



South London Waste Partnership Joint Committee

Thursday, 7 December 2023 at 6.30 pm

F10, Town Hall, Katharine Street, Croydon CR0 1NX

Membership

London Borough of Croydon

Councillor Scott Roche (Chair)

Councillor Robert Ward

Substitutes: Councillors Cummings and Alasdair Stewart

Royal Borough of Kingston upon Thames

Councillor Noel Hadjimichael (Deputy Chair)

Councillor Tom Reeve

Substitutes: Councillors Andreas Kirsch and Alison Holt

London Borough of Merton

Councillor Billy Christie

Councillor Natasha Irons

Substitutes: Councillors Eleanor Stringer and Andrew Judge

London Borough of Sutton

Councillor Barry Lewis

Councillor Christopher Woolmer

Substitute: Andrew Jenner and Luke Taylor

This is a public meeting and attendance by the public is welcomed. Questions however should be submitted via email below, by 10am the day before the meeting.

For more information about the agenda or assistance please contact adrian.may@croydon.gov.uk and farah.gabdon@croydon.gov.uk

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www.merton.gov.uk

www.sutton.gov.uk

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South London Waste Partnership Joint Committee Agenda

Thursday, 7 December 2023

- 1. Welcome and Introductions**
- 2. Apologies for Absence**
To receive any apologies for absence from any members of the Committee.
- 3. Declarations of Interest**
- 4. Minutes of the Previous Meeting** 3 - 6
To approve the minutes of the meeting held on 15th June 2023 as an accurate record.
- 5. Contract Performance Report** 7 - 18
To note the progress with the HRRC extension and the performance of the Partnership's contracts.
- 6. South London Waste Partnership Budget Update 2023/24 - Period 6 Update** 19 - 24
To note the Partnership's budget for the current financial year.
- 7. Recommended budget 2024-25** 25 - 28
To approve the recommended budget for 2024-25.
- 8. Communications and Engagement Update** 29 - 58
To note the communications and engagement activities relating to the residual waste treatment services.
- 9. Date of the next Meeting**
To agree the date of the next meeting.

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If Members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item.

Agenda Item 4

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at www.merton.gov.uk/committee.

SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE

15 JUNE 2023

(6.34 pm - 7.49 pm)

PRESENT Councillor Councillor Natasha Irons (in the Chair),
Councillor Billy Christie, Councillor Scott Roche, Councillor
Robert Ward, Councillor Noel Hadjimichael, Councillor Barry
Lewis and Councillor Christopher Woolmer

ALSO PRESENT Andrea Keys (Partnership Director, SLWP), John Haynes
(Communications Advisor, SLWP), Simon Bussell (Head of
Contracts SLWP), John Bosley (Assistant Director Public Space
LB Merton), Charles Baker (Head of Environment and
Neighbourhood Operations, LB Croydon), Adrian May (Interim
Head Democratic Services, LB Croydon) and Amy Dumitrescu
(Democracy Services Manager, LB Merton)

1 WELCOME, INTRODUCTIONS AND APPOINTMENT OF CHAIR AND VICE CHAIR (Agenda Item 1)

The Chair, Councillor Irons opened the meeting and all present introduced themselves.

It was moved by Councillor Lewis, seconded by Councillor Christie and agreed that Councillor Roche be elected as Chair of the Committee for 2023/24.

It was moved by Councillor Woolmer, seconded by Councillor Christie and agreed that Councillor Hadjimichael be elected as Vice-Chair of the Committee for 2023/24.

2 APOLOGIES FOR ABSENCE (Agenda Item 2)

The Chair, Councillor Roche thanked the outgoing Chair, Cllr Irons, and LB Merton Democratic Services for hosting the Committee over the previous year.

Apologies for absence were received from Councillor Reeve.

3 DECLARATIONS OF INTEREST (Agenda Item 3)

There were no declarations of interest.

4 MINUTES OF THE PREVIOUS MEETING (Agenda Item 4)

RESOLVED: That minutes of the meeting held on 25 April 2023 were agreed and signed as an accurate record.

5 CONTRACT PERFORMANCE REPORT (Agenda Item 5)

The Partnership Director presented the report, noting that the green and food waste tonnages had reduced by 16% and 9% respectively and whilst seasonal variations of +/- 9% were usual for green waste, the previous years' dry weather had been exceptional so the green waste tonnages were expected to be lower. This would continue to be monitored going forward.

In relation to HRRCs (Household Re-Use and Recycling Centres), customer satisfaction surveys continued to be undertaken on a regular basis and the satisfaction rate continued to be high, with a summary of these findings provided on the SLWP (South London Waste Partnership) website. Waste volumes at these sites continued to reduce.

A significant reduction in rubble tonnages and soil through diversion had also occurred.

In relation to the Residual Waste Treatment Contract it was noted that for the year April 2022 to March 2023 the Partner boroughs produced the lowest annual amount of residual waste tonnage since 2010. In the same reporting period, 100% of residual waste had been diverted away from landfill.

In regards to the Environmental permit variation, officers were awaiting an update on the status of the application.

In response to questions from Members, the Partnership Director advised that the reduction in food waste tonnages was hopefully in part due to the food waste reduction campaign undertaken in the previous year, however could also be affected by the Cost of Living crisis. It was noted that residual waste levels were also reducing, providing some reassurance that food waste is actually dropping and not simply moving from the recycling to the residual waste stream.

In response to further questions, the Partnership Director advised that officers were very confident that the tonnage total figure was correct due to the checks in place and that in regards to food waste, treatment operators would be mindful of issues relating to odour and would have measures in place to check for this and to prevent it escaping.

RESOLVED:

That the Joint Committee;

- noted the contents of the report, and
- commented on any aspects of the performance of the Partnership's transfer, treatment, recycling and disposal contracts

6 PARTNERSHIP BUDGET UPDATE 22/23 - FINAL OUT-TURN (Agenda Item 6)

The Partnership Director presented the report, noting that the final outturn report had shown an underspend of £11,787 against the budget and this would be refunded back to the partnership Boroughs.

The Partnership Director gave an overview of the variances in each department and noted a general increase in costs for projects (particularly those requiring a significant resource) as well as having widened the scope of the carbon baseline project and the waste composition analysis.

In response to questions, the Partnership Director advised that over previous years, the budget for the core staffing element stayed largely consistent however there were a number of commissioning projects and this had led to the largest fluctuation in costs over the preceding years.

RESOLVED:

That the report was noted.

7 COMMUNICATIONS UPDATE REPORT WITH 2 YEAR COMMUNICATIONS PLAN (Agenda Item 7)

The Communications Advisor presented the report outlining the work that had been undertaken on engaging residents across the 4 boroughs to understand what they wanted from future services. Over 6000 residents had responded. Those responses, along with the results of the SLWP triennial resident survey and the waste composition analysis, had been used to develop a two-year Communications Plan covering 5 priorities: Food, Flats, Faith Funding and Future. All of these would be supported by sold Foundations. The Communications Advisor gave an overview of each of the priorities and the work that sat within them.

It was noted that the new SLWP website had gone live on 10 May 2023.

The Communications Advisor outlined the garden waste service promotional campaign which had recently taken place, targeted to just over 13,500 properties and the supporting digital advertising campaign covering. It was noted that a conversation rate of 9% for the direct mail campaign was higher than in previous years and that the income generated would be used to support council services. The Communications Advisor also provided an introduction to the forthcoming Plastic waste minimisation campaign and confirmed that further updates on this would be brought to the next meeting of the Committee.

It was noted that from May 2023 the door knocking and bin audits for households where there was regular contaminated items within bins had been brought in-house and was now being undertaken by Veolia. 117 door knocks had taken place and bins had been audited and the results were currently being reviewed.

Members commented on the report. A query was raised in relation to the definition within the recommendation of minor amendments to the two-year SLWP Communications Plan – officers advised that any amendments would be drafted in conjunction with the Chair of the Committee and the Chair of SLWP Strategic Management Group, and would be brought back to the Committee to consider if required.

RESOLVED:

That the Committee:

- Noted the contents of this report and comment on any aspects of communications and engagement activities relating to the residual waste treatment services; Household Reuse and Recycling Centre (HRRC) services; food and green waste treatment services; and marketing of recyclates.
- Approved the two-year SLWP Communications Plan (2023/24 - 2024/25) – Appendix A.
- Approved delegation of authority to agree any required minor amendments to the SLWP Communications Plan (2023/24 - 2024/25) to the Chair of the SLWP Joint Committee and Chair of SLWP Strategic Management Group.

The Chair thanked all for attending and advised that the date for the next meeting was expected to be in September with the final date to be circulated and agreed.



Report to: South London Waste Partnership (SLWP) Joint Committee
Date: 7th December 2023
Author(s): Andrea Keys, Partnership Director
Report title: Contract Performance Report

Summary

This report provides the Joint Committee with an update on the performance of the transfer, treatment, recycling and disposal services that are procured and managed by the South London Waste Partnership on behalf of the four Partner Boroughs; the London boroughs of Croydon, Kingston, Merton and Sutton. The services covered in this report are as follows:

- I. Food and green waste treatment services
- II. Household Reuse and Recycling Centre (HRRC) services, and
- III. Residual waste treatment services.

This report provides performance data for the quarter one and quarter two periods 2023/24: 1st April 2023 to 30th September 2023.

Recommendations

The Joint Committee is asked to;

- Note and comment on the progress with the HRRC extension in points 3.13 to 3.15, and
- Comment on any aspects of the performance of the Partnership's six transfer, treatment, recycling and disposal contracts

Background Documents

Contract Performance Monitoring Reports have been presented to the SLWP Joint Committee since 22nd July 2010. The most recent report was presented at the meeting in June 2023 by the Partnership Director, Andrea Keys.

1. BACKGROUND

- 1.1. **Food and green** – The SLWP manages four green and food waste contracts on behalf of the Partner Boroughs. These contracts have been in operation since 1st September 2022 and will continue until no later than the 30th March 2030. The food and green services are delivered via the following four contracts:
 - I. Bio Collectors Ltd – receipt and treatment of food waste
 - II. Olleco – collection and treatment of food waste
 - III. Countrystyle Recycling – collection and treatment of green waste
 - IV. SUEZ Recycling and Recovery UK (SUEZ) – receipt, bulking, transportation and treatment of green and food waste
- 1.2. **Household Reuse and Recycling Centre (HRRC) services** - the HRRC service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1st October 2015 and includes; the management of the six HRRC sites in the SLWP region, the operation of the waste transfer station at Villiers Road, and the marketing of the recyclates collected at each of the HRRC sites. The contract has an expiry date of the 31st March 2025 and includes the option to extend these services up to the 15th September 2030.
- 1.3. **Residual waste treatment contract** - Viridor South London Limited ('Viridor SL') was awarded a contract for the treatment and disposal of residual waste in November 2012. To deliver the contract, Viridor designed, built and now operates an Energy Recovery Facility (ERF) at the Beddington Lane site in Sutton. Following the construction and commissioning period, the ERF became fully operational in March 2019. The Contract has an initial term of 25 years providing waste treatment services until the 3rd March 2044, with the potential to extend the Contract until a Long Stop Date of 5th November 2047.

2. PERFORMANCE DETAIL – FOOD AND GREEN WASTE

- 2.1. **Food and green waste receipt** - Under the SUEZ food and green waste contracts, the London Boroughs of Croydon, Merton and Sutton deliver kerbside-collected green waste and food waste into the SUEZ-owned and operated waste transfer station located in Merton where it is bulked into larger vehicles for haulage to a number of treatment facilities outside of the SLWP area.
- 2.2. There is also the option for kerbside collection vehicles to deliver food waste directly to an Anaerobic Digestion (AD) facility located in the London Borough of Merton up to an agreed limit of 5,000 tonnes per year through the Bio Collectors contract.
- 2.3. The Royal Borough of Kingston collection vehicles deliver green and food waste into the Kingston Council-owned Villiers Road waste transfer station which is operated by Veolia under the HRRC Contract.

