

**PERFORMANCE MONITORING PANEL - RECOMMENDATION TRACKING**

Title of Report: **Public Toilets Task Group Final Report**

Date of Panel: **30 January 2019**

Recommendations made to: **Cabinet on 12 February 2019**

Lead Officer: **Licensing and Business Support Manager**

Date of Progress Update: **11<sup>th</sup> September 2019**

Officer Responsible for Actions: **Environmental Services Manager**

Relevant Portfolio: **Portfolio Holder - Place**

Recommendations. The Task Group made the following recommendations:	Progress on Recommendations
<p><b>a) That a standardised written specification for the toilets be prepared so that staff cleaning and maintaining them had a clear understanding of what materials and equipment should be present and what cleaning was required;</b></p> <p><b>b) That spot checks be carried out at regular intervals to determine if the specification was being met, and to ensure issues were reported;</b></p>	<p>a) There is a standard for cleaning of each of the toilets and in Spalding there is now a dedicated toilet cleaner, which was funded by additional Pride in South Holland budget. Environmental services are now working towards having a handheld device for this cleaner to enable them to have the specification to hand at all times and also to be able to report issues immediately. The handhelds will also allow for urgent issues to be sent to the cleaner so they can be addressed almost immediately, all as part of a better reporting process.</p> <p>b) The Street Cleansing Supervisor ensures there are regular spot checks. There are cleaning worksheets being put up in each of the toilets to advise users of the last time the toilets were cleaned and provide details of how to report any concerns with the toilets. This should improve the reporting process so they can be addressed more efficiently and effectively as described in a). Alongside this</p>

## Appendix A

<p><b>c) That a protocol be agreed between Environmental Services and the Central Support Unit to ensure consistency in how work was reported, feedback was provided when work was scheduled and had been completed, and tasks were effectively prioritised;</b></p> <p><b>d) That public reporting of issues be encouraged through notices on display in each toilet block;</b></p> <p><b>e) That the disabled toilet facilities be fitted with more substantial locks to prevent vandalism and improve security;</b></p> <p><b>f) That the disabled toilets in Spalding town centre display a notice to advise of the adult changing facility at the South Holland Centre;</b></p> <p><b>g) That improved location and directional signage for the public toilets be added to ensure that visitors to the District could easily locate the facilities, and that a map be added to the Council's website to show the location of the public toilets;</b></p> <p><b>h) That a rapid response procedure to offensive graffiti be explored to ensure that this is removed or covered at the earliest opportunity;</b></p> <p><b>i) That when Government policy enabled the Council</b></p>	<p>new signage will be added to ensure that users of the toilets are aware of what is being done to address any issues and expected timescales.</p> <p>c) There has been a protocol agreed with the assets management team to consolidate a more effective reporting process as described above. This will include immediate reporting by the toilet cleaners, better details of how to report issues for users in the toilets and more information provided on the toilets of when issues have been reported and when they are expected to be rectified.</p> <p>d) This has been actioned as detailed above.</p> <p>e) The security of the toilets would be addressed by the new recommendation to improve the current facilities as detailed in the report.</p> <p>f) Improved signage is being considered so it can be implemented in the most effective way.</p> <p>g) Improved signage is being considered so it can be implemented in the most effective way. The website changes have been made, including the addition of a map showing the locations of toilets in the district.</p> <p>h) As part of the Pride in South Holland additional funding, there is resource to address any graffiti that is reported. The improved reporting process will ensure that any reports of offensive graffiti are dealt with as a matter of urgency.</p>
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<p><b>to remove the business rates requirement for public toilets, this budget be diverted to cover additional refurbishments and repairs in future years;</b></p> <p><b>j) That a deep clean programme be undertaken during 2019/2020 at all public toilet facilities, that all outstanding repairs be carried out, and that an investment be made into repairs at Holbeach toilets (estimated up to £20,000) to bring these up to a satisfactory and safe condition;</b></p> <p><b>k) That a capital programme for refurbishment of public toilets be prepared for future years and be completed by 2025;</b></p> <p><b>l) That as part of this programme, officers be tasked with exploring more modernised facilities and designs such as self-cleaning toilets, and facilities that were designed to combat issues such as vandalism or graffiti. A further task group could be set up in due course to consider this;</b></p> <p><b>m) That officers explore alternative funding sources, or contributions from business or organisations whose customers benefit from the facilities.</b></p>	<p>i) We are still awaiting further detail on the rate relief. The Non-Domestic Rating (Public Lavatories) Bill was introduced in the Lords on 18 June 2019 and received its second reading on 10 July 2019. It is scheduled for committee stage on 4<sup>th</sup> September 2019. Further details available at <a href="http://parliament.uk">parliament.uk</a>.</p> <p>j) A deep cleaning programme began in February 2019 as part of the additional Pride funding, this ensures that each toilet has a deep clean once a month. Holbeach and toilets that require initial investment are considered in further detail in the report.</p> <p>k) A capital programme is available with a suggested 5 year programme of work, any toilets not refurbished as part of the recommended first phase should be picked through the capital programme for future improvements. It is recommended this is done following a decision on any refurbishment programme recommended in the main report.</p> <p>l) There are a number of options available to the council to upgrade the toilets, including refurbishment of the current facilities, replacement of the interior of the current toilet blocks and demolition to rebuild more modernised facilities. Each of these options are considered in the report with potential costs provided.</p> <p>m) Funding is also considered in the report.</p>
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