

Part 1 – Reduction and Recycling Plan (RRP) April 2023 to March 2025

Context: Haringey is an exceptionally diverse and fast-changing borough. We have a population of approximately 264,200 (rounded to the nearest 100 [Census 2021](#)). This is the 12th most densely populated borough in London (out of 33). Almost two-thirds of our population, and over 67% of our young people, are from ethnic minority backgrounds, and over 180 languages are spoken in the borough. Our population is the eighth most ethnically diverse in the country. The borough ranks among the most deprived in the country with pockets of extreme deprivation in the east. Haringey is the 49th most deprived borough in England and the 4th most deprived in London. ([State of the Borough profile - June 2022 \(haringey.gov.uk\)](#))

The population of Haringey is growing by 3.6% according to the 2021 census information which is 63rd for total population out of 309 local authority areas in England.

Haringey has a high proportion of flatted properties, and a high proportion of rented versus owner occupier. The turnover of tenancies is high, and HMOs make up a large proportion of our properties. Over the next five years our population will continue to increase sharply, and the proportion of flatted properties will increase significantly. (Source: State of the Borough - [State of the Borough profile - June 2022 \(haringey.gov.uk\)](#))

Key objectives of this plan are to:

- increase the recycling rate in line with our 38% target by 2024 (contract target) and as part of our "Destination 50%" strategy to reach 50% recycling by 2030
- reduce flytipping and the deposit of waste on the streets
- grow the number of garden waste service users
- educate residents and businesses to reduce their waste and dispose of it properly
- halt the loss of any further tonnage from contamination through effective policies and procedures
- establish a workable contamination policy which balances maximising recycling through engagement and, where necessary, enforcement, with maintenance of the streetscene
- encourage more food waste recycling from all properties
- roll out a new kerbside WEEE service borough wide
- improve the management of waste from HMOs
- embed circular economy principles into the council and our partners'/suppliers' operations
- engage with emerging policy change to ensure the council is optimally positioned

For note is the on-going issue of driver and staff shortages in Haringey which is still affecting service delivery with regards to reliability and quality, as well as the national Cost of Living crisis the impacts of which are not yet fully understood. The current year to date (2022/23) has seen a reduction in all Haringey's material stream tonnages. Also of note is that the recycling centre has seen a drop in tonnage performance between pre- and post-COVID tonnages (2018/19 - 2022/23). It is not yet understood if these are temporary or longer-term trends, but they are broadly consistent with reports from other London Boroughs. Tonnages will be monitored, and plans may be amended accordingly.

The Council is reviewing how services under the currently outsourced integrated contract will operate from 2025 when the contract expires. As part of this work, we will be developing a new waste and cleansing strategy which sets out what and how services will be provided to increase recycling and improve cleanliness standards of the Borough. As part of this review programme, a number of projects have been undertaken aimed at improving data about how residents use services in order to help design services. This includes two key pieces of work - a waste composition analysis in April / May 2022, and a bin audit (underway) which will clarify what containers every household has so we can understand gaps in service provision. Data collected will also focus on space available at households in preparation for any changes resulting from the forthcoming legislative changes in relation to the source separation of materials.

In addition, the Council is developing a new way of working entitled the "Haringey Deal." The "Deal" is at core, about relationships between the Council, residents and partners that are founded in trust and where power is shared. It means getting a better understanding and responding to residents' need, by taking a strength or asset-based approach and addressing barriers to service access, with a view to achieving more equitable experience and outcomes. It is also about operating within a challenging financial context, in which we must change the way we operate to protect outcomes and meet social need with less budget. The Council has undertaken a significant piece of engagement work which resulted in over 8k responses to questions about future waste and recycling services. As part of our commitment to co-production the results arising from our engagement in 2022/23 will be used to co-design the development of the recommended waste strategy along with its associated policy and service proposals.

The strategy publication timeline is currently April 2024.

2. Key strategic documents linked to this plan:

- [Haringey Climate change Action Plan 2021](#)
- [Haringey Borough Plan 2019 to 2023](#)
- [Haringey Procurement Strategy 2020 to 2025](#)
- [Corporate Delivery Plan 2023/2024 | Haringey Council](#)

