
TITLE: REVIEW OF PUBLIC CONVENIENCES

Committee: Commercial Services Committee

Date: 13 January 2015

Author: Corporate Unit Manager

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1.0 ISSUE

1.1 Terms of reference of proposed review of public conveniences within the District.

2.0 RECOMMENDATION(S)

2.1 Members are requested to approve the terms of reference and timetable for the review of the public conveniences within the District.

3.0 BACKGROUND/OPTIONS

3.1 The Asset Development Sub-Committee, on 8 December 2014, requested that this Committee undertake a service review of public conveniences across the District with the exception of Fountain Lane, Soham. The latter is being dealt with directly by the Chief Executive in negotiation with Soham Town Council.

3.2 The terms of reference and timetable for the review is detailed in Appendix 1. An initial scoping report is detailed in Appendix 2 for Members' attention.

3.3 In addition, there is a specific statement of consultation to underpin the proposed review. (See Appendix 3).

4.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

4.1 Officer time in completing the Stage 1 Review.

4.2 Equality Impact Assessment (INRA) not required at this stage.

5.0 APPENDICES

5.1 Appendix 1- Terms of Reference
Appendix 2- Stage 1 Report
Appendix 3- Statement of Consultation

Background Documents

Asset Development Sub-Committee, 8 December 2014, Agenda Item 10 (Exempt).

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REVIEW OF PUBLIC CONVENIENCES
(TERMS OF REFERENCE)

In light of recent changes to the Council's committee structure, it is not proposed that Members follow the methodology of Service Reviews as agreed by Internal Overview and Scrutiny Committee on 17 November 2008.

The Chief Executive is currently reviewing this methodology and is seeking to merge Stage 2 and Stage 3 of the previous methodology to better reflect the current committee structure.

There will be two stages to the review as outlined below:-

1.0 CONTEXT

1.1 Members have requested that the Council reviews the existing provision of public conveniences situated within the District.

2.0 SCOPE OF WORK

2.1 The working group will be set up consisting of the Corporate Unit Manager (Emma Grima), Team Leader Town Centre Services (Tracey Harding), Senior Open Spaces and Maintenance Officer (Spencer Clark), Councillor David Brown (Service Delivery Champion), Councillor Bill Hunt and Councillor Jeremy Friend-Smith.

The purpose of the review is to identify the following:

- Cost analysis of the service;
- Determine whether existing provisions are fit for purpose;
- Determine whether all of public convenience facilities are required;
- Analyse the cost of improving and/or refurbishing the public conveniences;
- Consider any alternative delivery mechanisms;
- Identify and recommend any efficiency savings; and
- Explore potential income streams.

2.2 Please note that this review excludes Fountain Lane public conveniences in Soham.

3.0 TIMETABLE

3.1 Stage 1 (Scoping the Review)

- Formal agreement of the terms of reference and review process (including Member involvement).
- Description of the service.
- How is the service currently provided/resources employed?

- Current service delivery plans, targets and performance.
- Key issues for Stage 2 review.
- Statement of Consultation.

Deadline- Commercial Services Committee, 13 January 2015

Stage 2 (Option Appraisal and Draft Improvement Plan)

- Options to achieve review objectives.
- Determine whether existing provisions are fit for purpose- Challenge
- How do we compare?
- Alternative ways of delivering service- cost, risk, etc- Compete
- Consultation (in accordance with agreed statement).
- Financial implications
- HR implications
- Draft Improvement action plan

Deadline- Commercial Services Committee, 8 July 2015

REVIEW OF PUBLIC CONVENIENCES- STAGE 1 REPORT

1.0 **INTRODUCTION**

1.1 The review of public conveniences was instigated by the Asset Development Sub-Committee on 8 December 2014.

1.2 In light of recent changes to the Council's committee structure, it is not proposed that Members follow the methodology of Service Reviews as agreed by Internal Overview and Scrutiny Committee on 17 November 2008.

The Chief Executive is currently reviewing this methodology and is seeking to merge Stage 2 and Stage 3 of the previous methodology to better reflect the current committee structure.

1.3 The review will be undertaken by the Corporate Unit Manager, the Team Leader Town Centre Services and the Senior Open Spaces and Maintenance Officer. Councillor David Brown (Member Champion), Councillor Bill Hunt and Councillor Jeremy Friend-Smith will assist the review team.

1.4 The review timetable is to be agreed by Commercial Services Committee on 13 January 2015. The timetable for the completion of the review is outlined below:-

DATE	COMMITTEE	REPORT
13 January 2015	Commercial Services	Terms of Reference Stage 1 Report
8 July 2015	Commercial Services	Final Report and Draft Improvement Plan

1.5 **Terms of Reference**

The terms of reference are detailed in Appendix 1 for approval by Members. When agreed, these will be incorporated into the final report.

2.0 **DESCRIPTION OF SERVICE**

2.1 **Description of Service**

2.1.1 The objective of the service is to clean, manage and maintain the public conveniences (Parks and Open Spaces/Maintenance Service Delivery Plan 2014/15).

