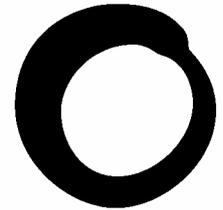


March 2004



**Friends of
the Earth**

Briefing

Doorstep Recycling in England

A survey

The Household Waste Recycling Act (2003) requires local authorities to provide every household in England with a separate collection of at least two types of recyclable material by 2010.¹

New research by Friends of the Earth now reveals that three-quarters of local authorities will have to improve their recycling services to comply with the Act. Friends of the Earth's survey is the first time that data has been gathered from all local authorities on the range and type of doorstep collections offered in England. It provides a valuable baseline against which progress in recycling can be measured. This report sets out the survey findings and conclusions.

Friends of the Earth inspires solutions to environmental problems, which make life better for people.

Friends of the Earth is:

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- a unique network of campaigning local groups, working in over 200 communities throughout England, Wales and Northern Ireland
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Main findings and conclusions

Friends of the Earth contacted every collection authority in England between September 2003 and February 2004, with a 99% response rate. The research finds that:

- Doorstep recycling services are growing, with 94% of local authorities now offering a doorstep collection of 2 or more materials to **some** of the households in their area. Only 2 local authorities offer no collection at all.
- But only 90 local authorities (26%) are currently compliant with the Household Waste Recycling Act's 2010 target, offering **all** of their households a doorstep collection of at least 2 materials.
- On average local authorities serve only 70% of households in their areas with a doorstep collection of 2 or more materials.²
- 'Best practice' doorstep collections are more scarce. Less than half (41%) of local authorities provide a collection of 5 or more materials, and only 27% of households on average in each authority are served with this collection.

As a result of these findings, Friends of the Earth urges local authorities to improve their recycling rates by taking 5 steps:

1. Expand existing doorstep collections to all households.
2. Invest in reaching 'difficult' properties e.g. high-rise, high-density and remote rural homes.
3. Increase the number of materials collected. Some local authorities are successfully collecting 7 or 8 materials.
4. Increase the frequency of recycling collections to weekly, or introduce a fortnightly alternating recycling and rubbish collection where residents support it.
5. Ensure the cleanest, most valuable recyclate by gradually replacing commingled 'twin-bin' collections with collections that are separated on-street into specially designed compartmented vehicles. Local authorities that have not yet introduced multi-material schemes should introduce source-separated collections from the start.

Introduction: the doorstep recycling challenge

Local authorities will have to improve their doorstep recycling services if they are to meet the statutory recycling targets set by the Government, and if the UK is to drag itself up from the bottom of the European recycling league table. Local authorities face some challenges in introducing best practice schemes and Friends of the Earth believes that the Government must provide support in two key areas.

1. Funding

A deficiency in Government funding for recycling has, until very recently, put the brakes on new doorstep schemes being introduced by all but the most environmentally committed local authorities. The £140m Waste Minimisation and Recycling Fund is having an impact and its replacement, the Performance Fund, is being developed. However, Government funding is not at the level which will enable every local authority to introduce a good quality doorstep recycling scheme for every household. Friends of the Earth has called for the Performance Reward Fund to be ring-fenced for spending on waste minimisation and recycling so that local authorities who have not been successful in bidding for Defra grants can still receive dedicated funding.

Research for Waste Watch and Friends of the Earth³ found that a doorstep collection of dry recyclables and compostable waste would cost on average £17 per household per year (in addition to existing refuse collection costs). Where local authorities responded to our survey with the cost of their scheme, the evidence suggests that this £17 figure is still realistic.⁴

2. Leadership and targets

Faced with competing demands on stretched local authority budgets and public pressure to keep council tax down, it takes political leadership within local authorities to make recycling a priority. Local authorities have repeatedly asked for high profile Government support for recycling and waste reduction, through initiatives such as a national communication strategy with TV advertising. The Government has made a start through the education and awareness strand of the new waste implementation programme. It must now set clear targets for improvements in recycling by increasing the statutory recycling targets to 50% by 2010 and 75% by 2015.

The need for 'best practice' doorstep recycling

Research carried out into recycling in the UK and across Europe indicates that doorstep collection of materials is the most effective way to increase a local authority's recycling rates.⁵ But not all doorstep schemes are the same. An effective doorstep collection will produce high quality materials for recycling, encourage high rates of participation from householders and capture a high proportion of these households' recyclable waste. To achieve this, the collection must be:

- Convenient
- Reliable
- Separate from the refuse collection.

