

# AGENDA SUPPLEMENT



- Committee - **PERFORMANCE MONITORING PANEL**
- Date & Time - Wednesday, 30 January 2019 at 6.30 pm
- Venue - Meeting Room 1, Council Offices, Priory Road, Spalding

**Membership of the Performance Monitoring Panel:**

Councillors: B Alcock (Chairman), G R Aley, J R Astill, M D Booth (Vice-Chairman), C J T H Brewis, G K Dark, P C Foyster, R Grocock, J L King, J D McLean, A M Newton, M D Seymour, A C Tennant, J Whitbourn and S Wray

**Substitute members on the Performance Monitoring Panel may be appointed only from members who are not on the Cabinet. Substitutions apply for individual meetings only.**

**Quorum: 5**

Persons attending the meeting are requested to turn their mobile telephones to silent mode

Democratic Services  
Council Offices, Priory Road  
Spalding, Lincs PE11 2XE

Date: 24 January 2019

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Please ask for Christine Morgan: Telephone 01775 764454  
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## **AGENDA**

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|----|---|------------------|
| 11 | Emergency Planning - To provide an update to the Panel on the Terms of Reference with the Lincolnshire Resilience Forum (report of the Portfolio Holder Place and the Executive Director Place enclosed).   | (Pages 87 - 90)  |
| 12 | Economic Development - To provide an update on how Economic Development and Inward Investment is undertaken and promoted in South Holland (report of the Portfolio Holder Growth and Commercialisation and the Executive Director Commercialisation (S151 Officer) enclosed). | (Pages 91 - 96)  |
| 14 | Final Report of the Public Toilets Task Group - To present the Task Group's Final Report to the Panel for consideration (report of the Task Group Chairman, Councillor G K Dark enclosed).  | (Pages 97 - 114) |

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Portfolio Holder for Place and/or Executive Director - Place

**To:** Performance Monitoring Panel Wednesday, 30 January 2019

**Author:** Kevin Baker (Emergency Planning Officer)

**Subject** Emergency Planning

**Purpose:** To provide an update to the panel on the Terms of Reference with the Lincolnshire Resilience Forum.

### **Recommendation(s):**

- 1) That the panel note the information provided within the report.

### **1.0 BACKGROUND**

- 1.1 South Holland District Council (SHDC) remains a member of the Lincolnshire Resilience Forum (LRF) despite the fact it no longer has a Service Level Agreement (SLA) with Lincolnshire Fire and Rescue (LF&R) to provide the function of Emergency Planning. Emergency Planning is now undertaken at SHDC by its own Emergency Planning Officer. Even though the Emergency Planning was undertaken by LF&R, SHDC still had to send a representative to LRF meetings. LF&R did provide training to local community groups and this can be undertaken up by the Emergency Planning Officer. The following information gives the Terms of Reference of the LRF.
- 1.2 **Purpose of the Group** – To plan and react to emergency situations. This must be done by SHDC under the Civil Contingencies Act 2004 (CCA) and they must remain a member of the Local Resilience Forum.
- 1.3 **Membership of the Group** - All Local Authorities  
County Council  
Police  
Fire and Rescue  
Ambulance Service  
Military  
National and Local Health Service  
Water Authority  
Environment Agency  
Inland Drainage Board  
Highways Authority  
Met Office  
Red Cross
- 1.4 **Accountability** – Under the CCA all members of the LRF are to share information and co-operate with other members of the group.

- 1.5 **Review** – The CCA suggests that Forums periodically review how they operate. LRF undertakes this yearly.
- 1.6 **Working Methods** – The LRF hold regular group meetings to which all members are invited. Invites to the meeting and any notes and/or minutes are circulated via email. These meetings are held every six months and are normally chaired by either the Chief Fire Officer or the Chief Police Officer. The agenda and papers are circulated by LF&R. Secretariat for the group is also provided by LF&R. In addition to the emailing of notes and minutes etc. they are uploaded to Resilience Direct (RD), this is the Governments preferred access to information for Resilience Forums. All Gold and Silver Officers at SHDC have access to RD.

## 2.0 IMPLICATIONS

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

### 2.1 Financial

- 2.1.1 As SHDC no longer has an SLA with LF&R to provide its Emergency Planning it is not entitled to the free training provided by LF&R, however it is still available at a nominal cost if required. SHDC now pays the salary for its own Emergency Planning Officer rather than to LF&R.

## 3.0 WARDS/COMMUNITIES AFFECTED

- 3.1 All Wards

## 4.0 ACRONYMS

- 4.1 LRF Lincolnshire Resilience Forum
- 4.2 SLA Service Level Agreement
- 4.3 LF&R Lincolnshire Fire and Rescue
- 4.4 RD Resilience Direct
- 4.5 CCA Civil Contingencies Act 2004

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Background papers:-

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### Lead Contact Officer

Name and Post: Kevin Baker Emergency Planning Officer  
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**Key Decision:** N

**Exempt Decision:** N

**This report refers to a Mandatory Service**

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## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Christine Marshall, Executive Director Commercialisation and Section 151 Officer

**To:** Performance Monitoring Panel January 30<sup>th</sup> 2019

**Author:** Nigel R Burch, Economic Development and Inward Investment Manager

**Subject** Economic Development

**Purpose:** To provide an update on how Economic Development and Inward Investment is undertaken and promoted in South Holland

### **Recommendation(s):**

- 1) That the panel give consideration to the report.

