Resource London

Future Focus – Improving the quality and capture of recyclate in a dense urban environment

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Local authority support manager

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- **London waste authority support programme established in April 2015 as a jointly funded partnership between LWARB and WRAP.**
- **Budget of £9.3 million between 2017-20 (including LWARB, WRAP and EU funding).**
- **By 2020, London will have more harmonised, consistent and efficient waste and recycling services that will:**
  - Reduce the city's waste footprint and reinvigorate recycling to make a significant contribution towards the Mayor's ambition for London to achieve 65% recycling by 2030; and
  - make a significant contribution towards England achieving its 50% household waste recycling target in 2020.

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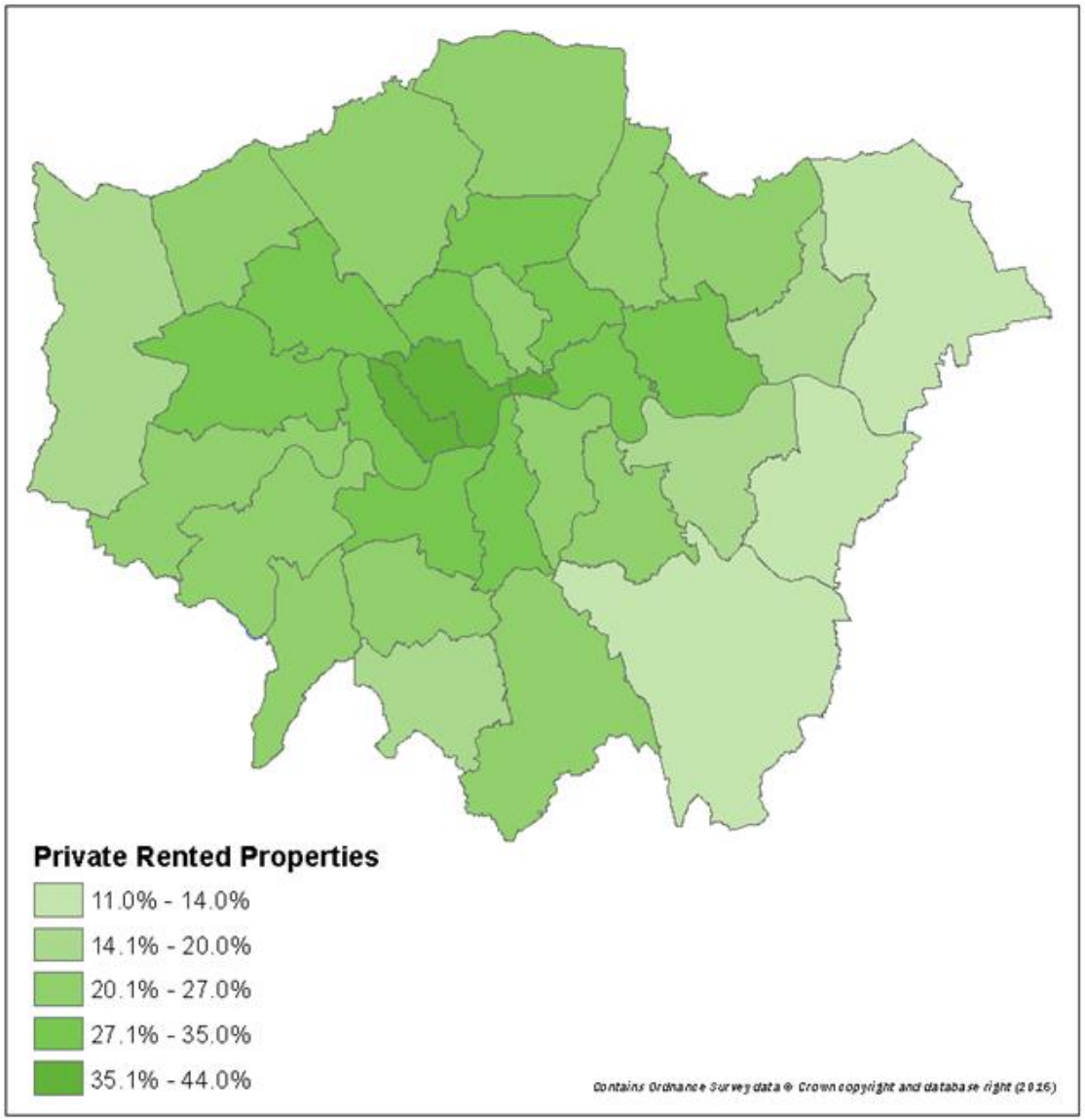
Waste management in the domestic rented sector