3. RRP Dashboard:

Common Performance Targets	Baseline Performance (2019/20)	Performance Target 2024/25	Metric Guidance / Data source	Target Guidance
Total annual household waste per head (kgs/head)	317	320	Defra stats (Ex BVPI84a)	Borough sets own targets, informed by ReLondon /WRAP good practice.
Total annual household residual waste collected per household (kgs/household)	532	502	Defra stats (Ex NI191)	Borough sets own targets, informed by ReLondon/WRAP good practice.
Total annual household avoidable (edible) food waste (kgs/head)	55	45	Borough to estimate based on own or WRAP food waste composition data. Estimates should be based on avoidable food waste produced (i.e. not just food waste collected).	Based on estimated avoidable food waste produced. Borough to set own targets, informed by ReLondon/WRAP good practice and support programmes (e.g. Trifocal).
Annual household waste recycling rate (% by weight)	30.1%	32.5%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP Route Map modelling and other good practice. The GLA will use the borough recycling benchmarking table in the Route Map modelling as a reference point when assessing local authority targets set in the RRP process (See Appendix 2 of the London Environment Strategy, page 111: https://www.london.gov.uk/sites/default/files/les_appendix_2_-_evidence_base_0_0.pdf)
Annual LACW recycling rate (% by weight)	25.4%	27.7%	Defra stats	Borough sets own targets, informed by ReLondon/WRAP good practice. Targets should at least match household recycling targets, going beyond the Mayor's 50 per cent LACW recycling target by 2025 where possible.
<u>Proportion (%) of properties receiving the Mayor's minimum level of service for household recycling:</u>				
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays) <u>and separate food waste</u>)	100	100	Borough to take from own info. Separate food waste does not include co-mingled with garden waste	Borough sets own target, informed by ReLondon/WRAP good practice. Separate food waste does not include co-mingled with garden waste
% of kerbside properties (all households on a kerbside collection) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays))	100	100	Borough to take from own info (<i>Nb included for boroughs that are unable to provide food waste collections due to long term contractual issues</i>).	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials <u>and separate food waste</u>	70%	100	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats (communal collections, <u>excluding flats above shops</u>) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)).	100	100	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice.
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)) <u>and separate food waste</u>	0	50%	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
% of flats above shops (FAS) collecting six main dry materials (glass, cans, paper, card, plastic bottles and mixed rigid plastics (pots, tubs and trays)).	100	100	Borough to take from own info.	Borough sets own target, informed by ReLondon/WRAP good practice and FAS data.
Proportion (%) of waste fleet heavy vehicles that are ULEZ compliant	100	100	See www.tfl.gov.uk/modes/driving/ultra-low-emission-zone	Borough should aim to operate a fully ULEZ compliant waste fleet as a minimum; with aspirations to introduce zero emission vehicles where practicable. Please include baseline and target % of waste vehicles that are zero emission capable where applicable
Performance of LACW activities against the Mayor's EPS (tonnes of CO2eq per tonne of waste managed).	0.015	0.002	Use tool found here Boroughs to set by uploading WDF data into the GLA tool.	Borough to run their own scenarios using GLA tool to determine planned service changes (DSO borough) or new contract options against the EPS for target years (2024/5). See London Environment Strategy Proposal 7.3.2.b

