

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

<b>Meeting of:</b>	<b>Date:</b>	<b>Ward(s):</b>
Executive	22 July 2021	All

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## **SUBJECT: Waste Reduction and Recycling Plan Annual Report 2021**

### **1. Synopsis**

- 1.1 The Council's Executive approved Islington's Waste Reduction and Recycling Plan 2018-2022 (RRP) on 17 October 2019. The RRP sets out actions and targets for increasing levels of recycling and reducing overall levels of waste and the environmental impact of waste activities in Islington.
- 1.2 This report presents the first year update of the RRP and highlights key issues for consideration.
- 1.3 The Executive are invited to note the progress made against the RRP action plan.

### **2. Recommendations**

- 2.1 To note the RRP update in Appendix 1.

### **3. Background**

- 3.1 In June 2019, the Council declared an Environment and Climate Emergency, which commits Islington to becoming carbon neutral by 2030. Reducing waste and recycling more is a key part of achieving this ambitious but essential target.
- 3.2 In October 2019, Islington agreed a Reduction and Recycling Plan which sets out actions and targets for increasing levels of recycling and reducing overall levels of waste and the environmental impact of waste activities in Islington. It also demonstrates how Islington,

as a statutory waste collection authority, are acting in general conformity with the municipal waste provision of the London Environment Strategy, published in May 2018.

3.3 Islington continues to offer a comprehensive recycling service to its residents that exceeds the minimum service requirements set out by the Mayor of London. During the pandemic though, work has been reprioritised to focus on supporting front line service delivery. In addition, a number of the commitments in the RRP have not been possible or realistic because of social distancing requirements.

3.4 In December 2020, a year one update to the RRP was published on the GLA's London Data Store website as required by the Mayor of London. A more recent update is included here in Appendix 1 while this report highlights key achievements and upcoming proposals and service developments.

3.5 A revised RRP will be developed covering the period 2022-2026.

### 3.6 **Vision 2030 Net Zero Carbon Strategy**

On 26 November 2020, Islington agreed its Net Zero Carbon (NZC) Strategy 'Vision 2030: Building a Net Zero Carbon Islington by 2030'. While key elements of the RRP are incorporated into the NZC Strategy (rather than the RRP being entirely replicated), the RRP remains a key strategic document underpinning the aims and objectives of the NZC strategy.

### 3.7 **Waste Minimisation and Recycling Targets**

The RRP supports London Wide targets for increasing the amount that is recycled, as well as reducing overall levels of waste arisings, with a particular focus on food waste and single use plastics. Islington has achieved the second lowest level of household waste collected per household of any London Local Authority.

A number of factors make achieving Islington's target of recycling 36% of household waste by 2025 challenging. These include:

Islington is the most densely populated Boroughs in the country, with one of the highest proportions of flats, properties that are harder to achieve high recycling rates from.

Only a quarter of our properties have gardens which means that garden waste does not form as significant a part of our overall recycling rate as some other high performing Boroughs.

Our continuing emphasis on the reduction of residual waste, particularly food waste and single use plastic is potentially reducing the amount of material that can contribute towards the recycling rate.

The light weighting and downsizing of newspapers and the move to online consumption of news is reducing the paper that is available for recycling (although at the same time, cardboard tonnages have increased due to the increase in home shopping).

The light weighting of other packaging materials such as glass and cans are reducing the available material for recycling.

Recycling rates have continued to plateau with the recycling rate for London having remained at around 33% and for England at around 43% since 2011.

Despite this, as well as our exceptionally low level of household waste per household, our recycling rate has increased to 31.3% for the third quarter of 2020/21 and our recycling rate is the fourth best of all the inner London Boroughs based on 2019/20 data, while we have the second highest dry recycling (paper, cans, plastic, glass) rate of any of the NLWA Boroughs.

A full update on progress against our Reduction and Recycling Plan is included in Appendix 1.

Further performance data is provided in Appendix 2.

### 3.8 **Challenging inequality**

The RRP supports Islington's Challenging Inequality programme through a number of actions.

We will engage with voluntary, faith based and cultural organisations to raise awareness of recycling and encourage these groups to raise awareness of recycling among their communities. Through meaningful engagement with community groups and from our residents' survey in 2021 and previous years, we aim to gain a better understanding of levels of awareness of, access to and engagement in recycling services to identify if inequality exists, and if it does, identify ways to address this inequality.

We aim to reduce inequality of access to good quality recycling services by progressively improving recycling facilities on estates with an aim to achieve the Flats Recycling Package standard (see below).

Data from resident surveys indicate that there are lower levels of satisfaction with recycling services among residents on estates using communal recycling sites. Data relating to service satisfaction by ethnicity and by housing type and recycling service type is provided in Appendix 3.

We are trialling new recycling bins that are more accessible to residents, particularly those in using wheel chairs to make it easier for them to access good quality recycling facilities. These bins, along with the reverse lid bins (mentioned below) were designed following input from Islington officers.

### 3.9 **Food and garden waste collection and processing**

A review has been carried out into options for the separate collection and processing of food and garden waste, in order to reduce the carbon impact of this service. This section provides more detail and the outcome of this review.

Islington residents are asked to present their food and garden waste separately for collection. This is in line with national best practice advice. The two waste streams are collected together in one compartment on a two compartment collection vehicle. Mixed dry recycling is collected on the second compartment. This means that food waste,

garden waste and mixed dry recycling can all be collected at the same time on the same day from residents' homes. This is a cost effective collection method that minimises vehicle movements and maximises convenience for residents.

It also means, however, that the mixed food and garden waste must be processed at an aerobic composting facility. Our RRP commits us to reviewing whether food and garden waste could be collected and processed separately, enabling food waste to be processed at an anaerobic digestion facility, which is a more carbon efficient method of disposal.

Any service changes would have no impact on tonnages collected or recycling rates.

A number of different collection scenarios have been modelled. The most cost effective option is for garden waste to be collected separately every two or three weeks. Recycling and food waste would continue to be collected weekly on split body vehicles and the refuse collections would be unaffected.

The additional cost of this service is approximately £234k per annum (for fortnightly garden waste collections), with disposal cost savings of approximately £110k per annum. The net cost is therefore approximately £124k per annum.

Offering the service only on a seasonal basis (such as March to December) would reduce these costs by enabling the vehicle and crew to be deployed elsewhere during the quiet months, though the embedded cost of the vehicle would mean these reduced costs would be marginal. Garden waste tonnages fall to approximately a third of peak tonnages during these winter months.

Approximately 200 tonnes of CO2 would be saved per annum through the disposal process. This is equivalent to removing 158 cars from use or to having around 9,000 extra mature trees. The cost per tonnes of CO2 saved would be approximately £600 per tonne.

Based on the financial implications of this service change, officers suggest that the current service model be retained for the time being as the lowest cost option.

### 3.10 **Expansion of food waste recycling to remaining estates**

A food waste recycling service is offered to approximately half of all residents in purpose built blocks of flats. Our RRP commits us to explore the feasibility of expanding separate food waste collections to remaining (approximately 20,000) estate properties.

A programme of service expansion began in Spring 2021. To minimise project costs, the service is being expanded on a 'first come first served' basis with managing agents, landlords or resident associations being invited to consider the requirements of the service and criteria for locating communal food waste containers, and providing the necessary information for the Recycling Team to follow up and process. In this way, services will achieve maximum ownership by residents and participation should be relatively high.

Officers will be working with Housing and other landlords to progress the expansion of the service. In time though, a more proactive approach may be required to bring remaining properties onto the service.

Any service expansion during 2021-22 will be delivered using existing capacity within the current service, while a detailed review will be carried out to identify what financial implications there may be, if any, for continued expansion into 2022-23.

### 3.11 **Single use plastic**

A report was considered by Islington's Environment and Regeneration Scrutiny Committee in July 2019 setting out a range of actions being taken by Islington Council to reduce single use plastic. Many of the actions were on hold due to the pandemic but work will progress across this work stream as soon as it is practical and safe to do so.

### 3.12 **Business waste**

The RRP includes commitments to develop a new commercial waste business plan and communications plan and to launch a new food waste recycling service for businesses.

The pandemic has had a significant impact on the commercial waste and recycling service and officers have been focused on maintaining services to those businesses that still require the service.

A food waste sack service has been launched, however it is currently limited in the businesses it is offered to. COVID-19 has hindered the ability of the service to expand this service further in 2020.

Work is ongoing in partnership with ReLondon to develop a short, medium and longer term business plan, which will include consideration of the business viability and delivery of a food waste service in fulfilment of our service commitments.