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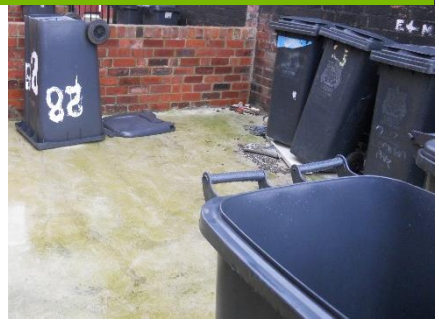
Main issues

Fly-tipping and excess waste

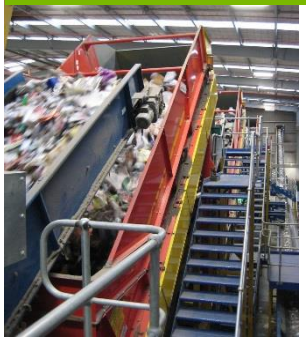
Insufficient waste storage & separation areas

High bin replacement

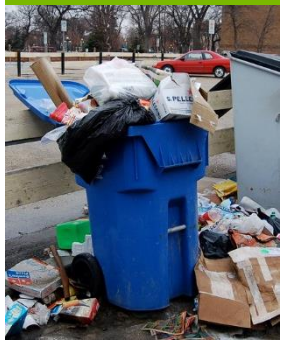


Bulky Misuse

Poor Recycling Rate



Contamination



Difficulty containing waste

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Contaminated recycling

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Cost of Contamination toolkit

- **Free online toolkit to help measure the true cost of contamination**
- **Measures reactive costs incurred by authorities, including:**
  - Gate fees
  - Staffing
  - Communications
  - Extra contactor fees
- **Purpose is to:**
  - Calculate the true cost of contamination in the recycling stream
  - Provide officers with evidence to secure internal resources and funding to help tackle the issue
  - Provide in-depth service information for reporting to members
- **Working group including local authority representatives, LARAC, WRAP and the ESA**
- **5 boroughs trialled the toolkit – testing different collection methodologies**

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The toolkit

http://resourcelondon.org/resources/toolkits/cost-contamination-toolkit/

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SUPPORTING LONDON'S WASTE AUTHORITIES

Current actions for tackling contamination

Welcome | Recycling service info | Comms actions | Collection actions | Bulking & treatment actions | Results | Future action cost calculator | Default values & assumptions

Welcome

Welcome to Resource London's cost of contamination toolkit for local authorities. Please be aware that macros must be enabled for the toolkit to work correctly.

The toolkit allows local authorities to estimate the costs that they incur from current actions to reduce contamination in their household dry recycling stream. The scope of the tool covers the recycling supply chain stages shown below, including activities directed at residents, undertaken by collection crews and during bulking and treatment of recycling.

The recycling supply chain:

There are six sections in the toolkit and there is a brief description of each on the right of this page. The **user navigates the toolkit** by clicking on the green buttons at the top of each page.

Users are required to enter information on their recycling service on the Recycling Service Information page, details of current actions to tackle contamination are entered on the Communications, Collection and Bulking and Treatment action pages. **Default values are provided** for some of the costs required by the toolkit, but cost calculations will be more specific with more bespoke information entered by the user.

A user guide for the toolkit is provided here: Open Guide — Adobe Acrobat Document

The toolkit was designed and built by Anthesis Group in partnership with Resource London and the London Environment Directors Network (LedNet). Guidance and oversight was provided by a working group which included a number of London Boroughs (Lewisham, Newham and North London Waste Disposal Authority), LedNet, the Local Authority Recycling Advisory Committee (LARAC) and the Environmental Services Association (ESA). The London Boroughs of Bexley and Enfield also took part in the testing of the toolkit.