4 RRP Actions:

Ref	Theme <ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
HGY 1	Maximising recycling and minimising waste	Destination 50% Strategy	<p>The Council has embedded a new way of working entitled the “Haringey Deal.” The “Deal” is at core, about relationships between the Council, residents and partners that are founded in trust and where power is shared. It means getting a better understanding and responding to residents’ need, by taking a strength or asset-based approach and addressing barriers to service access, with a view to achieving more equitable experience and outcomes. It is also about operating within a challenging financial context, in which we must change the way we operate to protect outcomes and meet social need with less budget. At the start of 2023, the Council engaged with residents to get views on the waste services and ways to improve re-use and recycling in the borough. With over 8,000 responses the engagement will be taken forward to help shape Haringey’s waste strategy.</p> <p>As part of our commitment to co-production, the results arising from the engagement should be used to co-design the development of the recommended waste strategy along with its associated policy and service proposals. The Strategy (April 24) will incorporate key priorities for the next 7-10 years and set out a pathway towards reaching our target 50% recycling rate. As part of this the Council has modelled the potential impact of changes to services, to help reach the target, as well as reviewing changes to street cleansing practices and other initiatives.</p> <p>The RRP will be updated following the strategy production in April 2024 to reflect fully the Destination 50% path</p>	<ul style="list-style-type: none"> Contribution to the targets in the dashboard 	<ul style="list-style-type: none"> The strategy will be produced in early 2024. Stakeholder engagement (if appropriate) will start Qtr 3 2023/24 	WCA
HGY 2	Maximising recycling	Destination 50% - Improved recycling at Council buildings, libraries and community centres	<p>We are adding more materials to the range of recycling already accepted at council managed buildings including batteries, printer cartridges and keys and other items as appropriate. These are free of charge services so are not dependent on additional funding. So far, all Haringey’s libraries have domestic battery recycling facilities with three having printer cartridge recycling containers. Key recycling points have been agreed, as has one library where book recycling will be trialled. These will be promoted using the council website and social media.</p>	<ul style="list-style-type: none"> Facilities to recycle these items will be added to council libraries, leisure centres, housing offices and other facilities as identified. Tonnages are expected to be low (less than 10 tonnes a year) but will have a ‘nudge’ impact reminding people to recycle rather than dispose of waste. 	<ul style="list-style-type: none"> Facilities to be implemented in 2023/24 	WCA
HGY 3	Maximising recycling	Destination 50% - Schools and community hubs dry and food recycling	<p>We are promoting existing recycling services to schools and educational facilities on a regular basis and planning to add more recyclable materials including textiles. There are 126 schools and educational facilities in Haringey - All schools and colleges in Haringey - GOV.UK - Find and compare schools in England (compare-school-performance.service.gov.uk)</p> <p>All schools have dry mixed recycling (DMR) facilities and 51 have food waste collections.</p> <p>The aim is to promote the DMR service, improve its performance and increase uptake of food waste collections as well as have a textile provider. The services will be promoted using targeted comms and digital channels.</p> <p>There will also be school’s competitions and services pledges to drive up performance.</p> <p>A textile collection trial from a small number of schools is to be undertaken with Veolia and /or TRAIID in 2023.</p>	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Autumn 2023 	WCA
HGY 4	Maximising recycling	Destination 50% - Contamination	<p>We are using targeted actions and communications to tackle contamination in food and garden waste and DMR on an on-going basis (more details are provided in section 7 &12)</p> <p>We commissioned ReLondon to undertake a comprehensive review of Haringey’s recycling contamination policy options and this work was completed in August 2022. We are using the report to assess what will work best in Haringey with a view to introducing the first measures (automated letters) in 2023 /24 The timescale for this has moved due to changing legislation and production of the NLWA joint waste strategy. The new date for the strategy is April 2024.</p> <p>The new policy is initially targeted at kerbside properties with communal household measures to be considered later. Where contamination occurs, a bin will be tagged, followed by a series of escalating letters if the contamination continues. The outcome as to whether bins will be removed, enforcement action taken, or charges applied is still to be determined. The Veolia data management system (ECHO) has been updated so that letters can be automatically generated once the policy goes live.</p> <p>Veolia staff are also being encouraged to visit the MRF more regularly so that there is a better understanding of the impact of contamination further down the line. They are also reviewing their own staff training and recording of contamination incidences so we understand the scale of the problem in relation to the new contamination policy and the resources that will be required to apply it.</p>	<ul style="list-style-type: none"> Based on the findings of the ReLondon report and the information from other Boroughs as well as Haringey’s own trial in 2019, which used a similar approach, the tags and letters resolve most contamination incidents with only 4% contamination at the final stage of the process. Once implemented, we estimate the various contamination interventions could contribute a combined total (food and DMR) of up to 695 tonnes p.a. 	<ul style="list-style-type: none"> From Autumn 2022 onwards 	WCA