- 2.4. **Food and green waste treatment** - Food waste collected by the boroughs is currently treated at three separate Anaerobic Digestion (AD) facilities. Up to 5,000 tonnes of food waste is treated via a direct delivery contract with Bio Collectors Ltd at their Anaerobic Digestion (AD) site in Merton, as detailed above. The food waste bulked at the SUEZ waste transfer station is hauled to and treated at the Severn Trent AD facility located in Surrey, and the food waste bulked at the Villiers Road waste transfer station is hauled to the Olleco AD facility that is located in Aylesbury.
- 2.5. Green waste delivered to the SUEZ Mitcham and the Villiers Road transfer station is hauled to and treated at either Laverstoke Park Farm, located at Overton in Basingstoke, or the Veolia-operated green waste treatment facility located in Basildon, Essex.
- 2.6. **Food and Green waste volumes** – During the reporting period 1st April 2023 until the 30th September 2023 the boroughs collected 12,101 tonnes of food waste and 21,005 tonnes of green waste.
- 2.7. There continues to be a reduction in food waste tonnes across all four boroughs, with a 5% reduction on the combined partnership tonnes collected when compared to the same period last year. We have seen a 25% growth in green waste this year compared with the previous quarter one period. Spring and summer in 2022 was exceptionally hot with very little rain and so produced unusually low green waste tonnes.
- 2.8. The following table presents a summary of the total green and food waste collected at both the kerbside and the HRRC sites in the reporting period and the tonnes collected in the same period during the previous year.

Material Treated	Tonnes Treated In Q1 & Q2 of 22/23	Tonnes Treated In Q1 & Q2 of 23/24
Kerbside Green waste	12,750	15,511
HRRC Green waste	4,019	5,494
Kerbside Food Waste	12,685	12,101

3. **Performance detail - Household Reuse and Recycling Centres (HRRCs)**

- 3.1. **HRRC Contract Performance Review:** The scope of the HRRC services can be summarised in three parts: the general management of the sites (including staffing, plant, equipment and site layouts); the transportation of materials; and the recycling, treatment and/or disposal of waste collected at the HRRC sites (excluding green and residual waste).
- 3.2. The contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
- 3.3. **Site user experience** - Veolia started customer satisfaction surveys in July 2016 in order to monitor site user experience. Customer satisfaction questionnaires are undertaken at the six HRRC sites for two weeks in turn for each round. Surveys have continued since that date, with only a brief suspension and some

precautionary measures adopted during the COVID pandemic. The Contract continues to achieve a high customer satisfaction rate. A summary dashboard is available to download from the SLWP website.

- 3.4. **Recycling Performance** – Each month the SLWP looks at materials recycled, recycling markets and the impact of the wider SLWP recycling services in order to better understand HRRC recycling rates and assess the Contractor’s performance. During the quarter two reporting period, the combined performance at the SLWP HRRC sites was 66%. Table 2a in Appendix A details the recycling performance by site and by month (please note the year end performance figure is based on the raw tonnage data, not an average of the recycling performance per month).
- 3.5. **Recycling Performance analysis** – There has been an increase in the majority of materials collected at the HRRC sites in this reporting period when compared to last year, with the exception of card waste. The following table provides some examples of tonnage changes by material type compared to the Q2 period last year.

Table 3.5 – Tonnes Collected April to September 2023/24

HRRC Material	Tonnes Collected Up to Q2 2023	Variance against Up to Q2 2022	Variance In Tonnes
Green Waste	5,470	36%	1,451.3
Residual	6,582	5%	304.5
Wood	5,397	5%	262.3
Soil	1,320	5%	59.6
WEEE	1,089	10%	100.0
Ferrous - Scrap	1,082	4%	38.5
Mattresses	545	104%	277.6
Glass - Mixed	53	16%	7.5
Paper - Mixed	335	360%	262.5
Cardboard	453	-35%	-243.0
Total	27,054	13%	3,153.4

- 3.6. There has been a notable increase in the amount of mattresses brought to site this year with a 104% increase when compared to the same quarter two position last year. From a tonnage perspective, the greatest increase is from green waste, which, as discussed above, is largely due to the exceptionally low tonnages produced in 2022/23. There has also been a notable 35% drop in card waste being brought to the site by residents.
- 3.7. The table below shows how each material contributes to the HRRC recycling rate and highlights the top five key materials which are the largest contributors to the HRRC recycling rates.

3.8. Table 3.8 – Tonnes Recycled or Reused in Quarter 1 2023/24

HRRC Material	Tonnes Collected for Recycling	Contribution to the Recycling Rate
Green	5,470	35%
Wood	5,397	34%
Soil	1,320	8%
WEEE	1,089	7%
Ferrous scrap metal	1,082	7%
Books	88	0.56%
Glass	53	0.34%
Paper	335	2.12%
Card	453	2.86%
Bric-a-brac	166	1.05%
Textiles	103	0.65%
OTHER RECYCLED	285	1.80%
Total Recycled	15,842	100%

3.9. Table 2b in Appendix A uses data from the last three years in order to compare performance year to date with the same period from the previous two years. The yellow bars show the recycling performance to date for this reporting period. The blue and green bars show recycling performance for the same period in the previous two years.

3.10. Projects and Activities at the HRRCs

3.11. The following provides a summary of some of the additional projects that are on-going at the HRRC sites. The projects aim to either; maximize on reuse and recycling; improve the accessibility of the sites; deter the misuse of the sites by traders; and/or to ensure that the HRRCs are reserved for use by residents disposing of household waste only.

3.11.1. **Soil separation** - In the reporting period 1,320 tonnes of soil were separated by staff and customers for reuse.

3.11.2. **Reuse shops** – Since 2015, all six HRRC sites have been involved in the identification and separation of reusable items that are brought to the HRRC sites by residents. Collected items are checked and safety tested and suitable items are transferred to one of two reuse shops for resale. The first reuse shop opened in 2015 and is located at the HRRC site in Sutton and a second shop is located at the Fishers Farm HRRC site in Croydon. In the reporting period 16,381 items were separated by staff and customers for reuse.

3.11.3. **Bag splitting** – A bag splitting exercise at the Merton and Sutton HRRC sites is on-going. **Aim** - The aim of the project is to build an understanding of how much recycling is left in black bags of residual waste brought to the site. The data gathered develops our understanding of which are the common materials not being segregated for recycling.

This information will enable the boroughs to use data to drive communications and service improvements. To note – this manual segregation project will separate modest kilograms of recyclate by weight and so will not in itself impact the recycling rate.

- 3.11.4. **Rubble Charging** – There is currently a rubble charging scheme in place at Sutton’s Kimpton Park Way site. The charge covers the cost of recycling this material. **Aim** - The aim of this project is to deter potential site abuse from trade and commercial businesses using the site as a free-of-charge disposal route. Since its introduction in July 2021 rubble tonnages in Sutton have fallen by 68%, and the avoided cost is estimated to be just over £110k (up to Q2 2023-24). **Update** - A DEFRA announcement in June of this year signaled that changes may need to be made to the SLWP rubble charging system to allow a specified amount of free rubble disposal in certain circumstances. The SLWP rubble charging scheme will be reviewed as and when further clarity around the changes are provided.
- 3.11.5. **Assisted tipping** - The site parking arrangements at all six sites now include a larger bay to accommodate assisted tipping so that anyone needing help from site staff or a carer has sufficient room. These spaces can also be pre-booked through the online booking forms.
- 3.11.6. **Booking Forms** – Booking forms have been in place at the Merton, Sutton and Kingston HRRC sites since the 13th May 2020. The forms even-out the use of the service, which has in turn reduced queuing and waiting times for site users. The reduction in queuing has significantly reduced the impact of the service on the surrounding highways and residential areas in close proximity to the HRRC sites. Spaces booked and visits completed are recorded and utilisation of spaces from April - September 2023 are detailed below. **Aim** – the purpose of recording, reporting, and monitoring site usage data is to assess current site capacity, usage trends, and how it meets resident demand.
- Kingston: 57% utilisation of spaces for car bookings and Vans 72%
Merton: 76% utilisation of spaces for car bookings and Vans 73%
Sutton: 43% utilisation of spaces for car bookings and Vans 74%
- 3.11.7. **Fair Use** - Fair use policies have been introduced at the Kingston and Sutton HRRCs, with Kingston residents permitted 20 visits per year and Sutton residents permitted 24 visits per year. **Aim** - The aim of this policy is to ensure that the HRRC sites are reserved for household waste from residents only and to deter improper disposal of commercial waste.
- 3.11.8. **Site usage questionnaire** –This project aims to help us develop an understanding as to why residents use the HRRC sites rather than their kerbside collection service, a local charity shop, a ‘free-cycle’ website, or other outlet for their recyclates and or waste. This project is scheduled to start in spring next year and will initially target the most frequent users

at each site. **Aim** - The output of the project will help to identify if there are any key materials that are universal to most HRRC site visits.

3.12. **Social Value** - The following is a summary of some of the projects the Contractor is operating that look to support local community groups as well as reduce waste through local repair and reuse schemes.

3.12.1. **Toy giveaway schemes** – All six HRRC sites collect used toys which are safety tested and then offered free of charge to residents across the partnership. To date the contractor has operated a successful Christmas event and a summer club giveaway scheme which residents can access directly, as well as supporting a number of local charities including the Rotary Club and the Golden Hearted Charity. These schemes have donated over 200 toys and games to residents.

3.12.2. **Upcycle, repair and reuse** – the contractor has been working with local businesses, charities and social enterprises in order to provide good quality items in need of some repair and / or upcycling. To date the contractor has donated items such as bikes, toys, furniture and electrical items.

3.13. **HRRC Extension** - An officer appraisal and an independent peer review have considered the options around the continued delivery of the HRRC Services contract. The result of that piece of work is an officer recommendation to continue the services with the incumbent via an extension with variation up to the contract 'long-stop' date of 15th September 2030. The variation will see the waste transfer station operation extend to the Garth Road Waste transfer station in Merton.

3.14. As well as offering value for money and a competitive risk and reward share mechanism, some additional benefits of extending the current HRRC services include the following options:

- The opportunity for any one or more borough to accept kerbside collected bulky waste at their respective HRRC site with the aim of increasing recycling,
- The option to offer a trade waste receipt service at the HRRC site/s that will support small local traders with competitively priced local recycling points, and
- The potential to share sites in the future between two, three or all four Partner Boroughs in order to enable residents to use their closest site, with the aim of increasing satisfaction and reducing journey times.

3.15. The recommendation to extend the HRRC services contract is progressing through the governance processes in each of the four partner boroughs and is anticipated to be concluded by spring 2024.

4. **Residual Waste treatment Contract (Viridor South London Limited)**

4.1. Viridor South London has been delivering the services under the Residual Waste Treatment contract since 4th March 2019.

- 4.2. In the reporting period, 1st April 2023 to 30th September 2023, the SLWP boroughs delivered 101,509 tonnes of residual waste to the Viridor residual waste treatment contract. This is an increase of just over 3% when compared with the same reporting period last year. Please see Appendix A table 1a for further details on residual waste tonnes.
- 4.3. **Landfill Diversion** - In the reporting period, 0.41% of the residual waste collected by SLWP partner boroughs was sent to landfill, largely due to a planned maintenance shutdown of the Beddington ERF which took place during April and May 2023. Please see Appendix A table 1b for further diversion data.
- 4.4. **Emissions** – The emissions from the Beddington ERF are sampled every 10 seconds, 7 days a week, 365 days a year. The results are fed back to the ERF Control Room, so any potential issues are known about immediately and appropriate action can be taken. The results from the continuous emissions monitoring systems (CEMS) are reported to the Environment Agency (EA - the regulator for the facility) and uploaded by Viridor to a publicly-accessible website (www.beddingtonerf.info). The EA sets limits (based on 10-minute, 30-minute, and daily averages) for different types of emissions. The Beddington ERF has been designed to operate at the very highest international standards and, during normal operating conditions, emissions are well below the limits set by the EA.
- 4.5. On the 21st and 22nd October 2023, the equipment recording VOC data on Line 2 was found to be in calibration mode and not recording correctly through the continuous emissions monitoring system. A Schedule 5 Part A was submitted by Viridor to the Environment Agency (EA). In the Schedule 5 notice Viridor highlighted that ‘VOC data tracks CO Data emissions’. According to the information submitted to the EA, a review of the CO emissions data shows that it is highly unlikely that any exceedances of VOC emissions limits occurred while the monitoring system was not recording correctly. The response from the EA will consider the impact of the fault.
- 4.6. **Power outage** - A UK Power Networks fault at 11pm on Monday 16th October 2023 caused the Beddington Energy Recovery Facility (ERF) to come offline. Viridor (operator of the facility) immediately stopped feeding waste into the treatment process and started work to shut the plant down safely. A fault with the ERF’s turbine and back-up generator meant that it took longer than it should to shut the plant down. Some waste that was already part-way through the treatment process continued to smolder in the furnace, resulting in a plume being visible from the two flue stacks (chimneys) on Tuesday 17th October.
- 4.7. The SLWP has written to Viridor formally requesting full and detailed updates on the report being prepared by Viridor for submission to the EA in relation to the incident and details of the immediate action that has been undertaken to mitigate the risk of a repeat incident.
- 4.8. UK Power Networks repaired the faulty cable on Wednesday evening (18th October) and power was restored to the ERF. Waste processing resumed on line 1 on Thursday and line 2 on Friday. While the facility was offline, waste was

safely stored in the facility's bunker, ensuring local waste collection services were not impacted.

