** - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

**(g) Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to **all** members present at the meeting.

4. Minutes of Previous Meeting	1 - 8
5. Order of Business	
6. Public Questions	
7. Chair's Report	

<b>B. Items for Decision/Discussion</b>	<b>Pages</b>
1. PEABODY - RECYCLING IN ISLINGTON	9 - 18

2.	COMMUNAL & ESTATES RECYCLING SERVICES	19 - 28
3.	HOUSEHOLD RECYCLING - PRESENTATION BY HOUSING SERVICES	29 - 40
4.	Q2 PERFORMANCE INDICATOR REPORT - ENVIRONMENT	41 - 44
5.	WORK PROGRAMME 2017/2018	45 - 46

**C. Urgent non-exempt items (if any)**

Any non-exempt items which the Chair agrees should be considered urgent by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

**D. Exclusion of press and public**

To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

**E. Confidential/exempt items**

**Pages**

**F. Urgent exempt items (if any)**

Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Environment and Regeneration Scrutiny Committee will be on 25 January 2018

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# Agenda Item 4

London Borough of Islington

## Environment and Regeneration Scrutiny Committee - 17 October 2017

Minutes of the meeting of the Environment and Regeneration Scrutiny Committee held at Committee Room 4, Town Hall, Upper Street, N1 2UD on 17 October 2017 at 7.30 pm.

**Present:**           **Councillors:**           Champion (Chair), Hamitouche (Vice-Chair), Andrews, Russell, Gallagher, Heather and Jeapes

### Councillor Rowena Champion in the Chair

**149**        **APOLOGIES FOR ABSENCE (Item 1)**

Apologies were received from Councillor Doolan.

**150**        **DECLARATIONS OF SUBSTITUTE MEMBERS (Item 2)**

There were no declarations of substitute members.

**151**        **DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

**152**        **MINUTES OF PREVIOUS MEETING (Item 4)**

Councillor Webbe informed the meeting that the minutes incorrectly described her portfolio as Economic Development rather than Executive Member for Environment.

Also Councillor Webbe advised the meeting that she presented the Q1 Performance Report and not the Corporate Director, Environment and Regeneration as noted in the Minutes.

**RESOLVED:**

That the minutes of the meeting held on 11 September 2017 be confirmed as an accurate record of proceedings subject to the changes noted above and the Chair be authorised to sign them.

**153**        **PUBLIC QUESTIONS (Item 5)**

There were no public questions.

**154**        **CHAIR'S REPORT (Item 6)**

Councillor Champion advised that as it was late she would email her report to Members of the Committee.

155

**ANNUAL REPORT OF THE EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT**  
**(Item B1)**

Councillor Shaikh gave a presentation on the work of the Economic Development Directorate. A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- Councillor Shaikh informed Members that the Council recognises the need for Islington residents to share in economic growth. It is offering coaching and mentoring service to the long term employed residents who have multiple and complex needs or are in receipt of in work benefits. Councillor Shaikh informed Members that during the period April 2016 to March 2017 1,142 residents had been supported into work and that residents are now being directly referred to the most suitable service provider in order to avoid duplication.
- The meeting was advised that the Council will continue to work to improve the learning and skills of Islington residents so that they are able to take full advantage of available employment opportunities. The Council's Adult & Community Learning service engages in particular with those furthest from the labour market. The focus has been on building up skills for employment to get people into work and the Council has received £1.1 million external funding from Education & Skills funding Agency to support this objective.
- The Council, through its local plan, promotes economic growth by protecting existing commercial uses across the borough, particularly in the Central Activities Zone (CAZ) and promoting new commercial uses by ensuring that it secures a proportion of new space in certain areas as affordable workspace.
- In response to a question on the possibility of the Council protecting small micro shops behind a parade of shops, the Service Director Planning & Development informed Members that despite the efforts of the Council in the last few years, using tools such as Article 4 directions to protect valuable space, the Council has limits because of the government's policy of permitted development rights.
- Members were advised that with over 90% of local firms being SMEs, the Council, through its planning policies, has tried to secure affordable workspace for micro and small businesses. Members were informed that the Council had lobbied the DCLG regarding concerns about the business rates system but to no avail, however the Council would be carrying out a media campaign to increase awareness about the unfairness of this issue. In addition Members were informed that a petition regarding this issue has generated over 15,000 signatures.
- The Council continues to make a positive difference to the local economy through its role as an economic agent in a number of ways. Presently Islington is the highest direct recruiter of apprentices to its own workforce among London Councils. In awarding substantial contracts, the issue of recruiting is taken into consideration.
- A suggestion that the issue of corporate responsibility arising from the work undertaken by Islington Employment Commission be given more prominence in the six objectives stated in the draft Economic Development Strategy was noted. Councillor Shaikh advised that Islington iWork has built relationships with employers

across a range of sectors based on a programme of support to encourage businesses to recruit locally. The Chair advised that a reference group had been set up to consider this issue of local firms and employment in the borough.

