



# Simpler Recycling

## Are *you* ready?

Hear how Islington and Southwark  
Councils are tackling the challenge



Less than  
a year to go



# Estate Recycling Improvement programme – Islington

Nicole Blagoeva – Senior Estate Recycling Officer

## Our Reduction and Recycling Plan commitment:

- As part of our recycling service commitment, we aim to provide excellent recycling services for our residents in purpose-built blocks of flats and for residents in private and socially rented properties by making it easier for them to recycle more.

Internally funded programme for 3 years started in 2023 aiming to ensure that:

- All estates have enough space in their recycling bins or enough recycling capacity to ensure residents can recycle as much as they can.
- Wherever possible, recycling sites for estate residents are conveniently located within the grounds of those estates.
- Local recycling facilities are kept to at least the Flats Recycling Package standard
- We engage with residents to help achieve higher levels of recycling on our estates.

## Our Reduction and Recycling Plan commitment:

- We will review on a case-by-case basis, whether **refuse chutes** offer the best option for sustainable waste management, and whether alternative recycling and refuse arrangements might help to provide better services.
- We will include bins with **greater accessibility**, where appropriate, into proposals for improvements to recycling sites on estates.
- We are expanding **food waste recycling** facilities to **all purpose-built blocks of flats**, consisting of seven households or more, where there is space to accommodate and service communal food waste recycling bins.
- All estate sites meeting the **Flats Recycling Package** standard.

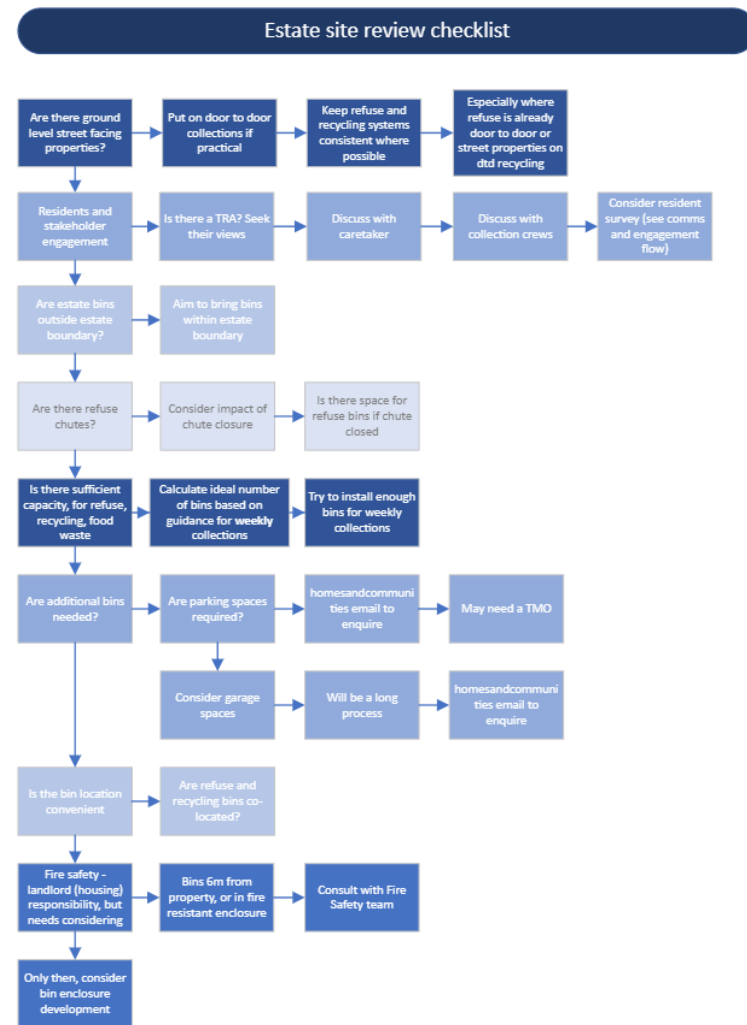


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# Estate Recycling Programme Process – Dry Mixed Recycling

- Structure – Programme leading Officer including two more project Officers.
- Borough separated in three main geographical areas. Each Officer given a working area and an annual list of projects.
- Detailed project process map including five main project stages.
- Estates with very low recycling capacity or known collection issues are prioritised.



# Recycling Programme Process – Dry Mixed Recycling

## **Stage 1** – Consultation with internal stakeholders

This stage includes a site visit and creating an estate specific proposal.