- 4.9. Members of the Beddington Community Liaison Group (CLG) were kept informed by Viridor throughout and a meeting was held at the site on 19th October where the incident was discussed.
- 4.10. A further failure of the UKPN power supply occurred on 3rd November. This time the ERF's turbine and back-up generators performed correctly and Viridor were able to shut the plant down quickly and remove part-treated waste from the furnace grate. The facility operated in 'by-pass mode' (safely treating waste but not exporting electricity) while UKPN investigated and fixed the faulty cable. As above, members of the Beddington Community Liaison Group were kept informed.
- 4.11. Viridor and the Environment Agency (who are the environmental regulators of the facility) are conducting investigations into the circumstances surrounding the incident. The four SLWP boroughs will work closely with Viridor and the EA to ensure lessons are learned and mitigation measures are put in place to minimise the chances of a similar event occurring in the future.
- 4.12. **Gas canister detection project** - A trial into the use of artificial intelligence in the bunker is on-going. Cameras were installed in the tipping hall in April 2023. These are positioned over each bay and are designed to detect gas bottles as they are tipped into the bunker, this will alert the plant operator of the presence of gas bottles in the waste. The AI is linked to an ANPR system which will allow Viridor to determine the source of these bottles and target the customers / rounds in order to improve communications and checks.
- 4.13. **Transparency of Emissions data** - Viridor publish detailed emissions reports on the Beddington ERF Virtual Visitor Centre on a regular basis (<https://www.beddingtonerf.info/>). A link to the 'emissions data' can be found in the top right corner of the site's home page. An archive of reports dating back to 2019 is available for the public to view here. This is done to ensure local residents have access to detailed information about the performance of the plant. A detailed 'Guidance Note' is provided to help residents interpret the emissions reports accurately. We are not aware of any other energy from waste facility in the country that provides this level of openness and transparency.
- 4.14. It is important to note that the facility must operate in accordance with its Environmental Permit which is issued and regulated by the Environment Agency (EA). The site cannot operate without its permit from the EA and if the site is not compliant with its permit, the EA has the power to serve both enforcement and suspension notices. The SLWP will continue to work closely with Viridor and the EA to ensure the Beddington ERF is operating safely.
- 4.15. **Environmental Permit variation** – Viridor submitted an application to the Environment Agency (EA) seeking to increase the amount of waste that can be processed at the Beddington ERF. The application was duly made by the EA on

the 10th November 2022 and a six week public consultation was launched. During the consultation period, local residents and stakeholders were able to review the technical information submitted by Viridor in support of the application (including newly modelled Air Quality Assessment and Human Health Risk Assessment), and share feedback with the EA directly. More than 500 responses to the consultation were received by the EA.

4.16. On the 21st July the EA launched a second round of consultation on the Beddington ERF permit variation which ran for 8 weeks until the 15th September 2023. Within this second round of consultation the EA have indicated that they are 'minded to issue the varied and consolidated Permit to the Applicant'. The EA published their draft decision in the form of a draft permit, together with an explanatory document.

4.17. Next Steps - The EA will review the feedback received in relation to this second round consultation and a final decision will be published.

5. RECOMMENDATIONS

5.1. It is recommended that the Joint Waste Committee:

- a) Note and comment on the progress with the HRRC extension in points 3.13 to 3.15, and
- b) comment on any aspects of the performance of the Partnership's six transfer, treatment, recycling and disposal contracts

6. IMPACTS AND IMPLICATIONS

6.1. LEGAL -There are no legal considerations arising directly out of the recommendation in this report.

6.2. FINANCE - There are no financial considerations arising directly out of the recommendation in this report.

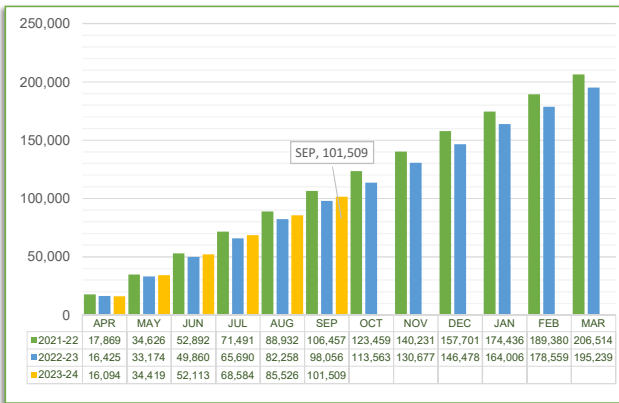
7. Appendices

7.1. Appendix A provides data on the performance of the six jointly procured treatment and disposal contracts for the reporting period 1st April 2023 to the 30th September 2023.

SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL

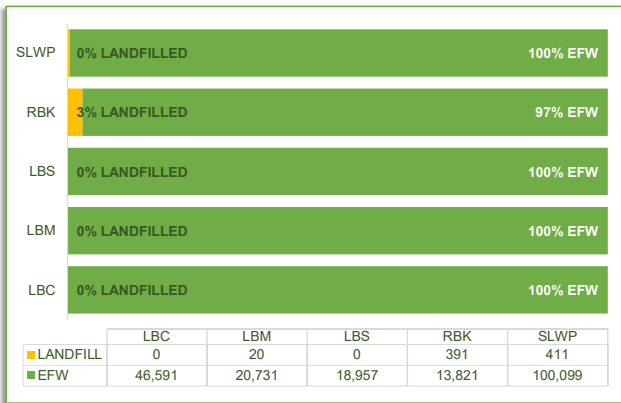
1a - TOTAL RESIDUAL WASTE GROWTH

CUMULATIVE RESIDUAL WASTE - CURRENT YEAR AGAINST 2 PREVIOUS YEARS



1b - DIVERSION FROM LANDFILL

TOTAL TONNES AND % OF WASTE SENT TO ENERGY RECOVERY



SECTION 2: HRRC RECYCLING PERFORMANCE

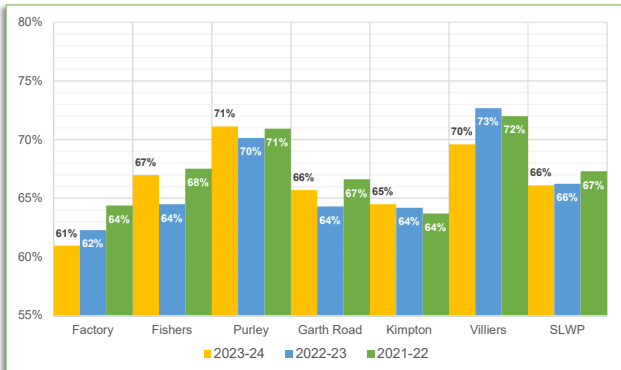
2a: HRRC RECYCLING PERFORMANCE

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

Month	Factory Lane	Fishers Farm	Purley Oaks	Garth Road	Kimpton Park Way	Villiers Road	SLWP
APR	59%	63%	68%	65%	62%	72%	65%
MAY	63%	69%	74%	68%	69%	75%	69%
JUN	63%	71%	75%	67%	65%	70%	68%
JUL	59%	64%	68%	66%	63%	66%	64%
AUG	60%	66%	71%	64%	64%	69%	65%
SEP	60%	66%	71%	64%	63%	64%	64%
OCT							
NOV							
DEC							
JAN							
FEB							
MAR							
YTD	61%	67%	71%	66%	65%	70%	66%

2b: YEAR TO DATE RECYCLING PERFORMANCE

PERFORMANCE COMPARED TO LAST 2 YEARS



SECTION 3: WASTE ARISING

3a: TOTAL ANNUAL WASTE ARISING (INC. NON HOUSEHOLD WASTE)

2022-23 AND PREVIOUS LAST 8 YEARS



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Report to: South London Waste Partnership (SLWP) Joint Waste Committee
Date: 7th December 2023
Author(s): Francesco Grieco, Head of Finance & Business Intelligence
Report title: South London Waste Partnership Budget Update 2023/24 – Period 6 Update

1. SUMMARY

- 1.1 This paper provides an outturn position on the Partnership’s budget for the current financial year. At month 6 of the financial year 2023/24, that being 30th September 2023, the forecast outturn is an underspend of £1,375 against the ‘revised’ budget.

	Revised Budget	Forecast	Variance
TOTAL	£1,253,755	£1,252,380	-£1,375

2. BACKGROUND

- 2.1 The Partnership sets its budget each year for the forthcoming financial year. Spend against budget is monitored monthly in order to respond to pressures and to allow budgets to be flexed where appropriate. The budget for 2023/24 was approved at the January 2023 Joint Committee and, following a budget challenge, a revised budget was agreed later in the year. Appendix 1 contains both the approved and the revised budgets, along with an individual borough forecasts against the revised budget. The financial commentary that follows tracks spend year to date against the lower revised budget.

3. FINANCIAL POSITION COMMENTARY – 2023/24

3.1 Core Budget

- 3.2 The Core Partnership Activity budget covers staff salaries, IT, HR, the document management system, and finance support, as well as ad hoc legal and technical advisor support. The core staff activities include contract management, commissioning, infrastructure development work, and finance administration.
- 3.3 The budget for the ‘Core Partnership Team Activity’ is currently forecasting a total underspend of £6,376 which is mainly attributed to an underspend in staffing costs. At period 6 there is a confirmed overspend in relation to document management due to inflation assumptions.

	Budget	Forecast	Variance
Core Partnership Team Activity	£850,005	£843,629	£-6,376
Advisors and Corporate Support	£65,608	£65,543	-£65
Core Staff Resources	£764,397	£756,211	-£8,186
Document Management	£20,000	£21,876	£1,876

3.4 Communications and Improvement Projects

3.5 **Green waste and food waste campaigns** – these have now passed through the internal approvals process at borough officer level and work has commenced. At period 6 the food and green waste projects are forecasted to be delivered on budget.

3.6 **Intelligence gathering** - prior to any spend on intelligence gathering projects, it has been agreed that an approvals process will be undertaken in all four boroughs. At period 6 it is anticipated that the intelligence gathering will not be progressed and it will be presented as an underspend.

3.7 **Resident engagement** - It is anticipated that the resident engagement projects will be progressed and will be delivered on budget.

	Budget	Forecast	Variance
Communications and Improvements Projects	£141,250	£141,250	£0
Resident Engagement	£10,000	£10,000	£0
Intelligence Gathering	£65,000	£65,000	£0
Spend to save green waste campaign	£10,000	£10,000	£0
Spend to save food waste campaign	£56,250	£26,250	£0

3.8 Commissioning Projects

3.9 **Recyclates Treatment Contract** – From the 1st April 2025 the receipt treatment and recycling of kerbside collected recyclates will be a standalone service managed separately from the collections contract. Work to commission the new recyclates treatment contract/s is underway and will continue into the financial year 2024/25. Project costs for 2023/24 are included within the commissioning category and at period 6 current financial year activities are projected to be delivered within budget.

3.10 **HRRC Services** - Work to secure the continued delivery of the HRRC Services contract via an extension with variation is progressing through the approvals processes in each of the boroughs and at period 6 this project is projected to be delivered within budget.

3.11 **Collections and street cleansing services (Sutton, Kingston and Croydon)** – At period 6, the collections and street cleansing services commissioning activity is progressing through the Competitive Dialogue process. Technical support for the three boroughs is combined under this category and the forecast spend is currently anticipated to be within budget.