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HGY 5	Maximising recycling	Destination 50% - Street cleaning	<p>Haringey already segregates some recycling from its street sweeping service (split barrows and dual litter bins) and we are continually monitoring new initiatives in other Boroughs and containers such as solar powered compaction bins to see where we could make improvements to what we are already doing.</p> <p>Contamination of this waste stream is significant so there is potentially more to gain through back-end sorting which we are encouraging NLWA to investigate.</p> <p>The Council is committed to replacing single litter bins with dual litter and recycling bins and the latest replacement programme will be rolled out along Wood Green High Street in Summer 2023</p>	<ul style="list-style-type: none"> Recycling is collected from street dual bins and on street boxes. The sweepers use split barrows. This waste stream is co-collected so tonnage data isn't available but is estimated that recycling from this source could be increased by 5 tonnes per year. 	<ul style="list-style-type: none"> Ongoing 	WCA / WDA
HGY 6	Maximising recycling	Trade waste	<p>The commercial service promotes recycling in its service offer to schools and businesses and recycling collections are offered at a lower price than residual collections to encourage and maximise recycling.</p> <p>We have completed our pricing structure review. Bin hire costs have been separated from the collection costs and are now a weekly stand-alone charge. All fees and charges have been aligned with neighbouring boroughs and local competitor's private contractors.</p> <p>We are currently working through a programme of switching our pre-paid sack customers to contracted services. This will assist in customer retention and reduce unregulated waste.</p> <p>We have rolled out the first phase of the "Customer Hub" our online customer interface. The second phase roll out is TBC as it requires our contractor Veolia to integrate the current system with its Salesforce platform. When fully online Customers will be able to fully manage their contracts through the Customer Hub</p>	<ul style="list-style-type: none"> It is estimated that DMR will increase by 155 tonnes by 2024/25. 	<ul style="list-style-type: none"> Ongoing 	WCA
HGY 7	Maximising recycling	Destination 50% - Estates	<p>We are reducing contamination and increasing recycling on estates through a range of measures including different types of bins and targeted communications.</p> <p>We are also reviewing and auditing waste management facilities on estates and this work started in May 2023. We are working with our contractor Veolia and our Housing department to implement a series of actions to reduce contamination and increase participation and have set up monthly meetings to focus on this work area. We are trialling reversible lids on DMR bins, pedal food waste bins and using different types of messages to motivate people to recycle on estates. This work started in September 2022 on 5 estates and is being extended to Broadwater Farm in the summer 2023. Monitoring is undertaken before the improvements and bin weighing equipment is used to capture accurate performance data. Broadwater Farm already has food waste bins but not the bin housing units with pedals, so tonnages will not increase in the way they did in the first trial.</p> <p>We have recently started working proactively working with our Housing team (with limited resource) to identify where we can increase caddy liner outlets, increase the range of recycling materials and engage more effectively with residents through TRA meetings and local newsletters etc. On this basis, a new work programme for estates will be developed for 2023.</p>	<ul style="list-style-type: none"> The initial trial on showed a reduction in DMR contamination of 16.25% pre-implementation to 9.92% afterwards Food waste results showed 1.062 tonnes (4kg per household) was collected during the three - month trial period, averaging approximately 0.33kgs per household per week. Baseline information for the BWF is not yet available as its still being monitored. 	<ul style="list-style-type: none"> September 2022 onwards 	WCA
HGY 8	Maximising recycling	Destination 50% - HMOs recycling	<p>The recent MEL waste composition analysis (Spring 2022) has indicated that there is a significant amount of residual waste presented by HMO's (21-29kgs p/hh/pw) with 51% being potentially recyclable. There are also waste storage issues so a focus on improving recycling and the general waste management at these properties will be reviewed and a more targeted approach be developed.</p> <p>We will aim to improve recycling in HMOs through a range of measures such as targeted communication and a review of the provision of recycling containment to ensure residents have the facilities to recycle.</p> <p>We are about to recruit additional communications and engagement support into the waste team and have identified additional funding specifically for comms and engagement work over the next 2 years. A new plan will be developed as part of this (2024)</p>	<ul style="list-style-type: none"> An agreed approach will be developed, and the impact will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing 	WCA
HGY 9	Maximising recycling	Destination 50% - Textiles recycling	<p>We will be promoting TRAIID's London wide free household collection service and subject to procurement agreement will also work with TRAIID to promote textile recycling at schools and hold textile repair and upcycling events.</p>	<ul style="list-style-type: none"> Based on our waste composition analysis in 2022 there is a potential 126 t of textiles in the residual waste stream that could be recycled. Based on a 25% participation rate we would expect to recycle an additional 31.5 tonnes per year. 	<ul style="list-style-type: none"> Summer 2023 	WCA
HGY 10	Maximising recycling	Destination 50% - WEEE recycling	<p>We are increasing the opportunities for residents to recycle WEEE across the Borough through kerbside collections, additional on street drop off points and using targeted and digital communications to promote the services.</p> <p>A kerbside WEEE trial was implemented at the same time as the textiles in February 2022. This service was to be replicated in the Autumn along with the textiles but both trials were delayed and since then a bid for funding from Material Focus was submitted for 4 additional WEEE banks and an electric vehicle and operative to offer a</p>	<ul style="list-style-type: none"> Based on the kerbside scheme and the current WEEE bank performance we would expect to collect an additional 35 tonnes per year 	<ul style="list-style-type: none"> Summer 2023 to Summer 2025 	WCA

