

## Notice of meeting of

### Decision Session - Executive Member for Neighbourhoods

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

**Date:** Tuesday, 15 December 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 14 December 2009**, if an item is called in *before* a decision is taken, *or*

**4pm on Thursday 17 December 2009**, if an item is called in *after* a decision has been taken.

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

Any written representations in respect of items on this agenda should be submitted to Democratic Services by 5pm on Friday 11 December 2009.

**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 - 6)

To approve and sign the minutes of the meeting of the Executive Member Decision Session for Neighbourhood Services on Tuesday 17 November 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 **5:00 pm on Monday 14 December 2009.**

Members of the public may speak on:-

- item on the agenda;
- an issue within the Executive Member's remit;
- an item that has been published on the Information Log since the last session. Information reports are listed at the end of the agenda.

**4. City of York Council Public Toilets Review - (Pages 7 - 20) Update.**

This report informs the Executive Member further about the Community Toilet Scheme, including the experiences of other participating local authorities, and proposes the next steps required to implement the scheme in York.

**5. Bereavement Services - Service Asset (Pages 21 - 54) Management Plan.**

This report seeks the Executive Members approval to the proposed Bereavement Services Service Asset Management Plan.

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

**Information Reports**

The following items have appeared on the Information Log since the last meeting. They can be viewed on the Council's website.

A) Finance & Performance Update for Neighbourhood Services Portfolio December 2009/10.

Democracy Officers:

Name: Laura Bootland

Contact Details:

- Telephone – (01904) 552062
- E-mail- [laura.bootland@york.gov.uk](mailto:laura.bootland@york.gov.uk)

**ADDITIONAL COMMENTS ANNEX**

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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### Would you like to speak at this meeting?

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.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### 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.**

### Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

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;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

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MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS
DATE	17 NOVEMBER 2009
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)

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**1. DECLARATIONS OF INTEREST**

The Executive Member was invited to declare any personal or prejudicial interests in the business on the Agenda. None were declared.

**2. MINUTES**

RESOLVED: That the minutes of the last Decision Session held on 15 September 2009, be approved and signed as a correct record by the Executive Member.

**3. EXCLUSION OF PRESS AND PUBLIC**

RESOLVED: That the press and public be excluded upon consideration of Annex B to Agenda item 5.

**4. PUBLIC PARTICIPATION - DECISION SESSION**

It was reported that there had been no registrations to speak at the meeting under the Public Participation scheme.

**5. KERBSIDE RECYCLING & ALTERNATE WEEK COLLECTION EXPANSION - PETITIONS.**

The Executive Member considered a report which advised on the consultation carried out with residents following the receipt of three petitions regarding the revised recycling and residual waste collection arrangements in the Groves area of the City.

Three petitions were received on 6 July from residents in Neville Street and Stanley Street. They were opposed to the storage of wheeled bins in front forecourts and had a preference to continue with sack collections. The Executive Member for Neighbourhoods was advised about the receipt of these petitions at the Decision Session held on 15 September and it was resolved that the planned roll out of revised recycling and residual waste collection should continue, whilst further consultation with residents was carried out.

Officers updated that consultation has been carried out with residents in each of the streets subject to the petitions, through door knocking and speaking to residents. A meeting was also held with the those who organised the petitions. The main negative point concerns the aesthetics of bins being stored in front courtyards. However, the service is now operating well with few problems and the consultation has indicated that residents have generally accepted the wheeled bins.

The Executive Member approved the service expansion but commented that Officers should use their judgement and act accordingly if the system does not work as well elsewhere in the City.

RESOLVED: That the Executive Member agrees:

- (i) That the current service and roll out of kerbside recycling and alternate week collection should continue on the basis of front of property collection of recycling boxes and wheeled bins at terraced properties with front forecourts.
- (ii) That the opportunity for setting up Central Collection points in terraced areas will continue to be investigated subject to budget.
- (iii) That residual and recycling collections following the revised arrangements will continue to be monitored to ensure residents are presenting bins and boxes to the correct collection points. Further work will be carried out at Student Properties to improve waste and storage systems.

REASON: To ensure that the Council can provide a service that meets the needs of residents, the requirements of the collection service and within available budget.