### 3.13 **Circular economy**

The RRP commits Islington to developing a Circular Economy Action Plan. A true Circular Economy impacts on all walks of life and across all services. A cross service area working group supported by ReLondon's Circular London programme has been developing a Circular Economy Action Plan for Islington which will be completed shortly. This work has been informed by input from both within the Council as well as external stakeholders and interested residents.

Although the Covid pandemic mean the initial deadline for this piece of work passed, there are already examples of work across the Council which contribute towards a Circular Economy, including:

- Library of Things at Bright Sparks (see below)
- Green economy initiatives
- Circular Economy proposals within the draft new Local Plan
- Food waste and carbon reduction initiatives as part of the schools catering provision
- Clothes swaps and washable nappy incentive schemes
- Emphasis within the NLWA recycling contracts on processing of materials in the UK where possible and greater transparency of end markets

- Many independent businesses in Islington already operate along Circular Economy principles

### 3.14 **Library of Things**

A Library of Things enables high value, high carbon embedded items to be available for affordable short-term rental. A new Library of Things opened within the Bright Sparks shop on Seven Sisters Road. The expected launch date is late July.

Supported by funding from the Council's Carbon Offset Fund, this is an important partnership between Islington Council, Library of Things and Bright Sparks, providing further security and support to Bright Sparks, driving more customers to their services and providing local residents with low cost access to high value items for short term use.

### 3.15 **Flats recycling package**

Islington is committed to meeting the service standards of the 'Flats Recycling Package', an output of a substantial major research between Islington, other London Boroughs, Resource London and Peabody Housing Association to find ways to improve levels of recycling on housing estates.

This commitment is demonstrated by the approval as part of the 2021-22 Council budget of a £100k per annum fund for improving communal recycling sites on estates in Islington. Additional support has been provided through the Ward Partnerships.

The Flats Recycling Package aims to ensure the following:

- Clean and well-maintained bins and bin area
- Adequate collections to prevent overflows (min60L/hh/wk)
- Appropriate apertures on recycling bins
- Collection of the six main recyclable materials
- Clear and visible signage on and above the bins
- Bins located conveniently for residents
- Recycling leaflet sent once a year to residents
- Posters highlighting recycling messages
- Residents informed of what to do with bulky waste

Officers in the recycling Team are continuing to work in partnership with colleagues in Housing, including the New Build Team, The Capital Works Teams and others, to review and find ways to improve recycling facilities across our estates, using the Flats Recycling Package as a starting point.

### 3.16 **Delivery of clear recycling sacks**

Residents in flats above shops have a twice yearly delivery of clear recycling sacks, while any resident can collect clear recycling sacks from libraries and other collection points in Islington.

During the pandemic, libraries and collection points have largely been closed. Nevertheless, we have been able to continue to offer a collection service through Islington's concierge service, as well as from a handful of Community Centres.

The twice yearly delivery service is likely to be resulting in a substantial number of bags being delivered but not used, where the householder is not recycling effectively, though this is difficult to quantify. In addition, residents who need additional bags in the interim have to go to a collection point to collect them.

A trial is being carried out to evaluate the benefits or dis-benefits of an on-demand delivery service, whereby residents can request a delivery of clear recycling sacks via myeAccount. This means residents can easily get additional sacks as and when they need them and is likely to ensure that only sacks that will be used by residents will be delivered, reducing the cost of sacks and deliveries overall.

### 3.17 **Communications**

A substantial focus of the RRP is effective communications with our residents. A range of communications activities have taken place during the last year, including:

- Food Waste Action Week, a national campaign focussing on reducing emissions resulting from waste food
- Monthly recycling newsletters sent to over 4,000 recipients each month.
- Regular Covid related communications, emphasising rules around safe disposal of waste, facemasks and other PPE, and generally supporting our frontline collection and cleansing staff.
- Plastic Free July, supporting a national campaign to reduce the use of single use plastic.
- London Reuse week, supporting a London wide campaign encouraging residents to repair and reuse, featuring online workshops and information on how to repair and reuse.
- National Recycling Week, supporting a national campaign focussing on the need to recycle more, reduce waste and dispose of waste responsibly during the pandemic.
- 'Save our Spuds' campaign, supporting an NLWA campaign to reduce food waste.
- Low Plastic Zone launch in Cowcross Street
- Know your plastics campaign, providing clarity over which plastics can be recycled
- Office waste recycling campaign for Council staff
- Composting awareness week, supporting a national campaign to promote composting.
- Unflushables campaign, promoting reusable alternatives to nappies, wet wipes, period products and incontinence pads.
- Love not landfill, supporting and NLWA campaign to encourage textiles reuse
- Christmas waste recycling and reduction, as well as how to recycle your Christmas tree.

### 3.18 **Other highlights**

**Recycling Champions** – launch of the Recycling Champions scheme, followed by regular newsletters, a site visit to the Materials Reclamation Facility on Edmonton and leaflet deliveries by Champions. The relaxation of social distancing rules will enable this scheme to be expanded and encourage better engagement with and involvement from our Champions.

**Tenancy agreements** – Council tenancy agreements have been clarified to make it clear that the requirement in current clauses to use waste facilities properly means the proper use of all recycling facilities in line with the Council’s compulsory recycling policy.

**HMOs** – new clauses in the council’s HMO licencing agreement will make landlords’ responsibilities regarding recycling facilities clearer, while inspections and communications will raise awareness among tenants and landlords alike of the requirement to both provide recycling facilities and for them to be used.

**Training for caretakers and other staff** – training on recycling awareness has been delivered to Islington’s caretakers, while a programme will be delivered this year to Social Housing caretakers and recycling, waste and street cleansing frontline staff and HMO licencing staff.

**Fleet electrification** – Islington has taken delivery of the first two fully electric new electric RCVs which are now in service, with 15 eRCVs on order and two awaiting conversion. In total there are 512 electric vehicles now in the Council’s fleet, while a project is under way to provide the charging infrastructure at Cottage Road Depot enabling the wholesale electrification of the Council’s fleet. This combined with an overall reduction on the Council fleet is helping our transformation towards a zero tailpipe emissions fleet.

**Reverse lid recycling bin** – tackling contamination in communal recycling bins remains a priority and key tool is a newly designed recycling bin with a ‘reverse lid’, hinged at the front to make it harder to open and dump rubbish. The bin design was a partnership process between Islington and Hackney Officers and two leading bin manufacturers and is fast becoming the industry standard. We will continue to provide these bins by default for communal recycling sites.

**Recycling on the go and in parks** – new split litter bins for recycling on the go (designed with input from Islington officers) have been installed along Islington’s main roads, and a similar design is to be trialled in parks to make recycling even easier for residents while out and about.

**Textile recycling** – Islington now has a new textile bank service provider in Traid. The new partnership has increased income from the sale of recycled textiles, improved service quality, and has significantly increased the proportion of collected items that are recycling or reused within the UK. Much of what is collected is recycled through Traid’s network of clothing stores.

**Recycling in offices** – all Islington Council’s offices now have good quality recycling and food waste facilities.

**A full update on the RRP** is provided in Appendix 1.

### 3.19 **National policy developments**

The Government published its Environment Bill on 15 October 2020. The Bill brings forward a range of powers relating to waste and resources, some of which have also been the subject of further consultations this Spring. Islington has broadly welcomed the proposals as a significant step forward in ensuring those responsible for placing products

on the market have greater responsibility for the impacts of the products' use and disposal, and for incentivising and making it easier for consumers to recycle more.

The main proposals relating to household and commercial waste are:

A requirement on Local Authorities to collect a greater consistency of range of materials from households and non-households. Food and garden waste must be collected separately (as is the case in Islington) and free of charge, while the separate collections of glass, cans, plastic and paper is also a requirement, subject to a technical and economic feasibility and environmental benefit test, the details of which have not been confirmed. A similar test currently applies and Islington have carried out its own service review which demonstrates the rationale for its current mixed recycling collection service.

A requirement on non-household properties (including commercial properties) to separate their recyclable waste, including food waste for separate collection.

Establish Extended Producer Responsibility (EPR) schemes under which producers will be required to pay for the full net costs of managing their products at end of life.

Establish deposit return schemes (DRS), to increase recycling or reuse, and/or reduce littering and fly-tipping.

Set resource efficient product standards and information and labelling requirements that incentivise producers to drive a shift in the market towards durable, repairable and recyclable products.

Enable the creation of new charges for other single-use plastic items, similar to the carrier bag charge. The carrier bag charge was increased to 10p in May and now applies to all retailers.

Introduce clear product labelling, which will enable consumers to identify products that are more durable, repairable and recyclable and will inform them on how to dispose of used products.

A tax on plastic packaging containing less than 30% recycled material will take effect from April 2022.