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			Boroughwide kerbside small WEEE service. The funding was granted on 1/6/23 and implementation will be over the Summer 2023.			
HGY 11	Maximising recycling	Destination 50% - Garden waste recycling	<p>We want to increase the number of subscribers to the chargeable garden waste service. A comprehensive targeted communications campaign which included digital media, external comms such as banners and adverts and doorstepping was undertaken at the start of 2022 and resulted in an increase of approximately 300 subscribers by the end of December 2022(total of 10,532). We will continue to promote the service to fit in with seasonal activities such as leafing and in spring when plant growth begins. We will also use GIS data to identify which addresses have gardens and send targeted letters for those residents who have not yet subscribed to the service.</p> <p>We are investigating the feasibility of introducing garden waste services for estate properties who do not currently have access to the scheme.</p>	<ul style="list-style-type: none"> The current subscription level has resulted in garden waste tonnages recovering to pre- charging levels and all further activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing 	WCA
HGY 12	Maximising recycling	Destination 50% - Food waste	<p>We promote the Boroughwide food waste service through digital and external communications on an ongoing basis to increase participation and reduce contamination for all property types.</p> <p>We implemented a food waste collection trial for flats above shops at three locations in March 2023. Due to staff turnover we do not have enough data yet to assess the performance of the trial so far.</p> <p>For estates we have extended the trial implemented on 5 estates in 2022 using different container types with pedals to increase participation, to Broadwater Farm estate. This will be accompanied by a communications campaign using different motivational messages and in Turkish to see which have the most impact.</p> <p>For kerbside households we trialled different communication messages and used 'No food waste and how to recycle food waste' stickers on residual waste and DMR bins in early 2023</p> <p>We will be weighing the food waste produced to understand the impacts of these interventions. If successful, some or all of these measures will be considered for other areas of the Borough.</p>	<ul style="list-style-type: none"> The food waste trial at 5 estates during 2022, averaged 0.33kgs per h/h per week over a 3-month period. Based on this data it can be estimated that the service extension to Broadwater Farm (1,080 hh) will potentially generate around 18 tonnes p/a. 	<ul style="list-style-type: none"> June to Sept 2023 Jan – March 2023 	WCA
HGY 13	Maximising recycling	Destination 50% - Reuse and recycling centre	<p>We have noticed a reduction in productivity at Haringey's Western Road recycling centre, both in foot fall and tonnages and want to increase use of the recycling centre now that COVID restrictions have been lifted. Tonnages from the recycling centre in Western Rd have decreased since pre - Covid times. In 18/19, NLWA tonnages made up 6.2% of our 30.2% recycling rate, but this has reduced to 3.5% and 3.7% of the 20/21 and 21/22 rates, respectively.</p> <p>In November 2023, the NLWA removed the booking system for all vehicles except for vans. Mattresses will continue to be collected for recycling and discussions are taking place to provide services to recycle crisp packets. The textile recycling contract has been renewed with a view to increasing the scope of textiles and carpets that are accepted at the RRCs network. This offer is hoped to be in place by end 2023.</p> <p>In April this year, NLWA have recently implemented a new reuse service at the site. Residents can now take items that will be diverted for reuse. Initially the items will go to the shop at Waltham Forest, but we are currently developing a feasibility study as part of our Corporate Plan commitments with the aim of setting up a reuse and repair hub in the Borough</p>	<ul style="list-style-type: none"> With the implementation of mattress recycling and if the booking system is removed, we estimate a 10% increase in throughput at the RRC. 	<ul style="list-style-type: none"> January 2023 to remove the booking system and new materials to be added as and when market conditions permit. 	WCA/ WDA
HGY 14	Maximising recycling	Destination 50% - Bring sites	<p>Haringey does not have on street recycling sites apart from 4 WEEE and 4 textile banks. We would like to extend the number of WEEE banks and have been awarded some funding by Material Focus for 4 additional banks to be located on estates.</p> <p>There is also an opportunity for additional WEEE banks (other than the ones mentioned above and HGY10) through the new WEEE contract with ERP managed by NLWA which began 01/06 23. The number to be implemented will be dependent on suitable locations and available funds, as there is a purchase cost although collections remain free.</p> <p>The introduction of red routes and cycle lanes have made this more difficult as the banks need to be accessible for servicing and the collection vehicle needs to be close to them as the banks are emptied manually</p>	<ul style="list-style-type: none"> Based on the performance of our current banks, we anticipate the additional sites generating approximately two tonnes per year (0.6 t per site) 	<ul style="list-style-type: none"> May to April 2024 	WCA
HGY 15	Maximising recycling	Destination 50% - Bulky waste	<p>We are working with NLWA to increase bulky waste recycling at their bulky waste recycling facility so they can extract as much as possible from the residual waste stream and divert for recycling.</p> <p>The sorting station at Wembley (Seneca) is currently in operation. 10,000 tonnes go through the station per annum, and around 30% of materials are recovered for recycling and reuse.</p> <p>NLWA are investing in a residual pre-treatment facility (sorting facility) within the new resource recovery facility (RRF). This will process between 30,000 and 65,000 tonnes, and NLWA expect to recover 30% of materials for</p>	<ul style="list-style-type: none"> Based on the estimated tonnage from the new RRF provided by NLWA, Haringey could expect to be apportioned around 1,300 tonnes pa 	<ul style="list-style-type: none"> Ongoing 	WCA