## 1.0 **BACKGROUND**

### **Opportunity Peterborough**

- 1.1 The Inward Investment team are now into the 8th month of a two year contract with Opportunity Peterborough, the proposal for which was approved by Cabinet on the 27<sup>th</sup> March 2018, enabling a number of resources to be provided by Opportunity Peterborough to the Inward Investment team over a 2 year period which started on the 1<sup>st</sup> June 2018. These services include the promotion of South Holland to attract and land new inward investment, expert advice and guidance on business growth, strategy and policy, and strategic funding. This includes resource to help with sector analysis, marketing collateral, promotional plan, enquiry management, stakeholder liaison, key account management/relationship management, support for the Councils Open for Business initiative, support for strategic funding applications, assistance in the development of bid writing plans, and review of submissions (critical friend approach) of applications prior to submission.

Progress on the contract will be scrutinised at six months and 12 months by Performance Monitoring Panel and Cabinet, the report will come back to Panel following scrutiny by Cabinet on the 12<sup>th</sup> March 2019.

Work is continuing towards establishing an economic action plan using data from the business survey which was carried out in July/August last year, along with other sources, in order to establish a strategic direction for the Council. A communications audit has also been undertaken and a draft report presented to officers which is currently being discussed with colleagues from other departments to determine the next steps. By the end of February the finalised communications plan is expected along with the finalised economic action plan, and a stronger launch of the partnership to the wider economic community.

## **Business engagement**

- 1.2 Over the last three months the team have continued to engage with a variety of businesses and partners across the district with visits including Ashwood Homes, Worldwide Fruit, Addo Food Group, QV Foods, Green Partners and Port Sutton Bridge. Just as important however, is the dialogue that continues with many businesses via phone and email who just like to keep the team updated of what they are doing, asking, for example, for help, advice and contacts.

As an example, a local flower business got in touch recently to enquire about export licenses as they were not sure where to go to discuss this the team were able to direct them to a specific contact at the Lincolnshire Chamber of Commerce who deals with the licenses. Another good example is a local major factory manager who enquired if there were any contacts for Anaerobic Digester plants they wish to monetise their waste streams, the team were able to provide two direct contacts the same day as the enquiry, which was much appreciated.

The now well established South Holland Business Breakfasts continue with the latest one being held on the 11<sup>th</sup> January 2019 at Spalding College, with once again over 20 senior business people attending.

The meeting, chaired by the Executive Director – Commercialisation & Growth, saw presentations provided by Greater Lincolnshire Local Enterprise Partnership on the skills support and training that is available through the [businesslincolnshire.com](http://businesslincolnshire.com) website, and a further presentation by the Peterborough based Skills Service who talked about the work being undertaken with local senior schools and businesses to make the schools more aware of the wide range of careers that are available in the local economy. This approach is proving very popular as the problem of getting schools and businesses to talk to each other has been a reoccurring subject at many previous breakfasts.

There was also a remit via the GLLEP to gather information regarding businesses readiness/preparations for leaving the EU on the 29<sup>th</sup> March to feedback directly to the government, a discussion took place, mostly amongst the logistics companies present, about the lack of information available despite earlier promises which were noted and will be disseminated to the appropriate agency.

These meetings allow the Council to continue a close working relationship with many of our key businesses and stakeholders in the district, many, but not all of whom are identified in the Inward Investment department's Critical Business List, in order to maintain awareness of any emerging issues that could have a significant impact on the local economy. It also gives local businesses a voice, at the same time strengthening the relationship that the Economic Development Service and the Council as a whole have with businesses outside the regulatory framework that they are used to interacting with the Council within by taking a more private sector approach and understanding of our local businesses.

Work continues to engage with businesses of all sizes through the variety of approaches undertaken by the service, ranging from incoming enquiries from pre start and start-up businesses, facilitating start up workshops in conjunction with Norfolk and Waveney Enterprise Services (NWES), the Jobs Fair organised in partnership with the Department for Work and Pensions (DWP) visits with the County Council and Department for International Trade, visits with Key account managers, requests for advice, particularly around expansion plans, networking events, and courtesy visits in order to maintain relationships.

## **Major sites and Infrastructure**

- 1.3 Work on Holbeach Food Enterprise Zone continues, with the Inward Investment team playing a key role currently in spreading awareness and to start to identify any potential occupants that will fit the criteria of an agri-tech business, and whose expansion or relocation plans fit the timeframe, but a concerted marketing effort will start later in the year and the topic is discussed in every meeting with businesses to ensure awareness is raised. The Local Development Order was confirmed by the Planning Committee on the 25<sup>th</sup> July, and ratified by Council on the 25<sup>th</sup> November 2018.