Islington has responded in full to the EPR and DRS proposals, giving broad support but urging the government to give greater priority to reuse over recycling, to consider broadening the range of materials the proposals apply to and to implement the proposals as soon as practical.

## **4. Implications**

### **4.1 Financial Implications:**

The report does not have any direct financial implications, however it raises targets and commitments which may have financial implications if Islington commits to achieving them due to requirements to expand waste collection services in the future. It is expected that remaining commitments highlighted throughout the report can be delivered without significant financial implications within existing service budgets.

4.2 **Legal Implications:**  
There are no specific legal implications arising from this report. Where necessary, legal advice and support will be provided in relation to the RRP.

4.3 **Environmental Implications and contribution to achieving a net zero carbon Islington by 2030:**

The RRP aims to reduce waste arisings and increase recycling, leading to a reduction in carbon impact from the Council's waste and recycling operations.

4.4 **Resident Impact Assessment:**

The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The Council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The Council must have due regard to the need to tackle prejudice and promote understanding.

A Resident Impact Assessment was completed on 26 April 2019 and is attached as Appendix 4. No adverse impacts were identified.

## 5. Conclusion

5.1 Executive is asked to note progress made by officers with the recommendations. Officers continue to work on these recommendations and other improvements to the service.

## Appendices

- Appendix 1: Year one Reduction and Recycling Plan 2018-2022 Update
- Appendix 2: Recycling performance tables
- Appendix 3: Resident recycling service satisfaction data
- Appendix 4: RIA

## Signed by:



12 July 2021

Executive Member for Environment and Transport

Date

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## Appendix 1: Year one Reduction and Recycling Plan 2018-2022 Update

Action	Action description	Year one (Dec 2020) update
<b>Objective 1: Drive resource efficiency to significantly reduce waste, focussing on food waste and single use plastic</b>		
<b>Weekly bin collections</b>	Retain weekly bin collections	Islington Council remains committed to providing a minimum weekly bin collection service.
<b>Reducing single use plastics</b>	Reduce the use of plastic water bottles by making drinking water more freely and easily available by enabling the installation of new drinking water fountains	We have continued to work with partners such as Business Improvement Districts to provide more water fountains, as well as encouraging businesses to sign up to the Refill App, making existing water refill facilities more easily available to the public.
	Share locations of public water sources via our website and the Refill App	The locations of each of Islington's public water fountains have been added to the Refill App and a link to this service is on Islington's own website at <a href="http://www.islington.gov.uk/plastic">www.islington.gov.uk/plastic</a> .
	Promote the Refill App	We continue to support the refill campaign through social media along with the addition of refillable lunch boxes. Shops and cafes are reticent to refill customers bottles and cups during the current Covid 19 outbreak. We have shared information on social media about how to use refill safely. We promoted the Tappy hour campaign which encourages the use of tap water at home.
	Introduce Low Plastic Zones (LPZ) where businesses commit to taking action to reducing single-use plastic waste when they are out and about	The first low plastic zone was launched on 5 February 2020 in the Cowcross area which received good publicity.
	Extend low plastic zone and refill initiatives to other business areas	A programme is being developed to encourage businesses to reduce single use plastic. Advice will be made available to businesses on our website and promoted via other council teams that interact with businesses. We will aim to extend the Low Plastic Zone programme to other parts of Islington as businesses begin to recover from current restrictions.
	Eliminate single use plastic from Islington Council's own operations where practical, starting with internal catering	Single use plastic has been eliminated from the Council's internal catering service.

Action	Action description	Year one (Dec 2020) update
		A report was considered by Islington's Environment and Regeneration Scrutiny Committee in the summer setting out a range of actions being taken by Islington Council to reduce single use plastic. This report can be found at <a href="https://democracy.islington.gov.uk/documents/s22436/Single%20use%20plastic%20motion%20May%202020.pdf">https://democracy.islington.gov.uk/documents/s22436/Single%20use%20plastic%20motion%20May%202020.pdf</a> .
	Promote reusable alternatives to nappies, wet-wipes, period products and incontinence products containing plastic items and the issue of these items being flushed down the toilet	Alternatives to period products and non flushables and nappies have been promoted via social media throughout the year and in dedicated bursts, for example during plastic free July and Environmenstrual Week. Alternatives to single use period products have also been promoted to schools via an external programme.
	Engage with schools and children to reduce plastic within schools	Extensive resources and programmes are provided by external bodies which we promote to schools via Children's Service's twice weekly bulletins and the csonline portal. Officers have visited schools to provide advice on how to optimise their recycling and waste reduction. Service information and guidance notes have also been distributed to schools.
	Continue to provide information and advice to our residents on how to reduce single use plastics.	Islington actively promoted Plastic Free July and provides advice to residents on how to reduce and recycle plastic through its website and through partner websites such as NLWA and WRAP.
<b>Reducing food waste</b>	Deliver the 'small change big difference' food waste campaign	Islington promotes food waste reduction and recycling on its website and on social media, with the food waste prevention assets to be used for communications in the run up to Christmas. The SCBD campaign is planned to run alongside WRAP's Food Waste Action Week, which was postponed and will now run from Monday 1 to Sunday 7 March 2021.  June 2021 update: Islington supported the Food Waste Action Week in March with large communications campaign that included targeted social media, newsletters, leaflets, electronic signs, vehicle branding and internal communications.
	Sign the Courthauld Commitment 2025	Islington Council fully supports the commitments of the Courtauld Agreement, a voluntary national agreement that brings together organisations across the food system to make food and drink production and consumption more sustainable.

Action	Action description	Year one (Dec 2020) update
		Though not a producer or manufacturer of food, Local Authorities can play an important role in reducing food waste by encouraging colleagues, stakeholders and residents to reduce the amount of food they waste. Islington Council is a signatory to the Courthauld Commitment.
	Support food sharing communications campaigns, Apps and NLWA initiatives	Islington promoted Olio during the Festive period of 19/20 and has promoted WRAP's LFHW and NLWA food waste diaries on social media.
	Support businesses and schools to reduce and recycle their food waste	Work is underway to develop a commercial waste strategy. This is referenced elsewhere.
	Work with the Government's food waste tsar to develop and support initiatives for tackling food waste	Islington Council has had extensive engagement with the food waste tsar, as well as with WRAP and other organisations with the aim of promoting the reduction of food waste. The Food Waste Action Week which was due to run in the spring of 2020 has been postponed and will run from Monday 1 to Sunday 7 March 2021. Islington will be actively supporting this campaign.
<b>Reuse</b>	Working with Bright Sparks, set up a trial reuse service on at least one estate	This service is operational on 3 estates. The service is available anywhere in Islington at present (up to the 4th floor if there is no lift). A communications campaign is planned - post Covid - to try and increase the usage.
	We will hold one Give and Take Day per ward	It has not been possible to hold Give and Take events or other similar community based reuse events during 2020 due to the need for social distancing. The NLWA are developing a toolkit for helping community organisations to run their own events and Islington will aim to support this programme throughout 2021, subject to conditions at the time.
	Promote the real nappy scheme	Uptake of the real nappy voucher scheme continues to increase year on year. The real nappy vouchers that were redeemed are as follows: 2017-18 121; 2018-19 134; 2019-20 201. The six months from 1 April 2020 has resulted in 115 vouchers being issued and so far 77 have been redeemed but this will rise because residents have a six month period in which to use their voucher. Nappy demonstrations have moved online and are delivered by Real Nappies For London with 10 being delivered in the first six months of this financial year. Prior to the current covid period Bright Start and Islington Council held a number of real nappy and baby clothes swaps. Bright Start and the Council's Registration team promote real cloth nappies. Leaflets are also distributed to Whittington

Action	Action description	Year one (Dec 2020) update
		<p>Hospital and some doctor surgeries and midwives. The scheme is promoted during the year on social media particularly during Real Nappy Week and plastic free initiatives.</p> <p>June 2021 update: During 2020-21, 223 vouchers were issued with 144 redeemed to date, saving an estimated 155 tonnes of waste.</p>
	Offer subsidised home compost bins and wormeries	<p>Subsidised home compost bins are available through <a href="http://www.getcomposting.com">www.getcomposting.com</a>. These are promoted on our website and via electronic display screens, get composting booklets, our website, Islington life and social media particularly during Home Composting Week in May. Residents purchased 75 compost bins/ wormeries in 2019-20 and in the first six months of this year 55 items have been purchased. Why to compost and how to compost correctly is promoted via emails, Facebook and twitter.</p> <p>June 2021 update: 83 home composters and wormeries were sold in 2020-21.</p>
	Encourage community composting on estates and in community gardens	<p>All community hubs and gardening clubs have been offered advice about composting and invited to contact us if they have any composting proposals. We have also offered compost workshops. Advice has been directly given to Octopus and Andover Estate who are installing compost bins or working up proposals for bids.</p>
	Continue to provide a financial incentive for residents to reuse their bulky waste.	<p>Islington continues to offer a 50% discount for the bulky waste reuse service.</p>
<b>NEW</b>	Open a Library of Things to encourage reuse	<p>Islington has committed funding to opening up a new Library of Things in partnership with Bright Sparks.</p> <p>June 2021 update: Islington's Library of Things is due to open in late July</p>
<b>Circular economy</b>	Develop a Circular Economy Action Plan	<p>The development of a Circular Economy Action Plan is a partnership project involving a number of business facing teams within the Council and businesses themselves. A range of 'Green Economy' proposals are being implemented and are proposed within the Vision 2020 strategy.</p>