Doorstep Recycling in England

Friends of the Earth has developed a Best Practice Code for Doorstep Recycling (see Appendix 1) which includes the features most likely to guarantee high take-up and set-out rates and high yields of materials. In short, the code sets out that best practice doorstep recycling should:

- **Be frequent** - because regular collections are more convenient for householders.
- **Be on the same day of the week as the rubbish collections** - to avoid any confusion.
- **Include a wide range of materials** – because the greater the number of materials collected, the more people are likely to participate and the greater the amount of material people will put out for collection.
- **Include good customer care** – with regular information about the service.
- **Provide an easily storable container** – as yields of materials for recycling have been found to be higher in areas provided with a bag or box compared to similar areas without.
- **Involve separation at the doorstep** – because these materials will be less contaminated than those sorted at a central sorting facility. Cleaner materials are more valuable to reprocessors and a higher proportion of these can be recycled.

Research methodology

A survey on doorstep recycling can only ever be a snapshot. Local authorities are introducing new schemes, piloting collections, expanding and changing their services all the time. This survey is based on the collection infrastructure and services that were in place between September 2003 and February 2004.

Friends of the Earth contacted every waste collection authority in England during this six month period: district councils, unitary and metropolitan authorities. We asked a series of questions about doorstep recycling - see Appendix 2. The response rate was extremely high at over 99% and data is missing for just 1 local authority (High Peak). Detailed research findings for each English region can be found at http://www.foe.co.uk/campaigns/waste/news/doorstep_recycling_survey.html

Research findings

Introducing doorstep recycling is the single most effective step that local authorities can take to increase their recycling rates. But not all doorstep schemes are the same. The tables below list ten of the best and ten of the worst doorstep collections in England. A more detailed summary of the research findings follows.

Ten of the best doorstep collections in England

1. Daventry District Council	The council runs a sophisticated collection for 100% of its households: a weekly separated collection of dry recyclables alongside a fortnightly alternating refuse / compost collection. The scheme has catapulted Daventry to the top of the UK recycling league table.
2. Salford Metropolitan Borough Council	The council provides a collection of 6 materials to 100% of its households and separates the recycling on-street. Households have to opt-in and the participation rate is around 44%.
3. Lichfield District Council	Lichfield is the only authority in the West Midlands region which offers a collection of more than 5 materials to 100% of households. In fact, 7 materials are collected separately every week. The collection is separated on-street and run in-house. There is an 80-90% participation rate.
4. London Borough of Barnet	The council uses ECT recycling (a not for profit company) to offer a 6 material weekly collection to 100% of its households. The collection is separated on-street. The participation rate is around 50%.
5. Wear Valley District Council	A council-operated collection of 5 materials is offered to 100% of households on a fortnightly basis, separated on-street.
6. Darlington Borough Council	The collection of 5 materials once a fortnight is offered to 100% of its households, with an estimated participation rate of 50-60%. The in-house operated collection is separated on-street.
7. St Helens Metropolitan Borough Council	The council offers a collection of 6 materials every fortnightly to 100% of households. The scheme is separated on-street and run by Cheshire Recycling.
8. Vale of White Horse District Council	A 6 material collection is offered every week to 100% of households and the participation rate is estimated at 74%. The materials are separated on-street and the scheme is operated by ECT recycling (a not for profit company).
9. West Oxfordshire District Council	ECT recycling offers a fortnightly 5 material collection to 100% of households. The separated scheme will expand to collect plastic bottles, aerosols, cardboard and batteries from April 04.
10. North Cornwall District Council	A 7 material separated collection is offered to 100% of households fortnightly, operated by Cornwall Paper Company. The participation rate is 55%.

Doorstep Recycling in England

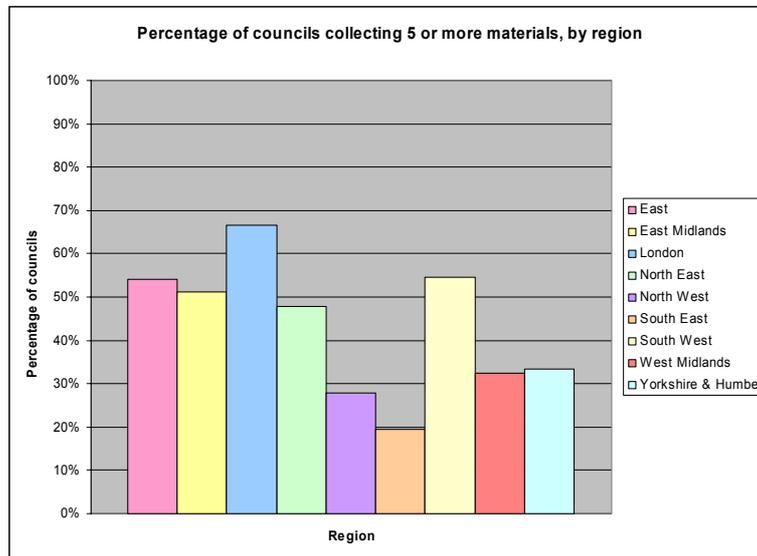
Some of the worst doorstep collections in England