	Budget	Forecast	Variance
Commissioning Support	£265,000	£265,000	£0
HRRC Extension and Recyclates Commissioning	£50,000	£50,000	£0
Waste Transfer Station Infrastructure Project	£65,000	£70,000	£5,000
Collection and Street Cleansing Commissioning	£150,000	£150,000	£0

4. Recommendations:

4.1 To note the content of this report.

5. Impacts and Implications

5.1 Finance - Contained within report.

6. Appendices

6.1 Appendix 1 SLWP Approved Budget and Revised Budget

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SLWP Budget - Approved JWC January 2023

	SLWP TOTAL		Individual Borough Forecasts			
	Approved Budget		Croydon	Merton	Sutton	Kingston
Core Partnership Team Activity						
Advisors and Corporate Support	£65,608	£16,402	£16,402	£16,402	£16,402	£16,402
Document Management	£20,000	£5,000	£5,000	£5,000	£5,000	£5,000
Core Staff	£764,397	£191,099	£191,099	£191,099	£191,099	£191,099
Waste Treatment and Disposal Commissioning Budget	£50,000	£12,500	£12,500	£12,500	£12,500	£12,500
WTS Infrastructure Project (Bulking and Material sorting) - Stage 2	£65,000	£16,250	£16,250	£16,250	£16,250	£16,250
Resident Engagement	£10,000	£2,500	£2,500	£2,500	£2,500	£2,500
Intelligence gathering	£65,000	£16,250	£16,250	£16,250	£16,250	£16,250
Spend to save green waste campaign	£10,000	£2,500	£2,500	£2,500	£2,500	£2,500
Spend to save food waste campaign	£75,000	£18,750	£18,750	£18,750	£18,750	£18,750
Environmental Services Commissioning Support	£200,000	£50,000	£50,000	£50,000	£50,000	£50,000
TOTAL	£1,325,005	£331,251	£331,251	£331,251	£331,251	£331,251

SLWP Budget Update

Updated 31st October 2023

Period 6

	SLWP TOTAL		Individual Borough Forecasts				Variance
	Revised Budget	Forecast	Croydon	Merton	Sutton	Kingston	
Core Partnership Team Activity							
Advisors and Corporate Support	£65,608	£65,543	£16,386	£16,386	£16,386	£16,386	-£65
Document Management	£20,000	£21,876	£5,469	£5,469	£5,469	£5,469	£1,876
Core Staff	£764,397	£756,211	£189,053	£189,053	£189,053	£189,053	-£8,186
Waste Treatment and Disposal Commissioning Budget	£50,000	£50,000	£12,500	£12,500	£12,500	£12,500	£0
WTS Infrastructure Project (Bulking and Material sorting) - Stage 2	£65,000	£70,000	£17,500	£17,500	£17,500	£17,500	£5,000
Resident Engagement	£10,000	£10,000	£2,500	£2,500	£2,500	£2,500	£0
Intelligence gathering	£65,000	£65,000	£16,250	£16,250	£16,250	£16,250	£0
Spend to save green waste campaign	£7,500	£7,500	£1,875	£1,875	£1,875	£1,875	£0
Spend to save food waste campaign	£56,250	£56,250	£18,750	£0	£18,750	£18,750	£0
Environmental Services Commissioning Support	£150,000	£150,000	£50,000	£0	£50,000	£50,000	£0
TOTAL	£1,253,755	£1,252,380	£330,282	£261,532	£330,282	£330,282	-£1,376

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Report to: South London Waste Partnership Joint Committee
Date: 7th December 2023
Author: Andrea Keys Partnership Director
Report title: Recommended SLWP Partnership Team Budget 2024/25

Purpose

The purpose of this report is to set out the recommended SLWP partnership team budget for the financial year 2024/25.

Recommendations

It is recommended that the SLWP Joint Committee approves the recommended Budget for 2024/25 as follows:

Annual Budget of £233,440 per borough which includes:

- Core Partnership team,
- Advisors, corporate Support and document storage, and
- Behaviour change campaigns.

To note – the recommendation offers a 26% saving of just over £390k (£97,500 per borough) against last year’s approved budget.

1. Recommended Budget for 2024/25

1.1. The following tables provide a breakdown of the SLWP’s recommended budget for 2024/25.

Core Partnership Team Activity	CROYDON	MERTON	SUTTON	KINGSTON	SLWP
Advisors and Corporate support	£34,000	£34,000	£34,000	£34,000	£136,000
Document Storage	£5,250	£5,250	£5,250	£5,250	£21,000
SLWP Staff	£179,690	£179,690	£179,690	£179,690	£718,758
Totals	£218,940	£218,940	£218,940	£218,940	£875,759

Communication	CROYDON	MERTON	SUTTON	KINGSTON	SLWP
Resident Engagement Campaign	£10,000	£10,000	£10,000	£10,000	£40,000
Proactive Communications	£3,000	£3,000	£3,000	£3,000	£12,000
Development of the digital Offering	£1,500	£1,500	£1,500	£1,500	£6,000
Totals	£14,500	£14,500	£14,500	£14,500	£58,000

Recommended Cost Per Borough	£233,440	£233,440	£233,440	£233,440	£933,759
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2. Background to SLWP budget setting

- 2.1. The function of the Joint Committee is to ‘make arrangements for the disposal of waste, provide places for the deposit and disposal of waste, and to advise participating councils on the delivery and separation of waste’, as set out in the Inter Authority Agreement (IAA) held by the Participating Councils of the Joint Committee.
- 2.2. Operational functions of the Joint Committee currently discharged to the SLWP partnership team include the management of the existing treatment and disposal contracts, of which there are seven, and includes the resolution of contract issues arising in those contracts, as well as the procurement of new and replacement waste treatment and disposal services. The role of the SLWP partnership team is also ‘to develop proposals on how the Participating Councils can discharge their functions generally in the field of waste disposal to promote and/or improve the economic, social and environmental well-being in the Area of Participating Councils and contribute to the achievement of sustainable development’, as set out in the IAA.
- 2.3. The SLWP Joint Committee constitution requires that each year the Joint Committee ‘agree a draft Annual Budget for the following financial year which, in its opinion, it reasonably requires to achieve the objectives [set out above] and to discharge its functions as a Joint Committee’.
- 2.4. Spend is monitored by the SLWP Finance Lead on a monthly basis to allow budgets to be flexed where appropriate and in order to respond to any budget pressures.

3. Core Partnership Budget 2024/25

- 3.1. The table below summarises the recommended budget for 2024/25 that is required to carry out the operational functions of the Joint Committee discharged to the SLWP partnership team and in line with the SLWP Two Year Work Programme.

Core Partnership Team Activity	CROYDON	MERTON	SUTTON	KINGSTON	SLWP
Advisors and Corporate support	£34,000	£34,000	£34,000	£34,000	£136,000
Document Storage	£5,250	£5,250	£5,250	£5,250	£21,000
SLWP Staff	£179,690	£179,690	£179,690	£179,690	£718,758
Totals	£218,940	£218,940	£218,940	£218,940	£875,759

- 3.2. **Advisors and corporate support** – This includes the costs for HR, IT, and finance support, as well as planned and ad hoc support from our

communications lead and legal advisors, and the use of any external technical or specialist advisors.

- 3.3. **Staff** - The staff resource budget enables the SLWP team to manage the jointly procured treatment and disposal Contracts, including managing contract performance and contract management activities on behalf of the four participating councils (“the Contract Management Costs”).
- 3.4. **Continual improvement** - This budget provision will ensure there are sufficient resources in order that the SLWP can continue to: identify cost saving opportunities; effectively plan and develop proposals that will promote waste minimisation through our existing and new contracts; progress the development of alternative methods of waste receipt, treatment and disposal; and continue to explore opportunities to increase the range and proportion of waste being segregated for reuse and recycling.

4. Communications Budget 2024/25

- 4.1. The table below summarises the recommended SLWP Communications Budget for 2024/25.

Communication	CROYDON	MERTON	SUTTON	KINGSTON	SLWP
Resident Engagement Campaign	£10,000	£10,000	£10,000	£10,000	£40,000
Proactive Communications	£3,000	£3,000	£3,000	£3,000	£12,000
Development of the digital Offering	£1,500	£1,500	£1,500	£1,500	£6,000
Totals	£14,500	£14,500	£14,500	£14,500	£58,000

- 4.2. The Communications budget will deliver the following:
- 4.3. Continuation of the **food waste recycling participation campaign** which has been shown in recent years to deliver a 10% increase in participation in targeted areas. Collection rounds are carefully selected for inclusion in the campaign based on a combination of tonnage data and participation monitoring. Targeted properties are visited on their collection day. A ‘No food waste sticker’ is placed on the lid of their rubbish bin and a branded envelope is posted through the letterbox containing a leaflet on the benefits of recycling food waste. The recent waste composition analysis showed that food waste makes up just under 30% (by weight) of the ‘average’ SLWP rubbish bin. Diverting that waste out of the residual waste stream and into the recycling (anaerobic digestion) waste stream delivers significant environmental benefits. In addition, because food waste treatment costs are significantly cheaper than residual waste treatment charges, the campaign effectively pays for itself through avoided waste treatment costs.
- 4.4. The Beddington ERF social media campaign will raise awareness of the excellent Beddington ERF virtual visitor centre (beddingtonerf.info) and of the

tours of the facility that are now taking place on a quarterly basis. The campaign will also highlight the contribution the ERF has made (in conjunction with reducing residual waste tonnages) in reducing the SLWP boroughs' carbon emissions.

- 4.5. It is important that residents have confidence in the recycling system and feel that their efforts to sort their household waste into different bins is worthwhile. To support this, the SLWP will explore ways to make detailed information about where recycling is taken and what's it's turned in to more accessible to the residents of the four SLWP boroughs
- 4.6. The SLWP website will continue to be developed, in particular the 'Your waste' section so that it tells a compelling and engaging story about the challenge of waste and the role every resident has in helping us meet that challenge. Waste minimisation and carbon reduction will be key themes. The new 'BinSmart' searchable directory will be developed and we will explore whether the tool can be embedded within borough websites to improve access to it and the overall user experience.
- 4.7. In addition to the above communications activities, 2024/25 will be the final year of the collection and street cleansing contract with Veolia. Whilst the communications budget for this contract is outside of the SLWP Joint Committee Annual Budget, it is worth noting that a total of £47,500 per borough is already being invested through the Veolia collections contract in various communications and engagement activities including: a campaign to improve the quality of recycling being collected from communal bins (flats); continuation of the contamination and excess waste education programme; annual service reminder and collection calendar; garden waste service promotion and renewals process.



PART A REPORT

Report to: South London Waste Partnership (SLWP) Joint Committee

Date: 7th December 2023

Author(s): John Haynes, SLWP Communications Advisor

Report title: **Communications and Engagement Update**

Summary

This paper provides an update to Members of the South London Waste Partnership Joint Committee on communications and stakeholder engagement activities relating to the Partnership's residual waste treatment services; Household Reuse and Recycling Centre (HRRC) services; food and green waste treatment services; and marketing of recyclates.

This report focuses on activity that took place between June and November 2023.

Recommendations

The Committee is asked to:

- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the residual waste treatment services; Household Reuse and Recycling Centre (HRRC) services; food and green waste treatment services; and marketing of recyclates.

1. FOOD AND GREEN WASTE TREATMENT CONTRACTS

- 1.1 A visit to the Bio Collectors anaerobic digestion (AD) facility in Mitcham was arranged and took place on 24 July 2023 for Members of the Joint Committee and Sutton Council Ward Members. This was in response to concerns raised by local residents about odour from the site being detectable on occasions in nearby Poulter Park.
- 1.2 Up to 5,000 tonnes per annum of SLWP food waste is treated at the Bio Collectors facility (around 5% of the facility's total capacity – the remaining 95% being mostly local commercial food waste collections).
- 1.3 The site visit was attended by councillors Lewis, Woolmer and Munday as well as officers from Sutton Council's Environmental Health and

Sustainability teams and the SLWP's Contract Manager and Communications Advisor.

- 1.4 Attendees were provided with a thorough and informative tour of the site by Bio Collectors' Head of Commercial and saw the AD process in action for themselves. Odours were minimal on the day of the visit.
- 1.5 Bio Collectors stressed that they have controls in place, that they work hard-to-minimise odours and that they believe odours are often attributed to their site unfairly (pointing out that the Willow Lane industrial estate is home to many companies whose operations could result in odours). Recent upgrades to one of the digestate storage tanks will have led to the potential for more odours whilst the work was taking place, but Bio Collectors confirmed that these improvements should improve odour control at the site going forward.
- 1.6 Councillors acknowledged the points made by Bio Collectors but stressed that that the odour from the AD process is distinctive and that some residents living near the site that contact them are certain that this is where the smells are emanating from. It was agreed that Bio Collectors would explore ways to improve two-way communication with residents who live in the immediate vicinity of site.
- 1.7 The activities on the site are regulated by the Environment Agency (EA). Councillors or residents with any concerns are advised to raise them with the EA via the 24-hour incident hotline: 0800 80 70 60.

2. HOUSEHOLD REUSE AND RECYCLING CENTRES (HRRCs)

- 2.1 This contract is operated by Veolia on behalf of the Partnership boroughs.
- 2.2 Site user satisfaction - Site user satisfaction surveys continue to be conducted at the six HRRC sites on a rolling basis.
- 2.3 A summary of the findings from these surveys is reported to this Committee in the Contract Performance Reports, and uploaded to the SLWP website.

