

<b>Cabinet Meeting</b>	
<b>Meeting Date</b>	22 September 2021
<b>Report Title</b>	The provision of minor maintenance and cleansing of public conveniences' - contract extension.
<b>Cabinet Member</b>	Cllr Julian Saunders, Cabinet Member for Environment
<b>SMT Lead</b>	Emma Wiggins, Director of Regeneration and Neighbourhoods
<b>Head of Service</b>	Martyn Cassell, Head of Environment and Leisure
<b>Lead Officer</b>	Kelly Upson, Environmental Contracts Manager
<b>Key Decision</b>	Yes
<b>Classification</b>	<b>Open</b>
<b>Recommendations</b>	1. That Cabinet approves extension of the current contract for minor maintenance and cleansing of public conveniences for a further two years from 1 <sup>st</sup> April 2022 until 31 <sup>st</sup> March 2024.

## 1 Purpose of Report and Executive Summary

1.1 This report sets out the options for the provision of minor maintenance and cleansing of public conveniences when the current contract expires at the end of March 2022. The current contract has a five-year term with an option to extend for a two-year period.

## 2 Background

2.1 The current contract was awarded to Monitor Services Ltd from April 2017.

2.2 The contract is a 5 year contract with an option to extend by 2 years.

2.3 The contract requires Monitor Services to open, close and cleanse the Swale Borough Council owned public conveniences. Some facilities are 'attended' which means a member of staff is present throughout opening times and others are unattended. The current list of public conveniences consists of:

- The Forum, Sittingbourne (attended – shared attendant with Central Avenue)
- Central Avenue, Sittingbourne (attended – shared attendant with The Forum).
- Rose Street, Sheerness (attended)
- Central car park, Faversham (attended)
- Leysdown Beach Services (attended seasonally)
- Minster Leas (attended seasonally)
- Park Road, Faversham
- Milton Regis

- Queenborough Park, Queenborough
- Bartons Point, Isle of Sheppey
- The White House, Minster
- Oare Gunpowder Works Visitors Centre, Faversham
- Halfway cemetery, Isle of Sheppey
- The Spinney, Leysdown
- King George V Playing Field, Sittingbourne
- Milton Creek Country Park

- 2.4 The public conveniences are open between 07.00 and 19.00 Mon – Saturday and 09.00 – 18.00 on Sunday and Bank Hols (except for Leysdown beach services which is open from 09.00 to 18.00 from Good Friday until the last Sunday in September and Saturdays and Sundays throughout the remainder of September and October (the external toilet at Leysdown beach is open from 18.00 until 09.00 during July and August).
- 2.5 The contractors provide toilet roll, cleaning materials and undertake minor maintenance such as graffiti removal, cubicle lock repairs, replace toilet roll holders and toilet seats and unblock drains between the toilet and the nearest inspection chamber. Other more major repairs such as broken tiles, sinks, bowls or structural elements are reported to property services for repair.
- 2.6 A programme of bigger refurbishments has started with improvements to the sites at Central car park Faversham and The Spinney at Leysdown in the last year. Officers recommend that we review the quality and usage of all facilities to determine future refurbishments.
- 2.7 The contractor also undertakes routine deep cleans at each facility.
- 2.8 Toilets may be kept open later for special events.
- 2.9 There is good working relationship between the contractors and the council. Contract Monitoring Officers regularly check the standards of cleanliness.
- 2.10 In 2020/21 the cost of the contract was £237,991. This included additional cleansing throughout the pandemic and maintaining additional sanitising/ cleansing stations and necessary information signage.

### **3 Proposals**

- 3.1 It is recommended that the council extends the current contract until 31<sup>st</sup> March 2024. There is a good working relationship between the parties and the

contractor has demonstrated value for money and flexibility throughout the pandemic.

## 4 Alternative Options

- 4.1 To undertake a tender process for a new contractor to deliver this work. This is not recommended as there is a risk the price could increase compared to the current contract price. The current providers also know the contract very well and deliver a reliable and valued service. The tender process will also require officer resources to deliver.
- 4.2 Members could amend opening or closing times or reduce the number of attended facilities. Members could also choose to close facilities. This is not recommended until a full review is undertaken.

## 5 Consultation Undertaken or Proposed

- 5.1 There has been no formal consultation. However, the council receive very few complaints about the toilets and the few that are received are resolved very quickly by the contractor. The council have also received a number of compliments about the cleanliness of toilets.

## 6 Implications

Issue	Implications
Corporate Plan	The provision of this service supports many corporate priorities including economic development, tourism health and wellbeing
Financial, Resource and Property	The cost of the service in 2020/21 was £237,991. Property Services undertake other maintenance as required. In 2020/21 this maintenance cost around £40.5k. This is not inclusive of the cost of refurbishments.
Legal, Statutory and Procurement	<p>This decision exceeds the officer limit within Contract Standing Orders. The legal dept have been involved in the provision of the current contract and any variations to it.</p> <p>The current contract has provision for the extension and therefore complies with Public Procurement Regulations 2015..</p> <p>There is no legal duty to provide public conveniences.</p>
Crime and Disorder	Some toilets are attended to ensure that facilities are kept up to the necessary standard, but also to deter crime and disorder. The opening and closing times are structured to avoid times of the day when anti-social behaviour is more prevalent. These can be altered accordingly to site specific issues.

Environment and Climate/Ecological Emergency	Contract Monitoring Officers and Property Services will start to assess building options, working practices/ water usage and the chemicals used for cleaning to ensure they are the best environmental option.
Health and Wellbeing	These facilities have remained open throughout the pandemic and this has been appreciated by many members of the public. The facilities have been operated in line with government guidance to ensure they remain covid safe. Such facilities are certainly appreciated by members of the public and they have obvious health and well-being benefits.
Risk Management and Health and Safety	The evaluation of the original tender included the contractor's approach to risk management and health and safety, and this will be maintained throughout the extension.
Equality and Diversity	All Swale Council public conveniences provide for a range of disabilities. Recent additional signage has supported the 'Not every disability is visible' campaign at all sites.
Privacy and Data Protection	None identified at this stage

## **7 Appendices**

None

## **8 Background Papers**

None