



## Notice of meeting of

### Decision Session - Executive Member for Neighbourhood Services

**To:** Councillor Reid (Executive Member)

**Date:** Tuesday, 21 July 2009

**Time:** 4.00 pm

**Venue:** The Guildhall, York

## AGENDA

### Notice to Members- Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

**10.00am on Monday 20 July 2009**, if an item is called in *before* a decision is taken, *or*

**4.00pm on Thursday 23 July 2009**, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

#### **1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

#### **2. Minutes**

(Pages 3 -  
10)

To approve and sign the minutes of the meeting of the Executive Member for Neighbourhood Services and Advisory Panel on Wednesday 18 March 2009.

### **3. Public Participation - Decision Session**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00pm on Monday 20 July 2009**.

Members of the public may speak on item on the agenda, an issue within the Executive Member's remit, or an item that has been published on the Information Log for the current session. As the information log is not yet in use, the report below has been published online with the agenda for information.

- a) **Finance and Performance Update Report** – presenting the latest performance data for Neighbourhood Services.

### **4. Reserve list of Highways Schemes** (Pages 11 - 16)

This report identifies additional highways schemes, some of which could be undertaken this financial year 2009/10, funded from within the service area and asks the Executive Member to approve the proposed list.

### **5. Highways Vehicle Procurement** (Pages 17 - 22)

This report provides the Executive Member with details of the procurement for the replacement of 4 hook lift gritting vehicles and 1 bulk tipping vehicle. The report asks the Executive Member to approve the outcome of the evaluation process and that a purchase order is made so the vehicles can be ordered.

### **6. Update on the City of York Public Toilet Review** (Pages 23 - 50)

This report informs the Executive Member as to the progress to date on the complete review of public toilet provision for York and the proposed next steps. The report is an update on the position reported on 15<sup>th</sup> October 2008 and considers the councils charging policy, future repairs and maintenance needs, the Changing Places Strategy and the Community Toilet Scheme.

### **8. Any other business which the Chair considers urgent under the Local Government Act 1972**

Democracy Officers:

Name: Catherine Clarke and Heather Anderson(job share)

Contact Details:

- Telephone – (01904) 551031
- E-mail-[catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [heather.anderson@york.gov.uk](mailto:heather.anderson@york.gov.uk) (If contacting us by e-mail please send to both Democracy Officers named above.)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

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### Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

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If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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### **Holding the Executive to Account**

The majority of councillors are not appointed to the Executive (38 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

### **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

### **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
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City of York Council

Committee Minutes

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MEETING	EXECUTIVE MEMBER FOR NEIGHBOURHOOD SERVICES AND ADVISORY PANEL
DATE	18 MARCH 2009
PRESENT	COUNCILLORS BOWGETT (CHAIR), AYRE (VICE-CHAIR), CRISP, HOLVEY, KING, REID (EXECUTIVE MEMBER), TAYLOR AND BROOKS (AS A SUBSTITUTE FOR CLLR WATT)
APOLOGIES	COUNCILLORS WATT

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**59. DECLARATIONS OF INTEREST**

Members were invited to declare at this point in the meeting any personal or prejudicial interests they might have in the business on the agenda.

Councillor Bowgett declared a personal non prejudicial interest in agenda item 6 (Petition requesting the City of York Council repair and maintain the streets in Acomb and Holgate in a safe condition) as she is a Ward Member for Holgate Ward.

**60. EXCLUSION OF PRESS AND PUBLIC**

RESOLVED: That the press and public be excluded from the meeting during consideration of annexes 2 and 3 to agenda item 11 (2008-09 Third Monitoring Report – Finance and Performance) (minute 69 refers) on the grounds that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information). This information was classed as exempt under Paragraphs 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

**61. MINUTES**

That the minutes of the meeting held on 19 January 2009 be approved and signed by the Chair and Executive Member as a correct record.

In respect of Minute 53 (Public Rights of Way – Request to adopt alleyway between Scarcroft Hill and Mill Mount) Councillor Taylor asked that it be recorded in the minutes what happens to the heritage paving which is removed in order for tarmac to be laid as his understanding was that this went to landfill and was not reused. At the meeting on 18<sup>th</sup> March 2009, Officers advised that this was, in fact, crushed and used as hardcore.

**62. PUBLIC PARTICIPATION**

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme.

Mr Keith Marquis, Vice Chairman of Strensall and Towthorpe Parish Council, spoke in relation to Agenda item 7 (Petition from Strensall and Towthorpe Parish Council requesting the resurfacing of four roads, drainage and roadmarking work). He circulated photographs of current road conditions to the Executive Member and Members of the Advisory Panel and made the following points:

- West End, Strensall serves the largest primary school and is in the worst condition.
- Southfield Road, Strensall is also in poor condition and has the medical centre located along it.
- The Village, Strensall in desperate need of repair.
- The report recommends no work is carried out on Princess Road,
- Several roads were in severe need of attention and there were certain gullies which became blocked during rainfall and needed attention.

**63. NEIGHBOURHOOD AND COMMUNITY SAFETY GROUP LEGAL ACTIONS**

Members considered a report informing them of the results of legal actions (prosecutions, cautions and fixed penalties) undertaken by the Neighbourhoods and Community Safety area of the Directorate of Neighbourhood Services (Environmental Health, Trading Standards, and Licensing) for the period 1<sup>st</sup> October 2008 – 31<sup>st</sup> December 2008.

The Assistant Director (Neighbourhoods and Community Safety) drew Members' attention to Annex A to the report which provided details of formal enforcement action which had taken place between 1 October and 31 December 2008. He updated Members in respect of Spencer Martin. Mr Martin had been ordered to repay £20,000 for his criminal benefit and £11,197 towards the Council's costs for bringing the case.

Advice of the Advisory Panel

That the Executive Member be advised to note the contents of the report.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: So that the Executive Member is updated on formal enforcement activity undertaken by the Neighbourhoods and Community Safety Group.



**64. PETITION REQUESTING THE CITY OF YORK COUNCIL REPAIR AND MAINTAIN THE STREETS IN ACOMB AND HOLGATE IN A SAFE CONDITION**

Members considered a report produced in response to a petition submitted to full Council on 27<sup>th</sup> November 2008 and signed by 198 residents of the area. The petition requested that the Council ensures that the streets in the Acomb and Holgate areas are repaired so they are safe.

The report presented the following options for consideration.

Option 1 - Members may ask officers to carry out an additional survey of all the roads and footways in both the Holgate and Acomb wards with the view to re-rating these in accordance with our normal criteria for a possible inclusion in a future years resurfacing and reconstruction programme.

Option 2 - Members may note and agree that officers already undertake sufficient surveys and inspections in order to ensure the highway is maintained in a safe and satisfactory condition for all users of the highway.

The Head of Highway Infrastructure reported that inspections had been carried out as programmed, all the streets had already been assessed and Highways Infrastructure had drawn up an approved programme of works. He drew Members attention to paragraph 14 of the report which provided the results, relating to Hogate and Acomb, of the latest highway condition survey.

Advice of the Advisory Panel

- (i) That the Executive Member be advised to approve option 2.
- (ii) That the lead petitioner be notified on the decision of the Advisory Panel.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To ensure the highways are continued to be maintained in a safe condition.

**65. PETITION FROM STRENSALL AND TOWTHORPE PARISH COUNCIL REQUESTING THE RE-SURFACING OF FOUR ROADS, DRAINAGE AND ROADMARKING WORK**

Members considered a report in response to a petition submitted by the Strensall and Towthorpe Parish Council dated 16 July 2008 and signed by 180 residents of the area. The petition expressed concern about the road surfaces of West End, Southfields Road, Princess Road and the Village,

the inability of road gullies to deal with surface water during heavy rainfall and the lack of edge marking along Flaxton Road.