The necessary agreements have now been signed between the County Council and the University of Lincoln, and it is anticipated that work will start on site to construct the new Centre of Excellence in a few months' time, with work on installing utilities due to start in the near future..

Work continues to bring the first businesses to the two parcels of land at Wardentree Lane owned by Elsoms/Keelings, and the Clay Lake Industrial Estate which is now being marketed as the East of England Industrial Hub, interest in this site is starting to grow, and the team are liaising closely with the owner and marketing agent to bring the site forward.

The team are also working with Ashley King to promote and signpost to the Gateway site which is being marketed by the same agent as the East of England Industrial Hub, and constant contact is being maintained with the agent to ensure that any potential opportunities are maximised.

The Inward Investment Manager recently met with the owner of the Elsoms/Keeling land and established a guide price per acre which is the first thing that an enquiring company ask, and also established the types of tenure that would be considered.

The team continues working with other SHDC colleagues to promote these sites to the County Council and the GLLEP to identify funding that may help to ease some of the infrastructure blocks.

## **Inward Investment**

- 1.4 The Inward Investment team continues to work closely with the Department for International Trade, through Lincolnshire County Council and the Greater Lincolnshire Local Enterprise Partnership, as well as Opportunity Peterborough, with a number of local businesses, helping to facilitate their growth plans and ensure that they can be delivered as quickly and smoothly as possible. This work is a key part of the Inward Investment role, and also fits seamlessly with the Councils Open for Business Agenda.

The team are also currently engaging with a number of businesses both across and outside the district, to help facilitate their growth, expansion and relocation plans. In the last few days an approach has been made by a logistics business who are currently based outside the district but wish to come to Spalding, like many others, they would prefer a site that is ready to go.

The team continues to manage the 'prospect list' that records inward investment enquiries and opportunities that come into the council through this and other departments. This list is ensuring that all relevant departments are aware of contacts being received by others, and also gives an insight into the potential income that might be derived should any of the enquiries come to fruition, working closely with the in-house rating team. It is also useful for tracking trends in business types, and what kind of tenure they are looking for which in turn feeds into future policy and strategies.

The Inward Investment team also continue to work closely with the County Council Inward Investment team, and support the Team Lincolnshire initiative which serves to promote the County as a great place to live and work to a national and international audience.

## **Skills**

- 1.5 Work continues with the skills services in both Greater Lincolnshire and Cambridgeshire / Peterborough.

The Skills Service, part of Opportunity Peterborough, are doing a lot of work in local schools to raise awareness of the wide range of careers that are available within many of our local businesses, and that there is an alternative to going to University by working 'up the ladder' within those businesses, an approach that many business owners have told us they want to actively encourage. Working in conjunction with Opportunity Peterborough colleagues, we make businesses aware of this approach when speaking with them, making the connection back to the schools. As mentioned above, the Skills Service presented at our last Business Breakfast and since that meeting, the team have been able to facilitate a contact with the one school in the district that they had not been able to engage with.

The Inward Investment Manager sits on the steering group of the Sector Skills in the Workforce project, delivered across Greater Lincolnshire by Calderdale College, funded by the Greater Lincolnshire LEP. This project, to date, has delivered 246 training interventions to 59 businesses in South Holland.

Building upon success of the 2018 jobs fair, the 2019 fair is to take place on Tuesday 5<sup>th</sup> March and new bookings are already being taken in addition to the 'regulars', evidence that it is now established as a 'must attend' event. Whilst the main thrust of the day is to match local jobseekers with local employers, there is also a significant and growing element of training available to allow people to upskill, as well as identifying transferable skills that sometimes people do not realise they have.

## **Grants4growth**

- 1.6 The Grants4growth project is continuing to perform to target and has successfully negotiated the outputs down slightly to enable the average grant figure to rise to a more meaningful level. As of 16/1/19, 154 grants have been approved against a revised target of 170, the jobs target of 95 is already achieved at 217, and private match funding at £4,268,000 is currently £0.6m over target.

To date, £931,000 worth of grants have been claimed, there is a time lag between the grant being approved and being claimed as the business has to buy, pay for, and provide defrayal evidence before they can claim.

As advised in the last report, the Ministry for Housing, Communities and Local Government have confirmed that, subject to a successful project change request, G4G would continue for a further 3 years making a total 6 year project, the Project Change request was submitted before the deadline and is currently going through the scrutiny process. We have already responded to two sets of questions from MHCLG which were mostly clarification points, and the G4G team are optimistic that they will be given the go-ahead by the end of March which will allow them to continue seamlessly without a break in service, for another three years.

RDPE is the Rural Development Programme for England, a funding stream using Leader delivery principles, with the money coming through DEFRA and is aimed at rural businesses and agricultural diversifications. The Inward Investment Manager sits on the

Wash Fens Local Action Group and approval panel which covers all of South Holland with the exception of the urban centre of Spalding. The since 2014, the latest round of funding has granted £717,430 to South Holland businesses with 44 FTE jobs contracted which are deliverable within three years of the final payment to the successful businesses. This is an increase of £46,802 since the last report due to a robotics company in South Holland being awarded a grant in December 2018.