3. BEDDINGTON ENERGY RECOVERY FACILITY (ERF)

- 3.1 A Residual Waste Treatment Contract was awarded to Viridor in 2012. In order to fulfil the requirements of the contract, Viridor has constructed a £205m state-of-the-art Energy Recovery Facility (ERF) in Beddington, Sutton. Household waste from the four Partner boroughs that either cannot be recycled or has not been sorted for recycling is treated at the facility and used to generate electricity.

- 3.2 The SLWP Communications Advisor continues to work closely with Viridor to:
- Ensure Viridor are meeting their contractual requirements with regards to communications and stakeholder engagement around the operation of the Beddington ERF
 - Ensure local people understand why it is we need an ERF and provide reassurance around the safety of modern, well-run facilities such as this
 - Ensure the Partnership understands the views of local people with regards to waste treatment and ERF technologies in particular.
- 3.3 Permit variation application – On 20 July 2023, the Environment Agency confirmed that they were ‘minded to issue’ an application made by Viridor to increase the amount of waste the Beddington ERF can treat each year by 10%. This followed a public consultation held between October and November 2022, during which the SLWP boroughs made their objection to the application clear.
- 3.4 The EA confirmed that a second round of consultation would start on 21 July 2023 and run for six weeks. The SLWP quickly published a statement on its website to raise awareness of the EA decision and the second phase of consultation. The SLWP requested (on 20 July 2023) that the EA extend the length of the consultation as it would run through August, when many people are away. The EA initially declined this request (pointing out that the standard four-week consultation period had already been extended to six weeks). On 30 August 2023, Sutton Council repeated the request to the EA (to extend the consultation deadline to 15 September); a request which, this time, the EA agreed to.
- 3.5 A Beddington Community Liaison Group meeting was hosted by Viridor at the ERF Visitor Centre on 20 July 2023. It was attended by the SLWP Communications Advisor and provided an opportunity for Viridor to brief members of the group with an update on the permit variation process and second round of consultation being run by the EA.
- 3.6 Meetings were arranged by the SLWP with senior representatives of the EA’s permitting team for Sutton Councillors and Members of the SLWP Joint Committee. These took place on 8 September (Sutton Council) and 12 September (SLWP) and provided an opportunity for Members to discuss their concerns in more detail with the EA and ensure the views of local people have been heard.
- 3.7 Following these meetings, the SLWP submitted its formal consultation response to the EA and published a follow-up statement on its website (www.slwp.org.uk/latest-news) in which the boroughs’ continued opposition to the Viridor proposal was made clear.
- 3.8 The EA is expected to confirm its final decision on Viridor’s permit variation application in the coming weeks.

3.9 Beddington ERF power outage – On 16 October 2023, a failure in the UK Power Network supply to the Beddington ERF site resulted in a power outage at the facility. A further power failure occurred on 3 November. Further details of these events can be found in the Contract Performance Report being presented to this Committee.

- The SLWP Communications Lead attended a meeting of the Beddington Community Liaison Group (CLG) at the ERF Visitor Centre on 19 October, where the incident was discussed. Members of the Beddington CLG were also sent updates by Viridor via email.
- Viridor and the Environment Agency are conducting investigations into what caused the outage on 16 October and the likely impacts. Viridor has made a commitment to the Beddington CLG that it will report back to them on the outcomes of those investigations.
- From a communications and engagement perspective, the events of the 16 October, and the days immediately following, revealed some weaknesses, gaps, and inconsistencies in the channels of communication between Viridor and the SLWP boroughs and between Viridor and local residents. The SLWP is working with Viridor to review and strengthen the communication protocols to ensure that events like the one that occurred on 16 October are communicated more effectively in the future.

3.10 Emissions – the environmental performance of the Beddington ERF is reported to this Committee in the Contract Management Report. Viridor uploads Emissions Monitoring Reports to the Beddington ERF Virtual Visitor Centre (www.beddingtonerf.info) twice per month.

3.11 The SLWP Communications Advisor continues to work with Viridor to ensure local residents have access to timely and accurate information about the environmental performance of the facility via the Virtual Visitor Centre.

3.12 Site visits – the following community visits to the Beddington ERF took place during the reporting period:

Date (2023)	Group
20 June	Public open day
21 June	Sutton Secondary School Heads meeting
4 July	Sutton Community Environment Champions
6 July	Sutton Community Environment Champions
18 August	Sunray Community Group
23 August	Public open day
8 September	Public open day
9 September	Public open day
19 September	Carshalton Boys School
25 October	Public open day
8 November	Sutton u3a community group
15 November	Wandle Valley Academy School
21 November	Wandle Valley Academy School
30 November	Public open day

- 3.13 A rolling programme of public open days has been agreed with Viridor. These are published on the SLWP website (www.slwp.org.uk/visit). They have proven very popular with additional dates being added to cope with demand. Open day dates for 2024 are currently being confirmed with Viridor and will be published on the SLWP website.

4. Collections and street cleansing

- 4.1 Communication and engagement activities relating to recycling & waste collections and street cleansing are not formally under the remit of this Joint Committee. Nevertheless, this summary of recent activity is provided to Members in order to provide a more complete picture of SLWP communications and engagement efforts.
- 4.2 Food waste recycling participation campaign ('nudge letter') – the latest SLWP food waste recycling participation campaign has been delivered successfully.
- A 'nudge letter' was sent in August to 3,900 households in Croydon, Merton and Sutton that were targeted by the campaign in 2022. The professionally designed letter updated residents on the success of the campaign (reporting a 10% increase in participation) and reminded them of the importance of continuing to recycle their food waste.
 - Participation monitoring (of 1,585 properties, plus a control area of a similar size) took place to evaluate the impact this 'nudge letter' had on food waste recycling participation:
 - ⇒ Baseline – 35.6% participation (565 households of 1,585 monitored presented)
 - ⇒ One week after the 'nudge letter' – 36.5% participation (579 households presented)
 - ⇒ Four weeks after the 'nudge letter' – 37.2% participation (589 households presented)
 - The participation monitoring revealed that the 'nudge letter' resulted in a 4.25% increase in participation in food waste recycling. This compared to a -0.48% decrease in the control area.
 - Further analysis of the baseline data suggests that participation had dropped by c.4% since these properties were targeted by the campaign 12 months earlier, highlighting the importance of regular and repeated communication if we are to successfully change behaviour and then sustain that change.

- To summarise:
 - The food waste recycling core campaign ('No food waste sticker' on the lid of the rubbish bin, plus information leaflet and a roll of free biodegradable liners through the door) has been shown to increase food waste recycling participation by 10%
 - Over the course of the next 12 months, participation falls by 4%
 - Sending a 'nudge letter' to those properties after 12 months brings the participation back up (+4%) to where it had been immediately after the core campaign was delivered.

4.3

Food waste recycling participation campaign ('core campaign') - The core campaign interventions were delivered to 38,300 properties in Croydon, Merton and Sutton during the weeks commencing 25 September and 2 October 2023.

- Targeted properties were visited on their collection day. A 'No food waste sticker' was placed on the lid of their rubbish bin and a branded envelope was posted through the letterbox containing a leaflet on the benefits of recycling food waste and a free supply of 12 biodegradable liners. This approach has been shown in recent years to deliver a 10% increase in participation in targeted areas.
- A dedicated Veolia container delivery team and vehicle worked over a three-week period to ensure that any households that requested a replacement food waste bin as a result of being targeted by this campaign received delivery of that bin promptly. 4.3% (1,666) of the properties targeted by the campaign requested a food waste container. The graphs found at Appendix 1 illustrate the spike in food waste container requests during the campaign period.
- Pop-up food waste minimisation and recycling events were held in each of the three boroughs during October. The letters sent to properties targeted by this campaign included a QR code linking residents to the dedicated campaign page on the SLWP website, where the dates and locations of these events were publicised. Residents were encouraged to attend if they had any questions about food waste minimisation or recycling.
- More than 100,000 households across the SLWP region have now been targeted by the food waste recycling campaign since 2020.
- The 2022 SLWP waste composition analysis showed that food waste makes up just under 30% (by weight) of the 'average' SLWP rubbish bin. Diverting that waste out of the residual waste

stream and into the recycling (anaerobic digestion) waste stream delivers significant environmental benefits. In addition, because food waste treatment costs are significantly cheaper than residual waste treatment charges, the campaign effectively pays for itself through avoided waste treatment costs.

4.4 Kingston eRCV launch – The SLWP and Veolia have been supporting RB Kingston with the launch of their new fleet of electric refuse collection vehicles (eRCVs), which were roll-out from late September 2023:

- Kingston chose to reallocate SLWP resources and budgets from the food waste participation campaign in order to support the eRCV launch (food waste recycling messaging was incorporated into the campaign messaging as the fleet change will see dedicated food waste collection vehicles introduced across the borough and therefore additional capacity for the separate collection of food waste).
- Information about the new electric collection fleet was sent to every property in the borough and a ‘No food waste sticker’ was applied to all residual waste bins during week commencing 4 September 2023.
- Participation monitoring shows that the campaign increased food waste recycling participation by around 11.5%.

4.5 Plastic waste and carbon awareness campaign – Working with Veolia, the SLWP will be launching a campaign in early 2024 raising awareness amongst residents of the direct link between plastic waste and carbon emissions.

4.6 Viridor has also agreed to provide financial support for the campaign; reducing plastic waste is key to them achieving their target of being a net zero carbon company by 2040 and a carbon positive business by 2045.

4.7 The campaign will be delivered under the headline ***‘What’s your plastic solution?’*** This positive, proactive headline infers that there’s a challenge around plastic without demonising it as a material *per se*. It will be supported with the strapline: ***‘Change your relationship with plastic to reduce your carbon footprint’***.

4.8 The campaign will be photo-led (the concept sketch overleaf is just to illustrate the approach being taken). All images will be taken by a professional photographer. There will be four key assets, each one featuring a resident in the background and their ‘plastic solution’ message appearing on an item they are holding in the foreground:

4.9



The four assets will communicate the following messages:

- **“I use my local refill shop”** (reduce your reliance on plastic) - photo of resident in a refill shop with the message appearing on a glass jar full of rice (or similar)
- **“I reuse my water bottle”** (reuse containers whenever possible) - photo of resident in high street / in the office with the message appearing on a reusable water bottle
- **“I recycle plastic from around the home”** (recycle plastic bottles, pots, tubs and trays from every room in your home using your council’s collection service) - photo of a resident in their bathroom with message appearing on a brand-neutral shampoo bottle
- **“I recycle plastic bags and wrapping at my local supermarket”** (be flexible with your recycling) - photo of a resident in a supermarket with message appearing on a brand-neutral crisp packet

4.10

For print materials, the resident and item featuring the ‘plastic solution’ message will be ‘cut out’ from the background and placed on a brightly coloured background so the image and message really stands out. The on-location backgrounds (e.g. refill shop) will feature in the digital and

4.11 social media adverts, where there will also be a little movement to attract attention (with the resident briefly walking up to the camera and moving the item containing the plastic solution message into the foreground of the frame).

4.12 A URL and QR code will direct people to a dedicated campaign page on the SLWP website, where more details about the link between plastic waste and carbon will be provided and additional tips on how to reduce plastic waste shared.

4.13 Residents will be encouraged to engage with the campaign by sharing their hints and tips on social media using the hashtag #PlasticSolution.

The campaign will be delivered across various medium including:

- **Print** - a square six-page z-fold leaflet, containing all the images and campaign messages in one place. This will be made available to residents in council reception areas, libraries, leisure centres etc.
- **Out of Home (OOH) advertising** - street side adverts sharing one of the campaign key messages at a time. The SLWP boroughs have access to preferential rates on many JCDecaux print and digital advertising boards across the region. We would also like to explore bus and tram advertising if budgets allow.
- **Digital** - a targeted social media advertising campaign; ads could either share standalone messages (reflecting the OOH campaign) or in a series such as a carousel format on Instagram.

4.14 Facility tours – In June and September 2023, Veolia ran the first in a series of tours of their materials recycling facility (MRF) in Southwark, providing SLWP residents with the opportunity to see how their dry mixed recycling is sorted. A tour for SLWP residents is also scheduled to take place on 7 December.

4.15 Further tours for SLWP residents are scheduled for 2024 in March, June, September and December. The dates for these tours are published on the SLWP website (www.slwp.org.uk/visit) where residents can use an online form to sign up.

4.16 Recycling newsletters and 2024 collection calendars – Four editions (one per borough) of the Recycling Newsletter were distributed to properties across the SLWP region in late November / early December.

The newsletters featured:

- Changes to collections and HRRC opening times over the Christmas and New Year period
- Details on how to download a 2024 collection calendar using the councils' online postcode search tools
- Details of the free Christmas tree collection service
- Tips on how to reduce food waste over the festive season

- A reminder of how to use the recycling collection service correctly
- Information on how to report a waste or street cleansing problem

Copies of the four newsletters can be found at Appendix 2.