- Members were advised that Islington Adult and Community Learning Service (ACL) supports disadvantaged adult residents by providing vocational courses and employment support; functional skills in English and Maths for families especially where English is not their first language; family support to improve children's achievement in school; facilitate community outreach and engagement events etc. It was noted that support from ACL not only builds and develops learner confidence and skills to help adult residents to get a job, but also tackles issues of social isolation and promotes well-being.

**156**

**Q1 PERFORMANCE REPORT - EMPLOYMENT & SKILLS (Item B2)**

Councillor Shaikh, Executive Member, Economic Development presented the Q1 Performance Report which set out the corporate performance indicator suite for 2016-17, together with a progress update for those indicators related to Employment and Skills

The following points were made :

- Councillor Shaikh advised the meeting that although employment figures were relatively similar to the same period last year, target for first Quarter in 2018 would not be met due to the way data is being captured. Members were advised that iWork, the Council's borough wide employment service only accounts for one third of the data whilst the remaining two thirds was collated by the monitoring of commissioned services, returns relating to school leavers and reporting from council contractors and suppliers.
- The meeting was informed that work was currently underway to improve data capture regarding parental status as previous reporting did not include the raised participation age and the support offered to families with children aged 16-18. The Director, Employment, Skills and Culture advised that further initiatives were being planned by Childrens' Services to target parents of older children.
- In response to a question on why the Council was not meeting its target of ten apprentices, Members were advised the Service is trying to align recruitment with the school year so as to meet our target in the next quarter. Members were informed that in comparison to our neighbouring authorities, the Council was better in employing apprentices. Also importantly, the Council through its procurement processes and tenders, promotes the take-up of apprentices.
- In response to a question on whether there was any data regarding European residents, Councillor Shaikh indicated that although there was no data available the Council would be interested in considering this issue later in the year.
- Members were informed that Officers would be providing more detailed information regarding employment for consideration at a future meeting.

**157**      **RECYCLING IN HACKNEY - PRESENTATION (Item B3)**

Ander Zabala, the Recycling Manager of Hackney Council gave a presentation on recycling in Hackney borough. A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- Hackney Council provides a comprehensive service borough wide for both street level properties and estates. In 2013, the Council introduced green sacks to low rise properties. There was a recognition that green boxes would not be suitable for over 14,000 properties without frontages.
- The Recycling Manager advised the participation rate of green sacks across street level properties was an average of 84%, whereas participation rate for food waste was 34%. He stated that it was noticeable that participation rates was low in deprived estates, which produce high levels of waste but recycle the least.
- In response to a question about the vehicles collecting waste or recycled materials, the Manager informed the Committee that the decision to move from source separated collection to a commingle collection (green sack) allowed environmental waste operations to use older or used waste vehicles for recycling. These waste vehicles have one compartment. This has resulted in the extension on the life of the waste vehicles, as the older ones can be for recycling which is lighter than waste. The Recycling Manager acknowledged that the use of green sacks rather than green boxes had resulted in faster collections by the crew and a reduction in traffic congestion.
- The Recycling Manager advised that Hackney Council employed the services of an external consultant to assist in developing five possible waste restriction collection, modelling scenarios with the aim of increasing the recycling rate, the operational resource impact and carbon impact.
- Projects were undertaken to consider the participation rate, waste composition and restriction modelling. The analysis of data obtained from 300 households indicated that food tonnage remains the largest component by weight in the waste stream; the weight of recycling material had decreased since 2008 and that contamination was not an issue in dry and food streams on street level.
- In light of the low recycling rate in estates or high rises which account for over 50 % of properties in the borough a corporate programme was set up in 2014/15 to improve low performance levels on estates. The Recycling Manager informed Members that the Estates Recycling Programme involved a range of interventions, from phase 1 to phase 3. Phase 2 being closing chutes and building new bin stores.
- In response to a question on the sustainability of recycling rates and participation on the Estates, the Recycling Manager advised that the outcomes from the pilots on the three estates involving 1000 residents would be reported in the spring of 2018.
- Members were advised that on the three estates where the trials are ongoing and the chutes have been removed, a decision was taken that both waste and recycling bins would be sited next to one another in order to change the behaviour of the residents. The Manager acknowledged that since the trial commenced it was noticeable from the available data, currently for one out of the three estate trials, that