**6. HIGHWAY MAINTENANCE, ADVANCED DESIGN ON PROGRAMMES FOR 2010-2011.**

The Executive Member considered a report which outlined the provisional highway maintenance programmes. It recommended and sought approval to begin advanced design for a list of schemes in each category of work.

The Executive Member queried whether the 50/50 basis for funding between footways and roads may be reviewed in following years. Officers advised that current figures are based on this years funding and may be subject to change in following years.

The Executive Member was happy to accept the proposals.

RESOLVED: That the Executive Members agreed:

- (i) To note the results of the 2009 condition surveys on the City's roads and footways.



- (ii) To approve the split funding between footways and roads on a 50/50 basis.
- (iii) To approve the provisional programme of work as detailed in annex 3 to 14 of the Officers report.

REASON: To ensure highway maintenance budget is expended in the most cost effective way based on the Council's assessed priorities and approved policies.

## **7. SALES OF AGE RESTRICTED PRODUCTS**

The Executive Member considered a report which advised of the work undertaken by the Council's trading standards service to prevent the sales of age restricted products. It also sought approval for the programme of action for the next 12 months in relation to the enforcement of The Children and Young Persons (Protection from Tobacco) Act 1991 in relation to cigarettes and tobacco and The Anti-Social Behaviour Act 200 in relation to aerosol paint.

The Executive member queried the figures in relation to illegal tobacco sales. Officers advised that the figures incorporated sales made not long after the change in age and that York had taken part in test purchasing targeting a vending machines and that nationally, figures are similar to York's.

The Executive Member was happy to approve the recommendation.

RESOLVED: That the Executive Member for Neighbourhood Services:

- (i) Notes the report
- (ii) Agrees to adopt the programme of enforcement action of the next 12 months.

REASON: So that the Council can meet its legal obligations.

## **8. NEIGHBOURHOOD SERVICES CAPITAL PROGRAMME MONITOR 2**

The Executive Member considered a report which informed of the likely outturn position of the 2009/10 Capital Programme based on the spend profile and information to September 2009; notify of any resulting changes to the programme; inform the Executive Member of any slippage and associated funding to be slipped between the relevant financial years to reflect this.

Officers advised that the main points of the report were as follows:

- Slippage of £1,000k into 2010/11 on the A19 scheme within the Structural Maintenance Scheme.
- Slippage of £100k into 2010/11 on the EcoDepot gatehouse/reception scheme.
- Slippage of £150k into 2010/11 on the Boroughbridge Road scheme with Structural maintenance and bring forward the schemes for Crichton Avenue, Skeldergate bridge and Saxford Way with funding of £150k therefore nil effect on funding.

RESOLVED: That the Executive Member for Neighbourhood Services approves:

- (i) The slippage of the Boroughbridge Road/Poppleton schemes into 2010/11
- (ii) The bringing forward of the Crichton Avenue, Skeldergate Bridge and Saxford Way schemes into 2009/10.

REASON: To enable the effective management and monitoring of the Councils capital programme.

Councillor Reid, Chair

[The meeting started at 4.00 pm and finished at 4.15 pm].



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**Decision Session - of the Executive Member  
for Neighbourhoods****15<sup>th</sup> December 2009**

Report of the Director of Neighbourhood Services

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

1. This report informs the Executive Member further about the Community Toilet Scheme, including the experiences of other participating local authorities, and proposes the next steps required to implement the scheme in York.

**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. The quality of public toilets also plays a major role in defining the image and reputation of a city.
3. In addition, 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.
4. There is no statutory obligation for local authorities to provide public toilets but many people perceive that this is the responsibility of councils.
5. The update in July noted that, as part of the work done by ENCAMS, the business sector was asked their opinion of a 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 initial responses to the scheme were mixed and the majority of the respondents stated that:
  - Members of the public had either used or asked to use their toilets in the past.
  - Of those businesses asked, 40% perceived the scheme to be of benefit to their businesses, with the remaining 60% being less keen.