Action	Action description	Year one (Dec 2020) update
		<p>June 2021 update: A cross service area working group supported by ReLondon's Circular London programme has been developing a Circular Economy Action Plan for Islington. This work has been informed by input from both within the Council as well as external stakeholders and interested residents. A draft Circular Economy Action Plan is now largely complete.</p>
	<p>We will include a Circular Economy design and build policy in our New Local Plan.</p>	<p>The council submitted the Islington Local Plan to the Secretary of State on 12 February 2020. The Examination in Public has now started, which is the last stage of the plan making process. Once the Islington Local Plan has been adopted it will be the Local Plan for Islington and will replace the existing Local Plan which was adopted in 2011 and 2013.</p>
<p><b>North London Waste Authority</b></p>	<p>Work in partnership with NLWA to deliver waste minimisation and recycling communications campaigns</p>	<p>We actively support and amplify North London Waste Authority activities and communications. Promotions cover waste reduction and recycling delivered mainly through social media during the current health emergency. Activities have included online clothes swapping and 'capsule wardrobe' advice, food waste reduction, repair and reuse weeks. Prior to the current restrictions a number of activities were undertaken, including, for example clothes swap workshops.</p> <p>A new North London Waste Authority Residual Waste Reduction Plan has been approved (February 2020) replacing the former 2018 – 2020 waste prevention plan. This is a two-year plan of communications (including face-to-face outreach and presentations) and policy work to encourage a reduction in residual waste in north London, supporting borough activities and services in north London.</p> <p>The objective of the Plan is: "To reduce local authority collected waste arisings in north London, promote resource efficiency and the circular economy, minimise climate impacts and improve the local environment through a comprehensive and sustainable programme of waste prevention and recycling activities, and communications to encourage the same."</p> <p>The Plan aims to:</p> <ul style="list-style-type: none"> <li>Prevent waste arising in the north London area;</li> <li>Provide residents with tools and advice to embed waste prevention actions into everyday life;</li> </ul>

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
		<p>Provide policy responses and engagement with national and regional strategy development on waste prevention, increase understanding of the impact of residual waste arisings and ways to prevent waste arising;            Increase understanding of the importance of recycling and how to recycle effectively;            Increase motivation to recycle correctly; and            Raise awareness of the need for government action to increase effective recycling.</p> <p>This Plan takes into account legislative and policy changes, changes in consumer awareness and the need to actively support Borough RRP's.</p> <p>The priority waste streams in the Plan are:            Food            Bulky waste (Furniture and Waste Electrical and Electronic Equipment (WEEE)) -            Textiles (clothing and non-clothing)            Single use products (particularly plastics)</p> <p>The Plan also continues to implement smaller scale initiatives to promote reduction of other waste streams.</p> <p>Engagement with the Mayoral and LWARB programmes include:            Mayor's project to reduce single use bottles            London Recycles            Love Food Hate Waste            Love Not Landfill and Love Your Clothes</p> <p>More details can be found at <a href="http://www.nlwa.gov.uk">www.nlwa.gov.uk</a>.</p>
<b>National policy</b>	Respond to government consultations on waste and recycling and publish our responses	Islington provided full and detailed responses to government consultations relating to Consistence of Recycling Collections, Extended Producer Responsibility, Deposit Return Schemes and a Tax on Plastic Packaging. We remain fully engaged with emerging proposals and welcome many of the proposals now included in the draft Environment Bill. We will continue to encourage the government to go further in taking action to reduce single use

Action	Action description	Year one (Dec 2020) update
		plastics, ensuring businesses recycle more of their waste and ensuring producers of waste take on the full cost of managing the waste generated.
<b>Objective 2: Maximise recycling rates</b>		
	Comments from NLWA in support of Objective 2	<p>As part of the wider programme of redevelopment of the Edmonton EcoPark site, a new resource recovery facility (RRF) is due to become operational in autumn 2022. The RRF will incorporate waste transfer facilities and a new, enclosed, Reuse and Recycling Centre (RRC).</p> <p>In accordance with Government guidance, NLWA's RRC's were closed due to COVID-19 from the 24/03/20. The RRC were reopened on a phased basis from 13/03/20 with a number of Covid-Safe restrictions introduced for the benefit of site users and staff. A booking system was implemented to ensure social distancing, at the time or writing all RRC's remain open.</p> <p>RRC tonnages for 20/21 are expected to be substantially lower than 19/20. This is due to a limit on visitor numbers and the temporary exclusion of some materials including soil, rubble and large electrical items.</p> <p>June update: The RRC is now operating as normal subject to an advance booking system.</p>
<b>Exceeding the minimum requirements</b>	Ensure all properties receive a recycling service that exceeds the minimum service requirements	Islington remains committed to providing all of its residents with a full minimum weekly recycling service that exceeds the minimum service requirements as set out by the Mayor of London.
<b>Food waste</b>	Explore the feasibility of expanding separate food waste collections to remaining estate properties	The expansion of food waste recycling services to remaining purpose built blocks of flats is expected to begin in 2021.
	Trial separate food waste collections for flats above shops	An initial review of servicing options has been carried out but no practical arrangements have been trialled during the current situation.
	Deliver a campaign to encourage residents to reduce food waste and recycle more	Our 'Small Change Big Difference' food waste campaign was delivered during 2019. The assets produced for the campaign can be used for ongoing

Action	Action description	Year one (Dec 2020) update
		communications campaigns and we will continue to deliver ongoing promotions on this subject.
<b>Service quality</b>	Make it easier to get recycling containers	Clear and food waste bag bulk containers have been trialled with Central Library. Our focus has been on streamlining the procedure for delivery of bags to libraries. We have extended the availability of bags by on-going agreement to use community hubs and concierge points.
	Make it easier to report missed collections	<p>During 2020 the service focus has been on maintaining essential frontline services such as recycling and refuse collections. We have continued to respond to reports of missed collections in a timely manner, but no substantial changes have been made to the reporting process.</p> <p>During 2021, a new operating system is due to be implemented which should lead to the streamlining and improvement of various processes, including the reporting of and responding too such reports.</p>
<b>Commercial waste recycling</b>	Launch a new food waste recycling service for businesses	This work has not been progressed due to the pandemic and the significant impact this has had on businesses and commercial waste collection arrangements. Consideration of this will be incorporated into the development of the Business Waste Strategy referenced below.
	Develop a new commercial waste business and communications plan including the setting of recycling targets	<p>Islington has been working with Resource London to develop a Business Waste Strategy and this should be complete early in the New Year.</p> <p>June 2021 update: Work to develop a new Business Waste Strategy is now complete. Targets relating to recycling and the sustainability of the service will be set this financial year.</p>
<b>Communication</b>	Review our communications strategy, which draws on best practice from others and our own experience and evidence	Our Recycling Communications Strategy has been developed and sets out our priorities and key actions for delivering effective communications in support of our objective.
	Provide the right information on recycling to new residents through our website, through landlords and lettings agencies,	A website page has been published for landlords and tenants which is also linked to information on the HMO licence scheme. Landlords are required to provide the right information and receptacles to tenants as part of HMO licence conditions. Posters and leaflets are available to download (a new design based on LWRB assets to replace the existing design is pending).