recycling rate had gone up and the amount of waste was down

- The meeting was informed that the budget for the Estates programme is £0.5million per year, which is mainly to allow closure of the chutes and the building of new bin stores. The Manager advised that the other two estates trial tonnages are expected by Q4 of 2017/18. However if the Council were to close all chutes, then 600 new bin stores would need to be built in the coming years.
- In response to questions about fly tipping especially with large waste such as furniture and large goods in the public areas, the Recycling Manager informed the Committee that this was handled by the enforcement team. With regards to the littering and amenity of bin stores, he advised that cleansing of such storage areas was managed by the Housing services now that it had come back in-house.
- With regards to engaging with supermarket on recycling, the Recycling Manager advised that this was more of a central government issue although Hackney Council had worked with Tesco and Charities on recycling issues. However it was not regarded as core to their operations.
- Members were advised that Hackney residents continue to receive green sacks every 3 months which are delivered by operatives/crew. Residents had the option of ordering the green sacks online when their stock of green sacks is depleted. In terms of community engagement, the recycling team delivers several events per year, engages with residents via Hackney Today, and they are now using social media advertising to engage with the younger generation.
- With regards to special projects such as the food waste campaign, the Recycling Manager informed the meeting that Hackney Council undertook a borough wide outdoor advertising campaign in 2014/15 which resulted in a 30% increase in tonnage and the Council was recognised as the 2015 National Recycling Awards Winners.
- In 2006 Hackney Council recruited Green Champions to promote the service to neighbours and record issues for the recycling team to act upon, however it has not been active for over 7 year. It is difficult to correlate the existence of green champions with increased recycling rates, but it can bring other benefits to the recycling team, such as increased interaction with residents, wider reach of recycling messages, and on-street recycling monitoring and reporting. Also it was noticeable that most of the champions had moved onto other green issues of interest. The Manager advised that lessons learnt from having champions was that appointment for such roles should be time specific, for example a green champion network to start and end within a 12 month period.
- The meeting was informed that in October 2016 Hackney Council received £638,000 from DCLG to provide rewards scheme for residents who recycle. The three year programme resulted in 110,000 doors being knocked with a 35% contact rate and about 28,000 residents signing up to the programme. Residents were offered local discounts and cash offers of £40 & £100 vouchers and the option of supporting charities of their preference.
- In response to concerns about penalising residents for failing to participate when compulsory recycling was brought in 2007, the meeting was advised that this was never applied. In most instances the officers would engage with the residents and sanctions would only have been imposed as a last resource. The Council has been

successful in obtaining prosecutions in extreme instances of fly tipping. Members were informed that government legislation makes it more difficult for the Council to penalise residents but in any event Hackney Council prefers education and engagement.

**158 NWLA/ISLINGTON RECYCLING - A PRESENTATION (Item B4)**

Barbara Herridge, External Relations Manager and Dimitra Rappou Waste Prevention Manager of the North London Waste Authority (NLWA) both gave a presentation on the NLWA activities especially regarding recycling targets and outreach programmes across the North London boroughs.

A copy of the presentation is interleaved with the agenda.

In the discussion the following points were made:

- The North London Joint Waste Strategy agreed by the seven north London boroughs provides a statutory framework for municipal waste management in North London for the period 2004-2020. It contains targets for reducing, reusing and recovering a proportion of the municipal waste generated in the North London Waste Authority and setting targets for reducing the waste sent for disposal to the landfill.
- The Strategy focusses on preventing and reducing waste, followed by encouraging items to be re-used and then recycled. Members were advised that following these above priorities, NLWA focusses on waste recovery and its subsequent disposal by burning in incinerators to generate heat. NLWA's least desirable option was to send waste to landfills due to its environmental impact.
- The Strategy sets a recycling target of 50% by 2020, however the performance rate ranges between 25% to 37 % across the seven boroughs with Islington's rate stuck at 30.6%.
- Barbara Herridge informed the meeting that NLWA monitors progress across targets, shares best practices, undertakes research into motivations and behaviours, is involved in communication campaigns, tackles contamination and undertakes outreach work in the community.
- NLWA has embarked on an awareness campaign directed at young North Londoners who are a transient population, likely to live in flats where participation rate is presently low. The campaign is using simple messages such as 'one material at a time', 'saving stuff for the future', using social media, Sky TV, digital and online services. The message has been positively received by the younger population.
- NLWA in conjunction with borough officers review useful advice issued by WRAP about what can and cannot be recycled so that advice is standardised across the boroughs. NLWA also reviews borough literature and websites to ensure that information provided is clear and not confusing.
- With regard to the issue of contamination, the External Relations Manager advised that the NLWA had just commenced work on this issue and are researching what other authorities are doing, what is the disposal cost of contamination and are working on a communications on a pan-North London basis.

