



## Agenda Item 4, Appendix 3

Overview and Scrutiny  
8<sup>th</sup> December 2020

**Title:** Public Convenience review update

**Lead Officer:** Zoë Court

**Portfolio Holder:** Moira-Ann Grainger

**Public briefing note**

**Wards of the District directly affected:** All

Contrary to the policy framework:

Contrary to the budgetary framework:

Key Decision:

Included within the Forward Plan:

Equality Impact Assessment Undertaken:

Consultation & Community Engagement:

Final Decision:

### Officer/Councillor Approval

Officer Approval	Date	Name
Chief Executive/Deputy Chief Executive		
Head of Service	27/11/2020	Julie Lewis
CMT		
Section 151 Officer		
Monitoring Officer		
Finance		
Portfolio Holder(s)	27/11/2020	Councillor Grainger

**Background**

Overview and Scrutiny Committee have requested an update on the public convenience provision, in particular, disabled toilets.

The following information is an updated summary of work carried out since the last briefing note in September 2019;

	<b>Action</b>	<b>Completion Dates</b>	<b>Update</b>
1.	Appraisal of the current Public Convenience cleansing arrangements	September 2019	Completed
2.	Review of the existing Public Convenience operating procedures and monitoring responsibilities	October 2019	Completed
3.	Tender process for new Building Contract which includes the cleansing specification for the Public Conveniences	Award December 2019 Implement April 2020	Completed Completed
4.	Develop the programme for any physical improvements to Public Conveniences from the Assets Team PPM review	February 2020	Not completed to review in January 2021
5.	Review the customer interaction processes either physical or electronic, and the access to and type of information available on our website.	March 2020	Not completed to review in January 2021
6.	Options Appraisal for Actions 4 & 5	April 2020	Not completed to review in January 2021

**Update**

The new Building Cleaning contract was awarded to Churchill and the responsibility of managing the contract returned to Contract Services in April 2020.

This allows the contract to be managed in the same way as the other Public Realm Contracts (waste, street cleansing and grounds maintenance).

Due to a change of management in the team and Covid-19 several of the actions above have not been reviewed. These actions have been added to the Contract Service Managers priorities for January 2021.

Due to Covid-19 the frequency of the cleansing of public toilets was increased, using Covid-19 compliant cleaning product. Some of the toilets were closed for a period of time due to the national lockdown announced at the end of March 2020.

The disabled toilets remained accessible at all times via use of a radar key, not only for those with a disability but for essential key workers such as mobile carers, bus drivers and delivery drivers.

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Unfortunately, over the last few months several public toilets have had to be closed for a short period of time due to unpleasant anti-social behaviour; including vandalism and deliberate attempts to block the toilets. The new contractor responded quickly to these incidents and carried out deep cleans allowing us to minimise disruption.

### **Next Steps**

A full audit of all public toilet facilities will be carried out between Assets and Contract Services in January 2021.

To supply the Overview and Scrutiny Committee with a further update on progress in February 2021.