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			reuse and recycling. A best practice review across Europe is being undertaken by consultants, with a view to installing a facility which will provide maximum value.			
HGY 16	Maximising recycling	Destination 50% - Bulky waste	<p>Work collaboratively with a local charity to collect and resell unwanted reusable bulky waste items, such as furniture, to encourage reuse and waste reduction.</p> <p>We have agreed with NLWA, a reuse drop off point at Western Road RRC for residents to deposit good quality reusable items which was introduced in Spring 2023. We are agreeing the joint comms (with NLWA) to promote the service and associated reuse activities.</p> <p>We are also establishing a reuse and repair hub for small scale repair or exchange of broken or unwanted goods, promoting re-use, recycling and waste reduction. This will create learning and skills opportunities in refurbishment. (December 2023)</p>	<ul style="list-style-type: none"> Reduction in bulky waste collected by Haringey for recycling and increase in reusable items collected and reused. All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> January 2023 onwards 	WCA
HGY 17	Maximising recycling	Destination 50% - Digital transformation	<p>We are working with Veolia to improve the waste contract data management system so we can easily identify poor performing recycling areas and agree plans to tackle them.</p> <p>The provision of a microsite where residents and businesses are able to order new containers, report problems and get more online support for their recycling services making them more accessible and easier to use went live in February 2023.</p>	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. There are financial targets linked to this initiative by reducing Call Centre staff through channel shift. Consultation with staff is expected in June 2023. The site is accessible 24/7. From Feb to Apr 2023 inc. the main requests are to order containers and book bulky and garden waste collections. Results to date indicate a 30% average channel shift to the microsite from the contact centre 	<ul style="list-style-type: none"> February 2023 	WCA
HGY 18	Waste reduction	Haringey Corporate Plan	<p>The Haringey Corporate Plan has 3 actions specifically relating to waste reduction through reduction of single use plastics, working with Haringey environmental action groups to develop programmes to put us on a zero-waste trajectory and a New Local Plan policy which changes in the way that buildings are designed, built, operated and deconstructed in order to minimise residual waste from development. To this end we are:</p> <ul style="list-style-type: none"> Working with Veolia on an on-going basis to tackle contamination and increase recycling on a targeted local level using contract performance data and trialling different communication messages and service approaches such as reversible lids. We evaluated a business case for implementing a Library of Things in Haringey and it was decided not to proceed at this time. We are seeking local businesses that we can support to reduce single use plastics We are in discussions with a local community group (Haringey Fixers) and possibly other partners to set up a reuse project at Western Rd recycling centre We are reviewing and making improvements to all aspects of our waste and recycling services from our communications and waste and recycling campaigns to the collection infrastructure and contract data information systems where budgets permit. Continuing to work with planners on updating planning guidance about waste and recycling storage requirements ensuring there is adequate provision to maximise recycling. We will continue to promote waste reduction activities such as 'swishing' and jumble trails as well as circular SMEs to residents, including signposting via the council's and NLWA web pages. 	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing The updates to the planning guidance are to be finalised June 2023 	WCA
HGY 19	Waste reduction	NLWA waste prevention plan	<p>A new residual waste reduction plan is being prepared by NLWA for 2022-24 which Haringey is contributing to. In the meantime, NLWA has an agreed programme of activities. These include but are not limited to:</p> <p>A 2-year pan-London Food Waste Campaign will be delivered in partnership with ReLondon, London Boroughs and London Waste Disposal Authorities to support individuals to reduce their personal food footprint. The campaign will use inspiring messages and practical advice to build on the success of past campaigns such as TRiFOCAL (the 'Small Change, Big Difference' campaign) and existing campaigns such as Food Wave.</p> <ul style="list-style-type: none"> Haringey will incorporate this into their existing waste and recycling communications work. Low Plastic Zones (LPZs): Business engagement will continue in existing and new zones, and a review of the project by NLWA will be undertaken to ensure approach and scope are as effective as possible. There is a low plastic zone in Crouch End which operates independently from the Council, and this will be used as a model for any prospective LPZs in the Borough 	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing 	WDA/ WCA