- 4.17 A total of 94 versions of the 2024 collection calendars were produced and sent to boroughs for them to be uploaded to the council websites. Residents can download the version of the calendar that relates to their collection round by using the 'Find my collections day' postcode search tool on their council's website.
- 4.18 Schools engagement – in June, Veolia launched the latest round of their Veolia Orchard project. This enables local schools to apply for a free supply of fruit trees (or if space is tight, strawberry plants). In 2022, 65 free fruit trees were delivered to 13 schools across the four SLWP boroughs.
- 4.19 Schools had until 24 July 2023 to submit their applications. The SLWP published a press release on its website (www.slwp.org.uk/latest-news). A total of 43 applications were received and trees/strawberry plants will be delivered to 16 schools in the spring.
- 4.20 June also saw Veolia send their first schools e-newsletter to primary and junior schools across the SLWP region. The newsletter featured stories on how schools can sign up for a Recycling Rockstars school assembly, how to apply for a Veolia Orchard and how to submit applications for the Veolia Sustainability Fund.
- 4.21 The newsletter was very well received with 12 schools immediately booking in a Recycling Rockstars assembly. These are being delivered during the autumn term. The Veolia team was also invited by Holy Trinity C of E School in Merton to help celebrate their eco day. The event was attended by 120 students.
- 4.22 A second edition of the schools newsletter was distributed in September and focused on how schools could get involved in the SLWP boroughs' plans for Recycle Week (16-20 October).
- 4.23 Recycle Week 2023 – Recycle Week took place between 16-20 October. The theme was the 'Big Recycling Hunt' and encouraged people to 'recycle more of the right things, more often'. The SLWP boroughs were provided with bespoke social media content, including videos recorded with local school children showing their thoughts and tips on the importance of recycling. The videos were well used by the boroughs and proved popular with residents, returning high viewing figures and positive interactions.

5. Legal impacts and implications

5.1 None

6. Communications

6.1 This report has been drafted by the Partnership's Communications Advisor, who works closely with the four SLWP boroughs and the partnership's commercial partners to ensure communications and engagements activities support the themes agreed in the SLWP Communications Strategy 2023/24-2024/25.

7. Recommendations

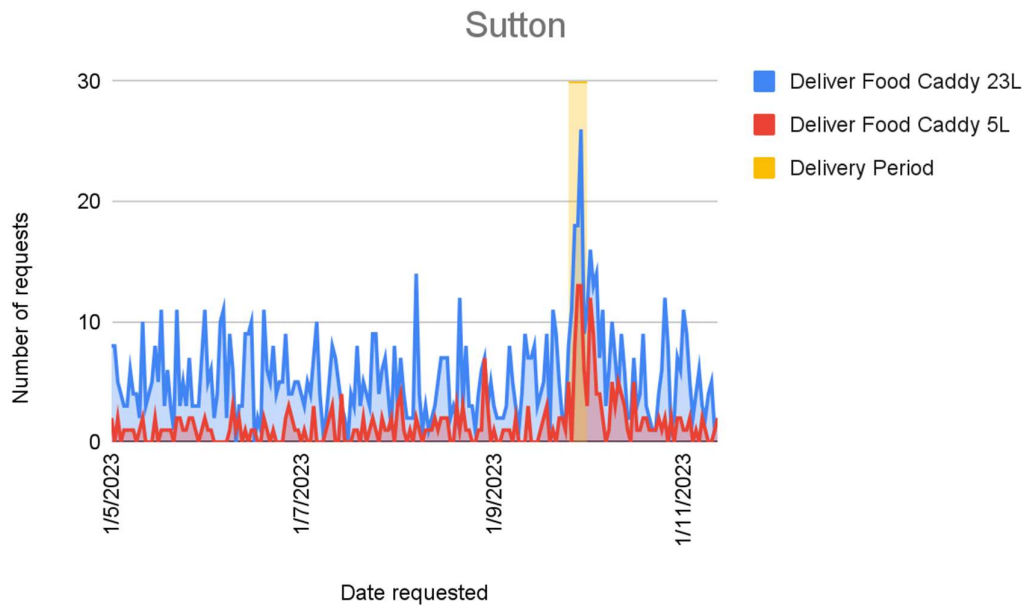
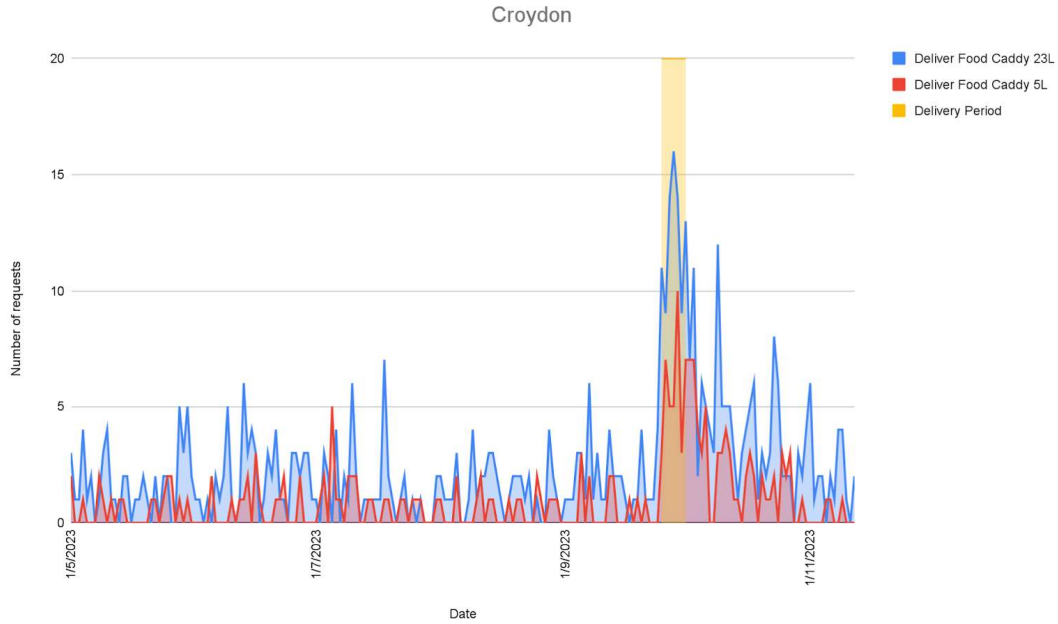
7.1 The Committee is asked to:

- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the residual waste treatment services; Household Reuse and Recycling Centre (HRRC) services; food and green waste treatment services; and marketing of recyclates.

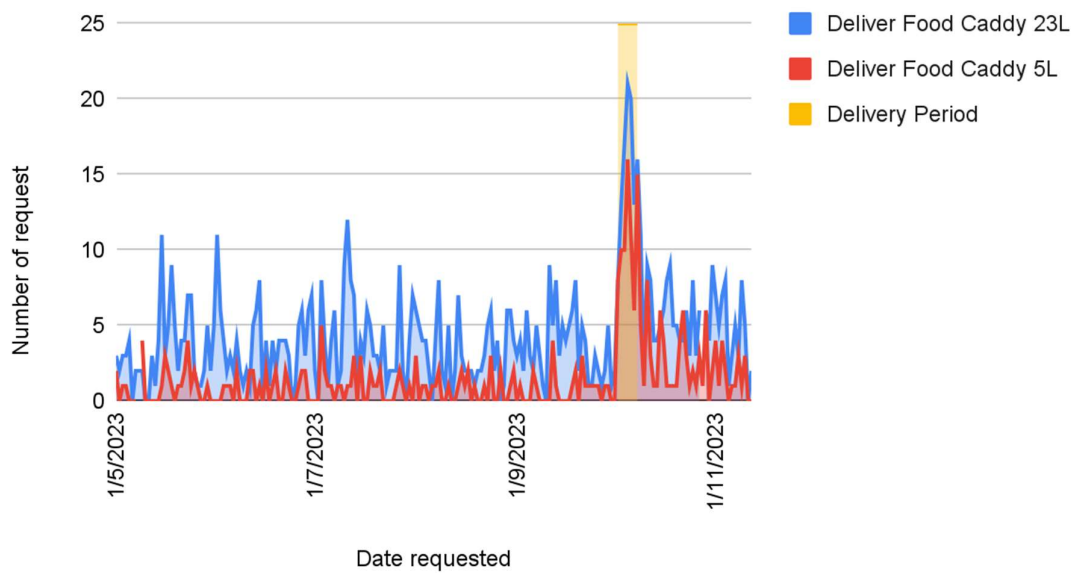
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Appendix 1

Graphs showing the spike in food waste container requests during the food waste recycling participation campaign (the yellow bars indicate the period during which the additional resources were employed to cope with demand):



Merton



RECYCLING NEWS



FESTIVE FOOD WASTE



Cutting back on food waste is a great way of making Christmas more affordable and more environmentally friendly.

Research by Which? shows that the festive foods people most often buy too much of are cheese, biscuits, chocolate, alcohol and vegetables. The tips and tricks below will help you get the most out of your Christmas food shop.

IT'S ALL IN THE PLANNING



The trick is to plan ahead. Write down how many meals you will need for how many people over the festive period. Remember to check your cupboards and fridge-freezer to see if there's anything you've already got that you can work into your meal plan. Don't forget to factor in leftovers (such as turkey) and plan for foods you can serve them with, like jacket potatoes.

Next, write a shopping list, to ensure you only buy what you need. Be strict - don't allow yourself to be tempted by in-store offers and enticing displays. If you've got friends or family coming round, then share the shopping. Be specific about what you would like them to bring so you don't end up with too much of one thing and not enough of another.

Finally, remember that when it comes to avoiding festive food waste, quality is more important than quantity. For example, a couple of quality individual cheeses may well be more enjoyable and cheaper than a pre-assembled cheese board.

LOVE YOUR LEFTOVERS



The period between Christmas and New Year is when you can get creative with those leftovers:

Turkey

Cold turkey is delicious served with chutney in a **sandwich** or popped on top of a **jacket potato**. You can add it to a **curry** or turn it into a **warming winter soup**. Leftover turkey can be stored in the fridge for up to two days. If you've got more than two-days worth, freeze the excess turkey and defrost either in the fridge or using the microwave on the defrost setting directly before re-heating. The golden rule is to only re-heat once.

Veg

Bubble and squeak is a great way to use up potatoes, as well as any other veg you have left: parsnips, carrots, sprouts, cauliflower, broccoli - they can all go in!

Cheese

Turn cheese into a tasty sauce for macaroni or leftover cauliflower or broccoli. Delicious.

RECYCLE FOOD THAT'S LEFT



Despite your best efforts, some food waste is inevitable, like vegetable peelings, meat and fish bones and egg shells. Please remember to use your food waste recycling service to get rid of these.

food.gov.uk

Government food safety information - find out the difference between 'best before' and 'use by' dates.

lovefoodhatewaste.com

Leftover recipe ideas, portion planners, storage tips and much more.

slwp.org.uk/ destination-recycling

Find out where your food waste recycling is taken and what it's turned into.



What goes where?

Stick me on your fridge so that you can refer to this helpful recycling information year-round!

The table below summarises the collection services received by houses in the borough. Containers may differ for houses with no frontage. Visit croydon.gov.uk/recycling if you're unsure.

View and download your 2024 collection calendar by using the postcode search tool at croydon.gov.uk/recycling

If you're on a mobile device, use your camera to scan the QR code. If you're not online, pop into a local library to access a computer. Visit slwp.org.uk/BinSmart for more information on what you can and can't recycle



Food waste

- ✓ All cooked and uncooked food
- ✓ Dairy products: cheese and eggs
- ✓ Fruit and vegetable peelings
- ✓ Tea bags and coffee grounds
- ✓ Meat and fish bones

- ✗ **No plastic bags**
(use compostable bin liners or newspapers to line your food waste bin)
- ✗ **No nappies**

Container

Houses
Collected every week



Plastics, glass, cans and cartons

- ✓ Plastic bottles
- ✓ Plastic pots, tubs and trays etc.
- ✓ Glass jars and bottles
- ✓ Cans, tins, aerosols and tin foil
- ✓ Food and drink cartons

- ✗ **No plastic bags**
- ✗ **No plastic film**
- ✗ **No rigid plastic**
(toys, buckets etc.)