The report provided the following options for consideration

- (i) Option 1 - Members may ask officers to carry out a resurfacing/reconstruction scheme[s] from within our approved Advanced Design programme of works for 2009/10 (EMAP for City Strategy, 8<sup>th</sup> December 2008) which would require removing one or more of the schemes, of equivalent value, from the approved programme.
- (ii) Option 2 - Members may note and agree that officers arrange to make safe any defects that breach the Council's intervention levels, monitor the condition of the roads and assess them, along with all the other highways on the provisional list, for a possible inclusion in a future years resurfacing and reconstruction [R&R] programme. Additionally note and approve the current practice of only placing white road edge markings on hazardous sections of roads and that the road drainage system is working satisfactorily in York Road, Strensall, during normal rainfall conditions.

The Head of Highway Infrastructure explained for the benefit of both Members and Mr Marquis, who had spoken under the Public Participation Scheme on the item, how decisions were taken on which roads would be repaired. He reported that roads were categorised between 1 – 3 and then a weighting factor applied in order to establish an overall ranking which was used to prioritise planned programmes of work for the year.

As regards the question of road markings on Flaxton Road, he advised that current practice was not to put edge markings on straight sections of rural roads but instead only on stretches where there is a hazard.

Members queried whether, if they agreed to undertake the works that the petition requested, this would result in other roads in a worse condition dropping down the list and officers confirmed this would be the case.

### Advice of the Advisory Panel

- (i) That the Executive Member be advised to approve option 2.
- (ii) That the lead petitioner be notified on the decision of the Advisory Panel.

### Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To ensure works are carried out on a needs and worst first basis and ensure that highway maintenance budgets are expended in the most cost effective way, based on the Council's priorities.

**66. ANNUAL HIGHWAY MAINTENANCE REPORT**

Members considered a report providing a review of the service performance in highway maintenance over the last year, examines issues arising and proposes programmes of work to be undertaken in the financial year 2009-10.

Officers announced that an additional £1m of funding had been agreed at Budget Council on 26 February 2009 and circulated an list of suggested footway and carriageway treatments which were proposed to be carried out using this additional funding.

Officers responded to Members queries on the following issues:-

- Marking of potholes
- Budget for tree maintenance
- Talkabout Panel Questionnaire – satisfaction levels and targets.
- Place Survey which replaces Residents Opinion Survey
- Technical assessments of highways and public perception of highways.
- Street Lighting – consideration of LED lighting

Members congratulated officers n their hard work during the year.

Advice of the Advisory Panel

That the Executive Member be advised to:

- (i) note the performance and success in 2008/09.
- (ii) note the issues arising in 2008/09.
- (iii) Approve the allocation of budgets for 2009/10
- (iv) Approve the implementation of the proposed programme, to include the additional annex listing the proposed additional footway and carriageway treatments circulated at the meeting
- (v) congratulate Officers on their hard work.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To ensure delivery of highway maintenance services in an efficient and cost effective manner.

**67. NEIGHBOURHOOD SERVICES 2009-10 DIRECTORATE PLAN AND SERVICE PLANS**

Members considered a report which sought the Executive Member's approval for the 2009-10 Directorate Plan and also approval for the twelve 2009-10 Service Plans for Neighbourhood Services.

The report presented the following options for consideration:

- (i) Option 1: To agree the directorate plan, and the scorecard sections of service plans.
- (ii) Option 2: To agree the directorate plan, and the scorecard sections of service plans, with amendments.

The Interim Director of Neighbourhood Services drew Members' attention to the "Excellence in Everything" Organisational Development Programme which the Directorate was developing and which would become a core way of working within the directorate.

Officers answered Members queries in relation to the target of 5% for bullying/harassment target as highlighted in the staff survey. They explained what measures were in place to enable staff to report any issues in this area. The Interim Director added that this had been highlighted in the Excellence in Everything programme as an area for improvement.

With regard to kerbside recycling, Members referred to the targets (BVPI91b) for the numbers of properties to be offered kerbside collections (92% in 2007-08, 98% in 2010-11. 99% in 2011-12. Officers advised that there would always been some properties, such as remote farms, which would be impractical to collect from and this is why the target was not 100%. They provided Members with an early indication on how the proposed roll out would take place and advised them that further details would be provided to the Executive in May.

Advice of the Advisory Panel

That the Executive Member be advised to approve option 1.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To agree a clear direction for services in 2009/10.

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**68. SERVICE LEVEL AGREEMENTS WITH COMMUNITY CENTRE MANAGEMENT COMMITTEES 2009-10**

Members considered a report which sought approval for the provision of grants linked to Service Level Agreements (SLAs) relating to the Community Centre Voluntary Management Committees (CCMCs) in York. The report covered the financial year 2009/10. The Community Centres to be funded via an SLA were Bell Farm Social Hall, Foxwood Community

Centre, Tang Hall Community Centre, Sanderson Court House and Poppleton Community Centre.

Officers circulated a revised recommendation which included the provision of a grant to Sanderson Court Community House. They advised Members that the additional funding for Sanderson Court has been made available from within existing resources. The level of grant to all community centres has also been provided with a 5% increase from the amounts issued previously, following a previous recommendation to take account of inflation when awarding the annual grant.

The report presented the following options for consideration:

- (i) Option One – To award the grants to the CCMCs as outlined in Annex One.
- (ii) Option Two – To discontinue grants to all committees with effect from the 1<sup>st</sup> April 2009.

Advice of the Advisory Panel

That the Executive Member be advised to approve Option One outlined within paragraphs 9-11 and paragraph 13 to give grants to all 5 CCMC's for financial year 2009/20 as outlined within Annex One. The budget would be managed within existing Neighbourhood Services budget.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To ensure that the Community Centres are supported so that they remain with the local community who have the knowledge and motivation to manage these community assets for the benefit of the local area. In doing so they support the Corporate Strategy and the empowerment and engagement agenda.

**69. 2008-09 THIRD MONITORING REPORT – FINANCE AND PERFORMANCE**

Members considered a report presenting the latest projections for revenue expenditure for the Neighbourhood Services portfolio and setting out progress against the directorate plan priorities and key performance indicators.

The Finance Manager and Performance Manager, Neighbourhood Services updated Members on issues raised in the report and answered specific queries.

Advice of the Advisory Panel

That the Executive Member be advised to approve the financial and performance position of the portfolio.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: In accordance with budgetary and performance monitoring procedures.

COUNCILLOR A REID,  
EXECUTIVE MEMBER

COUNCILLOR D BOWGETT,  
CHAIR

[The meeting started at 5.00 pm and finished at 6.30 pm].



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## **Decision Session - Executive Member for Neighbourhood Services**

21<sup>st</sup> July 2009

Report of the Director of Neighbourhood Services

### **Reserve List of Highways Schemes**

#### **Summary**

1. This report identifies additional highways schemes, some of which could be undertaken this financial year 2009/10, funded from within the service area. It is requested that the Executive Member for Neighbourhood Services approve the proposed list.

#### **Background**

2. Elements of City Strategy merged with the Civil Engineering Department within Neighbourhood Services in January of 2009. This merger has created efficiencies within a number of areas, the main area being the design and procurement of resurfacing and reconstruction schemes. It is the intention of Highways Maintenance Services to use the savings created within the design team along with pay back money from the Moor Lane roundabout to fund additional resurfacing and reconstruction schemes this financial year.