Overview of the pages in the cost of contamination toolkit:

Welcome page: Provides an introduction to the tool

Recycling service information page: The *user inputs information* on the local authority dry recycling service and staff costs

Current action pages: *The user selects actions* that they are currently undertaking to tackle contamination and *enters required information*

Results page: The toolkit calculates the cost of contamination based on the information inserted by the user

Future action cost calculator: Users are given the opportunity to look at the cost of implementing other actions to tackle contamination

Default values and assumptions: The user can review the default values and amend if desired

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Guide to Improving Waste Management in the Domestic Rented Sector

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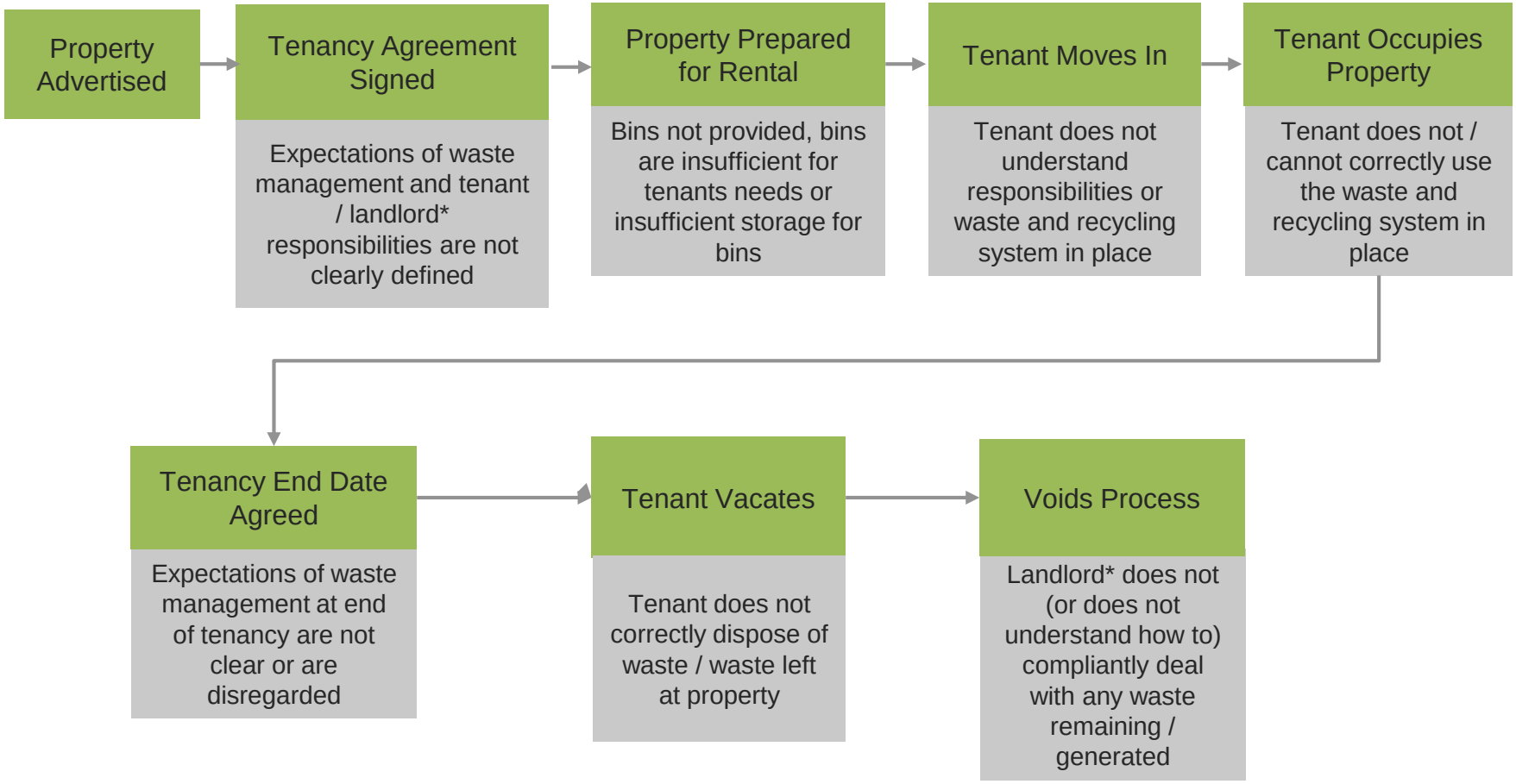
Stakeholder Consultation