1. Bromsgrove District Council	No doorstep collection is offered. The council is planning to introduce one between March 04 and January 05.
2. East Riding of Yorkshire	No doorstep collection is offered. There is a proposal to introduce a paper collection but the start date was not provided.
3. Warrington Borough Council	Only 6% of households in Warrington get any kind of doorstep collection, and that just picks up paper – once a month. The scheme is run in-house.
4. Sheffield City Council	In April 2003, waste company Onyx introduced a doorstep collection of paper and cardboard which picks up just once a month. Households put out their mixed paper, magazines and cardboard in large (140 litre) wheelie bins. Sheffield's recycling rate was just 4 per cent in 2002-3 one of the lowest in the country. Its doorstep scheme reached just 9 per cent of households in 2002-3. Although Sheffield Council has reported to us that they are now reaching 85 per cent of properties with their scheme, they still have a long way to go.
5. South Lakeland	SITA collects just one material, paper, from half the households in South Lakeland. The other half of households receives no collection.
6. Kettering Borough Council	Although Kettering offers a 4 material collection to some of its households, the vast majority – 89% - do not get any service at all.
7. City of London	The waste management company Bywaters collects paper and card mixed together from just 37% of City of London households.
8. Middlesbrough Borough Council	Only paper is collected in Middlesbrough (by Cheshire Recycling). The council acknowledges that it will need to catch up with other authorities by collecting more types of materials within the next year or so.
9. Liverpool City Council	Liverpool offers a collection of just 1 material, paper, and 15% of its households don't even get that.

1. Number of materials collected

Overall, 99% of authorities have a doorstep collection of some kind. 94% offer a collection of 2 or more materials, although less than half (41%) currently offer a best practice collection of 5 or more materials from the doorstep. This demonstrates that although the bulk of local authorities are doing a basic job of collecting recycling from the doorstep, there is much room for improvement.

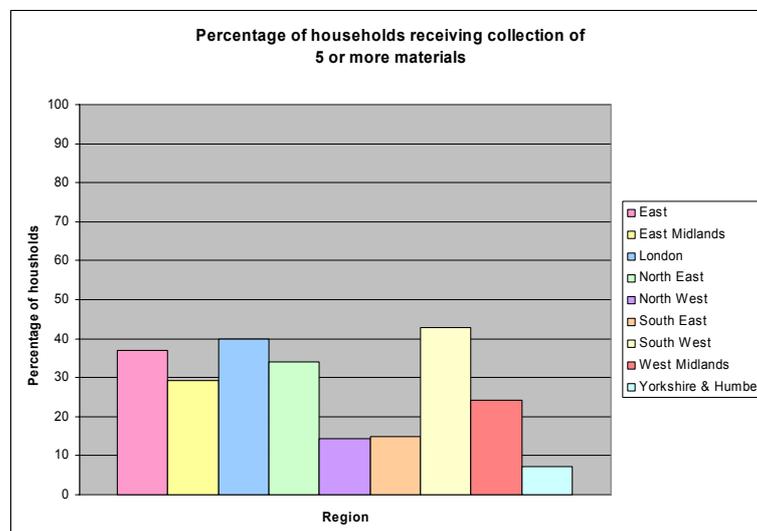
Furthermore, there are significant regional differences in the number of materials collected in a typical doorstep collection. In four regions, more than half of authorities collect at least 5 materials: London (67% of authorities), East of England (54%), the South West (55%) and the East Midlands (51%). The lowest proportion of local authorities collecting 5+ materials is found in the South East (19%).



Similarly, the occurrence of local authorities which collect only one material (usually paper) is also higher in some regions than others: no authorities in London collect paper only, compared to 14% of local authorities in the North West.