- Some of the businesses consulted 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.
6. In considering this report, there are a number of factors that will need to be taken into account:
- The report in July identified that poor signage is a key issue in the provision of public conveniences within York.
  - Previous consultation has taken place with York Access Group, around accessibility issues, and the York Civic Trust about signage.
  - In July, the Executive Member agreed that the national community toilet signage would be adopted.

### Findings

7. Research into the experience of other local authorities already running a community toilet scheme has identified that, the scheme is excellent value for money but, requires significant officer time to fully implement the scheme. A number of local authorities have been contacted to discuss their experience of implementing the scheme; below is a summary of the findings.

### Current Participants

8. Richmond-Upon-Thames set up the first Community Toilet Scheme in 2002 and it has now become very successful receiving government recognition and endorsement. Brighton and Hove City Council also run a very successful community toilet scheme called *Your Welcome* and were 2<sup>nd</sup> in 'The Premier League of Local Authority Public Toilets for 2008'. Subsequently, many local authorities have become interested in the scheme, and of those local authorities that have invested in conducting a feasibility study, most have gone on to implement the scheme.
9. There is much anecdotal evidence of savings being made following the implementation of the scheme. In a few instances, significant annual savings have been made through the closure of a public toilet, which has offset the cost of implementing the scheme.
10. Local authorities running the scheme are able to offer a greater provision of public conveniences and improved facilities (e.g. disabled access and baby changing facilities), which are more accessible to the public.
11. Members of the scheme (i.e. businesses) have maintained clean, safe and accessible toilet provision for the public, improving the quality of life for visitors and residents.

12. In addition, few participating businesses have experienced a negative impact on their business, or the facilities offered.
13. A few local authorities have piloted the scheme in smaller areas prior to rolling the scheme out further. Conducting a pilot has enabled local authorities to establish the scheme, generate some initial publicity of the scheme and respond to any early lessons learnt prior to a further roll out of the scheme.
14. Business membership to the scheme varies across the country. In general, smaller areas and district councils have fewer participating businesses with two or three members. Larger areas, such as the London Borough Richmond-Upon-Thames, have 50 or more. Although this will depend on how widely a local authority decides to run a community toilet scheme.
15. However, the number of businesses participating in the scheme often depends on:
  - the level of need within the area,
  - the feasible number of businesses an authority can work in partnership with,
  - good marketing of the scheme to businesses.
16. In areas where the scheme has become very popular, the local authority requests applications from interested parties to join the scheme, these are then matched against local authority criteria based on the level of need, facilities available and opening times offered.
17. Food and drink outlets are the most prevalent businesses involved in a community toilet scheme due to their extended opening hours and facilities.
18. Most scheme memberships involve an annual payment to participating businesses of £600-£1000. The level of payment is often dependent on the facilities available, opening hours and level of need within an area.
19. However, a few councils are pursuing an alternative membership, one that is based on membership in kind. Chester and Chester West Borough Council offer free publicity in their local 'Mini Guide' and Sheffield City Council offer additional benefits provided by environmental services such as, free graffiti removal and street cleaning.

## **Implementing the Scheme**

### **Marketing a community toilet scheme to businesses**

20. Proactive marketing of a community toilet scheme is a critical success factor of the scheme.

21. Marketing the scheme is the most time-consuming period and often involves consistent communication with potential members of the scheme.
22. Local authorities have also been more successful in gaining business membership when officers have targeted businesses, which can provide facilities that match community needs.

### Publicising the scheme

23. Publicity of the scheme is an additional critical success factor for the scheme and implementation of the scheme will require an ongoing communication strategy.
24. All businesses receive self- adhesive signs to place in their windows to advertise their membership.
25. For the scheme to be successful and for value for money to be achieved, residents and visitors must be made aware of the additional facilities.
26. Some local authorities have put up additional signs advertising the scheme. This is an additional cost of the scheme, although, many local authorities have delayed the purchase of similar signs due to budget pressures. Please see below for an example of the national signage used to promote the scheme.



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

27. Local authorities also advertise the scheme on their website (some of which have interactive maps) and produce additional material such as leaflets, maps or pocket sized 'snap maps' to advertise the locations of participating businesses.
28. Local authorities have also stressed the importance of managing good public relations with the media. One local authority advised that

negative publicity about the scheme, prior to its implementation, could have an adverse affect on membership.