Tenancy Process - ‘Points of Failure’



** or landlord’s agent, or HMO manager*

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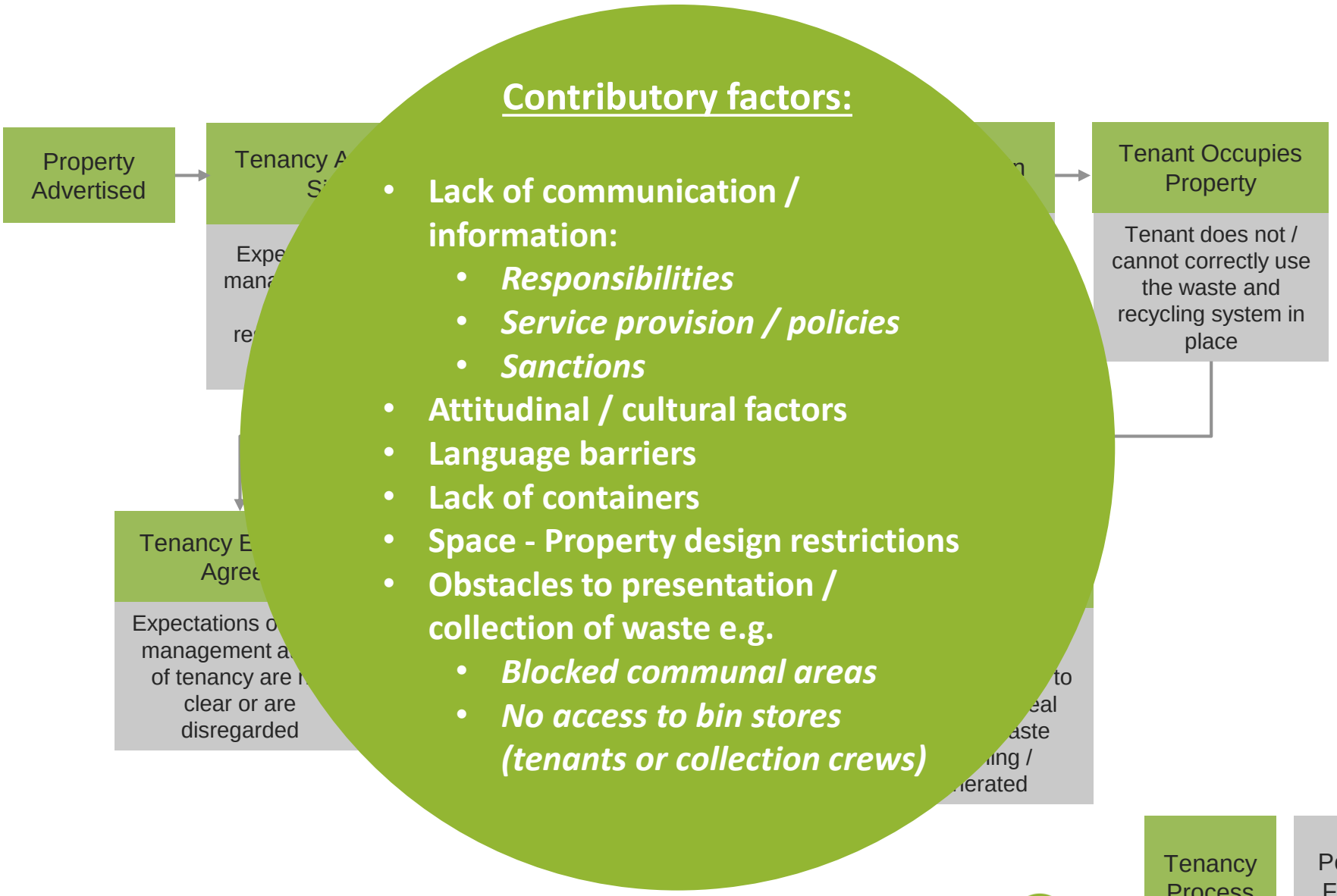
Tenancy Process - ‘Points of Failure’