Container

Houses
Collected every 2 weeks



Empty, rinse and squash all containers before placing in your recycling bin

Paper and card

- ✓ Newspapers and magazines
- ✓ Card and cardboard
- ✓ Toilet/kitchen roll tubes
- ✓ Cardboard egg boxes
- ✓ Greetings cards

- ✗ **No plastic bags**
- ✗ **No food and drink cartons**
- ✗ **No tissues**
- ✗ **No shiny or glittery wrapping paper**
- ✗ **No cello tape**
- ✗ **No glittery greetings cards**

Container

Houses
Collected every 2 weeks



Flatten cardboard boxes before putting them in the recycling bin

Non-recyclable waste

- ✓ Non-recyclable rubbish
- ✓ Food-stained cardboard (i.e. dirty pizza boxes)
- ✓ Plastic bags and film
- ✓ Polystyrene
- ✓ Nappies

- ✗ **No recycling or food waste**
- ✗ **No electrical items or batteries***
- ✗ **No gas canisters**


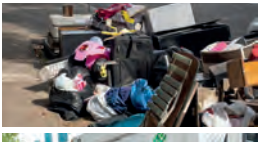



* **Batteries and textiles**
Residents living in houses can present one small bag of either batteries or textiles per week. Please place the loosely tied bag next to your recycling container for collection.

Container

Houses
Collected every 2 weeks



How do I?...

	Report a missed collection	<ul style="list-style-type: none"> • Go to croydon.gov.uk/recycling • Fill in your address and the bin type which was missed • Our crews will then be alerted to return and collect
	Report a fly-tip	<ul style="list-style-type: none"> • Report it at croydon.gov.uk/flytipping • Our crews will visit the location and remove the fly-tip • You can also report fly-tips easily using the Love Clean Streets App, available for both iOS and Android
	Report an overflowing street litter bin	<ul style="list-style-type: none"> • Report it at croydon.gov.uk/litterbin • Our crews will empty it
	Visit the Household Reuse and Recycling Centre or Reuse Shop	Find out more information about where they are and what you can recycle here: croydon.gov.uk/hrrc
	Leave a compliment or make a complaint	Fill out the form at croydon.gov.uk/complaints



CHOOSE TO REUSE

Do you love a bargain? Are you keen to help the planet and reduce your carbon footprint? If you are, then you should pay a visit to Croydon's Community Reuse Shop.

Located at Fishers Farm Household Reuse and Recycling Centre, the shop gives local residents a chance to find great deals on items such as refurbished electronics, homeware, books, toys, sports equipment and musical instruments – all of which have been saved from disposal and fixed up to be used again.

Visit croydon.gov.uk/hrrc for opening times and location details.



GARDEN WASTE RECYCLING

The garden waste recycling service is more popular than ever, with over 22,000 households in Croydon enjoying the benefits of having their garden waste collected for recycling every two weeks. Why not join them?

You can subscribe to the service online anytime: croydon.gov.uk/gardenwaste (it costs £76.35 per bin per year - that's less than £3 per collection!*)

* Prices are subject to change in April 2024



PLASTIC SOLUTION

Croydon residents put 9,000 tonnes of plastic in their rubbish bins every year!

Minimising the amount of plastic you put in your rubbish bin is a really simple and effective way of reducing your carbon footprint and protecting the planet.

We are joining with our partners in the South London Waste Partnership to run a campaign to remind residents of the importance of reducing plastic waste. The campaign will launch in the New Year so get ready to share your **#PlasticSolution**.



Christmas and New Year Collections

Recycling and waste collections will change over the festive season:

Usual Collection Day	Revised Collection Day	Change
Monday 25 December	Wednesday 27 December	2 Days Later
Tuesday 26 December	Thursday 28 December	2 Days Later
Wednesday 27 December	Friday 29 December	2 Days Later
Thursday 28 December	Saturday 30 December	2 Days Later
Friday 29 December	Tuesday 2 January	4 Days Later
Monday 1 January	Wednesday 3 January	2 Days Later
Tuesday 2 January	Thursday 4 January	2 Days Later
Wednesday 3 January	Friday 5 January	2 Days Later
Thursday 4 January	Saturday 6 January	2 Days Later
Friday 5 January	Monday 8 January	3 Days Later
Monday 8 January	Tuesday 9 January	1 Day Later
Tuesday 9 January	Wednesday 10 January	1 Day Later
Wednesday 10 January	Thursday 11 January	1 Day Later
Thursday 11 January	Friday 12 January	1 Day Later
Friday 12 January	Saturday 13 January	1 Day Later

Collections return to normal from Monday 15 January 2024. Please remember to put your bins out by 6:00am on your collection day.

Factory Lane, Fishers Farm and Purley Oaks Household Reuse and Recycling Centre opening hours

The Household Reuse and Recycling Centres (HRRC) will be open normal hours over the festive period with the following exceptions:

Christmas Eve

Factory Lane - 8:30 -12

Fishers Farm - 9 -12

Purley Oaks - 8 -12

Christmas Day

Closed

Boxing Day

Closed

New Year's Day

Closed

Christmas Tree Collections

Want your real tree to be collected? Put it out by **6:00am on Monday 8 January 2024** and it should be gone **within a fortnight**.

Remember to remove all decorations, pots, etc. **Put your tree close to the front boundary of your property, visible to collection crews and so it won't block the pavement.**

Alternatively you can:

1. Take your tree to be composted at the HRRC
2. Leave it next to your rubbish bin on your collection day (it will not be recycled)
3. Chop it up to create a winter shelter for animals in your garden or add it to your compost heap.



RECYCLING NEWS



FESTIVE FOOD WASTE - IT'S A WRAP



Cutting back on food waste is a great way of making Christmas more affordable and more environmentally friendly.

Research by Which? shows that the festive foods people most often buy too much of are cheese, biscuits, chocolate and vegetables. What can you do to avoid falling into the festive food waste trap this year?

IT'S ALL IN THE PLANNING

Write down how many meals you will need for how many people over the festive period. Don't forget to factor in the leftovers!

Only buy what you need - be strict, don't allow yourself to be tempted by in-store offers and enticing displays.

Finally, remember that when it comes to avoiding festive food waste, quality is more important than quantity. For example, a couple of quality individual cheeses may well be more enjoyable and cheaper than a pre-assembled cheese board.



LOVE YOUR LEFTOVERS

The period between Christmas and New Year is when you can get creative with those leftovers:

Turkey - cold turkey is delicious served with chutney in a sandwich or popped on top of a jacket potato. You can add it to a curry or turn it into a warming winter soup. Leftover turkey can be stored in the fridge for up to two days. If you've got more than two-days worth, freeze the excess turkey and defrost either in the fridge or using the microwave on the defrost setting directly before re-heating. The golden rule is to only re-heat once.

Veg - bubble and squeak is a great way to use up potatoes, as well as



any other veg you have left: parsnips, carrots, sprouts, cauliflower, broccoli - they can all go in!

Cheese - turn cheese into a tasty sauce for macaroni or leftover cauliflower or broccoli. Delicious.

RECYCLE WHAT'S LEFT

Despite your best efforts, some food waste is inevitable, like vegetable peelings, meat and fish bones and egg shells.

Please remember to use your food waste recycling service to get rid of these.



[food.gov.uk](https://www.food.gov.uk)

Government food safety information - find out the difference between 'best before' and 'use by' dates.

[lovefoodhatewaste.com](https://www.lovefoodhatewaste.com)

Leftover recipe ideas, portion planners, storage tips and much more.

[slwp.org.uk/
destination-recycling](https://www.slwp.org.uk/destination-recycling)

Find out where your food waste recycling is taken and what it's turned into.



What goes where?

Stick me on your fridge so that you can refer to this helpful recycling information year-round!

The table below summarises the two collection services received by the vast majority of properties in the borough. Containers and collection frequencies may differ for some flats and houses with no front garden. Visit kingston.gov.uk/recycling for details.

Visit slwp.org.uk/BinSmart for more information on what you can and can't recycle

View and download your personalised 2024 collection calendar. Use the 'Find your collection day' tool at kingston.gov.uk/recycling



Food waste

- ✓ All cooked and uncooked food
- ✓ Dairy products: cheese and eggs
- ✓ Fruit and vegetable peelings
- ✓ Tea bags and coffee grounds
- ✓ Meat and fish bones

- ✗ No plastic bags (use compostable liners or newspapers to line your caddy)
- ✗ No nappies

Container

Houses
Collected every week



Flats



Plastics, glass, cans and cartons

- ✓ Plastic bottles
- ✓ Plastic pots, tubs and trays etc.
- ✓ Glass jars and bottles
- ✓ Cans, tins, aerosols and tin foil
- ✓ Food and drink cartons

- ✗ No plastic bags
- ✗ No plastic film
- ✗ No rigid plastic (toys, buckets etc.)

Container

Houses
Collected every 2 weeks



Flats



Rinse and squash these items

Paper and card

- ✓ Newspapers and magazines
- ✓ Card and cardboard
- ✓ Toilet/kitchen roll tubes
- ✓ Egg boxes

- ✗ No plastic bags
- ✗ No food and drink cartons
- ✗ No tissues
- ✗ No shiny or glittery wrapping paper

Container

Houses
Collected every 2 weeks



Flats



Paper and card must be clean and dry

Non-recyclable waste

- ✓ Non-recyclable rubbish
- ✓ Food-stained cardboard (i.e. dirty pizza boxes)
- ✓ Plastic bags and film
- ✓ Polystyrene
- ✓ Nappies

- ✗ No recycling or food waste
- ✗ No electrical items or batteries
- ✗ No textiles (book a doorstep collection via our website)
- ✗ No gas canisters

Container

Houses
Collected every 2 weeks



Flats



How to let us know if there's a problem

	My collection was missed	Go to kingston.gov.uk/missedbincollection within 2 working days and fill in your address and the material which was missed. Our crews will then be alerted to return to collect.
	There's a fly-tip down the road	Report it at kingston.gov.uk/flytip and our crews will get it sorted.
	There's an overflowing street litter bin	Report it at kingston.gov.uk/overflowingbin and our crews will empty it.
	I want to visit the Villiers Road Household Reuse and Recycling Centre	Book an appointment at kingston.gov.uk/villiersroad
	I want to make a complaint or leave a compliment	Fill out the form at kingston.gov.uk/feedbackform



GOING ELECTRIC

Our fleet of 27 electric recycling and waste collection vehicles is now fully operational. Have you seen one yet?

The new vehicles have replaced the old diesel-powered collection trucks and provide residents with a cleaner, greener and quieter service.

Kingston is one of the first councils in the country to introduce a fully-electric fleet. It represents a huge milestone for climate action in the borough, helping to improve air quality and reduce greenhouse gas emissions.

SEE FOR YOURSELF

It's very important that residents have faith in their local recycling and waste management systems. We know that there's a great deal of interest in where recycling is taken and what it's turned into.

We work with our commercial partners to offer tours of local recycling and waste treatment facilities. Whether you're an interested individual, a member of a local community group or a teacher looking to organise a school visit, we'd love to show you around.

For more details and to book a visit go to: slwp.org.uk/visit



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Collections return to normal from Monday 15 January 2024. Please remember to put your bins out by 6:30am on your collection day.

Villiers Road Household Reuse and Recycling Centre (HRRC) opening hours

The HRRC will be open normal hours (7:30am - 5pm, Monday - Friday / 07:30 - 4pm Saturday / 09:30 - 4pm Sunday and Bank Holidays) over the festive period with the following exceptions:

Christmas Eve:

9.30am - midday

Christmas Day:

Closed

Boxing Day:

Closed

New Year's Day:

Closed

Remember that you need to book ahead before you visit the HRRC. Please visit kingston.gov.uk/recycling to book your time slot.

Christmas Tree Collections

Want your real tree to be collected? Put it out by **6:30am on Monday 8 January 2024** and it should be gone within a fortnight.

Remember to remove all decorations, pots, etc. Put your tree close to the front boundary of your property, visible to collection crews and so it won't block the pavement. If you live in a flat, put your tree outside the bin store but don't block access to it.

Alternatively you can:

- Take your tree to be composted at the Villiers Road HRRC
- Leave it next to your rubbish bin on your collection day (it will not be recycled)
- Chop it up to create a winter shelter for animals in your garden or add it to your compost heap.



RECYCLING NEWS

merton



FESTIVE FOOD WASTE - IT'S A WRAP



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microwave on the defrost setting directly before re-heating. The golden rule is to only re-heat once.