#### **Consultation**

3. Due to the nature of this report no consultation has taken place.

#### **Options**

4. Option 1 to approve the list of schemes, the works on the approved list be carried out towards the latter end of the financial year when a clearer indication on the amount of funding available can be made.

Option 2 to reject the list of schemes and make alternative recommendations for the financial savings.

#### **Analysis**

5. In order to produce the reserve list of highway works a number of surveys have been carried out throughout the year, these being :
  - Visual safety survey of all our roads and footways
  - Detailed condition surveys of our roads and footways

- UK PMS visual and machine surveys of all roads and approx 22% of the footway network.

The roads and footways have been graded into three categories, grade 1 (good), grade 2 (average) and grade 3 (poor). The roads and footways identified in this reserve list all fall in to the category of grade 3.

A detailed condition survey has been undertaken of all the following highways.

- Streets listed in our LTP 5 year programme of structural maintenance
- Streets identified as grade 3 by June 2009 survey
- Streets where the UK PMS survey showed that sections of them breached national intervention levels
- Requests by Members
- Requests by residents
- Recommendations of the Council's Safety and Area Highway Reactive Inspectors along with other officers of the Council.

Each road and footway is assessed and given a condition rating (score) based on engineering criteria and experience, with a treatment solution determined. The detailed condition survey is compiled into a listing.

To augment all those other surveys and also identify areas for treatment, machine surveys to identify the skid resistance value and other highway defects of all principal roads and most other classified roads is undertaken on an annual basis to identify other highways requiring attention.

With this highway condition information we are in a better position to identify where we should direct our maintenance activities and develop the programmes of work.

Economic designs will be used as much as possible ensuring standards of quality are maintained and value for money consistent with a whole life costing approach. We would expect that full thickness surfacing of the footways should last for at least 20 - 30 years depending on whether it is a bituminous surface or cementitious and that renewal of binder course and running course for roads should last around 20 years with only minimal repair work necessary provided they have not suffered damage from third parties in the intervening period.

The priorities for selection are based on a number of weighting factors:-

- Condition - we try to achieve a reasonable balance between dealing with those roads and footways in the worst condition, i.e. structural maintenance and those where early preventative work will save more costly work in the future, i.e. preventative maintenance.



- Safety - is the road or footway safe to use and will it deteriorate within the next twelve months to make it such that it becomes unsafe?
- Location - is it near a school, elderly persons accommodation, public buildings, shops, post offices etc.?
- Usage - is there a heavy use by pedestrians, cyclists, public transport?
- Accident record - is there a history of pedestrian/vehicular traffic accidents, has there been a high level of third party highway insurance claims?
- Hierarchy - the importance of the road and/or footway to the traffic management, public transport and the pedestrian priority route.
- Affordability - the cost of carrying out the scheme when balanced against other potential schemes and the maintenance liability if left.

Structural and preventative - obtaining the right balance to extend the life of the asset. Achieving the right balance is difficult when the choices are so wide and there is insufficient funding to bring the whole infrastructure up to the desired standard in one year.

### **Corporate Priorities**

6. This report relates to the Council's Corporate Strategy in the following areas: Thriving City, Safer City, Inclusive City.

### **Financial Implications**

7. No financial Implications.

### **Legal Implications**

8. The Council in its capacity as the Highway Authority has a duty under Section 41 of the 1980 Highways Act to maintain the public highway.

### **Human Resources (HR) and other implications**

9. No HR implications.

### **Risk Management**

10. There are no risk associated with this report.

### **Recommendations**

11. The Executive Member is recommended to:
  - approve the split in funding between footways and roads.
  - approve the provisional reserve list of possible schemes listed in

Annex 1 of this report.

Reason: To ensure the Highway Maintenance budget is expended in the most cost effective way based on the Council's assessed priorities and approved policies. It will not be evident until the latter end of the financial year as to how much money will be available to allocate to the reserve schemes, it is not anticipated that all of the schemes will be undertaken. The list is much larger than any anticipated budget availability, this is to ensure some flexibility in the number of schemes to be completed with the finances available.

Contact Details

Author:  
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Tel:01904 553231

Chief Officer Responsible for the report:  
Adam Wilkinson  
Director of Neighbourhood Services

Report Approved  Date 25 June 2009



Specialist Implications Officer(s) : None

Wards Affected: List wards or tick box to indicate all

All  tick

For further information please contact the author of the report

**Background Papers:** None

**Annexes:**

Annex 1: City of York Council Structural Maintenance Reserve List

## City of York Council Structural Maintenance Reserve List

**Carriageway Schemes**

	<b>Road</b>	<b>Ward</b>	<b>Estimate</b>
1.	A59	Rural York West	£140,000
2.	Saxford Way	Haxby & Wigginton	£16,000
3.	Haleys Terr/Haxby Rd	Clifton	£96,000
4.	Skeldergate Bridge	Micklegate	£42,000
5.	Southdown Rd	Huntington	£19,000
6.	Westfield Lane	Haxby & Wigginton	£42,000
7.	George St	Guildhall	£35,000

## Carriageway Surface Dressing Schemes

	<b>Road</b>	<b>Ward</b>	<b>Estimate</b>
8.	Bad Bargain La	Osbaldwick	£30,000
9.	Crossmoor La	Haxby & Wigginton	£35,000

**Footway Schemes**

	<b>Street</b>	<b>Ward</b>	<b>Estimate</b>
10.	Burton Ave	Clifton	£12,500
11.	Greenshaw Dr (part)	Haxby & Wigginton	£22,500
12.	Second Ave	Heworth	£36,000
13.	Main St	Elvington	£24,000
14.	North La	Huntington	£54,000
15.	Smeaton Gr	Holgate	£21,000
16.	Linton Road	Poppleton	£29,000

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## **Decision Session - Executive Member for Neighbourhood Services**

21 July 2009

Report of the Director of Neighbourhood Services

### **Highways Vehicle Procurement**

#### **Summary**

1. This report provides the Executive Member with details of the procurement for the replacement of 4 hook lift gritting vehicles and 1 bulk tipping vehicle. The report asks the Executive Member to approve the outcome of the evaluation process and that a purchase order is made so the vehicles can be ordered.

#### **Background**

2. Under the vehicle maintenance and procurement contract between the City of York Council and the Army Base Repair Organisation (ABRO), now the Defence Support Group (DSG), all vehicles supplied were to be funded by a lease agreement between the Ministry of Defence (MoD) and the Bank of Scotland. By mutual consent this contract has now come to an end as previously reported to EMAP.
3. In the short term, the authority can fund vehicles through its own lease framework contract and, after seeking advice from Procurement, use the Yorkshire Purchasing Organisation (YPO) Framework for the supply of these vehicles. Using this route removes the need for the authority to go through the OJEU procurement process, as this framework has already been exposed to the European market. This arrangement can continue until the best option for the fleet operations can be identified.

#### **Consultation**

4. As this was a competitive tender, consultation does not apply.

#### **Options**

5. The options have been considered in the evaluation process and attached Annexe.

## **Vehicles Required**

6. Four hook lift gritting vehicles are required to replace four similar vehicles currently in service.
7. One bulk tipping vehicle to replace one already in service. The replacement vehicle will have a gross vehicle weight (GVW) of 32 tonnes rather than the 26 tonne vehicle currently in service. This increase in GVW is to maintain current carrying capacity but give the flexibility of a demountable body making better and more efficient use of the chassis.