- Housing team (estate coordinators and caretakers)
- Collections team (supervisors and managers)
- Fire Safety team
- Housing transport management (if required)
- Trees team (if required)
- Grounds maintenance team (if required)



# Recycling Programme Process – Dry Mixed Recycling

## **Stage 2** – Engagement with contractors and suppliers

- Proposal is sent to contractors and suppliers to obtain project costs
- Site visit with contractors carried out if required

## **Stage 3** – Engagement with external stakeholders

- Estate residents and Council members
- TRA's
- TMO's
- Neighbours








# Resident engagement

- **For smaller estates (less than 50 households)**
  - Consultation letter sent out detailing nature of the project including a new proposed site plan
  - Messages on estates notice boards
  - Direct engagement (door-knocking, TRA meetings)

- **For large estates (over 50 households)**
  - Consultation letter sent out inviting people to our online engagement platform Let's Talk Islington via a web link or a QR code.
  - Recycling Surveys.
  - Messages on estate notice boards.
  - Other comms tools such as Estate consultation poster and lamppost sleeves



# Let's Talk Islington – online engagement platform



Home / Homes and neighbourhoods / Tudor Court Estate – recycling transformation project

## Tudor Court Estate – Recycling transformation project

Consultation outcome

No changes have been made to the proposals as a result of the consultation with residents. The improvement works are expected to be completed in March 2025.

**About the project**

Islington Council is committed to making recycling as easy and convenient as possible. We think the current recycling bins on Tudor Court Estate aren't enough and do not make it easy for people who live on the estate to recycle as much as possible. Following a number of visits with your caretakers and housing officers, we developed a proposal for improving recycling facilities on the estate that includes:

- an increased number of recycling locations across the estate
- installation of new recycling bin enclosures for all bins to improve the look of the recycling area
- installation of 'accessible design' recycling bins for residents with disabilities

Improvement works will be fully funded and delivered in this year's round of the [Thriving Neighbourhoods Estate Investment Programme](#) and **will not be recharged to residents**.

**Get involved**

We want to hear from people who live on Tudor Court Estate. Please take a few moments to review the [RECYCLING IMPROVEMENT PROPOSAL](#) for the estate and complete the [recycling survey](#) at the bottom of the page.

Your feedback will help us understand your views about recycling, and help us to get these recycling improvement proposals right.

The consultation is open to contributions until **11.59pm on Friday 17 January 2025**.

If you have suggestions and comments, please submit these to me via e-mail at [Nicola.Blogswell@islington.gov.uk](mailto:Nicola.Blogswell@islington.gov.uk)

**Survey**

CLOSED: This survey has concluded.

**Tudor Court Estate – Recycling Survey**

Please take a few moments to fill in the recycling survey. This will help us understand your views about recycling and assist us to get these recycling improvement proposals right.

Page last updated: 13 Mar 2025, 09:42 AM

**Key dates**

- Resident engagement  
December 2024 – January 2025
- Outcome of engagement published online  
February 2025
- Installation work is completed  
March – April 2025

**Project timeline**

- Open**  
This survey is open for contributions.
- Under Review**  
Contributions to this survey are closed for evaluation and review. The project team will report back on key outcomes.
- Final report**  
The final outcomes of your feedback are documented here, this may include a summary of all contributions collected as well as recommendations for future action.

**Improvement Proposal**

[Tudor Court Estate – Accessible Recycling Improvement Proposal.pdf \(174 KB\) \(pdf\)](#)