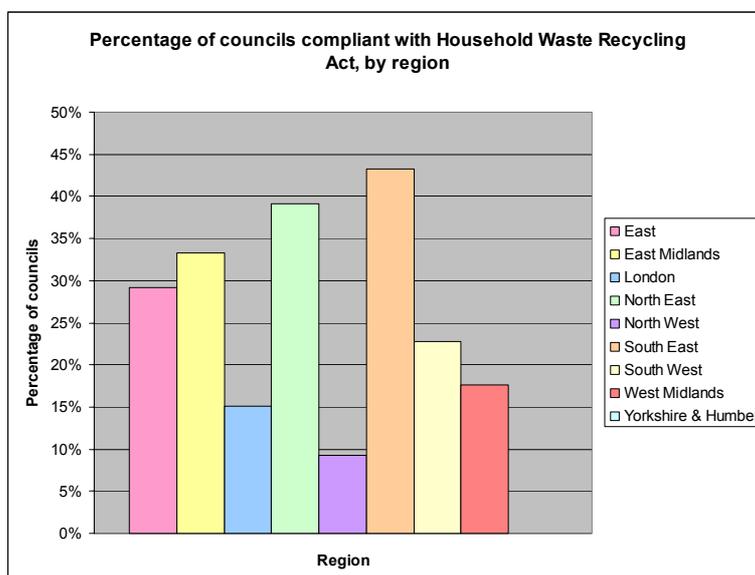
2. Percentage of households with a doorstep collection

85% of households in England, on average, receive some kind of doorstep collection. However, on average, only 70% of households in an area receive a collection of 2 or more materials and even fewer (27%) households receive a best practice collection of 5 or more materials. Again, the regional picture varies. Households in Yorkshire and the Humber are least likely to receive a collection of 5+ materials (7%) while households in the South West most likely to receive a 5+ material collection (43%).



Doorstep Recycling in England

This is the biggest challenge facing local authorities in meeting the Household Waste Recycling Act. It is not enough, under this Act, to provide a doorstep collection to just some of the households in an area. All households must be served.



Compliance with the Household Waste Recycling Act

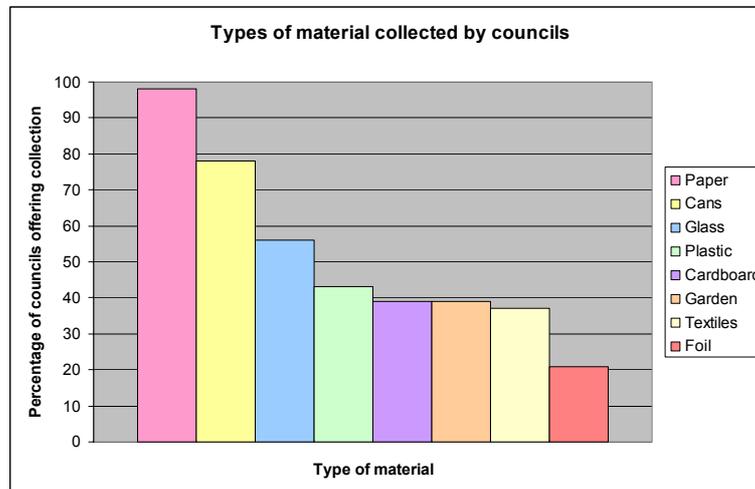
Only a quarter (26%) of local authorities in England are currently compliant with the Act's 2010 target by offering a collection of at least 2 materials to every household in their area. This is despite the fact that 94% of local authorities offer a collection to at least some of their households of 2 or more materials. The reason for this significant gap is that most local authorities are not reaching 100% of their households with their doorstep collections. On average, local authorities serve only 70% of households with a doorstep collection of at least 2 materials.

Regionally, there are stark differences in performance. No authorities in Yorkshire and the Humber currently comply with the Household Waste Recycling Act. Second-worst performer in this respect is the North West region, with just 4 local authorities complying (9%). In contrast, 29 authorities in the South East comply with the Act already (43%). The North East also has a higher score, with 9 (39%) authorities complying. In no region are the majority of local authorities already compliant. There are 6 years to meet this target.

3. Which materials are collected?

The survey asked about all materials collected, but only figures for the 8 most commonly collected materials have been analysed, these are: paper, card,⁶ glass, plastic bottles, aluminium and steel cans, foil, textiles and garden waste. Other less frequently collected materials include aerosols, shoes, batteries and plastic film.