### **Implementation and Monitoring**

29. All participating parties must agree to the terms and conditions of the partnership. Participating businesses are able to withdraw, or be withdrawn, (if a business is deemed not to be meeting the agreed terms and conditions) from the scheme.
30. Local authorities regularly inspect participating premises to ensure that the facilities are maintained clean, accessible and are appropriately stocked with the necessary resources.
31. This report has identified that the inspections carried out on participating scheme members vary in degrees of regularity and method including, council officers, (town centre managers or environmental health officers) or by using mystery shoppers.
32. The London Borough of Merton also monitors the use of the community toilets once a week through town centre management. Visits are made to the venues and enquiries are made through the staff or management of the participating business about any matters arising. Merton LBC also envisage that support from Wardens and PCSO'S will supplement the monitoring of community toilets.
33. Participating businesses are also regularly consulted about the health and safety of staff and customers, security and community issues, impact of the scheme on the business and their experience of the scheme.

### **Resources**

34. In most cases, an officer is identified to lead on the scheme and is responsible for:
  - Marketing the scheme,
  - Establishing and maintaining contact with (potential and participating) scheme members,
  - Maintaining good publicity of the scheme,
  - Monitoring participating businesses and customer satisfaction,
  - Ongoing administration.
35. Although this work has often been a bolt on to existing work, local authorities have stressed that this work can be labour intensive and time consuming, due to the nature of partnership working.

## Conclusions for York

36. Implementing a community toilet scheme would deliver value for money and provide further public convenience provision for York City Council residents and visitors.
37. By providing improved access to toilets and working in partnership with local businesses, a community toilet scheme would support the work of City of York Council, with regards to achieving a few of our corporate strategy themes such as:
  - Inclusive city
  - Thriving city
  - Safer City and,
  - Healthy City
38. York would benefit from conducting a pilot of the scheme. A pilot would enable the scheme to be initially set up and established within the council, conduct some initial publicity of the scheme and respond to lessons learnt from the initial set-up. It would be suitable to conduct a pilot in an area where there is identified need for additional toilet provision and within an existing retail or entertainment area in York.
39. It is proposed that Acomb would be suitable for a pilot of the scheme. At present, City of York Council provides a public toilet in Acomb with current levels of annual usage to date of, 41,400 for Ladies and 65,100 for Gents.
40. This site is not manned and is poorly signposted. In addition, the results of the conditions survey noted that the property is “structurally sound with some minor repairs needed. Internal improvements and updating should be considered”.
41. A pilot of a community toilet scheme in the retail area of Acomb would improve the current provision and publicity of the public toilets and offer a more inclusive and accessible retail area.
42. York would benefit from implementing a community toilet scheme based on benefits rather than annual payments. This scheme is more financially sustainable and more likely to deliver value-for-money. The benefits that City of York Council are able to offer in kind are:
  - publicity,
  - a named contact within the council,
  - a flower basket,
  - street cleaning and,



- graffiti removal.
43. It is important however, that businesses value the benefits offered to establish good partnership working. This will involve negotiation and the establishment of good working relations between City of York Council and participating business.
  44. Free publicity will be the key benefit for businesses, and therefore, the greatest financial investment required by City of York Council will be for the publicity of the scheme. Good publicity of the scheme will ensure that City of York Council will achieve value for money and more importantly, the scheme is widely used by the public.
  45. Suitable publicity methods for York would include developing a webpage for a community toilet scheme, a named contact for participating businesses, producing additional publicity material and to work closely with City of York Council Press Office, York Retailers Forum and Visit York.
  46. City of York Council would be required to regularly inspect participating premises to ensure that the facilities are maintained clean, accessible and are appropriately stocked with the necessary resources. It is proposed that for an initial pilot, a community toilet scheme co-ordinator would conduct these inspections and monitor business satisfaction, to establish good working relations. This would have to be reconsidered if the pilot were to be rolled out citywide.
  47. The implementation of this scheme would also require close working relations across the council involving officers who have established relationships with businesses within the city for support.
  48. It is proposed that an operational pilot could be achieved within 3 months to establish the scheme.