- Members were advised that the Waste Prevention Plan involves outreach work in the community on waste prevention and recycling. It is prepared biennially and revised annually. The Plan identifies a number of priority material waste streams such as food waste, furniture /bulk waste and textiles and seeks to set out a series of specific actions in relation to those. The focus has been on action-oriented activities, providing information and helping to promote initiatives which NLWA has recognised as effective.
- With regards to food waste prevention, Dimitra Rappou, the Waste Prevention Manager highlighted a number of themed events such as 'the Waste Less, Lunch Free' or 'the European Week for Waste Reduction' where food waste prevention stalls are set up within the community and advice is provided by chefs on issues such as food cooking skills and food portioning. A lot of the events are directed at hard to reach groups so as to raise their awareness about minimising waste and cooking only what is required. Events such as the New Leaf project was organised in the summer months to support residents regarding disposal of salad meals as compost waste. Also before Christmas the Gift of Waste project was developed, where participants learnt how to make their own low-cost and low-waste preserved foods, which made ideal Christmas presents.
- In terms of furniture and textile reuse the Waste Prevention Manager advised that previously they had worked successfully with the London Reuse Network which was a network of charities working together to find new homes for good quality furniture and appliances that were no longer wanted but this closed down. However NLWA continues to work with local charities with regards to the reuse of furniture.
- It was acknowledged that one of the impediments to the residents participating in the furniture reuse scheme, and the prevalence of dumping around estates, was that most of the shops that take these items do not have places to park and that they do not offer free delivery. A suggestion that NLWA continue to work with other organisations such as Bright Spark was noted.
- Members were informed that alongside outreach activities to promote food waste reduction, the waste prevention team started promoting recycling messages last year, and NLWA has facilitated over 59 events across the boroughs. The events had centred around educating the public on mixed dry recycling and food waste by having recycling information stalls, workshops or having presentations. The events were well attended by North London residents.
- The meeting was advised that in the last three years NLWA carried out an intensive education project on waste prevention and recycling. This involved visiting 14 schools a year across the seven boroughs, speaking to over 4,240 pupils, 220 staff and 175 parents. NLWA reviewed facilities in the school to encourage waste reduction and increase recycling. It has been noticeable that on revisiting these school a year later there had been a reduction of approximately 1 ton of waste per school.
- The Waste Prevention Manager said that most of the outreach programmes were to change behaviour. She advised that at most of the events such as prevention stalls, officers engage adults as they tend to be budget holders at home.
- Members were advised that if they had any questions regarding NLWA activities, they should be emailed to the Committee clerk.

## **Environment and Regeneration Scrutiny Committee - 17 October 2017**

The Chair thanked both Barbara Herridge and Dimitra Rappou of NLWA for their attendance and their presentations.

### **RESOLVED:**

That the presentation be noted.

### **159 WORK PROGRAMME 2017/2018 (Item B5)**

#### **RESOLVED:**

That the work programme be updated prior to the next meeting.

The meeting ended at 10.15 am

**CHAIR**

# Peabody – Recycling in Islington

Presented by:

Page 9  
Sunny Vadher – Caretaking Service Manager  
Steve Mercer – Caretaking Team Manager

14 November 2017



# First a bit of history and information

- Peabody established in 1862, one of the oldest in London
- Manage 27k properties incorporating:
  - Peabody
  - Thamesmead
  - CBHA
  - Crown Estate
- Increase to 55k after merger with Family Mosaic
- Various tenures- social, shared ownership, leasehold
- New builds – aim 2000 units per year
- 6 estates in Islington, 1689 units



# Peabody Estate Services

- Provide caretaking services
- Establishment 161.....and growing
- Manage own staff and contractors
- In-house caretakers cover 20k properties
- Staff and portfolio due to increase with merger and new developments