## **Lease Expiry**

8. Leases are due to expire for two existing gritting vehicles and the bulk tipper on 27 October 2009. The other two gritting vehicles expire on 31 March 2010. Should the new vehicles not be delivered before these expiry dates, then the hiring in of vehicles or extending the current leases will need to be considered. Hiring this type of vehicle has been problematic in the past due to the dual purpose nature of the gritting vehicles. Their primary role is to undertake work in highways maintenance but, due to their configuration, they can be used for gritting and snow clearing. Gritters can be hired as can normal tipper trucks but rarely a vehicle that can do both. Additional lease costs will be incurred to extend the leases for a further 3 months, the minimum period of extension, at a cost of £10,800. Additional costs would also be incurred by way of the return conditions contained in the leases where each vehicle must have a valid road fund licence (road tax) and MOT certificate.
9. Two of the new gritting vehicles will need to be delivered upon the lease expiry of the current vehicles to ensure seamless continuation of the winter maintenance programme.

## **Procurement Process**

10. On the advice of the council's procurement team, tenders were sought from eight suppliers through the YPO Framework Agreement. As stated in para 3. use of this framework agreement negated the need to go through a separate OJEU process as the framework has already been subjected to that process.
11. There are considerations to be made when evaluating options other than cost alone. The cheapest quote may not provide the right vehicle for the needs of the service, bearing in mind maintenance costs, payloads and efficiency. Therefore, on the advice of the council's procurement team, and with their approval, the tenders were evaluated using the Most Economically Advantageous Tender (MEAT) analysis.
12. Tenders were received to the council on 19 June 2009 and were opened in the presence of the Executive Member for Neighbourhood Services on 23 June 2009.

13. The tenders were evaluated using two processes. The first were scored using a matrix recommended by the council's procurement team. The second process involved evaluating the tenders against the criteria and specifications stated in the submissions. A matrix showing the main comparisons is attached as Appendix A.

### **Tender Evaluation Outcome**

14. For the four replacement hook lift gritting vehicles, the DAF combination supplied by Bidder 4 scores the highest using both processes as described in para 11.
15. For the one replacement bulk tipper, the DAF combination supplied by Bidder 4 scores the highest using both processes as described in para 11.
16. The outcome of the evaluation processes indicates that these two types of vehicle would be 'fit for purpose' and provide the most economic advantage to the council.

### **Implications**

**Financial** – Financial implications are contained in the body of the report.

**Human Resources (HR)** – no implications

**Equalities** – no implications

**Legal** – The council's procurement team has been involved in the procurement process and legal advice taken on the correct route for the decision to be made.

**Crime and Disorder** - no implications.

**Information Technology (IT)** - no implications.

**Property** - no implications.

**Other** - no implications.

### **Risk**

17. If we do not procure the vehicle detailed in this report, then we will incur additional lease and hire costs. The winter maintenance programme may be compromised if two of the new vehicles are not supplied upon the expiry of the current lease.

## Recommendations

18. That the Executive Member:

- i. Notes the procurement process outlined in the report and approve the outcome of the evaluation process.
- ii. Gives approval for a purchase order to be made so the successful tenderers can be notified and orders placed.

**Reason:** to allow the orders to be placed and the vehicles to go into manufacture.

### Contact Details

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Neighbourhood Services  
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**Chief Officer Responsible for the report:**

John Goodyear  
Assistant Director  
(Environment)Neighbourhood Services

**Report**  **Date** 3 July 2009  
**Approved**

Adam Wilkinson  
Director of Neighbourhood Services

**Report**  **Date** 3 July 2009  
**Approved**

**Specialist Implications Officer(s):**

Legal: Brain Gray, Principal Commercial Lawyer, tel 551042

Financial: Rachel Harrison, Management Accountant tel 553210

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

**Background Papers:** None

### Appendices

Appendix A – Evaluation Summary



**Evaluation Summary**Hooklift Vehicles (Gritters)

<b>Bidder No.</b>	<b>Chassis Make</b>	<b>Gritter Equipment Type</b>	<b>Hooklift Make</b>	<b>Delivery Date</b>	<b>Dealer Back Up</b>	<b>Price (each)</b>	<b>Lease Extension Required</b>
1	DAF	Econ	Multi Lift	End October 2009	York	£96,210	No
2	Renault	Econ	Multi Lift	November 2009	Leeds	£89,947	Yes
3	MAN	Econ	Multi Lift	End October 2009	Leeds	£96,993	No
4	DAF or Volvo	Econ	Multi Lift	Early October 2009	York	£92,801	No

Bidder 2 provides the cheapest option but would require the extension of the existing lease. This would outweigh any benefit of using the cheapest bidder.

32 Tonne Bulk Tipper

<b>Bidder No.</b>	<b>Chassis Make</b>	<b>Hooklift Make</b>	<b>Delivery Date</b>	<b>Dealer Back Up</b>	<b>Price (each)</b>	<b>Lease Extension Required</b>
1	DAF	Multi Lift	August 2009	York	£105,270	No
2	Renault	Multi Lift	November 2009	Leeds	£85,790	Yes
3	MAN	Multi Lift	October 2009	Leeds	£86,984	No
4	DAF or Volvo	Multi Lift	August 2009	York	£89,089	No

Bidder 2 provides the cheapest option but would require the extension of the existing lease. This would outweigh any benefit of using the cheapest bidder.

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**Decision Session - Executive Member for  
Neighbourhood Services**21<sup>st</sup> July 2009

Report of the Director of Neighbourhood Services

**City of York Council Public Toilets Review - Update****Summary**

1. This report informs the Executive Member as to the progress to date on the complete review of public toilet provision for York and the proposed next steps. The report is an update on the position reported on 15<sup>th</sup> October 2008 and considers the councils charging policy, future repairs and maintenance needs, the Changing Places Strategy and the Community Toilet Scheme.

**Background**

2. The provision of clean, safe, accessible public toilets affects all local people and visitors to York. For older people, those with medical conditions such as diabetes and parents with young children, public toilets are an important factor in quality of life and in making the city centre user-friendly. Quality of public toilets plays a major role in defining the image of a city.
3. There is no statutory obligation for local authorities to provide public toilets but many people perceive that this is the responsibility of councils.
4. York is a major tourist destination and has a thriving economy therefore it is important that the standard of toilet provision is of the highest quality possible maximising the use of existing financial resources.
5. In considering this report, there are a number of factors that will need to be taken into account.
  - Parliament Street toilets will close later this year, being replaced by a 'state of the art' facility in Silver Street. The profiled user numbers could change when the modern facility is opened.
  - It is expected that the Museum Gardens facilities will close when the new café is built. The designs do not incorporate public toilet facilities. This could add further pressure on the Exhibition Square facilities which are already well used and the proposed redevelopment of the Central Library.

- It is proposed that the area outside the Art Gallery will become a 'Cultural Quarter' and it is unclear as to the impact of this on the Exhibition Square facilities. For example, these facilities serve many of the bus stops in the area, as well as the drop-off points for tourist coaches and city tours.