## **Strategic Engagement**

- 1.7 The Inward Investment Manager continues to work closely with the internal strategic planning department and development control team, quarterly meetings are held with the Commissioner for Economic Growth at Lincs County Council, and the team attend the Lead Economic Development Councillors meetings with the Portfolio Holder for Growth and Commercialisation.

The team are also engaging closely with the University of Lincoln, the GLLEP and the County Council to ensure that South Holland views are represented in the emerging Local Industrial Strategy, a document that all LEP's have to produce for adoption by the Government by early 2020, and to also ensure that SHDC are in a position to maximise our influence in shaping the emerging UK shared prosperity fund which will replace European funding from 2022. The GLLEP have just (15/1/19) launched a call for evidence to Lincolnshire businesses, inviting them to feed into the evolving opportunities for the future of the Lincolnshire Economy. The team have circulated the details of this initiative to South Holland Businesses.

Engagement with the GLLEP is increasing, a workshop is being organised to bring SHDC, the GLLEP and LCC together to talk in more detail about economic development priorities, coordination and collaboration with the GLLEP as well as working with them on the Local Industrial Strategy and our own Economic Action Plan.

Work continues internally to embed the Open for Business way of working, a number of Key Account Managers have been identified and have been accompanied by the Inward Investment Manager to meet with the business that they have been allocated. Initial feedback to this approach has been very positive, businesses very much appreciate the personal touch, and are content in the knowledge that they have a name they can go to should they need a rapid response to a query, and a couple of account managers are in the process of being allocated second companies. This approach is now working well across the main business facing departments, i.e. Inward Investment, Development Control, Building Control, Strategic Planning and the Food Safety /licensing teams. There is now a much better flow of information and sharing of intelligence between the departments that happens automatically.

## **2.0 OPTIONS**

- 2.1 That the report be noted for consideration

## **3.0 REASONS FOR RECOMMENDATION(S)**

- 3.1 That the reporting of Inward Investment activities comes before the Panel every 3 months.

## **4.0 EXPECTED BENEFITS**

- 4.1 The Inward Investment team provide a key role in helping to grow the local economy by providing a valuable link between business, the Council, developers, funders, training and education providers and other stakeholders, and by delivering the flagship Grants4growth project which is now recognised as a business friendly capital grant project across the whole of Greater Lincolnshire.
- 4.2 It also provides a detailed knowledge and personal contact with business leaders in many local businesses both large and small.

## 5.0 **IMPLICATIONS**

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below

## 6.0 **WARDS/COMMUNITIES AFFECTED**

- 6.1 This report encompasses all wards in South Holland

## 7.0 **ACRONYMS**

7.1	LEP	Local Enterprise Partnership
7.2	GLLEP	Greater Lincolnshire Local Enterprise Partnership
7.3	SHDC	South Holland District Council
7.4	CMA	Combined Mayoral Authority
7.5	GCGPLEP	Greater Cambridge/Greater Peterborough Local Enterprise Partnership
7.6	NWES	Norfolk and Waveney Enterprise Services
7.7	DWP	Department for Work and Pensions
7.8	LCC	Lincolnshire County Council
7.9	ED	Economic Development
7.10	RDPE	Rural Development Programme for England

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Background papers:-

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### **Lead Contact Officer**

Name and Post: Nigel R Burch, Economic Development and Inward Investment Manager

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Email: nburch@sholland.gov.uk

**Key Decision:** N **Exempt Decision:** N  
**This report refers to a Discretionary Service**

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Councillor G Dark, Chairman of the Public Toilets Task Group

**To:** Performance Monitoring Panel Wednesday, 30 January 2019  
Cabinet – 12 February 2019

**(Author:** Christine Morgan, Donna Hall (Democratic Services Officer, Licensing and Business Support Manager)

**Subject** Final Report of the Public Toilets Task Group

**Purpose:** To present the Task Group's Final Report to the Panel for consideration

### **Recommendation:**

To consider the Task Group's Final Report, prior to its consideration by the Cabinet.

## 1.0 **BACKGROUND**

### 1.1 **Introduction**

1.1.1 The Performance Monitoring Panel established the Public Toilets Task Group on 6 February 2018. It commenced its work on 23 April 2018.

1.1.2 The scope of the Task Group was:

- To review public toilets in the district, looking at location, cleaning regimes, usage, reasons for closure and running costs.
- To use information gathered to ensure value for money, good service, and that the right money was spent in the right place.

1.1.3 The membership of the Task Group consisted of Councillors J R Astill, C J T H Brewis, G K Dark (Chairman) and P C Foyster. Councillor T A Carter was a member of the Task Group at the outset, but came off it in June 2018 when she became a member of the Cabinet.