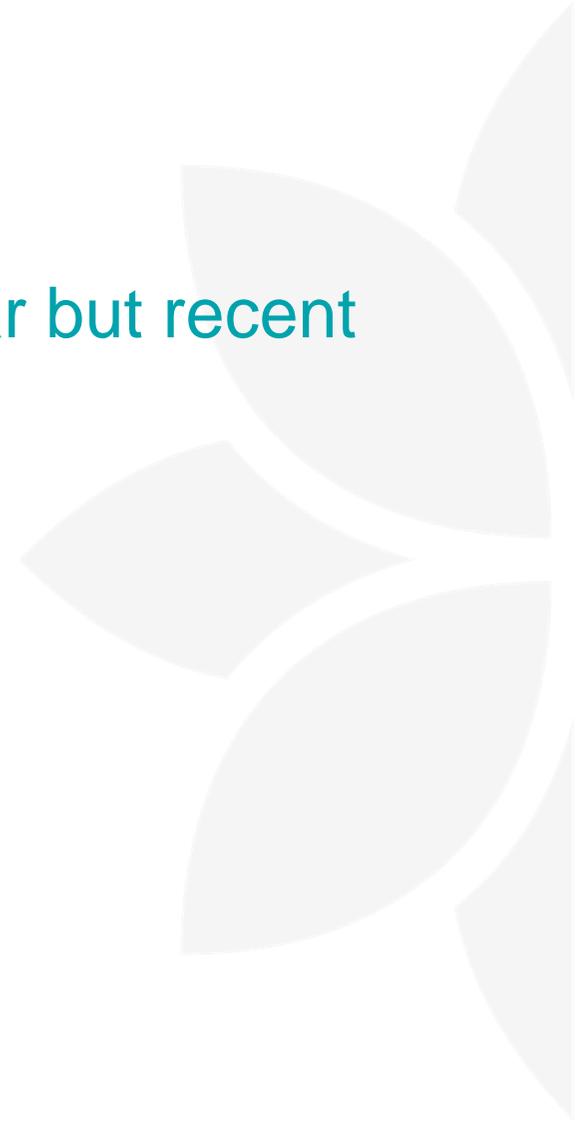


# Peabody's corporate approach to recycling on its estates

- Loop on Pembury – furniture recycling
- Recycling bin design H&F, K&C
- Joint working with Hackney & Tower Hamlets towards 50/50  
Mattress recycling
- Joint working Westminster - WEEE, clothing banks, estate incentives
- Not a priority, no control or benefit. Conscious landlord!
- All green waste recycled

# Engagement with residents

- Door knocking, leaflets with Islington. Not regular but recent burst.
- We advise when we witness
- Posters in notice boards and on bins
- Small recycling trial at Kings Cross.

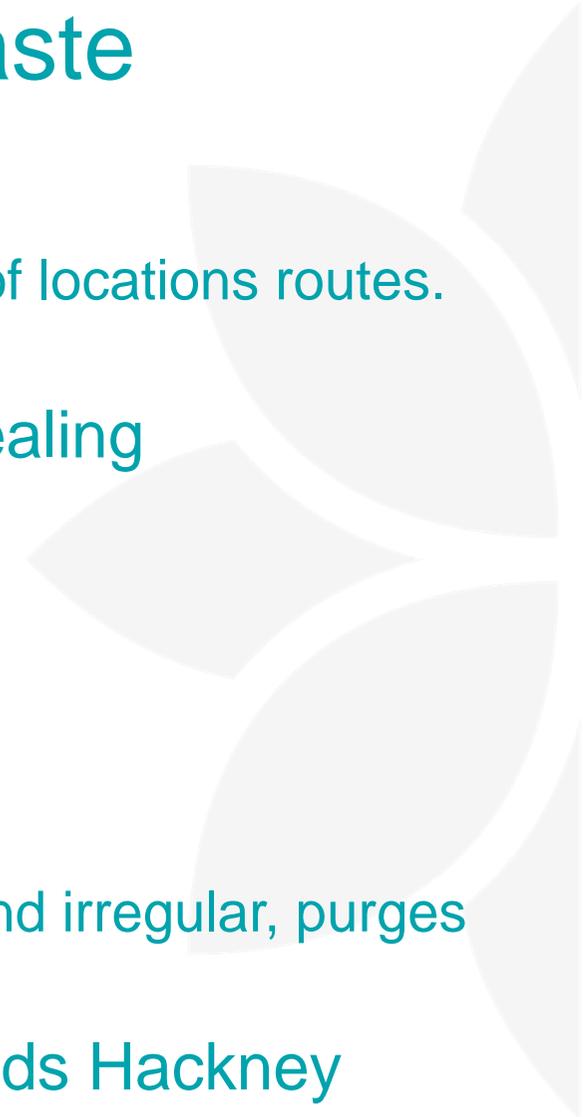


# Peabody's staff supporting recycling, caretakers up to managers

- Work closely with local authorities, reporting missed collections, repairs etc.....
- Advise residents of recycling bin locations and recyclable materials
- Help remove and report contamination
- Block letters working with Neighbourhood Management
- Consultation with developers on new builds, lessons learnt!
- Working closely with our new homes team, education
- Work with asset management on communal improvements.  
e.g. bin corrals Greenman Street due to be put at White cross.

# Issues & concerns - Recycling and waste facilities on Islington estates

- Bin sensors – defective, over sensitive, drivers unaware of locations routes.
- Length of time for new and replacement bins
- Condition of current bins, dirty / damaged, not appealing
- Length of time to clear contaminated bins
- Erratic collection, not regular some sites
- Cost for bulky items - Islington charge £30 not free
- No services like loop in Hackney.
- Education, culture
- Communication - (leaflets, door knocking) inconsistent and irregular, purges
- No incentive – Westminster example.
- Recycling bins visual (black) – Pink in TH, orange lids Hackney



# Opportunities for improving recycling

- Incentives
- Easy to recycle inside – different colour bags
- Regular education
- Free bulk removal
- Education, including children (schools)
- Local authority attend residents meetings
- Resident involvement, recycling champions
- Enforcement
- Recycling fun days.



Thank you for your time

Questions please?