## Scope

6. The scope of the review covered the following issues and options:
  - A condition survey for each of the current sites, including cost implications to bring the current range of facilities up to modern standards.
  - A customer survey to establish the current level of use and cost effectiveness of existing sites.
  - Investigate the potential for a community toilet scheme in partnership with local retail outlets and public houses as in other large city's in the UK. In order to significantly increase the level and quality of provision by inviting local businesses to allow members of the public to use their facilities.
  - Consider options for the introduction of hydraulic urinals that are stored underground during the day and raised in support of the evening economy.
  - Examine alternatives adopted by authorities such as Leeds City Council who operate quality mobile units that are available in the city centre at week-ends or other locations and events where high volumes of customers are expected.
  - To consider the charging regime across the range of attended and unattended toilet facilities, and ensure that future arrangements make the city fully compliant with equalities legislation, and considered how to cover the cost of ensuring that compliance.
  - To consider access issues to ensure that whatever solution was recommended improved facilities for a range of disabled residents and customers and their carers.
7. In carrying out the review the team had to consider the following regulations and policies relating to the public toilet provision and standards:
  - **Public Health Act 1936** - The provision and maintenance of toilets in public places is at the discretion of local authorities, who have powers to provide public conveniences, but not a duty to do so. Section 87(3)c of this Act has recently been amended by the Sex Discrimination Act (Amendment of Legislation) Regulations Act 2008. This Act removes the statutory prohibition on charging for the use of urinals. This change in legislation now overrides Section 87(3)c of the Public Health Act 1936, to charge for the use

of toilets, but not urinals. It was this Act that prevented Local Authorities from being able to set charges for the use of urinals.

- **The Public Lavatories (Turnstiles) Act 1963** – prohibits the use of turnstiles in any part of public lavatory controlled or managed by a local authority.
- **Building Regulations and Building Standards** – The British Standard (BS 6465 – 1:2006) is a code of practice for the design of sanitary installations.
- **Disability Discrimination Act (DDA) 1995** – Part 3 of the DDA includes provisions covering access to services and facilities.
- **The Equalities Act 2006** – gives local authorities general and specific duties.
- **The Equality Bill which was published on 27th April 2009.** Received its Second Reading on 11th May, and started its Commons Committee stage on 2nd June. Royal Assent is expected in Spring 2010. As well as bringing together the different strands of equality law into one piece of legislation, the Bill makes numerous changes to current law.

## Outcomes and Findings

### Conditions Survey

8. A condition survey has been completed for all the facilities. Where minor repairs were identified, work has been carried out. In summary the findings were:
  - Acomb Front Street – Structurally sound with some minor repairs needed. Internal improvements and updating should be considered.
  - Haxby – General condition is good to fair with some minor day to day repairs needed.
  - Nunnery Lane Car Park – The condition of the external building fabric was noted to be good. Internal is good with some day to day repairs needed.
  - St Georges Field Car Park – The external building fabric is good. Some flood damage to male toilet floor causing a bow.
  - Exhibition Square – The external building fabric was noted to be good. Day to day repairs and updating to the internal fabric was needed.
  - Tanner Row – Generally the property is in a good condition with a few minor repairs needed.
  - Union Terrace – There are no defects noted.

- Coppergate – The building is in a reasonable condition but fixtures and fitting are becoming dated.
- Parliament Street – Scheduled to be closed later this year.
- Kent Street – Currently closed as part of the Barbican redevelopment.
- Museum Gardens – Under review.

**Customer Survey and Level of Usage**

9. Customer survey and current level of use has identified that the most well used facilities are Parliament Street and Exhibition Square. Below is the current levels of annual usage from records to date.

• Acomb Front Street	Ladies 41,400	Gents 65,100
• Haxby	Ladies 13,300	Gents 23,700
• Nunnery Lane	Ladies 55,400	Gents 81,700
• St Georges Field	Ladies 47,700	Gents 58,100
• Exhibition Square	Ladies 111,600	Gents 179,600
• Tanner Row	Ladies 24,300	Gents 68,700
• Coppergate	Ladies 44,800	Gents 62,700
• Union Terrace	Total Usage	78,500
• Parliament Street	Ladies 112,100	Gents 180,000

10. ENCAMS (Tidy Britain Group) carried out survey of customer perception of the public toilet provision in York. Their full report is available on the intranet. A summary of the findings are:

- Respondents were not aware of the many different toilet sites available.
- The overall consensus was that the cleanliness of the public toilets was very poor and that antisocial behaviour by a minority had driven down the overall standards. A minority of respondents cited that they were not likely to use public toilets themselves.
- The public toilets in Parliament Street were singled out for criticism on both cleanliness and antisocial behaviour issues by the majority of respondents.
- The majority of respondents felt that the city centre was in need of more public toilets spread around the area to serve the large numbers of residents and visitors using the city centre every day.

## The Potential of a Community Toilet Scheme

11. As part of the work done by ENCAMS, the business sector were asked their opinion of the Community Toilet Scheme. They were asked to comment on their current and unsolicited experiences of non-customers entering their premises and using their toilets. The majority of the respondents stated that members of the public had either used or asked to use their toilets in the past. The initial responses to the scheme were mixed. Of those businesses asked, 40% perceived the scheme to be of benefit to their businesses, with the remaining 60% being less keen. Some businesses consulted had had negative experiences of non-customers using their toilets. These experiences can be broadly divided into antisocial behaviour from the non-customers and impact on the businesses' facilities.
12. A meeting was held between officers and the York Civic Trust to discuss their opinion on the Community Toilet Scheme and the national signage to be used across the country. Please see below for an example of the national signage scheme. The feedback about the scheme was generally positive and it was suggested that we should encourage local businesses to participate, rather than targeting the national chains. With regard to the signage, the national scheme was noted, but it was asked if the City's green finger posts could be utilized rather than erecting additional posts.



*Reproduced from the Department for Communities and Local Government report on 'Improving Public Access to Better Quality Toilets' March 2008.*

## Introduction of Hydraulic Urinals

13. Options for the introduction of hydraulic urinals that could be stored underground during the day and raised in support of the evening economy was researched. The findings were that the locations, ground conditions and services as well as discrimination could be problematic. It is therefore proposed that this solution should be rejected and the

Community Toilets Scheme be pursued in the support of the evening economy.

### **Use of Mobile Units**

14. The quality of mobile units have increased significantly over recent years and such units do not look out of place in certain selected areas as exemplified in Leeds. Research showed however, that these units still required to be made secure during the early part of the evening to avoid the anti-social behaviour and rough sleeping, mitigating some of the benefits of supporting the full evening economy. Finding locations in York City Centre to place such units appear to be very limited, coupled with the need to make secure mitigated many of the advantages. It is therefore proposed that the Community Toilet Scheme be pursued as an alternative to this solution in support of York's evening economy.

### **Charging Regime**

15. The opening of the new facilities in Silver Street as direct replacement for the Parliament Street toilet block ensures the council is moving towards a equal charge scheme which meets the requirements of equalities legislation. This leaves only Coppergate with different charging for the ladies and gents facilities. Whilst the ladies facilities are fully attended, this is not enough to ensure all legislation is met. The Executive Member is asked to consider the removal of the charging mechanisms at this facility with a reduction in income of £8,900 to be offset by the removal of the full-time attendant and replace with scheduled cleans consistent with other facilities with similar user numbers.
16. Both Union Terrace and the new Silver Street facility will be fully staffed with payment being taken on entry to the facility. This then calls into question the charging for children. Scarborough's approach, for example, is that children under the age of 5 are free and 5 to 17 are charged a reduced rate of 10p. A number of other local authorities allow free access to primary school children or under 12. To avoid any antisocial behaviour from groups entering the facilities free of charge, it is proposed that only children of primary school age or below and accompanied should be allowed in for free. The Executive Member is invited to consider this proposal.
17. Later in this report, options are explored for partnership with the private sector to raise funds for investment in the facilities. This could result in a charge being made for all facilities in the City.