Ref	Theme <ul style="list-style-type: none"> • Waste Reduction • Maximising Recycling • Reducing Environmental Impact • Maximising local waste sites 	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
			<p>Education: Continued development of an online Education Hub on nlwa.gov.uk, promote and provide central point for teachers to access a wide range of educational resources and case studies. Engage at least 15 schools to collate feedback on the effectiveness of existing waste prevention education resources and identify what NLWA could develop and deliver to fill identified gaps. Work with boroughs to gain an understanding of the waste and recycling services on offer and promote to schools.</p> <p>Reusable nappy scheme: NLWA has increased the subsidy to £70 from Q1 2023/24 per baby to parents/carers in north London who use reusable nappies rather than disposable ones. A project focused on the use of reusable nappies in nurseries being funded in 2023/24 through the North London Community Fund, due to be completed and reported by December 2023. The voucher scheme is administered by Real Nappies for London (RNfL) and includes as all north London boroughs as members.</p> <ul style="list-style-type: none"> • Haringey is subscribed to the reusable nappies scheme and promotes reusable nappy demonstrations and pop-up shops held by Real Nappies for London and taking place in the Borough. • NLWA will run an advertising campaign to raise awareness of and increase participation in north London's reusable nappy scheme and Haringey will amplify these messages through their communications channels. <p>Waste Prevention Community Fund: £250,000 is committed to fund 17 community-based projects during 2023/24 focused on waste prevention activities at the community level. 85% of targets will be met or exceeded by end of 2023/24 Q4. NLWA will work closely with these organisations to promote their projects and identify opportunities to scale up activity where possible beyond the original target communities. Three of the funding recipients cover Haringey.</p> <p>Repair and upcycling events: At least 9 organisations are planning to deliver repair/reuse-related projects in 2023-24, funded through NLWA's North London Community Fund. Activity will include direct support through advice/practical sessions/training for north London residents, which will be promoted through NLWA channels.</p> <p>Waste Prevention Exchange conference: this annual event will be delivered to bring together sector experts on a programme of topical waste prevention issues.</p> <p>Campaign to promote the reuse shop at Kings Road Reuse and Recycling Centre. This will include a promotional event at the shop, social media advertising and a press release.</p> <p>Production of six videos that show what happens to north London's waste and recycling. Some videos will follow items of household recycling from the home, through the recycling process, until they are turned into something new. Videos will be published on NLWA and borough social media channels, and promoted through a targeted, paid-for social media campaign.</p> <p>Recycling campaign – Behaviour change communications campaign tackling recycling on estates will be commenced in Q2 2023-24, using personalised messaging from local collection crews. Campaign tactics will include leaflets delivered by crews, PR campaign launch sharing 'local hero' stories about recycling collection staff, and outdoor and social media advertising with artwork and video content featuring real crew members sharing stories and anecdotes, as well as recycling tips. Campaign targets are to generate 12,000,000 impressions through outdoor and social media advertising; reach 800,000 people via social media advertising; gain 10 pieces of positive press coverage. For communal recycling rounds receiving personalised leaflets, targets include 10% tonnage increase and 5% reduction of contamination following campaign delivery.</p> <p>Reusable period products – Behaviour change project to increase the purchase and use of reusable period products will be delivered in 2023/24, focusing on waste prevention and the benefits of cost savings associated with switching to reusable period products. Will include a digital communications campaign and information webpage on nlwa.gov.uk, discount voucher offers for residents, and in-person and digital outreach and engagement. Procurement of contractor currently in progress and specific campaign targets to be agreed in Q2 2023/24, once contractor confirmed.</p> <p>Advertising campaign to raise awareness of and increase attendance at reuse and recycling centres</p>	<ul style="list-style-type: none"> • in 2022/23, 138 vouchers were issued and 107 redeemed. We will look to improve this number in 2023/24 • All activities will contribute to the targets in the dashboard. 		
HGY 20	Reducing Environmental Impact	Veolia fleet collection arrangements	All fleet used in the Haringey waste contract are ULEZ compliant. There is a service review which will consider alternative fuels 2022/23, the outcome of this review will form part of the decision on the future service delivery approach.	• Unknown until the review has taken place	• Quarter 4 2023/24	WCA
HGY 21	Reducing Environmental Impact	Sustainable procurement (Procurement Strategy 2020-2025)	The Strategy has reference to environmental priorities including the following "increasing sustainability and reducing use of plastics reduces the waste we produce and increases longevity of our resources across the planet". This strategy will be referred to when procuring for waste services and products.	• All activities will contribute to the targets in the dashboard.	• Ongoing until 2025	WCA