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ISLINGTON

# **Street Environment Services Communal and estate recycling services**

Bill Sinfield

Operations Manager

## Communal and estate service – recycling

- There are 4 estate recycling (ER) crews consisting of one driver and one loader per crew
- Servicing communal recycling sites using ‘Euro Bins’ (1100 litre or 1280 litre containers)
- Collecting mixed dry recyclables
- Not currently ‘neighbourhood’ based, though they operate in four separate areas borough wide
- 4 x 18 tonne ‘RCVs’ (refuse collection vehicle’s with compaction)
- Core service delivery hours are between 7:00am up to 2:30pm Monday to Friday
- ER2 trailing bin sensors (provided bin fill data and ‘smart scheduling’)



## Estate service – recycling

Page 21



## Estate service – food waste

- There is one food waste crews consisting of one driver and one loader
- Servicing communal recycling sites using 240 litre wheelie bins (some in new enclosures)
- Collecting all food waste
- 1 x 7.5 'top loader' vehicle
- Core service delivery hours are between 7:00am up to 2:30pm Monday to Friday



## Estate service – crew details

- Each ER crew lifts an average of 230 recycling bins daily, 238,212 each year
- They manage the recycling on 66 council estates within the borough and recycling from approximately 30,000 properties
- They collect a combined total of 78 tonnes per week, or approx. 4,500 tonnes per annum



## Communal recycling site issues

- Contamination
  - Reporting and monitoring
  - Emptied by separate crew as rubbish if 'too' contaminated
- Fly-tipping
  - Collected by separate fly-tip crews
- Underused bins
  - Low recycling participation
  - Inefficient use of resource



## Communal recycling site improvements

- Technology
  - bin sensors
  - bin weighing
- Better Recycling Sites programme
  - 3 year capital programme (£250k pa)
  - Replacement bins
  - Enclosures
  - Signs
- New fleet



## How can we improve recycling on estates and communal recycling sites?

- Improved partnership working with caretakers and housing
- Better communication and engagement with residents
- Use of technology to target areas of low participation and high contamination
- Better recycling bins and lids
  - Reduce contamination
  - Improve how sites look
- Electronic notice boards
- Food waste on estates
  - Address poor performing sites
  - Extend to remaining sites
  - Clearer guidance for residents
  - Make service more convenient





ISLINGTON

**Thank you**

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ISLINGTON

# Household Recycling

How housing encourage recycling

Billy Wells

Acting Head of Service

## Introduction

- Housing part fund Environment and Regeneration to collect recycling from our estates.
- This helps fund the recycling team in Environment and Regeneration part of whose role is to encourage council house residents to recycle.
- Where low recycling rates are found by the team they hold public meetings, leaflet and write to residents and agree ways of improving it with housing officers in the Area Housing Office Estates Service Teams.

## Estates Services Structure

- Each of the three Area Housing Offices, Upper St, Holland Walk and St John St. has an Estates Service Team with an Estates Services Manager
- They manage a team of officers and caretakers who look after maintenance and cleanliness of the communal areas inside and outside the blocks

	Upper St	Holland Walk	St Johns St.
ESCs	11	6	4
QAOs	5	3	2
Caretakers	113	50	43

## To help the council achieve the 37% recycling target we agreed an action plan with the recycling team in 2016, as part of this housing;

- Funded improvements to some recycling sites to make them more user friendly, including the erection of screens to a number of sites costing £25,000
- Encouraged caretakers to clear up any mess left around the sites
- Encouraged estates services staff to meet with refuse and recycling managers to resolve any collection issues
- Advise new residents at our 4 weekly visits on recycling arrangements for the estate
- Have been in discussion with refuse and recycling in an attempt to identify the duties of the collection team and caretakers to help improve the condition of the sites

We have included the following abridged  
slide show for residents, produced by the  
recycling team, on our 120 plus digital  
noticeboards on our estates



## What to put in your recycling bank

### You can recycle more than you think!

- ✓ Plastic tubs, yoghurt pots, plastic packaging
- ✓ Drinks and soup cartons
- ✓ All plastic bottles including drinks
- ✓ Cardboard boxes, corrugated card, greeting cards
- ✓ All paper including newspapers, magazines, catalogues, envelopes
- ✓ All glass bottle and jars
- ✓ Cans and tins for food, drink and pet food
- ✓ Clean foil and empty aerosol cans.

For help or advice

[www.islington.gov.uk/recycling](http://www.islington.gov.uk/recycling)

[recycling@islington.gov.uk](mailto:recycling@islington.gov.uk)



## What not to put in your recycling bank

- x Black bags – even if they contain recycling
- x Food or liquid
- x Textiles
- x Electrical items
- x Wood and rubble
- x Polystyrene
- x Household items, toys, crockery, broken glass
- x Foil lined packets, crisp packets and sweet wrappers
- x Crockery, light bulbs, glass sheets, batteries
- x Paint tins and other metal.

For help or advice contact or call

E: [recycling@islington.gov.uk](mailto:recycling@islington.gov.uk)



## Why can't I use a black bag for recycling?

### Because your efforts might be wasted...

- Black bags are used for rubbish and so the bin men put them in with the rubbish for landfill
- Because they are busy collecting, they cannot sort through black bags.