### **Access**

18. It was pleasing to involve York Access Group in this project and they were able to carry out a limited, independent assessment of our facilities from their point of view. The outcome of their work helped us to identify some immediate repairs that were needed, along with some



longer term improvement that should be incorporated into any redevelopment or upgrading.

19. They received a presentation from Officers as to the facilities to be available at the new Silver Street facility and were very pleased and wholly supportive of the proposals.

### **Changing Places Development**

20. British Standard 8300:2009 Design of buildings and their approaches to meet the needs of disabled people was published on 27th February 2009 and includes recommendations that Changing Places toilets should be installed in larger buildings and complexes, including large railway stations, airports and motorway services; sport and leisure facilities; cultural centres; stadia and large auditoria; shopping centres; key buildings within town centres; and educational and health facilities.
21. Silver Street is the main public toilet development which will incorporate a changing place in the City Centre. This will add to the facilities already available at Acomb Explore and Walmgate Changing Space, with a further facility scheduled to be opened shortly at Burton Stone Community Centre. It is also intended to incorporate one as part of the Central Library refurbishment and a further two developed as part of the development at Oaklands. It is hoped that such facilities could be made available at the key retail outlet such as the Designer Outlet and Monks Cross.

### **General feedback from Independent Organisations**

22. As reported earlier, three independent organisations were invited to carry out their own assessment of the public toilet facilities in York. ENCAMS, a private sector organisation and York Access Group all submitted reports. Their reports are available on the council's intranet. An overview of the reports and key findings can be summarised as follows:

#### **ENCAMS**

23. The signposting to public toilets was not clear and made it difficult for visitors to locate the facilities around the city, although there was good use of Braille signage on the doors and multi lingual signage at the sites on arrival.
24. Location of the city centre sites was covered in an almost circular route but limited provision in the eastern area of the Minster.
25. The general level of cleanliness was good, particularly in female toilets but perception of the toilets being clean was hampered by the condition of some aspects of the internal building such as floor tiles, dark paintwork and poor lighting.
26. Maintenance was needed to replace missing toilet seats, repairs to door locks and although the observations were conducted at 'a specific

point in time', work was needed on the high level of graffiti and vandalism.

27. The public toilets were housed in relatively modern buildings apart from Exhibition Square facilities.

### **Private Sector Company**

28. 'We have considered each of the sites in York, and have found that there are several toilets in good state of repair, well cleaned and well maintained, but there are also some that are in need of major refurbishment to bring them to acceptable standards'. The review runs through each of the toilets:

- Nunnary Lane – The building is in good state of repair and the cleanliness of the toilet is acceptable.
- Tanner Row – The building is in a good state of repair and the cleanliness is acceptable.
- Museum Gardens – Located in a very well maintained garden that is popular with both locals and tourists, however the building is in a poor state of repair.
- Exhibition Square – The building is situated within the city walls and is of a poor standard. The disabled toilet and mother and baby facility in particular needs significant improvement and is very inaccessible.
- Coppergate – The building is in a good state of repair but the lighting and fittings make the cleanliness appear poor.
- St Sampsons Square – The building is in a good state of repair, cleanliness is acceptable.
- St Georges Field – The car park is subject to flooding several times a year, however the building is in a good state of repair and the cleanliness acceptable.
- Union Terrace – The building and cleanliness is good.
- General – In most cases the buildings were difficult to find with poor signage.

### **York Access Group**

29. Signage to some facilities were not obvious. All met the access requirement and most came up to the current level of equipment. Positioning of sinks, toilets roll holders, soap and hand drying facilities could be improved. Tanner Row had a recessed push button flush which could cause a problem for hand disability.

30. Exhibition Square appeared to have an office and an attendant, but on closer inspection it was closed and had been for a number of years. The only signage seen was a small 6" x 6" at the side of the gate. The overall layout inside could have caused problems as the toilet roll holder, sink and hand drying facilities were difficult to reach. In need of a general clean up and painting as a minimum.

### **Silver Street Update**

31. Work has commenced, provisional completion date is 8<sup>th</sup> September 2009.

### **Conclusions**

32. Generally most of the buildings are in a sound condition with only minor repair needed. The locations are adequate based on the experiences of ENCAMS and the private sector organisation, but the Community Toilet Scheme would add further facilities in the city centre and support the evening economy.
33. A key criticism from all parties was the lack of signage. Even residents in York were not aware of all the locations available. Additional signage will need careful consideration both from the point of view of planning and the need of the city centre heritage. It is proposed that this forms part of a further report later in the year.
34. Whilst the structure of most of the buildings are sound, improvements are needed at Exhibition Square. Some of the facilities do require investment in internal fixture, fitting and decoration to bring them up to modern day standards. Under the options section of this report, proposals as to how this can be achieved are considered.

### **Consultation**

35. A significant amount of consultation with a range of interested parties plus local businesses and the general public was carried out. To support the ongoing consultation it is proposed to introduce a dedicated page on the councils web site specifically to report problems at public toilets.

### **Options**

36. Executive member to note the limitations in the use of both the hydraulic urinals and the mobile units and to agree that work on these solutions should be suspended in favour of supporting the Community Toilet Scheme.
37. Executive member to consider the inclusion of a dedicated page on the councils web site for the public to report problems with specific facilities in order for the information to be gathered and guide the decisions on an investment and improvement schedule.

38. Executive member to note the work needed on signage and request a further report on the options.
39. Executive member to agree to further work to be carried out to recruit businesses to the Community Toilet Scheme within any limitations identified with regard to signage.
40. Executive member to consider the continuation of the current charging arrangements or to review the charge at Coppergate.
41. Executive member to consider the current arrangements for the charging for children and the age at which a free service is offered.
42. Executive member to consider the option to charge at all facilities in the City.
43. Executive member to consider the option of maintaining the facilities in house and adding them to the capital programme to fund improvement over a number of years or request a further report on a partnership working with the private sector who may be prepared to make capital available immediately.

## **Analysis**

44. The signage will require further work with engagement with planning, the civic trust etc to determine the type and location. One of the key benefits to a commercial business in participating in the Community Toilet Scheme is that their establishment is signposted from at least two locations in the city centre. The availability of the locations of these signs will determine the businesses to be approached as planning could be an issue in some locations as the national signage scheme is required.
45. Under the equalities act, a local authority has general and specific duties to ensure discrimination is not occurring. The charging policy at some facilities could be considered discriminatory. The problem will be reduced when Parliament Street closes, being replaced by Silver Street. This leave only Coppergate where charging for the ladies only continues, but supported by a fulltime attendant. It is proposed to remove the charging system in Coppergate ladies and remove the attendant to off-set the reduction in income. The cleaning regime would be as all the other facilities with similar user numbers.
46. There is no clear charging policy for children. There are a number of thresholds that could be applied to a policy. Below are some examples of the charging applied by other local authorities:
  - Under 5 free, all others pay full price
  - Under 5 free, under 17 half price or 10p
  - Under 12 free,

- All accompanies children are free
  - All children under 12 and accompanied are free
47. The recommendation would be to adopt the last bullet point.
48. Over the coming years investment in the public toilet facilities will be required. There will be ongoing maintenance within the existing budgets but refurbishment will need to be funded through capital investment. The approach will be to identify the investment needs and apply for capital along with all other scheme across the council.
49. An alternative to the internal capital would be to seek interest from the private sector. It is the opinion of ENCAMS and the private sector that the major asset for public toilets in York are the user numbers. Please see annex 1 for benchmarking data of cost and user data. Being a tourist city, user numbers are greater than the average for the UK. By using private sector capital to convert the exiting locations into semi automatic facilities income could be collected from all the facilities allowing improvement to be self funding in the long term. This would require the facilities to be given over, through a lease, to the private sector to run and maintain. The Executive Member would need to agreement to charge at all locations following re-development, excluding disabled facilities which will be improved but remain free to users.
50. Automatic and semi-automatic self clean solutions can be built into existing buildings. Please see annex 2 which showing what has been achieved by using private sector capital in other authorities. Some planning applications may be required if direct access from the street is the best solution for a site. They can be designed to cover the varying demands of high and low usage, 24 hour availability, parent and children and facilities for the less abled user. They design out crime, anti-social behaviour and vandalism.
51. The Executive member to consider the opportunity of involving the private sector in the both the improvement and running the public toilet facilities in the City.

