

TOWN COUNCIL

DATE: 7 February 2024

REPORT OF: FINANCE & ADMINISTRATION OFFICER

SUBJECT: Review of First Skip Service

PART I

RECOMMENDATION

That the Town Council review the feedback from the first skip service held on the 11th January 2024 and use this to consider any amendments to the following two skip services, to retain and improve on the success of the first service indicated by the data received from the contractor.

1. BACKGROUND

- 1.1. The Town Council considered the possibility of offering a skip service to the parish at the September and October 2023 Town Council meetings. Between these two meetings it was agreed that three services would be offered to cover each of the wards in the Parish on the following dates:
- Saturday 11th January 2024- Barton Hill Car Park (South West)
 - Saturday 16th March 2024 – Dawlish Warren Outer Car Park (North East)
 - Saturday 11th May 2024 – Coronation Avenue Car Park (South West)
- 1.2. It was explained to Council in two papers distributed over the September and October meetings that due to tighter restrictions on the disposal of waste that different waste streams would have to be disposed of separately and therefore, slightly differently to last time this service was offered, particularly disposing of POPs¹ seating following an investigation by the Environment Agency in 2021 (additional information supplied with the paper provided in September²).

¹ Persistent organic pollutants

² <https://www.dawlish.gov.uk/wp-content/uploads/sites/77/2023/09/Town-Council-Agenda-13-September-2023.pdf>

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1.3. The Council was provided information of the five different waste streams/ different skips that could be offered, these being:

- General Waste
- Small/ Large Domestic Appliances
- Recyclable wood/ metal/ plastic waste
- Pops Seating
- Garden Waste

1.4 At the October Full Council meeting, it was considered and agreed to offer a small/large domestic appliance bin at each location and then one of general waste, recyclable waste, and POPs seating waste distributed between the other two locations.

2. Data received from the first Service- 11th January 2024

2.1 The figures received from the contractor showed that the total waste disposed of at Barton Hill car park on the 11th January 2024 was 7.84 tonnes. Last time the service was offered at Barton Hill car park the total waste disposed of was 8.78 tonnes. This would suggest that the service is still in demand, well utilised and was a successful event, as despite the tighter restrictions and more limitations to the items accepted this year, approximately 90% of the amount of waste taken last time was taken again this time.

2.2 Of the waste disposed of at Barton Hill, 6.66 tonnes (3 skip exchanges) was Recyclable wood/plastic, and only 1.18 tonnes (1 skip exchange) was for small and large domestic appliances. This would suggest that to have a small/ large domestic appliance waste stream at each location as agreed last October may not be the waste stream most in demand by the Parish and should be considered when looking at the feedback in the next section, and how to build on the next service.

3. Public Feedback Received

3.1 The Office has received a small number of comments and feedback from the Parish following the event, which paired with the data received, indicates that the service in general was successful. However, as with any event/ service it is always useful to evaluate any feedback to ensure that the next event is just as successful and in line with the current demand of the Parish. Below are the following comments/ feedback that have been received, and how these can be worked considered for the next service:

1- 3 members of the public had mentioned they had taken TVs and were

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refused.

2- 1 member of the public had taken garden waste and was refused.

3- 1 member of the public had taken a metal step which was refused.

4- Too restrictive as to what can be accepted.

5- Multiple members of the public have suggested a general waste bin at each location and (then one of the other waste streams rotated between sites) would be more useful and cover more items that are in demand to be disposed of.

6- A Councillor and 1 member of the public has mentioned that communication needed improving to ensure that the public were clearly aware of what are/are not acceptable items, and also to reach out to more people who are not on social media or online at all.

- 3.2 Unfortunately with numbers 1 and 2 these are unacceptable items; TVs are not accepted and this was stated on the posters and the social media posts. Two of the three people who had commented about their TVs not being taken have since come back acknowledging they had missed the restrictions at the bottom of the poster. Similarly, with garden waste, as with domestic bins at home, this must be disposed of separately and was again put on the advertisement as an item not accepted. With regards to number 3, the office has asked for more details and a picture to be able to query why this metal step was not accepted, however, this information has not been made available and so it has not been possible to find out why this was not taken.
- 3.3 The feedback regarding the service being restrictive and confusing is quite understandable and is also reportedly a long-standing criticism with the previous service. The service is naturally more restrictive this year because of the separation of waste requirements that were not as strict previously. The office also acknowledges that as well as this, extra confusion has also been created by not having a clear 'not accepted' list as was issued on posters for previous services (an example of this can be found in the appendix of the paper received by Full Council in September). Therefore, going forward the posters advertising the future services will be in this format to make it clearer what can and cannot be accepted at each site (please see attached example).
- 3.4 Discussions have been had around how the event can be communicated with members of the Parish who are not online. The posters are currently on all of the Council's notice boards throughout the Town. Additionally, from the next service at Dawlish Warren, providing venues are happy to advertise, posters will also be put in nearby shops/cafes/ Halls. Any other ideas for communicating offline will also be considered and appreciated.
- 3.5 Finally, as mentioned in (2.2) and given the data received from the contractor, it would seem that the decision of having a small/large domestic waste bin at

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every site may not be the best choice for the demand required from the service. Therefore, the Council is suggested to consider whether it would be in the best interests of the Parish to amend the next service to include a general waste disposal instead of another LDA/SDA bin to go alongside the POPs seating bin.

It may also be worth considering, considering over 5.5 times as much waste being from recyclable wood/plastic/metal than from small and large domestic appliances, whether this recyclable bin should replace the SDA/LDA at the final service in Coronation Avenue.

The issue with this being that all three of the services have been advertised with a small and large domestic appliance bin at each location. However, the next service is 5 weeks away which gives time for posters to be replaced clearly stating that there is an update to the service (see attached example) and multiple messages put out online to tell the public of this amendment, which again can explain the amendment was made to incorporate public feedback and demand based on the first service.

4. Summary

- 4.1 The Council has been asked to consider the best way to ensure that the next skip service in March is as successful as the first one in January. The Council is in a good position to build on the success of the first service given that there is a reasonable amount of time to make any amendments and make them known to the public before the next service and has data and feedback to use to inform them of what waste stream may be more useful and in public demand for a more successful service next time.

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