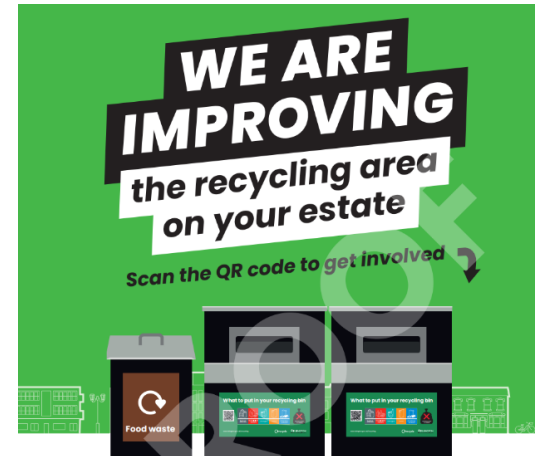
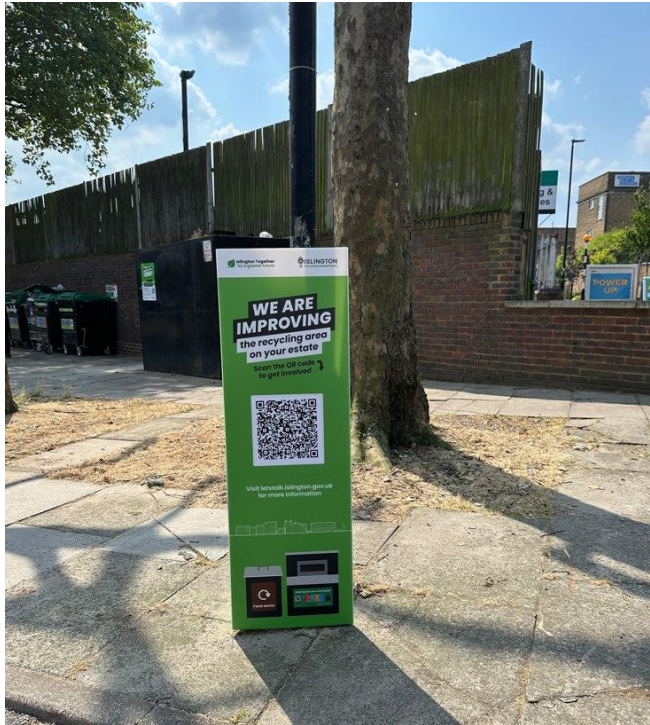
**Who's Listening**

**Nicola Blogswell**  
Estate Recycling Officer  
Islington Council  
Email: [Nicola.Blogswell@islington.gov.uk](mailto:Nicola.Blogswell@islington.gov.uk)

NB

- [www.letstalk.islington.gov.uk/tudor-court-estate-recycling-transformation-project](https://www.letstalk.islington.gov.uk/tudor-court-estate-recycling-transformation-project)

# Tailored communication for the Estate Recycling Improvement Programme



Public consultation open  
to contributions until  
**XX Month 2024**

To tell us more about recycling on your estate,  
and have your say on proposed changes, please  
visit: [letstalk.islington.gov.uk/nailour-estate-recycling-transformation-project](https://letstalk.islington.gov.uk/nailour-estate-recycling-transformation-project)

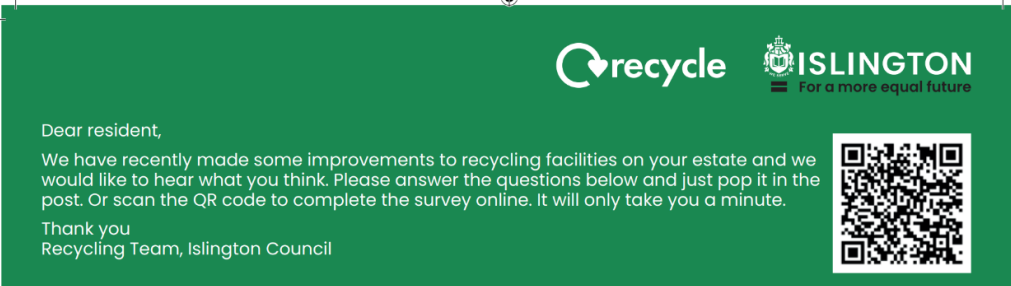


 Islington recycles

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For a more equal future

# Monitoring and collecting resident feedback

- Resident feedback is collected using our pre-paid **estate project feedback cards** usually sent a few months after project delivery.
- Residents can fill in the cards and send them back via the post or scan the QR code and submit via Let's Talk Islington.
- We also monitor recycling tonnages on selected sites – results show around 20% increase in recycling!
- Improvements delivered to over 45 estates and around 4600 households.



The feedback card is green with white text. It features the 'recycle' logo and the Islington Council logo with the slogan 'For a more equal future'. A QR code is located on the right side. The text on the card reads: 'Dear resident, We have recently made some improvements to recycling facilities on your estate and we would like to hear what you think. Please answer the questions below and just pop it in the post. Or scan the QR code to complete the survey online. It will only take you a minute. Thank you Recycling Team, Islington Council'.

Which estate do you live on?

Do you think the changes to the recycling sites make recycling...

☐ a lot easier than before    ☐ a bit easier    ☐ no different    ☐ harder    ☐ a lot harder

Since the recycling site changes were made, do you find that you recycle...