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
	and when residents register for the Council tax	
	Review content and structure of the recycling pages of the Councils website	This work has been postponed due to the current pandemic and the changed communications priorities of the Council. Routine amendments are made to ensure information provided is up to date, relevant and correct.
	Train caretakers and other frontline staff on recycling awareness	A comprehensive training programme for our caretakers has been completed. RSLs and other housing providers have expressed an interest in promoting remote training via an interactive presentation that can be accessed by phone. The materials are being finalised. A training programme is also being developed for our operational front line staff on recycling targeted towards different operational responsibilities, to be delivered during 2021.
	Engage with voluntary, faith based and cultural organisations to raise awareness of recycling and encourage these groups to raise awareness of recycling among their communities	<p>All community centres now have recycling facilities provided free of charge and a few are acting as outlets for clear recycling sacks.</p> <p>Communications were sent to a range of faith, community and voluntary groups at the beginning of 2020. This will be followed up in 2021 with more strategic, targeted engagement through newsletters and, where possible, more interactive engagement. This work forms part of Islington's Challenging Inequality Action Plan.</p>
	Ensure all community centres have recycling facilities	All community centres now have recycling facilities provided free of charge.
	Launch a Recycling Champions scheme	The Recycling Champions Scheme was launched in July 2019 on the website and a formal launch event held at the Town Hall. All attendees received information on the scheme, background recycling information and training a manual. A dedicated recycling champions inbox was established for communication. Newsletters are sent out at regular intervals. Our Initial target was a core of 25 Recycling Champions. Now 67 Recycling Champions are signed up to the newsletters. Engagement with Recycling Champions included a site visit to the Biffa MRF and supporting the Plastic Free July initiative by distributing information. Further community events have not been possible due Covid restrictions.

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
	Provide information on recycling specifically for new residents via our website	A dedicated page is pending website restructure. However, all the information needed by a new resident to get recycling is available on our website and residents may also contact the Recycling Team directly or Contact Islington.
<b>Recycling sites</b>	Extend the Better Recycling Sites programme	<p>Islington is committed to bringing is communal recycling sites for purpose built blocks of flats up to the standards of the 'Flats Recycling Package'. This was one of the key outcomes of the Estates Recycling Project, in which Islington was a key partner. Projects are proceeding on a case by case basis with significant improvements completed or planned at number of estates.</p> <p>June 2021 update: Our commitment to the Flats Recycling Package is demonstrated by the approval as part of the 2021-22 Council budget of a £100k per annum fund for improving communal recycling sites on estates in Islington. Additional support has also been provided through the Ward Partnerships.</p>
	Continue our partnership project with Resource London and Peabody Housing Trust identifying barriers to recycling behaviour within purpose-built blocks of flats	This work has now been completed and a toolkit has been produce recommending standards to optimise recycling tonnage.
	Implement findings from the estates recycling project	Please see comments above.
	Meet and exceed the minimum standards for communal recycling sites	Please see comments above.
<b>Fly tipping</b>	We will take action to prevent fly tipping	<p>Prior to March 2020, Islington’s Compliance Team were routinely monitoring recycling sites and taking enforcement action in response to illegal dumping of rubbish around recycling sites.</p> <p>This enforcement, together with improved signage, recycling bin designs and the removal of a small number of high incident sites have led to an overall improvement in the problem.</p>

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
		<p>The temporary closure of the Reduction and Recycling Centre appears to have led to a small short term increase in fly tipping though this will have been overcome now that the Centre has reopened. Where fly tipping continues, enforcement action is taken where possible, together with letters and leaflets being sent to local properties to give advice on disposal, recycling and reuse and the implications of illegal fly tipping.</p>
<b>Landlords and housing managers</b>	Continue our ongoing work with landlords and housing managers	Islington is developing an online training programme for caretakers and frontline staff of Resident Social Landlords in Islington. This will be delivered during 2021. We will also work with RSLs to continue to improve recycling facilities on estates, and to support those RSLs in achieving the 'Flats Recycling Package' service standard.
	Work with private landlords through the HMO licencing schemes and through lettings agencies ensuring residents have good facilities and are aware of how to recycle	The clauses included in the licence scheme conditions oblige the landlords to provide information and facilities, while residents are obliged to follow the rules. Waste management arrangements are included in the check list of the HMOs' inspections. A referral procedure has been approved for sharing of information between the council teams involved.
	As above (Lettings agencies)	This project is currently on hold.
<b>Recycling sacks</b>	Expand the number of recycling sack outlets across the Borough	<p>Additional recycling sack outlets have been added to the initial group and information detailed on the website. The logistics and costs of servicing the expansion has been incorporated into the operational restructure. We will continue to explore ways to make clear recycling sacks more easily and widely available for collection by our residents.</p> <p>June 2021 update: We are further extending the availability of clear recycling sacks by introducing collection points at community centres, and trialing an on-demand delivery service. Concierge services have continued to act as collection points during the lockdown and the reopening of libraries further extends their availability.</p>
	Extend the offer of mini recycling bags to other estates	Roll out of mini recycling bags has been delayed until libraries are reopened.

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
<b>Using data smarter</b>	Use tonnage and schedule data to help us target communications more effectively	An initial analysis of recycling tonnage data has been undertaken and used to identify high and low recycling performance areas. Further work is being carried out to improve data quality and to develop a communications plan based on the data outcomes.
	Set up performance tables between, for example, schools or estates	A group of six estates selected for evaluation and liaison with Housing on the project. To establish a common baseline, site visits are being made to establish the condition of containers and any refurbishment or changes needed. As this project progresses, we will consider whether the same principle can be used to encourage more recycling within schools.
	Use bin sensors to improve the servicing of communal recycling sites	The use of bin sensors on recycling sites has ceased due to the ongoing cost and low return on investment.
<b>Accessible recycling sites</b>	Review planning guidance to ensure bin areas in new properties are fully accessible	No progress to date.  June update: Islington's draft Local Plan has been going through a further consultation before final approval. A review of planning guidance will be carried out once this process is complete.
	Continue to trial recycling bins that enable better access for residents in wheelchairs or who find placing recycling into recycling bins difficult	A trial is underway with two different designs of recycling bin at one of Islington's estates.  June 2021 update: A further 12 recycling bins with better access for wheel chair users have been purchased for trials at additional sites.
<b>Contamination</b>	Launch a 'bin your nappy' campaign, highlighting the problem of nappy waste in recycling bins	The bin your nappy campaign was completed and promoted. The resources are available for future use.
	Continue to roll out 'reverse lid' recycling containers to limit contamination	Reverse lid bins are being installed where appropriate to reduce contamination of recycling.
<b>Compulsory recycling</b>	Consult on the introduction of a clause in our tenancy agreements requiring residents to recycle	The existing tenancy agreement for Islington Council homes requires residents only to dispose of the rubbish using the facilities provided. With the development of improved rubbish disposal arrangements on estates, including mixed dry recycling bins and food waste recycling on many estates, this clause

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
		<p>will be clarified to make it clear which materials should be placed where, and reminding residents of the Council's compulsory recycling policy.</p> <p>June update: The revised clauses which make it clear that recycling should be placed in the correct containers and will be supported by appropriate communications to residents.</p>
	Continue to encourage the government to reverse damaging changes to legislation that prevent us from enforcing our Compulsory Recycling policy	Islington Council has made representations to government through consultation responses and letters asking for this legislation to be reviewed. We will continue to do so.
<b>Litter</b>	Improve recycling of litter in parks	A review of parks management is underway which will include consideration of litter management and recycling.
	Trail recycling of litter picked on streets and estates	Recyclable litter collected on estates is generally fed into communal recycling sites on estates. Our Street Cleansing Service will aim to begin a trial scheme for segregating recyclable picked litter in 2021, while split litter recycling bins have been introduced already across Islington.
<b>Communication</b>	Publish data on our recycling performance on our website including historical data for context	This was intended to be done as part of the broader website review project, which has been delayed due to other communications pressures. We will aim to publish key performance data by the end of March 2021.
<b>Leading by example</b>	Provide recycling facilities for mixed dry recycling and food waste in all our offices, and ensure Council staff have the opportunity and knowledge on how to recycle to increase the capture of recycling from council offices	Islington Council offices now have recycling and food waste recycling facilities. An internal communications campaign was launched in March, but has been put on hold until more staff are able to return to work in Council offices.
<b>Recycling in schools</b>	Ensure all schools have recycling and food waste collections	Recycling service agreements have been issued to all schools stating their current recycling and refuse service and responsibilities. Officers have visited schools to provide advice on how to optimise their recycling and waste