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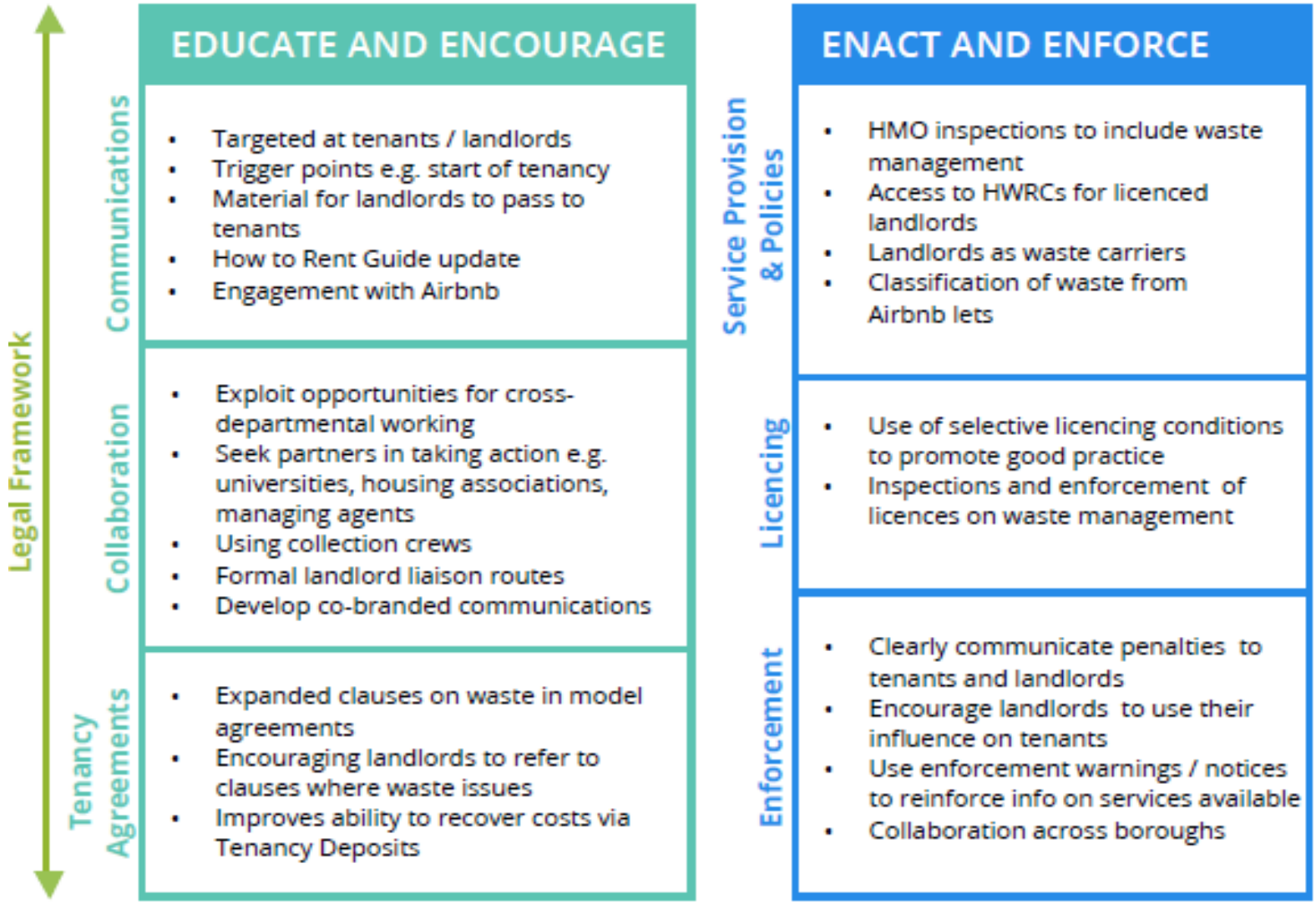
Guide themes and recommendations