☐ a lot more than before    ☐ a bit more    ☐ about the same    ☐ less    ☐ a lot less

Do you feel the recycling site changes make your estate look...

☐ a lot nicer than before    ☐ a bit nicer    ☐ no different    ☐ worse    ☐ a lot worse

Do you have any comments about recycling on your estate?



## Before and after



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## Before and after





## Before and after





# Communal food waste recycling

Estates and blocks

Jean Hughes

Recycling and Waste Reduction Officer

# Guidance

- [WRAP-Household-Food-Waste-Collections-Guide-V17-2025.pdf](#)
- Identifies barriers and solutions
- Guidance for communal food waste recycling to blocks section 8
- Communications resources, intro & booster leaflets Sec 6
- Ongoing collections, dealing with contamination

# Different Ownership

- Council owned
- Tennant Management Organisations, Co-operatives
- Registered Social Landlords (RSL)
- Private blocks

49,000 households in purpose-built blocks

# Communal food waste equipment

- 140 litre or 240 litre wheelie bin
- Optional bin housing unit



# Individual food waste recycling equipment

- 5 litre kitchen caddy
- Compostable liners (optional but recommended).
- Instructional leaflet



- Instructional
- Motivational
- What happens once collected
- Top tips
- Reduce your food waste and your bills
- Where to collect free liners



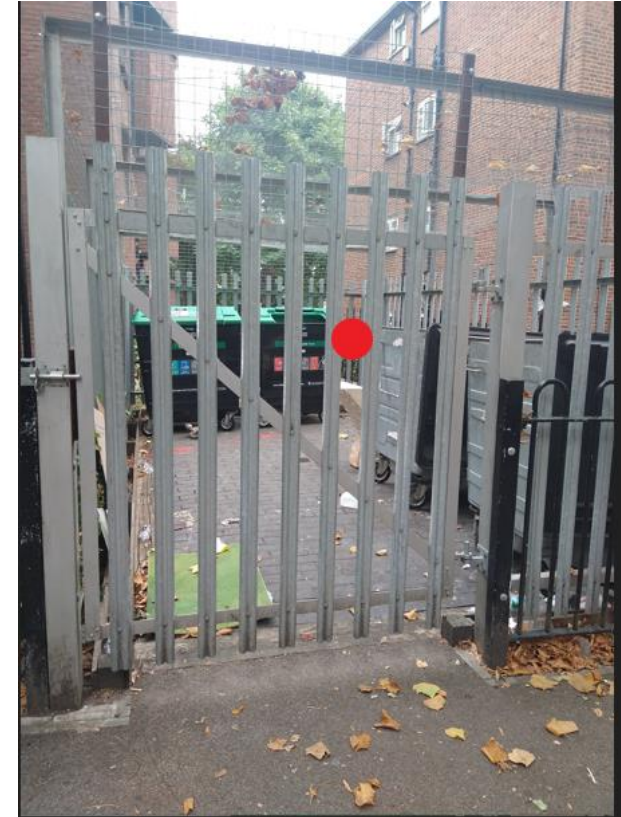
# Communal food waste recycling considerations

- Provide all the equipment required
- Suitable location for food waste recycling bins
- Include estate / block management / residents
- Good communications (pre and post wrap tool kit)
- Access to liners
- Reliable collection service
- Washing of bins



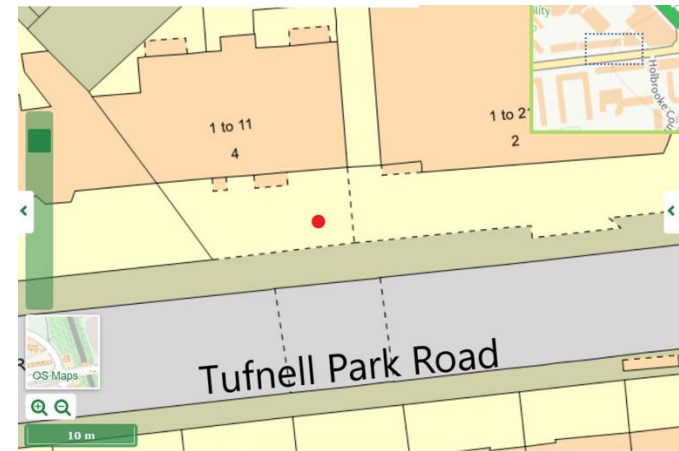
# Site considerations

- Is there room for a bin?
- Avoid slopes
- Keys, fobs or codes required
- Ideally located next to existing recycling bins
- Avoid placing near windows
- Pulling distance for crews
- How many bins will be required?