## **Consultation**

49. The July report highlighted the significant consultation previously conducted with a range of interested parties, including local businesses and the general public, about current public toilet provision. Key conclusions were:
  - Generally most of the buildings are in sound condition and adequately placed but a community toilet scheme would offer more facilities.
  - A key issue was the lack of signage
50. There has also been further consultation with businesses within the Acomb area to gather some more feedback on the proposal of a community toilet scheme.

## Options

51. (i) Not to pursue implementing a community toilet scheme and maintain current provision of public toilets throughout the city.
52. (ii) To pursue the implementation of a community toilet scheme, initially as a pilot in Acomb and establish learning for how the scheme will work for York.
53. (iii) To pursue a community toilet scheme citywide from the offset.

## Analysis

54. Conducting a pilot of a community toilet scheme would be advantageous in providing further knowledge about how the scheme would work for York. However, if the scheme were to be rolled out further, consideration of the different levels of need, requirements, and expectations of businesses operating in the city centre will be required.
55. Sheffield City Council and Chester and Chester West Borough Council have been successful in pursuing a membership based on rewards in kind instead of an annual payment to members of the scheme. Whilst this is an innovative adaptation to the scheme, there is less published research or anecdotal evidence, of the success of this type of community toilet scheme.
56. Whilst there has been a review of the provision of public conveniences provided by the local authority, there isn't comprehensive understanding of the facilities currently available, which are provided by businesses. This scheme would have to dedicate resource to view and assess the current toilet provision within the city, mindful of the needs of a diverse living and visiting population (including the importance of the changing places scheme and DDA requirements).
57. Signage for the scheme will require further work and engagement with planning and the civic trust to determine a suitable type and location. A key benefit to a commercial business participating in a community toilet scheme is that their establishment is signposted from at least two locations in the city centre.

## Corporate Priorities

58. This report is important for the following corporate strategy themes:
  - Inclusive city
  - Thriving city
  - Safer City and,
  - Healthy City

## **Implications**

### **Financial**

59. Annual payments or benefits offered to scheme members will have financial implications.
60. The key resource for the scheme is officer time. Participating local authorities have stressed that due to the nature of the scheme the work is time consuming and labour intensive.
61. Additional costs will also involve publicising the scheme either through the purchase of publicity materials or signage. Members of the scheme could offset these costs.

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

62. Officer capacity is required to implement the scheme as a 'bolt-on' to existing work.

### **Equalities**

63. This report has taken into consideration the diverse residential and visiting population and recommends that such considerations be made when assessing the suitability of a business to join a community toilet scheme.

### **Legal**

64. Agreed terms and conditions of the scheme will have to be signed by City of York Council and each participating business. See Annex 1.
65. All participating members of the scheme would be required to hold Public Liability Insurance to the value of £5,000,000.

### **Crime and Disorder**

66. It is proposed that by extending the provision of public toilet facilities, in supervised premises, a community toilet scheme will have a beneficial impact on the perception and fear of crime and will deter anti-social behaviour.
67. However, this report is mindful of the possibility of participating businesses suffering from anti-social behaviour, or criminal damage, by opening up their toilet facilities to the public.

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

68. The development of an interactive webpage to publicise the public toilet facilities available and an email address to report any incidences, issues or provide feedback from the scheme members and the public with the public toilets facilities.

## Property

69. None

## Risk Management

70. Low risk as regular monitoring will be carried out by council officers.

## Recommendations

71. (i) Executive member to agree to conduct a pilot, prior to rolling out the scheme across the city, in the Acomb area and approve the publicity costs to be funded from existing budgets.
- Reason: To allow learning from a pilot to inform a decision to roll the scheme out citywide.
72. (ii) Executive member to consider the option of pursuing a community toilet scheme which offers benefits such as graffiti removal, publicity of their business and a named contact within the council as an alternative to offering an annual financial consideration.
- Reason: To implement a financially sustainable scheme which will increase public toilet provision and facilities available across the city.
73. (iii) Executive member to agree to set up a scheme to regularly monitor the participating businesses to ensure compliance with the agreed terms and conditions.
- Reason: To ensure the council meets its obligations in providing high quality and accessible public toilets.
74. (iv) Executive member to request a further report on the outcomes of the pilot and potential for rollout to the wider city.
- Reason: To consider using a community toilet scheme as a method to increase public toilet provision in York.