Action	Action description	Year one (Dec 2020) update
		reduction. Service information and guidance notes have also been distributed to schools.
<b>Objective 3: Reduce the environmental impact of waste activities</b>		
	Comments from NLWA in support of Objective 3	<p>All of LEL's bulk haulage vehicles are ULEZ compliant and any future purchase of vehicles will be compliant with the Ultra Low Emission Zone standard.</p> <p>NLWA is conducting a review of the tipping arrangements for Borough vehicles at the Edmonton EcoPark site and the results of this are pending. This may however result in some Borough vehicles being diverted elsewhere for a temporary period. Although this may increase total LACW vehicle movements in North London for a temporary period it is necessary to realise the wider benefits of the redevelopment of the Edmonton site on a timely basis.</p>
<b>Ultra low emission zone</b>	Comply with the ULEZ	Islington's HGVs will all be compliant with ULEZ standards before the Oct 2021 expansion. Presently we have 5 trucks that meet the Euro V emissions standard still on fleet but these are all due to be replaced by new zero emission vehicles by March 2021. Our remaining non ULEZ compliant 3.5t caged tippers will be replaced with zero emission vehicles during 2022.
<b>Our fleet</b>	Work towards gold level FORS recognition or equivalent	Islington have left the FORS scheme. In line with many other Local Authorities, we intend to join the DVSA Earned Recognition scheme in 2022, an equivalent scheme which will ensure comprehensive oversight of Islington's continued commitment to fleet safety and maintenance compliance.
<b>New technology</b>	Review and use, where practical and affordable, the latest clean vehicle technology	Islington are aiming to operate a zero tail-pipe emission fleet by 2030. When all presently ordered vehicles have been delivered, Islington will have in excess of 10% of its 480 vehicle fleet as electrics. In refuse & recycling and street cleansing this will be 17% of vehicles in use.
	Ensure that electrical infrastructure at key sites can support a wide-scale adoption of EVs and electric HGVs	A major project is underway to install an additional substation at the Cottage Road depot to provide charging capacity for all 230 vehicles based at the depot due for completion by June 2022, with chargers being installed inline with the arrival of new electric vehicles within the fleet. Satellite sites are also having chargers installed to maximise capacity from existing supplies.

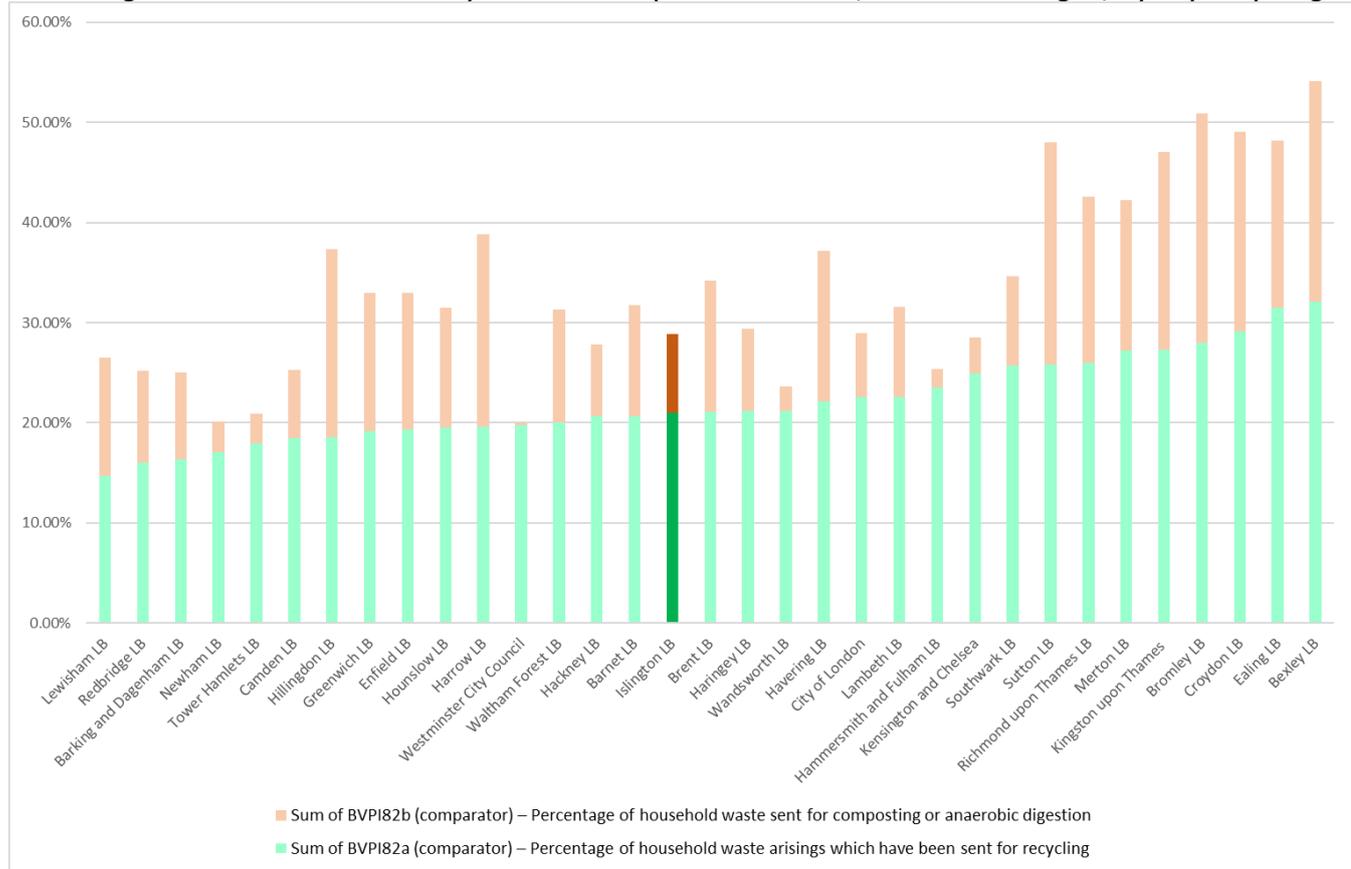
Action	Action description	Year one (Dec 2020) update
	Aim to adopt EV charging technology to support all council EVs and support the transition to electric as heavy vehicle technology becomes available for RCV	Smart chargers and associated back office provision has been procured and is in the process of being rolled out across all council premises where fleet vehicles are parked
	Demonstrator project to test a vehicle to grid system.	A demonstrator project is underway at Islington Town Hall This is a 5 vehicle multi 'Vehicle too Grid' (V2G) system in partnership with Moixa and Honda. This involves a bi-directional charging system, whereby vehicles used during the day are recharged during off peak periods where grid energy is cleanest, and vehicle batteries are used to store clean grid energy to reduce the Town Hall building's carbon emissions.
	Operate at least one fully electric RCV	<p>Islington's first electric RCV (since 1925) is now operational. This is the first purpose built electric RCV in operation anywhere in London. It will be joined by a second identical vehicle in December. Six 7.5t caged tippers will join our refuse fleet between December 2020 and March 2021.</p> <p>June update: Islington has taken delivery of the first two fully electric new electric RCVs which are now in service, with 15 eRCVs on order and two awaiting conversion. In total there are 512 electric vehicles now in the Council's fleet, while a project is under way to provide the charging infrastructure at Cottage Road Depot enabling the wholesale electrification of the Council's fleet. This combined with an overall reduction on the Council fleet is helping our transformation towards a zero tailpipe emissions fleet.</p>
<b>Objective 4: Maximise local waste sites and ensure London has sufficient infrastructure to manage all the waste it produces</b>		
<b>Waste facilities</b>	Redevelopment of the Edmonton Eco Park to include a new Resource Recovery Facility (RRF).	<p>As part of the wider programme of redevelopment of the Edmonton EcoPark site, a new resource recovery facility (RRF) is due to become operational in autumn 2022. The RRF will incorporate waste transfer facilities and a new, enclosed, Reuse and Recycling Centre (RRC).</p> <p>In accordance with Government guidance, NLWA's RRC's were closed due to COVID-19 from the 24/03/20. The RRC were reopened on a phased basis from 13/03/20 with a number of Covid-Safe restrictions introduced for the benefit of</p>

<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
		<p>site users and staff. A booking system was implemented to ensure social distancing, at the time or writing all RRC's remain open.</p> <p>RRC tonnages for 20/21 are expected to be substantially lower than 19/20. In quarter 1 of 2019/20 the RRCs generated 12,464 tonnes whereas quarter 1 in 2020/21, the RRCs produced 2,635 tonnes. The marked difference is due to a limit on visitor numbers and the temporary exclusion of some materials including soil, rubble and large electrical items. In addition, modifying the reuse shop so that it could open safely proved challenging and added to a reduction in visitor numbers.</p>
<b>Reuse and recycling centres</b>	New Reuse and Recycling Centre (RRC) at the Eco Park.	The new Reuse and Recycling Centre at the Edmonton Eco Park is due to open in 2021.
	Investigate providing linked drop off facilities at local community centres or similar for small items	<p>Islington Council has been in discussion with Terracycle (who provide bespoke free recycling services for hard to recycle products, normally sponsored by product brands) to set up a mini recycling sites for hard to recycle items at community centres. For most of the more common items, such as crisp packets, terracycle are not able to offer additional recycling collection points as the agreed sponsored site allocations are now full.</p> <p>We will continue to explore how community centres can help to provide more opportunities for residents to recycle, including continued dialogue with Terracycle.</p>
<b>Site visits</b>	Arrange facility visits to members of the public	See duplicate entry below
<b>Recycling contracts</b>	Implement new Materials Reclamation Facility (MRF) recycling sorting contracts	NLWA completed the procurement of a MRF contract, which commenced in December 2019.
<b>Food waste processing</b>	Review options for the separate processing of food and garden waste	An initial financial assessment is being carried out on alternative servicing arrangements that would enable food and garden waste to be collected and processed separately from each other. These options will be further reviewed, together with the potential carbon saving resulting from such alternative arrangements.