The most commonly collected material by far is paper, with 98% of local authorities collecting it from the doorstep. Drinks and food cans are the second most-collected material with 78% of authorities offering a collection. Least collected are foil (21%),⁷ textiles (37%), garden waste (39%) and cardboard (39%).



- Glass** – Collection rates for glass vary considerably, as some local authorities have excluded it from commingled (and sometimes separated) schemes on safety grounds. Technology to separate out mingled glass into its different colours is still only in its infancy, so separated collections are preferred. London boroughs collect glass more than any other region (79% offer collections) and local authorities in the East of England collect it least often (27% offer collections). The East of England also has a higher proportion of commingled collections than any other region which may explain its low glass collection rate.
- Plastic bottles** – Plastic is light, but bulky to collect and store. As a result, some local authorities avoid collecting it, even though plastic collections are extremely popular with residents and some widely used forms of plastic (e.g. plastic bottles) are extremely recyclable. The occurrence of plastic collections varies widely from region to region, with East of England authorities offering most collections (60%) and West Midlands authorities offering least (21%). Friends of the Earth expects the proportion of plastic bottle schemes to continue to rise. Recent research by Recoup for WRAP found that there has been a 50% increase in plastic bottle recycling by local authorities in the last 2 years, with 75% of bottles being collected in doorstep schemes.⁸
- Garden waste** – Garden waste tends to be heavy and because recycling rates are measured by weight, introducing a new collection can contribute significantly to a local authority's recycling rate. However, collecting garden waste can also increase the level of waste produced if householders offered a doorstep collection would otherwise be home composting. Our survey results partially allay fears that local authorities are introducing garden waste collections in order to meet their recycling targets. However, a number of local authorities told us that they were planning to introduce garden waste collections within the next year and as a result we would expect the proportion of authorities collecting this material to rise substantially. Garden waste is currently most-collected by North West authorities (65%) and least-collected in the North East (13%).

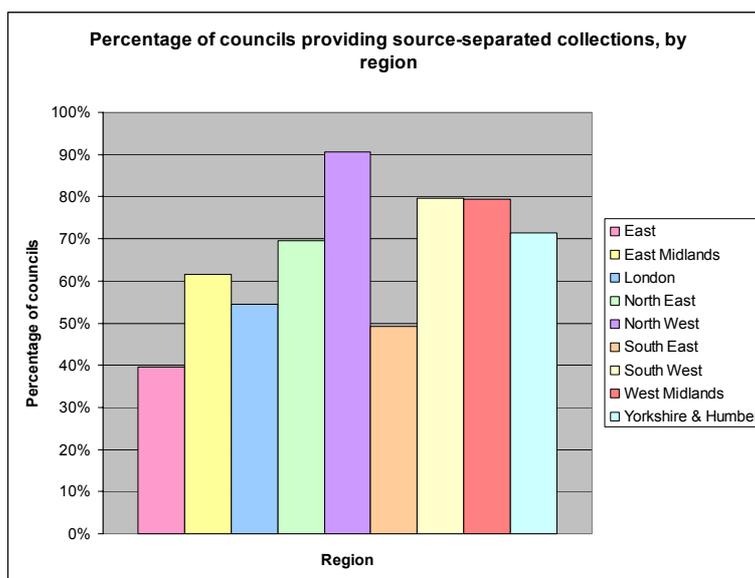
Doorstep Recycling in England

4. Types of collection

Recyclable materials can be collected from the doorstep in two main ways:

- Commingled collections mean materials are mixed up together and separated later, usually at a materials recycling facility (MRF). Householders will usually be given a high-volume coloured plastic bag or wheelie bin.
- Source-separated collections mean materials are separated at the kerbside, usually into a specially designed lorry with different compartments for different materials. Householders will usually be given a low-volume plastic box.

Source-separated collections produce cleaner recyclate which is less likely to be contaminated and will therefore attract a higher price from reprocessors. An interesting regional picture emerges, with local authorities in some regions more likely to opt for one type of collection. For example, 91% of the authorities in the North West run separated collections while only 40% of the authorities in the East of England run separated collections. Overall, more local authorities have opted for separated collections (66%) than commingled collections (32%).



These results are encouraging. However, in our analysis we have counted paper-only schemes as separated schemes and this will have skewed the results, particularly in a region (e.g. North West) where there is a high occurrence of paper-only schemes. In addition, a few local authorities that currently offer separated schemes are intending to switch to a commingled scheme in the near future. For example, Newark and Sherwood District Council is currently collecting paper and textiles separately but will switch to a twin-bin commingled recycling collection by the end of 2004. Friends of the Earth regards this as a backwards step, and encourages all local authorities to try other ways of increasing their recycling rates (such as increasing participation by households and set-out rate of materials) rather than abandoning separate collections.