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Follow up projects

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Tackling contamination

- **Aim to decrease contamination through interventions**
- **Big focus on evaluating the service**
- **Main findings so far**
  - Contamination policy is a big influence
  - Feedback mechanism and flow of information
  - Crew engagement
  - Comms
  - Contractual

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Interventions

Contamination policy

Kerbside

- Crew training to lift lids
- Feedback mechanism to resident
- Updated leaflet with clear contamination message
- Stickering bins
- “Back to basics” comms campaign

Flats

- Inventory looking at condition of bins and sites
- Bin signage; locks; lids; cleanliness; wheels
- Opportunities for communicating
- Updating leaflet and poster
- Feedback mechanism
- Crew training
- Clear signage on residual bin stores/ “no food waste” on recycling
- Bin aperture/lid

Monitoring and evaluation

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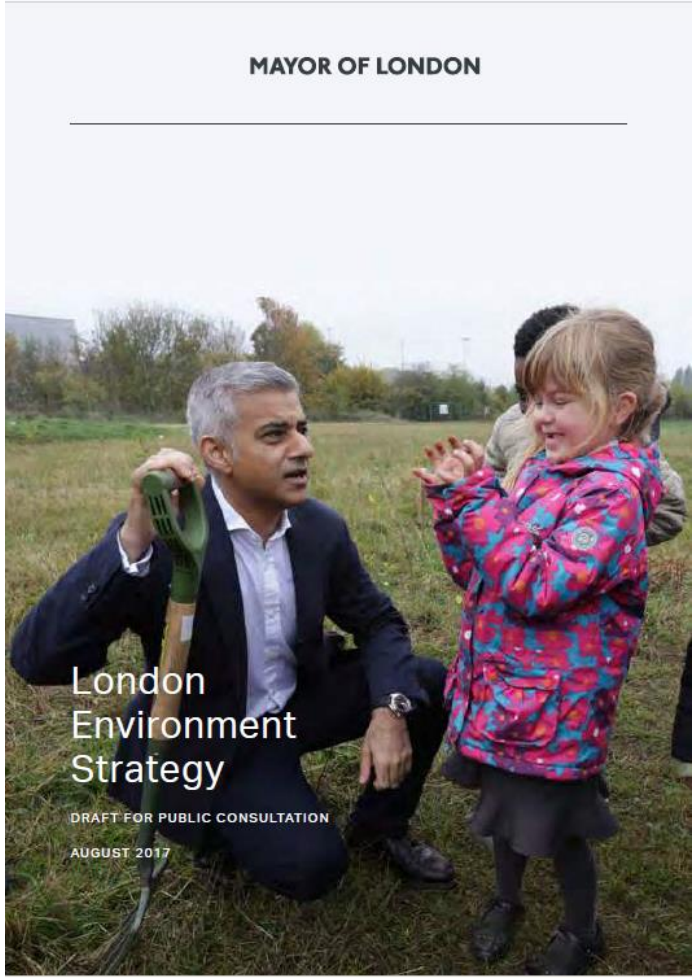
Domestic rented sector

- Working with London boroughs to develop projects
- Test recommendations from the toolkit
- Follow up on further work required
- Mayor's environmental strategy



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Summary

What would assist even further to help improve the quality and capture of recyclate in a dense urban environment?

Planning?

Policy?

Extended producer responsibility?

Consistency?

Targets? E.g. carbon metrics

Behaviour change?

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London Waste and Recycling Board