### 1.2 **Review Process**

1.2.1 The Task Group met on a number of occasions. It undertook a visit of all the Authority run public conveniences in the district, to get a clearer idea of the issues. Information was sought from officers, including opening times, running costs, records of reported vandalism, its cost and the length of closure as a result, and records of cleaning and servicing toilets. In addition, the following witnesses were interviewed by the Task Group:

- Ross Hastie – Technical Project Coordinator
- Vicky Stickels – Property Assessor
- Jim Harvey – Operation and Commercial Business Manager

1.2.2 The evidence and information received was analysed collectively to inform the conclusion and recommendations contained within the Final Report, which is attached at Appendix A.

## 2.0 **OPTIONS**

2.1 The Panel may:

- Approve the Task Group's Final Report for consideration by the Cabinet; or
- Request that alterations be made/further consideration be given to the Final Report prior to its presentation to the Cabinet; or
- Do nothing.

## 3.0 **REASONS FOR RECOMMENDATION**

3.1 That the Final Report receives approval for its consideration by the Cabinet.

## 4.0 **EXPECTED BENEFITS**

4.1 The attached report makes a number of recommendations to improve the public toilet facilities in South Holland which may be taken to Cabinet for consideration

## 5.0 **IMPLICATIONS**

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

### 5.1 **Constitutional & Legal**

5.1.1 Public toilets are not a statutory requirement but where they are provided must meet statutory requirements. Legal have been consulted during the preparation of this report.

### 5.2 **Corporate Priorities**

5.2.1 The work of the task group took into account all of the corporate priorities:

- To develop safer, stronger, healthier and more independent communities while protecting the most vulnerable
- To have pride in South Holland by supporting the district and residents to develop and thrive
- To provide the right services, at the right time and in the right way
- To encourage the local economy to be vibrant with continued growth

### 5.3 **Crime and Disorder**

5.3.1 The task group report has taken into account issues such as criminal damage and makes recommendations to attempt to reduce this

#### 5.4 **Equality and Diversity / Human Rights**

5.4.1 The Task Group looked at the provision of disabled toilets and the adult changing facility as part of the review.

#### 5.5 **Financial**

5.5.1 The financial implications of the recommendations have been outlined in the attached report. The finance team have been consulted and are aware of this.

#### 5.6 **Health & Wellbeing**

5.6.1 Public toilets are considered to be an important facility for the general public, as well as those with bladder and bowel conditions. The task group considered this as part of the review.

#### 5.7 **Reputation**

5.7.1 The Task Group considered the reputation of South Holland District Council in respect of the provision and condition of the toilets in the District.

#### 5.8 **Stakeholders / Constitution / Timescales**

5.8.1 The task group identified and considered a number of key stakeholders including relevant officers in Finance, Assets, Environmental Services; the general public and groups with specific needs; Parish Councils and others assisting in opening/closing and daily management of the facilities.

#### 6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 All

#### 7.0 **ACRONYMS**

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Background papers:-

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#### **Lead Contact Officer**

Name and Post: Christine Morgan, Democratic Services officer  
Donna Hall, Licensing and Business Support Manager

Telephone Number

Email: cmorgan@sholland.gov.uk, donna.hall@breckland-sholland.gov.uk

**Key Decision:** N

**Exempt Decision:** N

**This report refers to a Discretionary Service**

**Appendices attached to this report:**

Appendix A                      Final Report of the Public Toilets Task Group



South Holland District Council

Review of Public Toilet Facilities provided by South Holland  
District Council

An Overview and Scrutiny Review undertaken by a Member Task Group on behalf of  
Performance Monitoring Panel

(3rd January 2019)

## **Contents**

1. Introduction
2. Scope of the Review
3. Membership of Task Group
4. Background to Review
5. Method of Review
6. Summary of Findings
7. Conclusions and Recommendations
8. Financial implications of recommendations
9. Main Sources of Information and individuals contacted during the Review
10. Abbreviations

## **Appendices**

Appendix A Observations from Public Toilet Visits May 2018

## **1. Introduction**

- 1.1 In February 2018 the Performance Monitoring Panel identified public toilets in South Holland to be added to the Panel's 2018/19 work plan. This related to queries regarding location, costs and refurbishment of these facilities.
- 1.2 A Member task group was formed consisting of 5 Members, and supported by a Manger independent to this area under review, and a Democratic Services Officer.

## **2. Scope of the Review**

- 2.1 The scope of the review was agreed at the first meeting of the Public Toilet Task Group on 23<sup>rd</sup> April 2018.
- 2.2 The group agreed to look at the locations, costs, usage and refurbishment of all public toilets within the District that were the responsibility of SHDC.
- 2.3 The agreed terms of reference were:
  - To review public toilets in the District in relation to location, cleaning regimes, usage, reasons for closure and running costs.
  - To use information gathered to ensure value for money, good service and that the right money was being spent in the right place.
- 2.4 The following toilets which are owned or maintained by SHDC were considered as part of the review:

Spalding  
Sheepmarket  
Vine Street Car Park  
Bus Station, Winfrey Avenue  
Ayscoughfee Gardens

Donington  
Park Lane

Long Sutton  
West Street

Crowland  
West Street

Holbeach  
Church Street

Sutton Bridge  
Bridge Road

### **3. Membership of Task Group**

The task group consisted of the following Members:

Elected Chair: Cllr G K Dark  
Cllr JR Astill  
Cllr CJTH Brewis  
Cllr TA Carter  
Cllr PC Foyster

### **4. Background to Review**

- 4.1 The Council operates 9 blocks of public toilets in the District. Several of these are located within or adjacent to public car parks, one is part of Asycoughfee Gardens and others are located centrally in towns and villages.
- 4.2 Provision of public toilets is not a statutory requirement. A BBC report in 2016 identified that at least 1782 public toilets had closed in the previous decade. Several areas were identified as having no council run toilet facilities at all.
- 4.3 The Local Government Association, Public Health England, Age UK and other organisations in recent years have voiced concerns over closures and promoted the need for such facilities to remain available in the community.
- 4.4 SHDC has not reduced the provision of public toilets in the District.
- 4.5 During the Budget October 2018 a proposal was announced that public toilets would no longer be required to pay business rates. This was announced in the context of a further decline in public toilet facilities. In a BBC news report at the time of the budget announcement, the British Toilet Association estimated that over 40%of public toilets had disappeared in the last decade.
- 4.6 Government policy is now being drafted to give local authorities power to grant discretionary relief on business rates for public toilets that they own or maintain.

### **5. Method of Review**

- 5.1 At the first task group meeting it was agreed that the review would commence with site visits to all public toilets identified as being within scope of this work. This would be followed by meetings as required to gather information from officers and other key parties, review findings and make recommendations.
- 5.2 From the outset a number of key parties were identified as holding information relevant to the review including the Environmental Services, Assets and Communities Teams.
- 5.3 Information requested as part of the review included:

- Details of the public toilets, opening times, running costs, cost of vandalism, costs as a result of closure;
- Records of reported vandalism, and length of closure of toilets due to vandalism;
- Record of cleaning/servicing of toilets;

## **6. Summary of Findings**

### **6.1 Site Visits**

6.1.1 During May 2018 site visits were carried out by the task group at all of the 9 identified public toilet facilities in the District. The group were accompanied by an officer from Environmental Services who are the Department responsible for cleaning and day to day management of the facilities.

6.1.2 During the visits observations were recorded in relation to the following matters:

- Opening hours and accessibility
- Cleanliness
- Smell
- Damage
- Baby changing provision
- Disabled access
- Supplies of toilet roll, soap etc.
- Hand washing
- Hand drying
- Sanitary waste provision
- Lighting
- Bins

It was noted that some of these were not legal requirements, however it was useful for the group to observe the overall adequacy of the facilities.

The general observations are noted in Appendix A.

6.1.3 Recommendations were made to Environmental Services and assurances were sought that any issues requiring immediate attention were rectified as soon as possible.

6.1.4 The general consensus amongst the group was that standards were variable, and this appeared to correlate with the length of time the facility had been open, or since its last refurbishment, and the perceived usage and footfall. Members also felt that some of the facilities did not support the South Holland Pride initiative, particularly where there was a need for more robust cleaning and repairs.

- 6.1.5 The task group noted variation in how the public toilets were sign posted. They felt that improved signage and directional posting would help visitors in the District to access the facilities more easily.
- 6.1.6 The group felt that more attention needs to be paid to the disabled toilet facilities in the District, as these appear to attract problems such as vandalism and rough sleeping. The group felt that a better standard could be maintained if they were locked at the same time that the adjoining toilets are closed.
- 6.1.7 In addition to the site visits, the group also visited the adult changing facility which is located at the South Holland Centre. This is a toilet and changing facility which is part of the Changing Places scheme (<http://www.changing-places.org/>). It provides a facility for people who cannot access standard public toilets and provides more space and equipment such as a height adjustable changing table and a hoist. The task group were very pleased with this facility and fully supported it remaining in place for the use of visitors in Spalding town centre.

## **6.2 Cleanliness**

- 6.2.1 Cleanliness of the facilities varied and it was acknowledged that some issues related to the age of the fixtures and fittings. As part of their enquiries members established the following:
- Cleaning is carried out in most toilets by staff in Environmental Services.
  - The cleaner has other duties to carry out in the day in addition to cleaning the toilets, e.g. street cleaning
  - Crowland toilets are opened/closed and cleaned by the Parish Council on behalf of the Council
  - There is no standard procedure or specification for cleaning in place
  - Estimated average time spent on cleaning each block is 1 hour per day
  - There should be a contract for sanitary bin provision in each block
  - Litter bins are not required in the toilets, but where provided they are emptied
  - Where cleaners identify faults they are referred through to the Central Support unit at the Depot for action
  - There are 6 official complaints from members of the public officially recorded on the complaints system since 2016, however anecdotally officers advised that more may have been received and dealt with informally

## **6.3 Vandalism and Graffiti**

- 6.3.1 Members were concerned about the presence of graffiti and damage that appeared to have been caused by vandalism, visible in several of the toilets. As part of their enquiries, members established the following:

- No specific records of criminal damage are held, although maintenance records reflect repairs made
- There is no specific record of length of time toilets are closed for repair
- Issues include: graffiti; removal of fixtures and fittings including toilet seats, soap, toilet rolls and toilet roll holders; damage to and removal of tiles, littering; spreading faecal matter on walls; holes in cubicle walls; deliberate blocking of toilets and sinks.