## **Corporate Priorities**

52. This report is important for the following corporate priority:
- Improve the actual and perceived condition of the city's streets, housing estates and public spaces.

## **Implications**

### **Financial**

53. The day to day repairs can be funded from within the existing budgets. The re-development of facilities will need to be agreed as part of the

capital allocation decision. Outsourcing could be an option if there is interest from the private sector, which should lead to revenue savings.

### **Human Resources (HR).**

54. The existing cleaning contract is outsourced to Mitie and ends August 2010. The cleaning contract will require re-tendering or be part of an overall private sector partnership. TUPE will apply for the existing cleaning staff.

### **Equalities**

55. This report has taken access and charging issues into account and is covered in more detail in the Equalities Impact Assessment attached in Annex 3.

### **Legal**

56. There will be legal implications if the facilities are leased to the private sector.

### **Crime and Disorder**

57. The review has taken community safety into account and in particular looked at ways to improve facilities during the evening.

### **Information Technology (IT)**

58. The development of a web form is required to allow the public to report problems with the public toilets facilities.

### **Property**

59. Minor work is required on the fabric of the building with additional investment needed to improve the internal facilities. If outsourced, lease arrangement will be required.

### **Risk Management**

60. In compliance with the council's risk management policy the main risks that have been identified in this report are those which could lead to the inability to deliver a service review of sufficient quality (operational) which could lead to damage to the Council's image and reputation and failure to meet stakeholders' expectations (governance).
61. Measured in terms of impact and likelihood, the risks at this point need only to be monitored as they do not provide a real threat to the achievement of the objectives of this report.

## Recommendations

62. The Executive Member is asked to note the limitations in the use of both the hydraulic urinals and the mobile units and agree the recommendation that work on these solutions be suspended.
  - Reason: To allow resources to be focused of the Community Toilet Scheme.
63. The Executive Member is asked to agree the recommendation that a dedicated page on the councils web site be established for the public to report problems with specific facilities.
  - Reason: To allow complaints to be monitored by site and use the data in support of decision on any refurbishment programme.
64. The Executive Member is asked to note the work needed on signage and request a further report on the options.
  - Reason: To ensure all parties have agreed with the types and locations of sign and how this supports the Community Toilet Scheme.
65. The Executive Member is asked to agree to further work to be carried out to recruit businesses to the Community Toilet Scheme within any limitations identified with regard to signage.
  - Reason: To be able to approach businesses in the City following the agreement on the types and locations of signage.
66. The Executive Member is asked to consider the continuation of the current charging arrangements at the Coppergate facility and agree to the recommendation that the charging at this facility is suspended with the attendant being replaced by scheduled cleans.
  - Reason: To ensure the council meets its obligations under discrimination legislation.
67. The Executive Member is asked to consider the current arrangements for the charging for children and the age at which a free service is offered and agreed with the recommendation that all children under 12 and accompanied are free.
  - Reason: To establish a policy on the charging of children at facilities in the City.
68. The Executive Member is asked to consider the option of maintaining the facilities in house and adding them to the capital programme or request a further report on a partnership working with the private sector who may be prepared to make capital available immediately. This will require a charge to be made at all the facilities except disabled following redevelopment.

- Reason: To improve the facilities on offer in the City.

Contact Details

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**Neighbourhood Services**  
**Tel No.553204**

**Chief Officer Responsible for the report:**  
**Adam Wilkinson**  
**Director of Neighbourhood Services**

**Report Approved**  **Date** 25 June 2009

**Specialist Implications Officer(s)**

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*HR:* Janet Neeve, HR Business Partner, tel 551661

*Equalities:* Evie Chandler, Equality and Inclusion Manager, tel 551704

*Property:* Neil Hindhaugh, Head of Property Services, tel 553312 and Richard Leathley, Architectural Technologist, tel 553414

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Background Papers:**

City of York Public Toilet Review – Meeting of the Executive Member for Neighbourhoods and Advisory Panel – 19<sup>th</sup> March 2008.

City of York Public Toilet Review – Update Meeting of the Executive Member for Neighbourhoods and Advisory Panel – 5<sup>th</sup> June 2008.

City of York Public Toilet Review – Update Meeting of the Executive Member for Neighbourhoods and Advisory Panel – 15<sup>th</sup> October 2008.

**Annexes**

Annex 1 – Benchmarking Information

Annex 2 – Examples from other authorities

Annex 2 – Equalities Impact Assessment



## Public Toilet Benchmarking information

### Facility per head of population

	Nottingham	Sheffield	Liverpool	Manchester	Leeds	York	Canterbury	Eastborne	Folkstone	Thanet
Total Provision	8	27	6	18	22	20	30	25	26	36
Population	275,100	529,986	420,000	431,992	450,010	193,300	150,000	179,668	95,700	120,000
Population/Toilet	34,388	19,629	70,000	24,000	20,455	9,665	5,000	7,187	3,681	3,333

### Cost per Provision (Net of Income)

	Sheffield	Liverpool	Manchester	Leeds	York	Derby	Dudley	Bristol	Calderdale
Total Cost	£375,000	£660,000	£847,000	£428,000	£459,950				
Cost/provision	£13,889	£110,000	£47,056	£19,455	£22,998	£14,705	£21,494	£22,727	£24,615

### Highest and Lowest monthly facility utilisation

User Range/facility/month	Nottingham	Sheffield	York
Most used facility	15,000	10,000	15,000
Least used facility	3,900	46	1,108

*There is limited actual user data available as most authorities do not charge nor record user levels.*

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Stow-on-the-Wold sees New Conveniences



21st May

The toilets in Mangersbury Road in Stow-on-the-Wold are now ready to be used, with four Semi-Automatics toilets, three uni -sex and one DDA compliant. This busy town in the heart of the Cotswolds attracts many tourists and we hope this will relieve the town's toilet issues. Healthmatic did a complete refurbishment of the existing building and as you can see have done a great job!

London Road in Cirencester

7th July London Road, Cirencester



With the original railings kept in place, this ultra modern toilet manages to keep some of it's original charm from its previous life after being replaced with an Healthmatic Semi-Automatic in-built toilet. The regular Unisex is at the other end of the building and the DDA compliant pictured. This London Road toilet in Cirencester is our penultimate toilet that we are installing for Cotswold District Council. Our final one is being worked on at the moment in Stowe on- the -Wold High Street.