2.1.2 The service forms part of the Park and Open Spaces service, and the public conveniences are situated in the following locations:

- Ely; Barton Road, Newnham Street, Palace Green, Sacrist Gate, Ship Lane and Cloisters
- Littleport; Main Street
- Burwell; The Causeway
- Fordham; Carter Street

2.2 Links to Service Delivery Plans and Corporate Objectives

2.2.1 The table below links the service to the Council's corporate objectives agreed by Policy and Resources Committee on 5 February 2008.

CORPORATE OBJECTIVES	LINKS TO SERVICE OBJECTIVES
<p>1. <u>High Quality Service</u> To champion accessible public services to protect and enhance a high quality of life of all residents and ensuring effective and efficient use of resources.</p>	Access to public conveniences is important to the community and is valued by residents and visitors. The quality of service needs to reflect the need of the community.
<p>2. <u>Partnership</u> To work with partners to deliver continuous improvement through effective challenge and learning and achieve the development of an informed, involved and united community.</p>	The operation of the service in part will depend on effective working with local parish councils.

2.3 RESOURCES

2.3.1 The current cost of the service (2014/15) is detailed below:

LOCATION	BASIC SALARY	PREMISES	TOTAL
Main Street, Littleport	£6,183.00	£5,266.42	£11,449.42
Carter Street, Fordham	£4,418.00	£2,823.93	£7,241.93
The Causeway, Burwell	£3,636.00	£4,312.79	£7,948.79
Barton Road, Ely	£8,530.00	£12,476.06	£21,006.06
Cloisters, Ely	£9,620.00	£20,654.17	£30,274.17
Newnham Street, Ely	£9,336.00	£10,280.76	£19,616.76
Palace Green, Ely	£8,790.00	£7,640.56	£16,430.56
Sacrist Gate, Ely	£8,530.00	£5,796.31	£14,326.31
Ship Lane, Ely	£9,336.00	£11,066.93	£20,402.93
Sub-Total	£68,379	£80,317.93	£148,696.93
General*			£68,771.00
Total			£217,467.93

*Consumables and staff costs (for example, delivery of consumables or maintenance work) and service recharges from Finance/ Personnel, Payroll, Customer Services and Reprographics.

2.3.2 The Council employs 8 cleaning operatives, 4 in Ely, 3 across the other areas and 1 casual worker.

2.4 Service Delivery Plan Targets

INDICATOR	TARGET
Undertake a service review of public toilets	January 2015

3.0 THE 4 C'S

3.1 The review shall follow the 4 C's process; challenge, compare, compete and consult. A brief outline as to how the process will be followed is outlined below.

3.2 Challenge

This is a non-statutory service.

The purpose of the review is to reduce the overall costs of providing public conveniences within the District and identify opportunities for potential income.

A review of the current facilities will be carried out and shall consist of the following:

- Cost analysis of the service;
- Determine whether existing facilities are fit for purpose;
- Determine whether all facilities are required

3.3 Compare

A review of how neighbouring authorities deliver public convenience services will be carried out. The review will consist of an analysis of the following:

- Who delivers the service?
- How the service is delivered?
- How much does it cost to deliver the service?

3.4 Compete

Consider alternative ways of delivering the service. The options to consider are:

- Improve the facilities and introduce charges
- Self-cleaning facilities
- Transfer of facilities to the local parish council
- Closure of facilities (where the need can be met elsewhere)

3.5 Consult

Consultation shall be carried out in accordance with the Statement of Consultation (Appendix 3).

4.0 OUTCOMES OF THE REVIEW

4.1 Expected Outcomes

Operation

- i. Cessation of service provision (where the need can be met elsewhere)
- ii. Alternative ways of delivering the service

Performance

- i. Review of current performance and targets in the service delivery plan

Resources

- i. Achievement of efficiency savings
- ii. Additional income from land sale

5.0 KEY ISSUES

5.1 The key issues to be considered as part of the Stage 2 report are as follows:

- Determine whether existing provisions are fit for purpose
- Determine whether there is a need for all 9 public conveniences
- Explore the costs associated with improving/refurbishing existing facilities
- Compare the service with neighbouring authorities
- Consider alternative delivery mechanisms
- Identify and recommend cost savings
- Consider possible income streams

REVIEW OF PUBLIC CONVENIENCES
STATEMENT OF CONSULTATION

This statement provides an initial statement of how the Council intend to address the “consult” element of the review.

- Member Champion: Councillor Brown will assist the team in carrying out the review.
- Corporate Management Team: The Corporate Management Team shall be updated monthly on the progress of the review.
- Users of the public conveniences: A survey will be completed by users at each of the locations.
- Members: A Members’ Seminar will be held in March 2015- in addition to the formal member process.
- Stakeholders: A presentation of the review will be carried out at the Parish Conference [date]. Officers will meet with the affected Parish Councils.