# Private blocks top tips

- Contact landlords/ managing agents / RSL inviting them to make contact re installation of service
- If no response... visit site – establish managing agents and bin/ access requirements
- Contact the managing agents/ RSL with map and photo
- Invite them to distribute the equipment or you may do this
- Invite them to pay for additional bin washing / installation of a bin cover unit



# Borough wide campaign. Do amazing things with your food waste

- Electronic Noticeboards
- Council website
- Door knocking
- Council magazine
- Social media, video
- Newsletters
- Posters
- Vehicle naming competition
- Leaflet
- Let's talk Islington and postcard feedback



# Door Knocking with leaflet, caddies and liners

- Informal chat... respond to their responses rather than scripted
- Recycling?... Recycling food waste too?.....yes / no

## **Possible topics of conversation**

- Yuck factor, smells. Use liners, 2-3 days put out, will be out of kitchen before refuse bag
- Don't know how to. Explain and hand over caddy and liners
- No room. Use something that suits you, can be smaller
- Don't have food waste. Tea bags, banana skins
- What happens to it? Explain and show video on tablet if interested

## **Further messages**

- Even a small amount matters .. 1 banana skin generates power to charge smart phone
- Money saving .. £100 per tonne saved ... use for other services
- Food waste reduction....Eat Like a Londoner, Love Food Hate Waste sites



# Electronic notice board messages

- People across Islington are already playing their part, why not join them?
- Where to collect liners or use newspaper
- Put in caddy 2-3 days then place out
- No room? Use any small container
- What can I recycle?
- Putting peelings in kitchen caddy can help power homes
- Six tea bags ...energy to boil a kettle
- QR code for survey

 **Islington Together**  
for a greener future

## Top tip!

Every 2-3 days put your food waste recycling into the communal food waste recycling bin.

The food waste will be out of your kitchen quicker than if you had been placing it in your general rubbish bin.

**Do Amazing Things**  
with your food waste



People across Islington are already playing their part by recycling their food waste... why not join them?  
Find out more at [Islington.gov.uk/FoodWaste](https://Islington.gov.uk/FoodWaste)





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# Rolling out Food Waste Collection Services in Southwark