## Contact Details

**Authors:**  
**Charlotte Breen**  
**National Management Trainee**  
**Neighbourhood Services**

**Chief Officer Responsible for the report:**  
**Sally Burns**  
**Director of Neighbourhood Services**

Report Approved

Date

26<sup>th</sup> November  
2009

**Specialist Implications Officer(s)**

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 the Decision Session – 21<sup>st</sup> July 2009

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 – Draft Terms and Conditions for City of York Council Community Toilet Scheme

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## City of York Community Toilet Scheme

### Terms and Conditions

1. The Scheme will operate between the Council (City of York Council) and the Service Provider (***the participating business***) until further notice is issued to either party, giving at least 1 months' written notice to the other party.
2. This Agreement shall commence from the (***date tbc***).
3. The Service Provider agrees to allow the general public unobstructed use of the Toilets provided by the Service Provider at (***location tba***) during the Service Provider's normal opening hours.
4. The Council agrees to include the name of the Service Provider, and where appropriate, details of the location in promotional material relating to the community toilet scheme. If deemed necessary, the Council also agrees to design, erect and maintain at the Council's expense advertising signs relating to the Community Toilet Scheme for placing at locations to be agreed with the Service provider.
5. The Service Provider must display at least one sign showing its membership of the Scheme on such window(s) or door(s) of its property to be agreed and provided by the Council.
6. Where the Service Provider has suitable facilities for the general public who are disabled, or are of limited mobility, this facility must be accessible and clear of any obstruction at all times.
7. The Service Provider agrees to allow the Council to carry out regular inspections and monitoring of the toilets accessible to the general public by way of the Community Toilet Scheme to ensure the terms of the Agreement are met.
8. The Service Provider agrees that any information obtained through inspections or monitoring of the scheme may be used to inform business decisions of the Council at its discretion.
9. The Service Provider agrees to maintain the toilets in a clean and hygienic condition at all times and shall be adequately provided with toilet rolls, soap, bins and hand drying facilities. The toilet must be maintained and regularly monitored by the Service Provider to ensure it is safe to use by the general public.
10. The Service Provider agrees to indemnify the Council against all and any liability in any way whatsoever for any losses, damages, claims,

expenses, charges and costs arising out of the use of the toilets accessible to the general public by way of the Community Toilet Scheme or as a result of participating in the Community Toilet Scheme and that for the term of the Agreement the Service provider shall effect and maintain public liability insurance to the value of £5,000,000.

11. The Service Provider retains the right in exceptional circumstances to refuse a member of the general public admission to their premises and/or use of the toilet facilities accessible to the general public under the Community Toilet Scheme.
12. The Service Provider agrees that it shall comply with all relevant requirements contained in or having effect under the legislation relating to health and safety as it affects the toilets accessible to the general public by way of the Community Toilet Scheme.
13. This Agreement may be terminated immediately and absolutely upon any breach or non-compliance on the part of the Service Provider provided that the Council has notified the Service Provider in writing of the breach or non-compliance and the Service Provider has failed to put things right within 14 days of being notified. The Service Provider may at any time give the Council at least one calendar month's notice in writing.
14. The Service Provider may not assign this Agreement to any party whatsoever unless the Council's prior written Agreement to the assignment has been given.
15. The Service Provider agrees that neither the Service Provider or its employees shall in any circumstances hold itself or themselves out as being a servant or agent of the Council or as being authorised to enter into any contract or in any other way bind or commit the Council to the performance variation release or discharge of any obligation.
16. Any Agreement between the Council and the Service Provider can be terminated by either party, giving at least 1 months' written notice to the other party.

Signed: \_\_\_\_\_ (On behalf of the City of York Council)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (On behalf of **Participating Business**)

Date: \_\_\_\_\_





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## Executive Member Decision Session for Neighbourhood Services

15 December 2009

Report of the Corporate Landlord

### **Bereavement Services. Service Asset Management Plan**

#### **Purpose of Report**

1. This report seeks the Executive Member's approval to the proposed Bereavement Services Service Asset Management Plan (SAMP). The SAMP is attached at Annex 1.