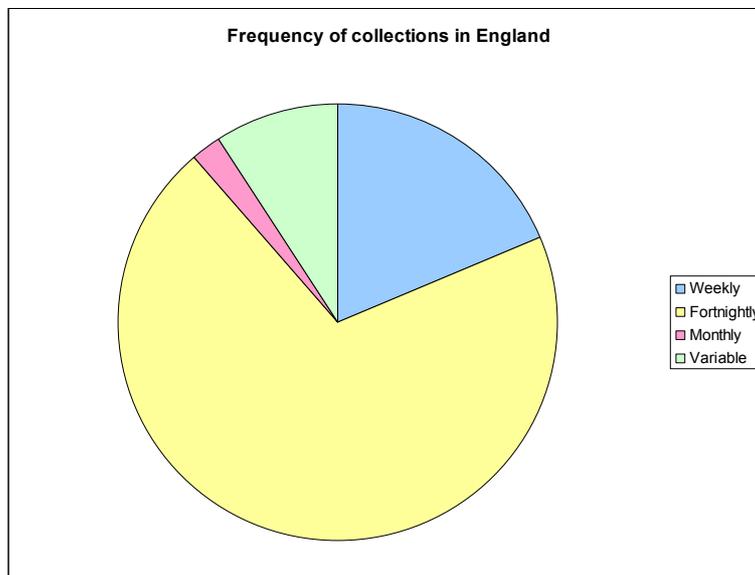
On the positive side, a number of local authorities are switching from commingled to separated collections. For example, North West Leicestershire District Council is phasing out its wheelie-bin collection of paper, plastic and cans in favour of a new multi-material box scheme.

5. Frequency of collection

Our survey recorded the occurrence of weekly, fortnightly and monthly collections.⁹ The best doorstep recycling collections will be picked up on the same day of the week as the refuse collection, to avoid confusing householders. A weekly recycling collection is better than a fortnightly one, because households won't need to store their materials for long. Reducing the frequency of the residual waste (refuse) collection to fortnightly will also help to prevent waste as long as the container size is not simultaneously increased.

Some local authorities have introduced alternating recycling or composting / refuse collections to keep costs down and this can work well when local communities are involved in the decision and understand the environmental benefits. Daventry District Council has a weekly dry recyclables collection and an alternating refuse / compost collection and this scheme is delivering the highest recycling rate in the UK. When Breckland District Council in Norfolk consulted residents on how they would like waste managed, the majority of people opted for alternate weekly refuse and recycling collections.

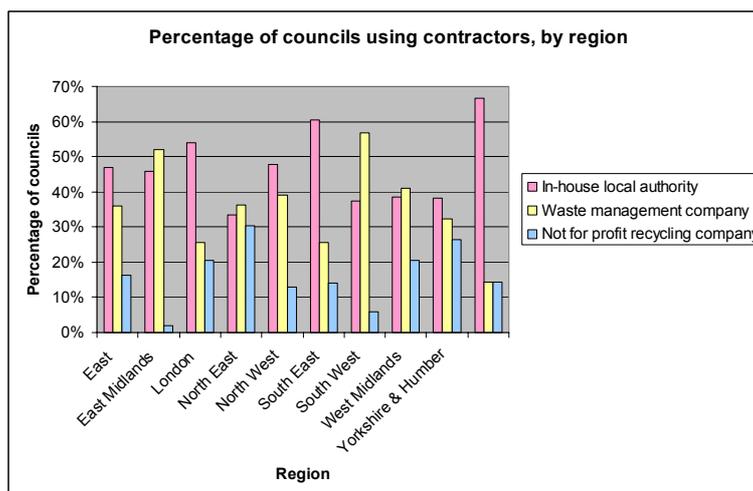
Most local authorities in England (69%) offer their doorstep collections once a fortnight, with some regional variation: the North East has the highest proportion of fortnightly collections (83%) and London has the lowest (36%). There are fewer weekly collections, with the highest proportion by far offered by London authorities (61%) while, at the other end of the scale, the North East and Yorkshire & the Humber offer no weekly collections at all. Yorkshire and the Humber is the only region to offer a significant proportion of monthly collections (14%), but this only represents 3 local authorities.