## 6.4 Maintenance and Refurbishment

6.4.1 A key area of consideration for members of the task group was the scheduling of maintenance and refurbishment and associated budgets

- A programme of refurbishment was carried out between 2001 and 2006 for all toilets
- Maintenance is carried out as and when required and a budget of £7,500.00 per year is held by the Assets team for this work in total for all of the public toilets in South Holland.
- By September 2018 over half of this budget allocation had been spent on necessary maintenance at Donington public toilets
- There is not currently a future programme for refurbishment of the toilets, but members felt that this is something their review could inform
- Members were advised that it would cost approx. £360 per toilet block for a full deep clean
- Members were advised that it would cost in the region of £20,000 to carry out necessary repairs and updating at the Holbeach toilets.
- General discussions took place around more significant refurbishments but members felt that some of the facilities needed more urgent attention in the meantime.
- Members were supportive of the view that a more ambitious programme of refurbishment should be explored and costed as part of a future capital works programme.

## 6.5 Budgets

6.5.1 The identified budget for 2018/19 for the cleaning and supplies for the toilets is outlined below. This shows total budget spend in the region of £150,000 per year (including support service recharges). This relates to staff, equipment, materials such as toilet rolls, utilities etc.

Description	Revised Estimate	Forecast outturn (at Q2)
<b>Employee costs* Total</b>	<b>£26,806</b>	<b>£26,806</b>
Business rates	£15,600	£16,221
Electricity	£0	£695
Premises insurance	£800	£830
Rent payments	£0	£0
<b>Premises Total</b>	<b>£16,400</b>	<b>£17,746</b>
Clothing, uniform, laundry	£100	£100

Furniture and equipment	£500	£500
Insurance	£100	£310
Materials & consumables	£4,200	£4,200
Telephones	£200	£200
<b>Supplies &amp; Services Total</b>	<b>£5,100</b>	<b>£5,310</b>
CPBS recharges to services	£500	£500
Recharges to/from support services	£78,700	£78,700
<b>Support Services Total</b>	<b>£79,200</b>	<b>£79,200</b>
<b>Depreciation on assets total</b>	<b>£20,200</b>	<b>£20,200</b>
Rents/ Income total	<b>-£400</b>	<b>-£400</b>
<b>TOTAL</b>	<b>£147,306</b>	<b>£148,862</b>

\*This cost relates to the portion of the role involved in cleaning public toilets

6.5.2 A separate budget of £7,500 per year is held by Assets to cover maintenance and repair. In addition to this, further costs could be met by the wider asset budget or by a capital bid.

## **7. Conclusions and Recommendations**

### **7.1 Conclusions**

7.1.1 From the site visits, examination of data, budgets and other information provided, the task group formed the following conclusions:

7.1.2 Generally Members were pleased with the provision of public toilets. Having reviewed the location and usage from anecdotal evidence and from observations it was considered that all of the public toilets were well used. This suggests that they are in the correct locations. The group did not consider changing the locations or adding additional facilities as part of their scope.

7.1.2 The group were concerned that despite some immediate maintenance issues and repairs that were required, more significant repairs and cleaning was required. In particular the group identified Holbeach toilets as needing to be prioritised due to the state and disrepair.

7.1.3 The group also considered that all of the toilets needed some additional maintenance to be carried out in the next two years.

7.1.4 The group were grateful to the Cleaners for their work in relation to the toilets, however concluded that more time could be spent on this task at each facility. It was however acknowledged that toilet cleaning was only part of a wider role.

7.1.5 All of the public toilets visited in South Holland were found to vary in terms of what was provided within them. For example there was variation in use of

toilet rolls and toilet roll holders, soap, hand drying, sanitary bins and litter bins. Some of these were provided in some toilets but not all.

- 7.1.6 Having queried the procedures for reporting and carrying out repairs, the group felt that a more standardised approach could be achieved. The group also felt there could be improved communication between departments when repairs are carried out to ensure that they are open to the public at the earliest opportunity.
- 7.1.7 The identified annual budget for maintenance was considered to be very low for the number of facilities it covered. However the group were reassured that this would not prevent essential work being undertaken if required.
- 7.1.8 The group feel that it is important to maintain the current number of toilets in South Holland. They also feel that improvement needs to be made to ensure that they provide a safe and suitable facility for the public, and reflect positively on the District.

