



Veolia Southwark with Community TechAid

Target population	1,000 households
Funding amount	£32,000
Pilot duration	July 2024 – July 2025
Pilot type	Reuse
Pilot aim	To establish a small electricals reuse and recycling service across Southwark, with collection points and engagement making it easy for residents to donate items.
Outcome	• Veolia Southwark collected 1,133 tech items • Of these, 50 were given to people who can make use of them through Community TechAid



Collection approach

Veolia Southwark set up convenient, visible, accessible and secure collection points in the borough's 12 libraries and at the household waste reuse and recycling centre (HWRC).

Veolia partnered with Community Tech Aid to collect repairable laptops, phones and tablets from the HWRC.

Items with reuse potential were prioritised before recycling. These were refurbished and redistributed to people in need.

All other collected items were sent for recycling through Veolia's contracted processors.

Communications approach

The team ran a targeted marketing and communications campaign to build public awareness, encourage participation and promote the environmental and social benefits of the scheme.

It included:

- Local press
- Digital channels
- Community outreach

Future plans

This is now an embedded, regular service. Donation points for phones, tablets and laptops at libraries, and collections by Veolia staff will continue. The relationship with Tech Aid means donations will also continue.

“We received a laptop for a girl who often struggles to attend school. The laptop has been life-changing. She can now access Google Classroom, stay connected with friends, and participate more fully in her learning. It’s boosted her confidence and wellbeing, and also had a huge positive impact on the whole family. Thank you so much.”

A teacher