6. Contractors used

Doorstep collections are carried out by local authority in-house operators (DSOs), by waste management companies and by not-for-profit organisations. Just under half (47%) of the authorities in England use in-house operators, though in Yorkshire & Humber as many as 67% use in-house operators and in London just 33% of authorities use in-house operators. Use of not-for-profit organisations is highest in London (30%) and lowest in the East of England (2%) and the South East (6%).¹⁰

Doorstep Recycling in England



There is some evidence, although it is not conclusive, that the type of contractor used affects the type of collection offered (commingled or separated):

- The North West has the highest occurrence of separated collections at 91%. The majority of its collections (60%) are run by in-house operators.
- However, the two regions offering the next highest proportion of separated collections are the South West (80%) and the West Midlands (79%). These two regions have low levels of in-house operators in charge of collections (33% and 39% respectively). The West Midlands has the second-highest percentage of not-for-profit organisations running collections (26%).
- The level of separated collections in the East of England is the lowest of all regions at 40%. Only 1 authority uses a not-for-profit organisation for doorstep recycling, and the region has a high use (52%) of waste management companies for its doorstep collections.

What impact does scheme design have on recycling rates?

As noted earlier, best practice from the UK and Europe suggests that elements of doorstep schemes, such as the frequency of collection and the level of source-separation which occurs, can significantly affect overall recycling capture rates. This is backed up by the example of North Cornwall, where recycling rates leapt from 1.9% to 25% after a comprehensive doorstep scheme was rolled out to all households.¹¹ It would be useful to be able to test this across England. However, this is currently impossible because:

- Official recycling rates are only verified several months after the period of time which they refer to. For example, Defra recycling rates for 2001-2 were published in August 2003. The ODPM Best Value Performance Indicators for 2002-3 were published in December 2003, but recycling rates have not yet been verified.
- Doorstep schemes are coming on stream more and more frequently and as local authorities introduce new schemes, or improve old schemes, there will be an immediate affect on recycling rates that will not be reflected in the latest available data.
- Official recycling rates include material collected at Civic Amenity sites and bring banks (e.g. at supermarkets) in addition to doorstep schemes.

- Recycling rates do not say very much about the size or range of doorstep schemes in place. A source-separated collection achieving an excellent capture rate (such as a pilot scheme) will not be properly reflected if it collects from a minority of households in a local authority area, especially if the majority of households have no scheme or a poorer quality scheme.

Because this is the first time that comprehensive data on doorstep recycling has been collected, it is not yet possible to compare performance over time. For these reasons, we have not attempted in this report to draw conclusions about the impact of scheme design on overall recycling rates.

Further information

A comprehensive summary of the survey data is downloadable from the Friends of the Earth website:

http://www.foe.co.uk/campaigns/waste/news/doorstep_recycling_survey.html

In addition, Excel files with the raw data for each local authority (region by region) are available on application to Friends of the Earth.

Appendix 1: Friends of the Earth's Best Practice Code for Doorstep Recycling

Weekly collection

Weekly collections are more convenient for householders than fortnightly collections. Some local authorities, such as Daventry, have been able to reduce the refuse collection to fortnightly by running a weekly dry recyclables collection and a fortnightly food and garden waste collection, which has increased participation in the scheme and the overall recycling rate. However, the frequency of refuse collections should only be reduced to fortnightly where a comprehensive recycling and composting scheme has been established and good promotion of the change has taken place.

Collection of recycling and residual waste on the same day of the week

The recycling and refuse collections should both take place on the same day of the week to avoid confusion, i.e. both collections should take place on Mondays, whether or not those collections happen weekly or fortnightly.

Wide range of materials collected

The greater the number of materials that are collected the more people are likely to participate and the greater the amount of material people will put out for collection. For example, Recoup has reported that when plastic bottle collection is added to existing recycling schemes, capture rates of other materials typically increase by 10-30%. Collecting food waste for composting has also been found to have great potential for increasing overall recycling rates ('Maximising recycling rates – tackling residuals', CRN, 2002). If certain materials are excluded from the collection then an explanation for this should be given to householders and advice on the nearest bring sites should be offered.

Good customer care including regular information

Customer care can take many forms including operating a telephone hotline service, having a dedicated web page for information, delivering leaflets or newsletters or doing face-to-face education about the service. A combination of measures is the best way to reach a wide audience. Letting the public know about what happens to the materials once after they have been collected also helps to reinforce the 'feel-good' factor and encourages participation.