## **7.2 Recommendations**

- 7.2.1 The task group propose the following recommendations:
- 7.2.2 A standardised written specification for the toilets should be prepared so staff cleaning and maintaining them have a clear understanding of what materials and equipment should be present and what cleaning is required.
- 7.2.3 Spot checks should be carried out at regular intervals to determine if the specification is being met, and ensure issues are reported.
- 7.2.4 A protocol should be agreed between Environmental Services and Central Support Unit to ensure consistency in how work is reported, feedback is provided when work is scheduled and has been completed, and tasks are effectively prioritised.
- 7.2.5 Public reporting of issues should be encouraged through notices on display in each toilet block
- 7.2.6 The disabled toilet facilities should be fitted with more substantial locks to prevent vandalism and improve security
- 7.2.7 The disabled toilets in Spalding town centre should have a notice to advise of the adult changing facility at the South Holland Centre
- 7.2.8 Improved location and directional signage for the public toilets could be added to ensure that visitors to the District can easily locate the facilities. It is also recommended that a map is added to the Council's website to show the location of the public toilets

- 7.2.9 A rapid response procedure to offensive graffiti be explored to ensure this is removed or covered at the earliest opportunity
- 7.2.10 When Government policy enables the Council to remove the business rates requirement for public toilets, this budget should be diverted to cover additional refurbishments and repairs in future years.
- 7.2.11 A deep clean programme is undertaken during 2019/2020 at all public toilet facilities, and all outstanding repairs are carried out. An investment is made into repairs at Holbeach toilets (estimated up to £20,000) to bring these up to a satisfactory and safe condition.
- 7.2.12 A capital programme for refurbishment of public toilets be prepared for future years and be completed by 2025.
- 7.2.13 As part of this programme, Officers should be tasked with exploring more modernised facilities and designs such as self-cleaning toilets, and facilities that are designed to combat issues such as vandalism or graffiti. A further task group could be set up in due course to consider this.
- 7.2.14 Officers should explore alternative funding sources, or contributions from business or organisations whose customers benefit from the facilities.

## **8. Financial Implications of Recommendations**

- 8.1 The recommendations have proposed a deep clean at each facility which officers have advised could be carried out within existing budget, to take place before April 2020.
- 8.2 The task group have also asked that Holbeach toilets are given a refurbishment to improve standards, hygiene and appearance by April 2020. The estimated cost for this provided by Officers is £20,000. This would need to be sourced outside the existing maintenance budget for the year, through a capital bid.
- 8.3 It has also been recommended that a further piece of work is carried out to develop a refurbishment programme for all public toilets, which could include more significant changes to layout and equipment in order to invest to save in the future. Costs have not been identified for this piece of work.

## **9. Main Sources of Information and individuals contacted during the Review**

Site visits to the public toilets

Complaints Information from Corporate Improvement and Performance team

Budgetary information from Finance

Input from officers in Environmental Services, Communities, Assets, Finance, Legal and

Open source news articles and websites:

<http://www.changing-places.org/>

<https://www.bbc.co.uk/news/uk-36405414>

<https://www.bbc.co.uk/news/uk-46024769>

## 10. **Abbreviations**

SHDC          South Holland District Council

Appendix A  
Observations from Public Toilet Visits May 2018

Vine Street, Spalding

- Ladies cubicle closed
- Low height of door
- Tiles off wall in male toilet
- Graffiti
- Baby changing adequate in male and female
- Supplies OK
- Lighting, sanitary, bins etc adequate.
- Reasonable condition and cleanliness

Sheepmarket, Spalding

- Well used – busy
- Tatty from outside
- One of the larger facilities
- Unpleasant smell
- Wear and tear
- External door needs repainting
- Separate baby changing
- Dirty, stained
- Flush difficult to use
- Male toilets lighting poor

Bus Station, Spalding

- Ladies toilets unclean – scale, old dirt, mould on ceiling.
- Mens' toilets – broken tiles
- Graffiti
- No seat on one of the toilets
- Door needs painting
- No supplies
- Broken window

Ayscoughfee, Spalding

- Male toilets reasonable
- Female toilets need cleaning
- Bad smells
- Several lights in ladies not working

Sutton Bridge

- Quite decent facility – relatively new
- No bad smells
- No major damage
- Separate disabled toilet but no alarm
- No bins, baby changing or sanitary provision
- Sign to report damage – good

Long Sutton

- Generally clean and no smells

- No significant damage
- Some graffiti on back of doors in disabled toilets
- External sign pointing wrong way
- No toilet roll holders
- No sanitary provision

#### Holbeach

- Fairly clean, smell not too bad
- A lot of graffiti
- Locks damaged, particularly in ladies and not fixed well
- Panel under sink hanging off
- No toilet roll
- Mens' toilets - tiles smashed
- Side drain cover broken
- No baby changing
- Separate disabled facility
- Hand dryer in ladies didn't work

#### Crowland

- Stainless steel, generally dirty with wear and tear
- Smells of smoking
- Leak under sink in ladies
- Graffiti on doors
- Dirty tiles
- Broken tiles in front of urinal
- No baby changing, soap or hand dryers
- No bins and no sanitary provision

#### Donington

- Fairly dirty but quite superficial
- Dirty doors
- Graffiti
- Tiles cracking
- Disrepair rather than cleanliness main issue
- Baby changing in mens' toilets – only one seen there
- Cubicle wheelchair accessible in ladies.
- No soap
- Dryer didn't work in the mens' toilets

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