Ref	Theme <ul style="list-style-type: none"> Waste Reduction Maximising Recycling Reducing Environmental Impact Maximising local waste sites 	Action title	Action Description	Expected Target / Impact	Timescale for action	WCA/WDA
			https://www.minutes.haringey.gov.uk/documents/s111643/Procurement%20Strategy%202019-2022_17.54_appendix%201.pdf			
HGY 22	Reducing Environmental Impact	North London Waste Authority disposal arrangements	<p>The vehicle fleet of NLWA's current main waste transfer, treatment and disposal contractor, London Energy Ltd (LEL) and those of LEL's subcontractors are now all ULEZ compliant.</p> <p>It is a requirement of the main waste contract with LEL to use Euro IV vehicles as a minimum. LEL have initiated a vehicle replacement programme to ensure vehicles comply with ULEZ. All vehicles are now Euro VI, leading to a significant reduction in NOx emissions. NLWA are currently reviewing the environmental impact of the fleet with LEL and potential improvements which can be made.</p> <p>As part of the NLWA's and LEL's sustainable strategy, consideration is being given to prioritize a transition to alternative fuels, A collaborative executive committee has been set up with several specific sustainable tangible goals. In addition to operating several fully electric light good vehicles the committee has provided a business case that has been approved to procure a fully electric Heavy Goods Vehicle (HGV) waste bulker to support its operations. LEL currently operate 13 bulker vehicles with leases that expire in late 2024. It is currently proposed that the electric HGV vehicle becomes part of the fleet around this time.</p> <p>The contractor for the new resource recovery facility (RRF) has been instructed to install an additional 370(no) solar PV panels. These additional panels will provide a 20% increase in total output for the whole system from 755kWp to 905kWp.</p>	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> End of 2024 	WDA
HGY 23	Reducing Environmental Impact	NLWA Joint waste strategy	<p>NLWA are currently developing a new Joint Waste Strategy with us and the other constituent boroughs, and as part of that work there will be modelling, including a detailed composition analysis, of EPR and DRS. This will enable us to have a better understanding of future waste service requirements.</p> <p>Two workshops have now been held with key stakeholders to discuss the proposed aims and objectives for the new NLJWS as a group. The NLJWS will inform how NLWA manages its operations and shapes policy – from initiatives to increase recycling, to reducing residual waste and carbon emissions. It will provide clear direction to enable NLWA to deliver excellent services for North London residents.</p> <p>The strategy is due for completion by 2025.</p>	<ul style="list-style-type: none"> Not known until the strategy has been developed 	<ul style="list-style-type: none"> 2025 	WDA
HGY 24	Maximising local waste sites	Adoption of NLWP	<p>Adoption of the NLWP will help the Council to manage waste in line with objectives to reduce, reuse and recycle which contribute to a cleaner, greener Borough, and to drive growth and employment through directing new waste facilities to appropriate employment locations. In particular it contributes to Haringey's Borough Plan outcome 10 – A cleaner, accessible and attractive place through promoting the waste hierarchy of minimising waste and recycling and reducing the amount sent to landfill and will safeguard existing waste sites. Reference Briefing for: (haringey.gov.uk)</p>	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Adopted July 2022 	WCA/WDA
HGY 25	Maximising local waste sites	NLWA transfer stations and bulky waste recycling facility	<p>A temporary bulky waste facility (TBWF) which became operational in April 2022 has allowed us to transfer organic and recyclable materials for processing and extract some for recovery and reuse.</p> <p>Resource Recovery Facility</p> <ul style="list-style-type: none"> The sorting station at Wembley (Seneca) is currently in operation with a throughput of 10,000 tonnes per annum. Approximately 30% of these materials are recovered for recycling and reuse. The NLWA's new state of the art Resource Recovery Facility (RRF) at the Edmonton Eco Park is planned to open in the late summer 2023, with a proposed sorting solution for pre-treatment / separation for certain waste streams within the building. This mechanical and automated application will process between 30,000 and 65,000 tonnes of residual waste, and we expect to recover 30% of materials for reuse and recycling and will be operational in 2024. The NLWA are continuing to engage with consultants to deliver the best technical solution based on the preliminary findings of a recent waste composition analyses undertaken by the authority in addition to considering the future legislative requirements. 	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing until Oct 2022 From Autumn 2023 onwards 	WDA
HGY 26	Maximising local waste sites	NLWA Contractor MRF	<p>NLWA are working with Biffa (its material recycling provider) to establish a compliant and sustainable UK partner to recycle all types of grades of plastic films. We are working with Biffa to evaluate markets options and find a viable solution.</p>	<ul style="list-style-type: none"> All activities will contribute to the targets in the dashboard. 	<ul style="list-style-type: none"> Ongoing 	WDA