Provision of an easily storable container

Trials in Bath in 1993 found that yields of materials for recycling were over 50% higher in areas provided with a bag or box compared to similar areas without ('The Loop' magazine, LARAC, Spring 2003). There is a wide variety of containers available for collections and it is important to recognize that different shapes and sizes will suit different households. Certain materials will require specific containers, for example, glass needs to be stored in a sturdy container to prevent it from being broken, but paper may be better kept in bags as these can be stored more easily. Multi-material collections with kerbside sorting will require a basket or box to be provided rather than a bag and it may be beneficial to consult with residents to find the most appropriate container for their needs.

Collection of separated rather than commingled recyclables

Biffa Waste Services has found that the earlier materials for recycling can be separated from the waste stream, the lower the likely cost and environmental impact of the collection scheme ('Future Perfect', Biffa, 2002/3). Materials separated at the doorstep will be less contaminated than those sorted at a central material recycling facility (MRF) and will therefore require less treatment. Cleaner materials are more valuable to reprocessors and local authorities and a higher proportion of these can be recycled. Also, glass cannot easily be collected commingled and separated into different colours at a central facility because it is difficult to sort by hand when broken and the technology required for separating the different colours mechanically is only just becoming available.

Incentives to increase participation

Reducing the size of the refuse container and charging more for a larger bin or extra bin bags can help to encourage people to take part in the recycling scheme. Other ways to involve residents include offering a free or reduced rate home compost bin and developing a reward scheme for high recyclers. Where possible, it is preferable for people to home compost rather than take part in collection schemes for green waste.

Appendix 2: Research questions

1. Do you have a kerbside scheme? Yes / No

If yes:

2. How many households does it serve - as a percentage of total households in the local authority area (district, borough, city etc)?

3. What is the participation rate for the households served?

4. What is the overall recycling rate of the area?

5. How many materials are collected?

6. Which materials are collected and how often?

7. What containers are used (wheelie bin, bag, green box, etc.)?

8. Is the collection system (a) commingled and separated at a Material Recycling Facility; or (b) separated on-street?

9. What kind of vehicle is used?

10. How much does it cost? Cost per household if possible [n.b. just recycling cost, not whole waste management cost].

11. Who is responsible for the collections?

If no:

11. Do you have plans for introducing one? Ask the questions above as far as possible in terms of their plans.

12. What is the timescale for introduction of the new scheme?

Notes and references

- ¹ The Act also permits 'comparable alternative arrangements' and it is understood that this applies, for example, to high-rise dwellings where the duty to provide a collection to each front door would be prohibitive. This is expected to be more fully defined in Government guidance on the Act, currently in progress. We have included high-rise and estates recycling schemes in our figures but excluded on-street bring-sites.
- ² The average percentage of households receiving doorstep collections per authority in England was arrived at by adding up the percentage of households reached in each collection authority and dividing it by the total number of collection authorities in England (352).
- ³ ECOTEC Research and Consulting Ltd (2000) 'Beyond the Bin: The Economics of Waste Management Options'. Report for Wastewatch and Friends of the Earth.
- ⁴ For more info on the cost of recycling see:
http://www.foe.co.uk/resource/factsheets/recycling_local_authority.pdf
- ⁵ Community Recycling Network (2002) 'Maximising recycling rates – tackling residuals'. Friends of the Earth briefing on this report available at:
http://www.foe.co.uk/resource/reports/maximising_recycling_rates_report.pdf
- ⁶ As some card is collected alone, some with paper and some with garden waste, it's not completely clear whether card is being recycled or composted.
- ⁷ Some local authorities that collect aluminium foil as part of their can collection may not have mentioned it to us.
- ⁸ Waste and Resources Action Programme (2004) 'UK Plastic Bottle Recycling Survey 2004'.
- ⁹ The survey also recorded 'variable' collection frequencies in some local authorities where more than one scheme is running (e.g. a main scheme and a pilot scheme) or where garden waste collections are seasonal.
- ¹⁰ In some local authorities, more than one contractor is used. For example, the local authority might collect a multi-material collection in-house, while a company or not-for-profit organisation (such as Cheshire Recycling) might collect the paper. Where this is the case, we have classed the contractor as the one which collects the major collection (serving the most households). Where the contractor for a district or borough's doorstep collection is a county council-owned company (e.g. Cumbria Waste Management, Greater Manchester Waste) we have labelled this in-house.
- ¹¹ Correspondence between Friends of the Earth and Mike Beckett, Head of Operational Services at North Cornwall District Council.