Mike Greenhalf  
Waste Contract & Strategy Manager

May 2025

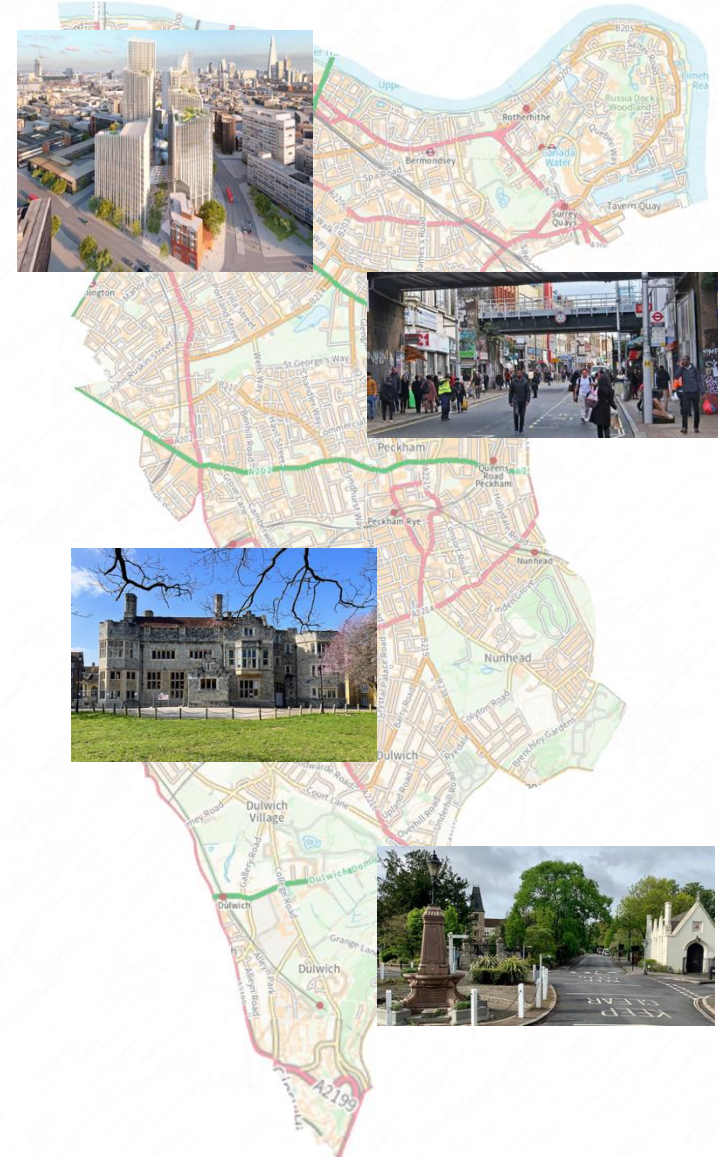
# Borough Profile

## Geography

1. London borough on the South bank of the Thames with just over 150,000 households – includes Peckham and Bermondsey; Elephant & Castle; Borough Market and parts of the South Bank.
2. Includes some of the tallest residential buildings in the UK, with very high density housing, and a lot of new high rise buildings in progress.
3. Large number of council estates – more than 55,000 council tenants and leaseholders.
4. Some areas of affluent low density housing in Southern parts of the borough.

## Demographics & services

1. Very ethnically and culturally diverse populations with more than 100 languages commonly spoken in Southwark.
2. Some areas of significant economic deprivation, and some areas of much greater affluence.
3. Split of around two thirds of households with communal services using shared bins and one third receiving individual services with their own bins.
4. Around 5,000 hard to reach properties, including flats above shops, HMOs and similar – mostly clustered in several town centres



### 3. Food Waste Rollout

1. Project planning began in early 2023 with costed proposals developed and agreed with our collection contractor by mid 2023 – we were then just waiting for funding information from DEFRA.
2. Decision confirmed by Cabinet Member to approve service rollout and outline project plan in April 2024 – after DEFRA funding confirmed.
3. Rollout date was set for the end of October 2024 – this was based on lead times for various capital purchases such as bins, vehicles.
4. Contingencies in place for hired vehicles to deal with longer supply chains for food waste vehicles, and ability to delay rollout if absolutely necessary.
5. Project emphasis on good pre-planning of all issues, with a 'sprint' process for implementation.
6. Rollout deadline achieved with all six new crews mobilized on 21 October 2024. This helped create a focus for resident engagement after the launch.
7. Key focus was to rollout service smoothly, and stabilize collection services, then engage in larger scale communications to increase resident participation.





### 3. Key lessons learned

1. For Southwark, a single large rollout was definitely the right decision. Rolling out in phases over time would have taken much longer, and cost much more.
2. A stronger Communications campaign well in advance, would probably have increased early participation – but the increased tonnage might have been harder to manage as crews were getting used to new routes.
3. If we can recycle enough food waste, the savings in disposals will pay for the cost of providing the collection service – but we aren't there yet.
4. Use of food waste units with bins placed inside was critical to acceptance of the service on estates – where bin stores aren't big enough to accommodate more bins and bins in the open would have been a problem.
5. Data is critical – you have to know exactly how many flats are in each block/estate; how you access each block; and who the property manager is. Data analysis tools are needed to store and manage data right from the planning stages.
6. Councillor support at local level makes everything simpler – they will tend to know who to liaise with in their area, and can help get things done.



### 3. What we might do differently...

1. More upfront resident and property manager engagement would have saved time later, and reduced the workload pressures after the launch. Given the resources, we would have built a direct communications team under a project manager.
2. Would have planned first major communications campaign to take place earlier after the service started so that once the infrastructure was in place we could have started pushing for higher participation quicker.
3. More engagement, more widely with councillors in the planning stages would have saved time and effort during the rollout. We had strong support from the council's cabinet and leadership, but should have engaged more locally.
4. Should we have taken longer than 6 months from decision to rollout?





### 3. Results...

1. The primary objective was for the new service to roll out smoothly to quickly become a 'business as usual' service without adverse publicity – this was achieved.
2. So far, tonnage levels have been reasonable but not outstanding – participation is still very low in communal service areas – but we have added around 2% points to our recycling rate.
3. There has also been an increase in general recycling tonnages, and early indications suggest a fall in general residual waste.
4. Southwark/Veolia Southwark won 'Highly commended' in the Service Change of the year category at the LARAC!

