

## **Briefing Document for Overview and Scrutiny Committee 11<sup>th</sup> October 2021.**

### **Toilet Provisions:**

DDC owns and operates 17 free to use public toilet assets across the district (3 other assets are operated by Sandwich TC and Eastry PC). Whilst these are ageing facilities and maintenance budgets have been under pressure for a number of years, DDC uses its in-house maintenance team to undertake cost effective repairs and redecoration/modest refurbishment works.

Operational costs, (opening/closing/cleaning/clearing blockages/utilities/NDR), are funded with financial support from the relevant town/parish Council for 10 assets. **NOTE:** Legislation has changed and public toilets are no longer subject to NNDR, reducing the financial pressures on town/parish Councils.

<b>Location:</b>	<b>Financial Support for operations funded by:</b>	<b>Date of last redecoration:</b>	<b>Comment</b>
<b>Deal &amp; Walmer</b>			
Deal Pier	DDC	n/a	
Granville Gdns	Walmer PC	2018	
King Street	Deal TC	Planned for spring 2022	
Marine Road	Walmer PC	2018	
Marke Wood	Walmer PC	2020	
South Street	Deal TC	not recent	
Victoria Park	Deal TC	2020	
Hamilton Road Cemetery	DDC	2021	
<b>Dover</b>			
Stembrook	DDC	not recent	
Maison Dieu building	DDC	toilet provision and accessibility to be improved as part of HLF project.	
Connaught Park	DDC	2021	
<b>Sandwich</b>			
Guildhall			Operated and maintained by STC, utilities paid by DDC
Sandwich Quay			Leased to STC
<b>Rural</b>			
Aylesham Cemetery	DDC	2021	
Ash	Ash PC	2018	
Eastry			Leased operated and maintained by Eastry

			PC, Utilities paid by DDC
Kingsdown (undercliff)	RwKPC	2019	Improvement to external appearance provision of bin enclosure
St Margaret's (Reach Rd)	St Margaret's PC	Not recent	
St Margaret's Bay	DDC	2021	
Wingham	Wingham PC	2019	

### Operations:

The nature and pay rates associated with cleaning and maintaining public toilets are such that it is not uncommon for contractors to have issues finding suitable staff and delivering the service in accordance with the contract. Nevertheless the contracts should be managed and DDC over the past 5 months has taken a much more proactive approach – agreeing changes in the contract schedule to rationalise the time at a particular asset, so that there is no excuse for not cleaning in accordance with the contract. Inspections of the assets now take place weekly/fortnightly but the contractor does not know which asset will be visited. As per the contract any defects found are notified immediately to the contractor, who is required to return to site to rectify them in accordance with the contract. The new system has resulted in far fewer reports of service failure and the new arrangements have been formalised into the new cleaning contract, which is out to tendered. The assets maintenance team has taken on the more complex maintenance issues that the cleaning contractor previously was responsible for – this is a more cost-effective arrangement and up to now has resulted in repairs being undertaken more quickly.

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7<sup>th</sup> October 2021