Page 36

When black bags are put in the recycling bins we may have to throw the whole bin away.

**Don't let your recycling go to waste.**

**Put items in loose or use ordinary supermarket style bags.**

For help or advice contact or call

E: [recycling@islington.gov.uk](mailto:recycling@islington.gov.uk)

T: 020 7527 2000



## What happens to my recycling?

- Your mixed recycling is taken to a Materials Recovery Facility (MRF).
- At the MRF, the recycling goes into a huge spinning drum. Small items like bottles and cans drop through holes, leaving behind mostly paper and card.
- The recycling moves along conveyor belts. Magnets separate steel cans from aluminium cans and high pressure jets of air separate plastic bottles.
- The sorted recycling falls off the end of the last conveyor belt into storage bags.
- The sorted materials are baled and sent off to be made into something new.
- **Recycled!**
- For help or advice contact or call

## Why do we all need to recycle?



**Recycling means the money saved can be spent on important Islington services rather than on throwing away rubbish.**

**Make sure you're doing your bit!**

For help or advice contact or call  
[recycling@islington.gov.uk](mailto:recycling@islington.gov.uk)  
020 7527 2000



- The recycling team monitor contamination at the recycling sites and complete action plans to encourage more recycling
- Housing arrange meetings for recycling to advise residents on better recycling
- Housing distribute leaflets to residents for the recycling team
- Housing have paid for two mobile cameras costing £20,000 located at recycling sites with contamination to try and identify what residents are doing wrong
- Housing hold regular meetings with the recycling teams to see what can be done to improve recycling on any particular estate



ISLINGTON

Any Questions?



**Report of: Executive Member for Environment and Transport**

Meeting of	Date	Agenda Item	Ward(s)
<b>Environment and Regeneration Scrutiny Committee</b>	<b>14 November 2017</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## Report: 2017/18 Quarter 2 Performance Report – Environment

### 1. Synopsis

- 1.1 Each year the Council agrees a set of performance indicators and targets which help us to monitor progress in delivering corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and to ensure accountability to residents.
- 1.3 This report sets out a progress update for those indicators related to Environment and Transport during the first quarter of 2016-17.

### 2. Recommendations

- 2.1 To note progress to the end of Quarter 2 against key performance indicators.

### 3. Background

- 3.1 The Council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents and offer good quality and value for money.
- 3.2 Rather than Policy & Performance Scrutiny Committee (PPS) scrutinising all quarterly performance reporting, a new approach has been agreed whereby each of the four theme based Scrutiny Committees are responsible for monitoring performance in their own areas.

## 4. Quarter 2 update on Environment performance

Objective	PI No	Indicator	Frequency	Q1+Q2 Actual Apr-Sept	Q1+Q2 Target Apr-Sept	Target 2017-18	On/Off target	Same period last year	Better than last year?
<i>Effective disposal of waste and recycling</i>	ER1	Percentage of household waste recycled and composted	Q	<b>29.8%</b>	35.6%	35.6%	<b>off</b>	30.6%* (15/16)	<b>tbc</b>
	ER2	Number of missed waste collections - domestic and commercial (per calendar month)	M	n/a**	450	450	<b>tbc</b>	498 (average)	<b>tbc</b>
	ER6	Number of reported flytips (all land types, per calendar month)	M	tbc**	n/a	none	<b>n/a</b>	277 (average)	<b>tbc</b>
<i>Deal promptly with planning applications</i>	ER3	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	<b>100% (Q2)</b>	90%	90%	<b>on</b>	100.0%	<b>same</b>
		b) Percentage of planning applications determined within the target (minors)	M	<b>91.5% (Q2)</b>	84%	84%	<b>on</b>	91.9%	<b>same</b>
		c) Percentage of planning applications determined within the target (others)	M	<b>93.6% (Q2)</b>	85%	85%	<b>on</b>	93.0%	<b>same</b>
<i>Promote and increase use of leisure centres</i>	ER4	Number of leisure visits	Q	<b>1,205,533</b>	1,027,657	2,188k	<b>on</b>	1,207,956	<b>same</b>
<i>Tackle fuel poverty</i>	ER5	Residents' energy cost savings (annualised)	Q	<b>£59,064</b>	£41,810	£182,500	<b>on</b>	£22,784	<b>no</b>

\* The 15/16 recycling rate was originally published by Defra as 29.4%, but with their approval, has now been amended to 30.6% based on the upload of revised tonnages.