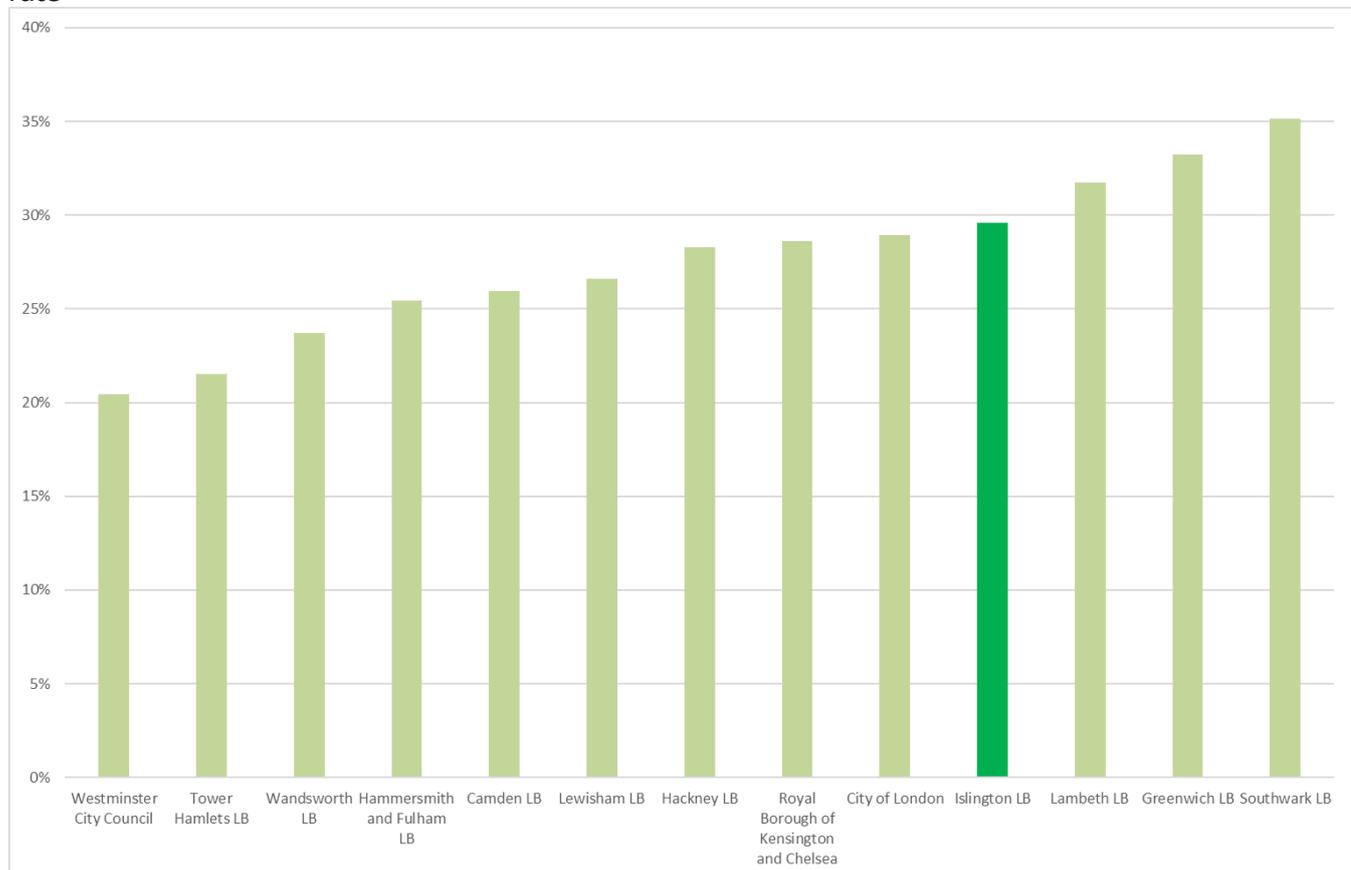
<b>Action</b>	<b>Action description</b>	<b>Year one (Dec 2020) update</b>
<b>Recycling responsibly</b>	Arrange facility visits for members of the public	A group of Recycling Champions went on a site visit to the Biffa MRF in March. Further site visits will be arranged once the current restrictions are lifted.
	We will actively promote NLWA's 'Wise up to Waste' to our residents	The 'Wise Up To Waste' brand has been retired and the website merged with the NLWA website. NLWA still actively promotes recycling and waste minimisation messages and campaigns, and Islington will continue to actively support and amplify these campaign messages.

## Appendix 2: Recycling performance tables

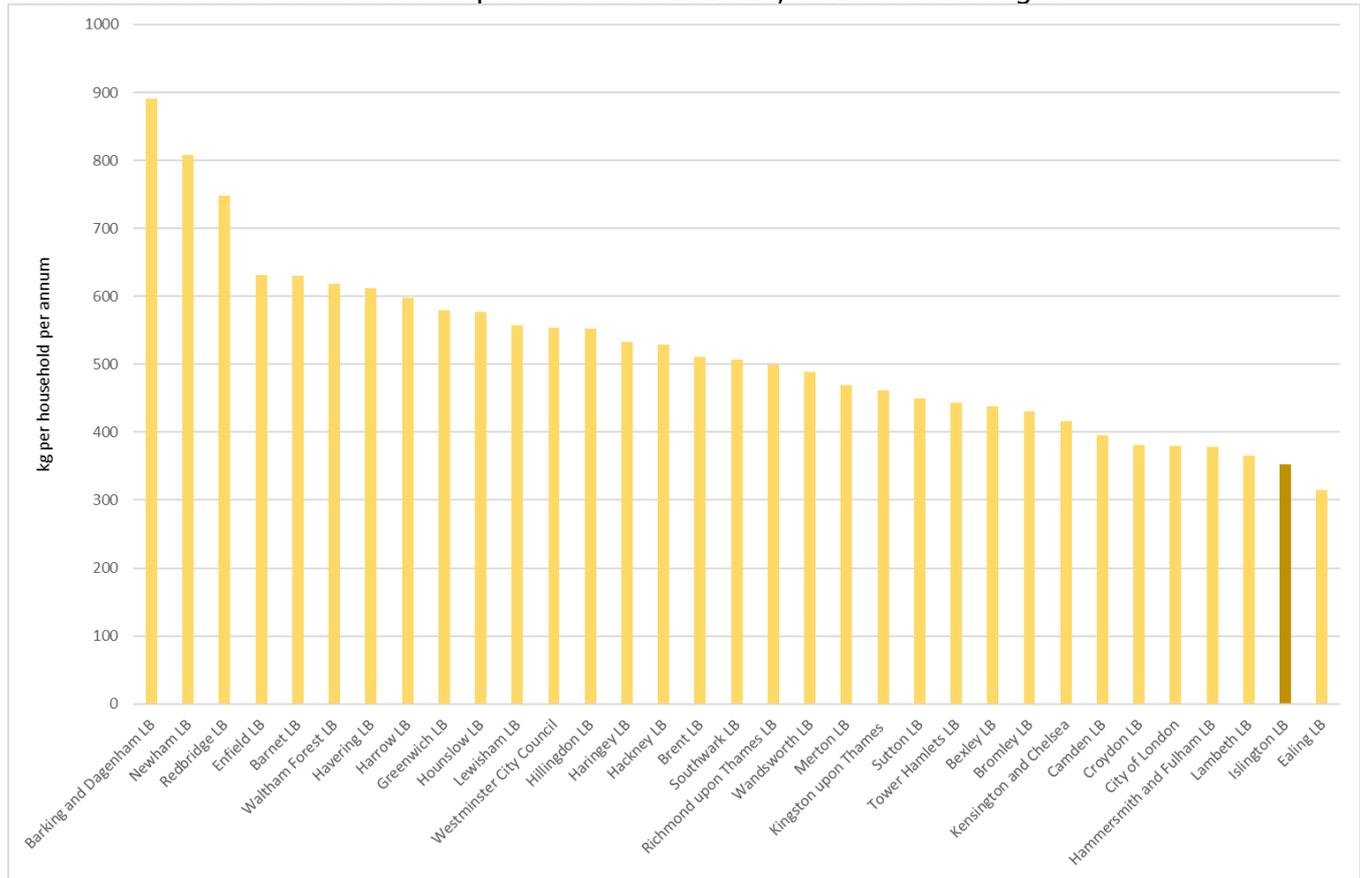
Percentage of household waste recycled and composted 2019-20, London Boroughs, by dry recycling rate