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View and download your personalised 2024 collection calendar. Use the 'check your collection days' tool at merton.gov.uk/recycling



Food waste		Container	
<ul style="list-style-type: none"> All cooked and uncooked food Dairy products: cheese and eggs Fruit and vegetable peelings Tea bags and coffee grounds Meat and fish bones 	<ul style="list-style-type: none"> No plastic bags (use compostable liners or newspapers to line your caddy) No nappies 	<p>Houses Collected every week</p>	<p>Flats</p>
Plastics, glass, cans and cartons		Container	
<ul style="list-style-type: none"> Plastic bottles Plastic pots, tubs and trays etc. Glass jars and bottles Cans, tins, aerosols and tin foil Food and drink cartons 	<ul style="list-style-type: none"> No plastic bags No plastic film No rigid plastic (toys, buckets etc.) 	<p>Houses Collected every 2 weeks</p>	<p>Flats</p> <p>Please remember to rinse and squash plastics, glass cans and cartons</p>
Paper and card		Container	
<ul style="list-style-type: none"> Newspapers and magazines Card and cardboard Toilet/kitchen roll tubes Egg boxes 	<ul style="list-style-type: none"> No plastic bags No food and drink cartons No tissues No shiny or glittery wrapping paper 	<p>Houses Collected every 2 weeks</p>	<p>Paper and card must be clean and dry</p>
Non-recyclable waste		Container	
<ul style="list-style-type: none"> Non-recyclable rubbish Food-stained cardboard (i.e. dirty pizza boxes) Plastic bags and film Polystyrene Nappies 	<ul style="list-style-type: none"> No recycling or food waste No electrical items or batteries* No gas canisters <p>* Batteries and textiles Residents living in houses can present one small bag of either batteries or textiles per week. Please place the loosely tied bag next to your recycling container for collection.</p>	<p>Houses Collected every 2 weeks</p>	<p>Flats</p>

How to let us know about a problem...

	<p>My collection was missed</p>	<p>Go to merton.gov.uk/missed-collection and fill in your address and the material which was missed. Our crews will then be alerted to return to collect.</p>
	<p>There's a fly-tip down the road</p>	<p>Report it at merton.gov.uk/lovemerton and our crews will visit the location to remove the fly-tip. You can also report them easily using the Fix My Street app, available for both iOS and Android.</p>
	<p>There's an overflowing street litter bin</p>	<p>Report it at merton.gov.uk/lovemerton and our crews will empty it.</p>
	<p>I want to visit the Household Reuse and Recycling Centre (HRRC)</p>	<p>Book an appointment at merton.gov.uk/amenity</p>
	<p>I want to make a complaint or leave a compliment</p>	<p>Fill out the form at merton.gov.uk/complaints</p>



SEE FOR YOURSELF

It's very important that residents have faith in their local recycling and waste management systems. We know that there's a great deal of interest in where recycling is taken and what it's turned into.

We work with our commercial partners to offer tours of local recycling and waste treatment facilities. Whether you're an interested individual, a member of a local community group or a teacher looking to organise a school visit, we'd love to show you around.

For more details and to book a visit go to: slwp.org.uk/visit



PLASTIC SOLUTION

Merton residents put 5,700 tonnes of plastic in their rubbish bins every year!

Minimising the amount of plastic you put in your rubbish bin is a really simple and effective way of reducing your carbon footprint and protecting the planet.

We are joining with our partners in the South London Waste Partnership to run a campaign to remind residents of the importance of reducing plastic waste. The campaign will launch in the New Year so get ready to share your **#PlasticSolution**.



Christmas and New Year Collections

Recycling and waste collections will change over the festive season:

Usual Collection Day	Revised Collection Day	Change
Monday 25 December	Wednesday 27 December	2 Days Later
Tuesday 26 December	Thursday 28 December	2 Days Later
Wednesday 27 December	Friday 29 December	2 Days Later
Thursday 28 December	Saturday 30 December	2 Days Later
Friday 29 December	Tuesday 2 January	4 Days Later
Monday 1 January	Wednesday 3 January	2 Days Later
Tuesday 2 January	Thursday 4 January	2 Days Later
Wednesday 3 January	Friday 5 January	2 Days Later
Thursday 4 January	Saturday 6 January	2 Days Later
Friday 5 January	Monday 8 January	3 Days Later
Monday 8 January	Tuesday 9 January	1 Day Later
Tuesday 9 January	Wednesday 10 January	1 Day Later
Wednesday 10 January	Thursday 11 January	1 Day Later
Thursday 11 January	Friday 12 January	1 Day Later
Friday 12 January	Saturday 13 January	1 Day Later

Collections return to normal from Monday 15 January 2024. Please remember to put your bins out by 6am on your collection day.

Christmas collections for flats above shop properties will be following a different schedule. All flats above shop properties will be written to separately to confirm their revised collection schedule.

Household Reuse and Recycling Centre (HRRC) in Morden

The HRRC will be open 8am-4pm, Monday - Sunday over the festive period with the following exceptions:

Christmas Eve:

8.00am - midday

Christmas Day:

Closed

Boxing Day:

Closed

New Year's Day:

Closed

Christmas Tree Collections

Free kerbside collection:

Put your tree out by **6am on Monday 8 January 2024** and it will be collected as soon as possible.

We aim to recycle as many trees as possible.

- Remove all decorations, pots, etc.
- Place it close to the front boundary of your property, visible to collection crews but not blocking the pavement. If you live in a flat, put your tree outside your bin store but don't block access.
- Alternatively, you can leave your tree next to your rubbish bin on your collection day. However, it will not be recycled.

Free recycling service:

To guarantee your tree is recycled, take it to the **Household Reuse and Recycling Centre in Garth Road, Morden** and place it in the garden waste container. Alternatively, chop it up to create a winter shelter for animals in your garden or add it to your compost heap.



Working together to tackle waste

CROYDON
www.croydon.gov.uk



RECYCLING NEWS



FESTIVE FOOD WASTE - IT'S A WRAP



Cutting back on food waste is a great way of making your Christmas more affordable and more environmentally friendly.

Research by Which? magazine shows that the festive foods people most often buy too much of are cheese, biscuits, chocolate and vegetables. What can you do to avoid falling into the festive food waste trap this year?

IT'S ALL IN THE PLANNING



The trick is to plan ahead. Write down how many meals you will need for how many people over the festive period. Remember to check your cupboards and fridge-freezer to see if there's anything you've already got that you can work into your meal plan. Don't forget to factor in leftovers (such as turkey) and plan for foods you can serve them with, like jacket potatoes.

Next, write a shopping list to ensure you only buy what you need. Be strict - don't allow yourself to be tempted by in-store offers and enticing displays. If you've got friends or family coming round, then share the shopping. Be specific about what you would like them to bring so you don't end up with too much of one thing and not enough of another.

Finally, remember that when it comes to avoiding festive food waste, quality is more important than quantity. For example, a couple of quality individual cheeses may well be more enjoyable and cheaper than a pre-assembled cheese board.

LOVE YOUR LEFTOVERS

The period between Christmas and New Year is when you can get creative with those leftovers:



Turkey - cold turkey is delicious served with chutney in a sandwich or popped on top of a jacket potato. You can add it to a curry or turn it into a warming winter soup. Leftover turkey can be stored in the fridge for up to two days. If you've got more than two-days worth, freeze the excess turkey and defrost either

in the fridge or using the microwave on the defrost setting directly before re-heating. The golden rule is to only re-heat once.

Veg - bubble and squeak is a great way to use up potatoes, as well as any other veg you have left: parsnips, carrots, sprouts, cauliflower, broccoli - they can all go in!

Cheese - turn cheese into a tasty sauce for macaroni or leftover cauliflower or broccoli. Delicious!

RECYCLE WHAT'S LEFT

Despite your best efforts, some food waste is inevitable, like vegetable peelings, meat and fish bones and egg shells. Please remember to use your food waste recycling service to get rid of these items.



[food.gov.uk](https://www.food.gov.uk)

Government food safety information - find out the difference between 'best before' and 'use by' dates.

[lovefoodhatewaste.com](https://www.lovefoodhatewaste.com)

Leftover recipe ideas, portion planners, storage tips and much more.

[slwp.org.uk/
destination-recycling](https://www.slwp.org.uk/destination-recycling)

Find out where your food waste recycling is taken and what it's turned into.



What goes where?

Stick me on your fridge so that you can refer to this helpful recycling information all year-round!

The table below summarises the two collection services received by the vast majority of properties in the borough. Containers and collection frequencies may differ for some flats and houses with no front garden. Visit sutton.gov.uk/recycling for details.

Visit slwp.org.uk/BinSmart for more information on what you can and can't recycle in Sutton.

View and download your personalised 2024 collection calendar. Use the 'Check your bin collection days' tool at sutton.gov.uk/recycling



Food waste

- ✓ All cooked and uncooked food
- ✓ Dairy products: cheese and eggs
- ✓ Fruit and vegetable peelings
- ✓ Tea bags and coffee grounds
- ✓ Meat and fish bones

- ✗ No plastic bags (use compostable liners or newspapers to line your caddy)
- ✗ No nappies

Container

Houses
Collected every week



Flats



Plastics, glass, cans and cartons

- ✓ Plastic bottles
- ✓ Plastic pots, tubs and trays etc.
- ✓ Glass jars and bottles
- ✓ Cans, tins, aerosols and tin foil
- ✓ Food and drink cartons

- ✗ No plastic bags
- ✗ No plastic film
- ✗ No rigid plastic (toys, buckets etc.)

Container

Houses
Collected every 2 weeks



Flats



Rinse and squash these items

Paper and card

- ✓ Newspapers and magazines
- ✓ Card and cardboard
- ✓ Toilet/kitchen roll tubes
- ✓ Egg boxes

- ✗ No plastic bags
- ✗ No food and drink cartons
- ✗ No tissues
- ✗ No shiny or glittery wrapping paper

Container

Houses
Collected every 2 weeks



Flats



Paper and card must be clean and dry

Non-recyclable waste

- ✓ Non-recyclable rubbish
- ✓ Food-stained cardboard (i.e. dirty pizza boxes)
- ✓ Plastic bags and film
- ✓ Polystyrene
- ✓ Nappies

- ✗ No recycling or food waste
- ✗ No electrical items or batteries
- ✗ No gas canisters

Container

Houses
Collected every 2 weeks



Flats



How to let us know if there's a problem

	My collection was missed	Go to sutton.gov.uk/recycling and fill in your address and the material which was missed. Our crews will then be alerted to return to collect.
	There's a fly-tip down the road	Report it at sutton.gov.uk/flytipping and our crews will visit the location to remove the fly-tip.
	There's an overflowing street litter bin	Report it at sutton.gov.uk/report and our crews will empty it.
	I want to visit the Kimpton Park Way Household Reuse and Recycling Centre	Book an appointment at sutton.gov.uk/hrrc
	I want to make a complaint or leave a compliment	Fill out the form at sutton.gov.uk/-/make-a-complaint-or-leave-feedback

LIBRARY OF THINGS

Affordably hire useful Things



Carpet Cleaner Steam Cleaner Circular Saw

Waffle Maker Drill

DON'T BUY - BORROW

Drills, pressure washers, lawn mowers and even ice cream makers are just some of the household items you can now borrow from the Library of Things at Sutton Central Library.

Reserve your items online and collect them from the self-service kiosk. Prices start from a few pounds per day, and items can be borrowed for as little as one day or as long as two weeks. It's affordable, convenient and kinder to the planet.

Visit libraryofthings.co.uk/sutton for details.

Please note - the Library of Things will be closed during early December due to repair works at Sutton Central Library.



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Tuesday 9 January	Wednesday 10 January	1 Day Later
Wednesday 10 January	Thursday 11 January	1 Day Later
Thursday 11 January	Friday 12 January	1 Day Later
Friday 12 January	Saturday 13 January	1 Day Later
Saturday 13 January	Saturday 13 January	No change

Collections return to normal from Monday 15 January 2024. Please remember to put your bins out by 6:00am on your collection day.

Kimpton Park Way Household Reuse and Recycling Centre (HRRC) opening hours

The HRRC will be open normal hours (9am - 5pm, Monday - Saturday / 9am - 2pm Sunday) over the festive period with the following exceptions:

Christmas Eve:

9.00am - midday

Christmas Day:

Closed

Boxing Day:

Closed

New Year's Day:

Closed

Remember that you need to book ahead before you visit the HRRC. Please visit sutton.gov.uk/hrcc to book your time slot.

Christmas Tree Collections

Want your real tree to be collected? Put it out by **6:00am on Monday 8 January 2024** and it should be gone within a fortnight.

Remember to remove all decorations, pots, etc. Put your tree close to the front boundary of your property, visible to collection crews and so it won't block the pavement. If you live in a flat, put your tree outside the bin store but don't block access to it.

Alternatively you can:

- Take your tree to be composted at the HRRC
- Leave it next to your rubbish bin on your collection day (it will not be recycled)
- Chop it up to create a winter shelter for animals in your garden or add it to your compost heap.



Working together to tackle waste

CROYDON
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