### Effective disposal of waste and recycling

- 4.1 Audited quarterly **recycling rate** data from Waste Data Flow (WDF) come in around three months after the end of the quarter. The recycling rate for Q1 17/18 was 29.8%, though the residual waste figure was a more positive 98.9kg. WDF data entry is complex and the Head of Service intends to review our process to ensure all possible relevant waste tonnages are being picked up. The Islington rate for 16/17 was 31.6% and although this lagged behind the ambitious target, it is up one percentage point on the previous year's revised rate (see \* above).
- 4.2 The originally published recycling rates of all NLWA boroughs dropped in 15/16, mainly attributed to tighter industry-wide regulatory controls around contamination levels. However, for 16/17 Islington's overall rate remains the third highest of the twelve Inner-London Boroughs and the highest of all for dry recycling (ie excluding garden and kitchen waste), so performing well in benchmarking terms.
- 4.3 The 16/17 figure for **residual (non-recycled) waste per household** was 403kg, exceeding the NLWA target of 413kg, and second lowest of all London Boroughs.
- 4.4 The recent 'Contender' IT software problems have now been resolved but more time is needed to generate **missed waste collections data** for the first two quarters of 17/18 that we can be

confident in. This will be provided to Members as soon as available. Performance in 16/17 was under pressure due to ongoing vehicle availability and reliability issues of an ageing fleet, and also particularly in Q4 due the extensive collection rounds changes. New vehicles have also now started to arrive, supporting improvement longer term.

- 4.5 Members recently asked for a **dumping/fly-tipping indicator**, and this is added as a monthly measure in ER6 above. This is the total number of reported fly-tips across all land types and waste types, and the total for 16/17 was 3,011 compared to 4,174 in the previous year, a reduction of 28%. Unfortunately, the recent Contender software problems mean that no Q1 and Q2 data has been available, but this situation is now expected to have been rectified in time for the Q3 report.

Deal promptly and effectively with planning applications

- 4.6 **Planning applications** performance for Majors remains very strong, with Q2 remaining at 100% after 16/17 came in at 97.9%. Both Minors and Others have resumed their strong performance in Q2 after have dipped slightly below target for Q1 due to the annual putting through of already 'out of time' applications at the beginning of the new year. Q2 performance for both Minors and Others is over 90%, and very much on a on a par with performance for the same period last year.
- 4.7 In benchmarking terms for the most recent 12-month period for which data has been published (Q1-4 16/17), the Council's performance is in the top quartile of all London Borough's for Majors, borderline top quartile for Minors, and 2<sup>nd</sup> quartile for Others.

Promote and increase use of public facilities

- 4.8 **Total Leisure visits** across the first six months of the year are 17% ahead of the GLL contractual target, although 0.2% down on the same period last year. This latter is due to the major building projects at Sobell (Trampoline Park Sports Hall is half closed) and at Highbury Pools (one small temporary studio in place rather than two large studios, and no health suite), though the current position is a marked improvement on that three months ago.

Resident's energy cost savings

- 4.9 The Quarter 1+2 **annualised estimated energy cost savings** for residents remains strong and ahead of target. This performance indicator is an aggregated measure of estimated savings achieved by residents through Warm Home Discount (WHD), Debt Relief and Energy Doctor (EDTH) visits. In Q1, Islington Energy Doctor visits were substantially ahead of target due to the unanticipated surge of local visits to meet the Year 1 EDF contract that started late and ran through to May, and in Q2 it was WHD that performed particularly strongly.

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Final Report Clearance

Signed

.....  
Executive Member for Environment and Transport

.....  
Date

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## **WORK PROGRAMME ENVIRONMENT AND REGENERATION SCRUTINY COMMITTEE 2017/18**

### **14 November 2017**

- 1) Witness/Evidence gathering from Housing Officers
- 2) Witness from Operational Services Manager
- 3) Witness from Housing Manager
- 4) Quarter 2 Performance Indicator Report (Environment)
- 5) Work Programme

### **25 January 2018**

- 1) Witness/Evidence gathering
- 2) Smart Cities Scrutiny Review -12 month report back
- 3) Quarter 2 Performance Indicator Report (Employment)
- 4) Work Programme

### **26 February 2018**

- 1) Quarter 3 Performance Indicator Report – Q3 (Environment)
- 2) Quarter 3 Performance Indicator Report (Employment)
- 3) Work Programme

### **17 April 2018**

- 1) Performance Indicator Report – Q4 (Employment)
- 2) Executive Member Annual Report (Economic Development)
- 3) Performance Indicator Report – Q4 (Environment )
- 4) Executive Member Annual Report (Environment)

### **26 June 2018**

- 1) Performance Indicator Report – Q4 (Employment)
- 2) Work Programme
- 3) Scrutiny Topics (2018/19)

### **Topics To Be Considered**

- 1) The Mayor of London's 'Energy for Londoner' proposals
- 2) The Ultra-Low Emission Zone consultation
- 3) Funding that the Mayor of London had made available for Local Implementation Plans and the projects the council could bid for money for
- 4) Site visit to Recycling and Waste Depot and Bywaters

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