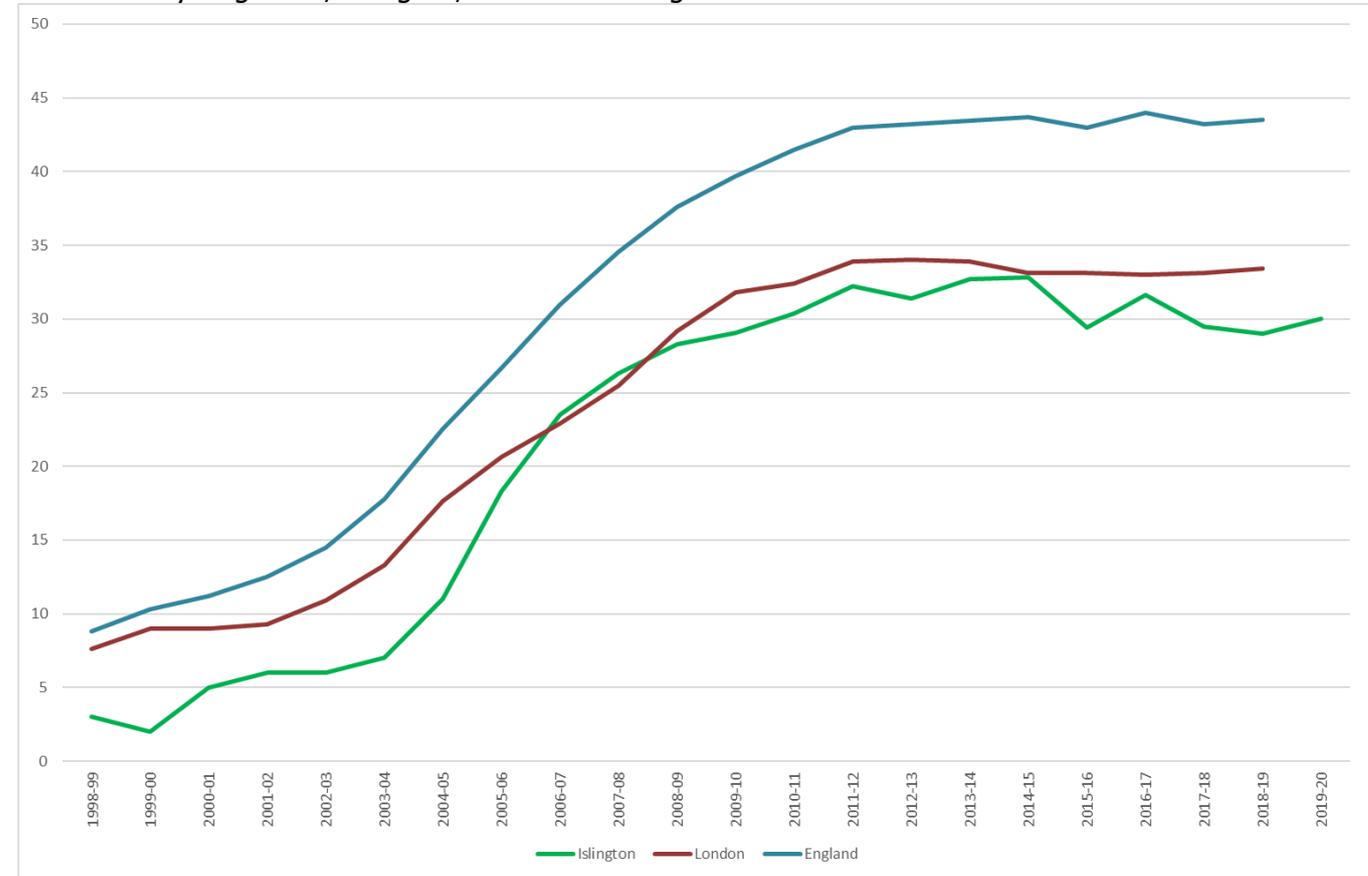
Percentage of household waste recycled and composted 2019-20, inner London Boroughs, by total recycling rate



## Residual household waste collected per household 2019-20, all London Boroughs

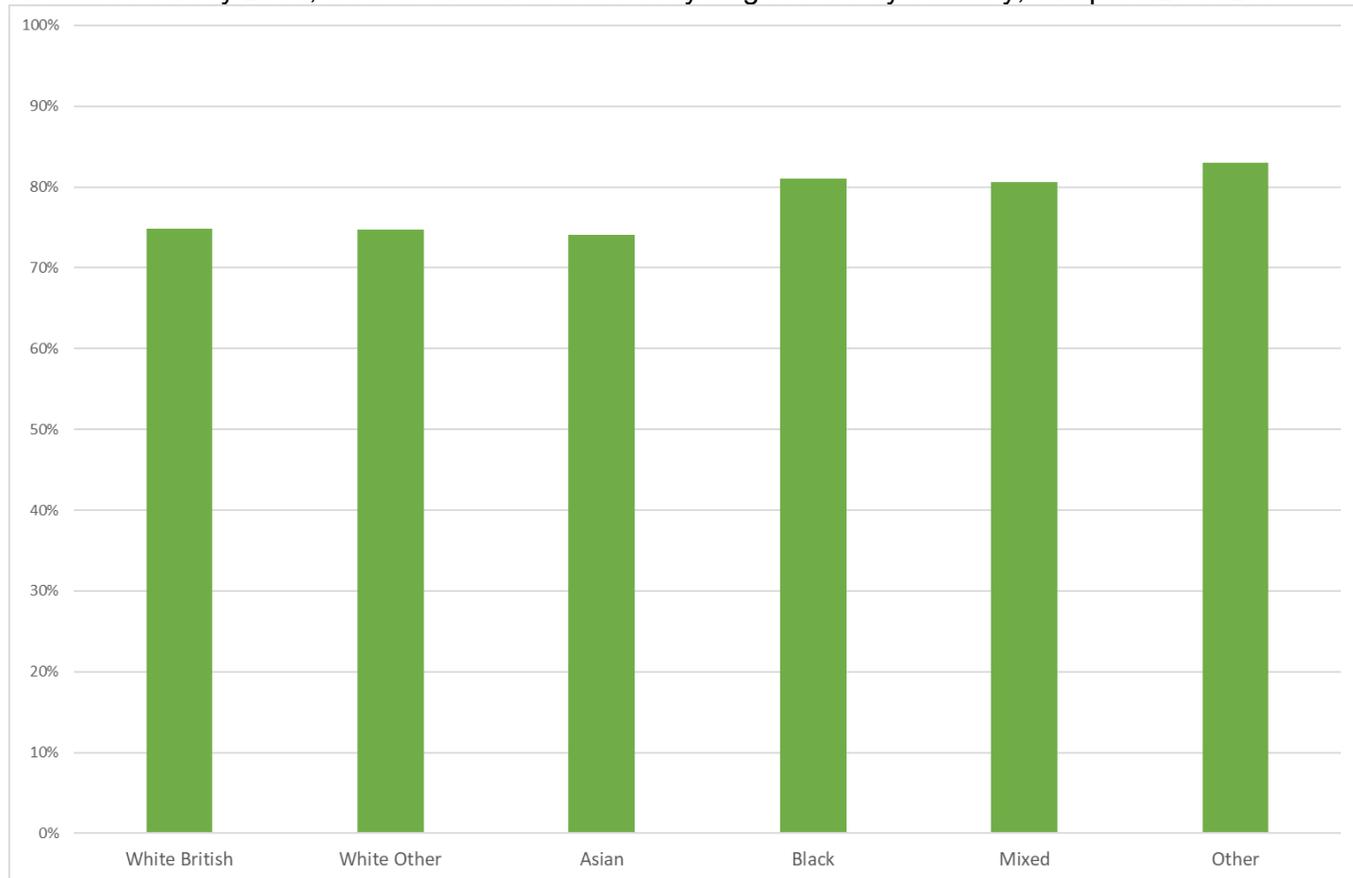


## Historical recycling rates, Islington, London and England



### Appendix 3: Resident recycling service satisfaction data

Residents survey 2018, level of satisfaction with recycling service by ethnicity, sample size 1029.



Online recycling survey December 2020, satisfaction with recycling service by property and recycling service type, sample size 87.