<b>Name of service area / function:</b>		<b>Lead officer for this EIA:</b>	
Neighbourhood Pride Service – Public Toilets		Name: Russell Stone Phone Number: 01904 553108 Job Title: Head of Neighbourhood Pride Service	
<b>Describe the service area / function:</b>			
<p>The provision, cleaning and maintenance of public toilets in the following locations:</p> <ul style="list-style-type: none"> <li>• St Georges Field</li> <li>• Coppergate</li> <li>• Parliament Street (to be closed in September 09 and replaced with a new facility in Silver Street)</li> <li>• St Sampsons Square</li> <li>• Exhibition Square</li> <li>• Museum Gardens</li> <li>• Union Terrace</li> <li>• Nunnery Lane</li> <li>• Tanner Row</li> <li>• Haxby</li> <li>• Acomb</li> </ul> <p>Issues to consider include the number and location of facilities, accessibility, price and standard</p>			
<b>EIA start date:</b>	<b>EIA finish date:</b>	<b>Date EIA reviewed:</b>	<b>EIA signed off by:</b>
16 <sup>th</sup> January 2009	27 <sup>th</sup> May 2009	June 2010	DMT – 18 <sup>th</sup> June 2009

## 2. Assess - identifying the issues and evidence.

Think about ...	Positives, issues, or gaps for your service ...	What evidence do you have to support this?	<b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief.
<p><b>Accessibility</b> Is the building or site accessible? Is it welcoming and appropriate for its function and the needs of the customer?</p>	<p>All our facilities have disabled user facilities which contain alarm cords and specially sited and accessible toilets and basins. These are accessed by a nationally used RADAR key. We also provide night toilets.</p> <p>Male and female facilities are provided at all locations as standard.</p> <p>One of our current facilities has stairs leading down to the male toilets. This is due to close in June 2009.</p> <p>All of the three attended locations provide baby changing facilities.</p> <p>The new facility been built in Silver Street will incorporate a Changing Place, containing a hoist, an adult sized changing bench, a toilet placed with room either side for a carer, a screen for privacy and a basin.</p> <p>Although toilet provision is covered on the Council's web site this requires updating/improving. See the Disabled Go website for example of info (link at end of issues section).</p> <p>Toilets are signposted around the City</p>		<p>Disability, Age</p>



Think about ...	Positives, issues, or gaps for your service ...	What evidence do you have to support this?	<b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief.
<b>Disabled user alarms</b>	All our disabled user facilities have an alarm system fitted, but as with all other local authorities none of these are linked to a 'centre' of any kind, so rely on passers by to raise the alarm/get assistance.	Bench marking with other local authorities., but still a gap.	
<b>Appropriateness of service</b>	This service is appropriate for all users.		
<b>Opening Hours</b>	All our facilities are open from 08.00 to 20.00 and have a night toilet open when the main block is closed.		All are catered for
<b>Costs / charges</b> Do you charge for your service? Do these charges affect everyone equally? Do some customers incur greater costs or get 'less for their money'?	All our attended facilities charge an entry fee of 20p in the two partially attended facilities and 40p in the one fully attended facility, but apart from one (two following the opening of the new facility in Sept), fully attended facility, we only attend the female facility, and therefore only females are charged in these facilities. This charge goes towards the cost of the attendant and is part of an old policy which is being reviewed.		Gender

Think about ...	Positives, issues, or gaps for your service ...	What evidence do you have to support this?	<b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief.
<p><b>Consultation / user involvement</b>            How do you consult disadvantaged / minority groups about your service?            What has the outcome been?            Could you improve / do more of this in the future?</p>	<p>We are currently reviewing the provision of all facilities, as many are old buildings, with poor access or facilities and some of our provision may be in conflict with equality issues.</p> <p>We have had a meeting with the York Access group, who have carried out an audit of all facilities and reported their findings back to us.</p> <p>We have also consulted with them on the proposed new facility for the City Centre.</p> <p>ENCAMS, who are an independent body who work with central and local government on environmental issues, have carried out some consultation with local businesses on the provision of public toilets.</p>		



Think about ...	Positives, issues, or gaps for your service ...	What evidence do you have to support this?	<b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief.
<p><b>Performance management</b> Do you equality monitor take-up of, or satisfaction with, your service? What do the results tell you? How do you use the results? Can any of this be improved?</p>	<p>As part of the review we installed counters to record the numbers of users, which will help us decide if the toilets are located correctly, i.e. no footfall would equal wrongly located. the initial data will be used to inform some of the recommendations in the review report</p> <p>We decided not to carry out user surveys as customers may see this as a personal subject and not wish to discuss this type of issue, and we are not in a position to remedy issues straight away, which could have given us more problems by raising expectation levels too early,</p>		
<p><b>Service Planning</b> Are there already equality issues addressed in your service/work plans or audits? How and when will these issues be addressed? How will the issues raised in this EIA be incorporated into your mainstream planning?</p>	<p>These are being looked at as part of the current review of provision.</p>		

Think about ...	Positives, issues, or gaps for your service ...	What evidence do you have to support this?	<b>Groups affected.</b> Race, Disability, Gender, Age, Sexual Orientation or Religion/Belief.
<b>Signage</b>	As part of the review we are looking at improving signage, using internationally recognised symbols, which have already been used by some other local authorities.		

Disabled Go Info re: accessible toilets:

<http://www.disabledgo.info/AccessGuide.asp?VenueID=19385&TownID=28>

### **3. Consult** - Get stakeholder/customer feedback on your service.

#### **Before you consult. . .**

##### **Describe how and when you will consult service users?**

Who will you consult? What method will you use? When will the findings be available? Will the consultation / involvement be ongoing, regular or a one-off? And so on.

We have consulted with the York Access group by attending one of their monthly meetings, we consulted them on:

- The proposed new Silver Street facility.
- All the existing facilities.

We have also consulted with the corporate Equalities Team and included their advice and guidance within this document.

#### **After you have consulted. . .**

##### **Summarise the main findings from your consultation?**

What was the equality profile of your respondents? (i.e. who did you get responses from?) What are the main findings? Are there more findings yet to come? How are you feeding back to respondents? And so on.

NB – if you're updating this section say when this information was added.

We attended one of the York Access groups monthly meetings, following which they carried out an audit of all facilities and reported the finding back to us, which were practical issues such as types of taps, locations of basins.

At the meeting we presented and discussed the floor plans and materials to be used in the proposed Silver Street facility, including the new changing place. Feedback on this was very positive.

## 4. Improve - Develop an improvement and monitoring plan.

<b>Issue</b> What issues are you tackling?	<b>Considerations</b> Is less favourable treatment unavoidable due to specific restrictions? Are there any current or future changes that need to be considered? Have you sought advice? Who from?	<b>Objective</b> What outcome do you want to achieve?	<b>Action</b> What improvements can you make to achieve this outcome?  Add these actions to your service or directorate plan.	<b>Success</b> How will you know whether you have achieved the objective? What success measures / PI's will you use?
Alarms on the disabled user toilets.	Consideration as to how we could link the alarms to a centre, who would react and give assistance. Advice being sought from our community services team.	A system linked to a central response centre.		
Charges	Should we only charge at fully attended locations	Only charging at fully attended locations, covering the costs of the attendants.		

## 5. Report - Summarise the key issues and actions (this bit will be made public).

Summary	
<p>Please summarise the key issues that you have identified (aim for 5).</p>	1. Introduction of a new facility at Silver Street
	2. Linked alarms on disabled user toilets
	3. Charging in place at the attended facilities only.
	4. Improved Signage
	5. Improved information on our web site
<p>Please summarise the key action points that you have identified (again, aim for 5).</p>	1. Ensure new facility meets all user requirements following consultation.
	2. Continue to investigate methods to improve the disabled alarm system.
	3. Review the charging policy in attended facilities, particularly as these are female facilities only.
	4. Continue to investigate improved signage
	5. Ensure the web site is updated

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