#### **Background**

2. Service Asset Management Plans are one of the documents which Property Services use to deliver the principles of Asset Management Planning across the council.
3. The revised Corporate Asset Management Plan was approved by the Executive in July 2007. This is the strategic document which uses Asset Management Planning principles to set the framework for the council's ownership and use of buildings and land to deliver the council vision and corporate aims.
4. This strategy needs to be translated to a service level so that the property which any service occupies enables that service to deliver its aims and vision in the best possible way, meeting the needs and expectations of customers and staff.
5. Extensive work had recently been done in looking at the future for Bereavement Services in York as a result of:-
  - The requirement to install new Cremators at York Crematorium to replace the current obsolete ones, and to comply with the new Mercury abatement emissions legislation, which comes into effect in 2012. A CRAM bid has been submitted for inclusion of this work in the Capital Programme for 2010/11.
  - The need to enhance the customer experience by way of improvements to the Crematorium buildings and grounds, and Dringhouses Cemetery.
6. It was, therefore felt appropriate, to produce a Service Asset Management to ensure that:-
  - The property needs of the service to deliver its "vision" could be identified.

- The properties occupied and used by Bereavement Services could be analysed and audited against the identified needs.
- Options and priorities to close the gap between future needs and current provision could be appraised.
- A way forward that would deliver the changes needed to meet the services property needs taking in to account cost, funding streams and opportunities.

## **Consultation**

7. A SAMP can only be produced if it is a result of joint working between Property Services and the relevant council service.
8. A number of meetings and discussions have taken place between, officers from Bereavement Services and Asset and Property Management, and other staff. In particular this consultation has included:-
  - Analysis of key Bereavement Services documents which are also a result of extensive consultation with key stakeholders including the public.
  - Meeting with the Head of Licencing and Bereavement Services, the Bereavement Services Manager, and the Service Management Accountant.
  - Involvement of the Bereavement Services Manager on the suitability of the buildings to deliver the service.
  - Discussion with other council services on the range of options through the Corporate Asset Management Group.
9. The SAMP has been produced jointly between Bereavement Services and Property Services.
10. The plan has been approved by the Corporate Asset Management Group.

## **Bereavement Services Asset Management Plan**

11. Annex A contains the final draft of this SAMP for approval by Members. There are a number of annexes to the SAMP included.
12. The SAMP is set out in the following sections:-
  - 1) Introduction  
Brief explanation of the purpose and advantages of the SAMP.
  - 2) Vision  
This section contains the vision for Bereavement Services and sets out the aims and objectives of the service. It also highlights 4 key property areas which will need to be taken into account.
    - Accessibility – providing a high quality bereavement service giving choice and access to all customers and users.

- Location – are the properties in the right place for service delivery?
- Delivery – the need to continue with improving service delivery.
- Cost – maintaining a significant net income to the Council.

### 3) Audit

Analysis of the Crematorium in meeting the current and future needs of the service are detailed in this section, in particular looking at

- Running Costs
- Outstanding Repairs
- Accessibility
- Suitability
- Property and Service PI's

Conclusions are contained in Section 3.3. of the SAMP and note that the Crematorium buildings are

- More costly to run than the average for all Council buildings.
- Repairs are needed, although urgent and essential repairs are relatively low.
- Suitability is generally good, the main areas where there are weaknesses centre around image, environment and space.

### 4) Joint Appraisal

Following detailed consultation between Asset and Property Management, and Bereavement Services, an assessment has been made in this section of how the current provision fits with the proposed structure, and identifies options to close the gap. Sources of funding and other factors have been looked at.

These have been used to look at each location and building and identify ways forward.

### 5) Action Plan

All the information gathered above has been formed into an action plan which in summary for the Bereavement Services SAMP means

- Carrying out urgent and essential repairs
- Replacement of the Cremators by 2012
- Alterations and improvements to the Crematorium
- Tree surveys

- Inclusion of unused land on the north side of the site into the Strays and Agricultural Land Asset Management Plan
- Investigation of the provision of refreshment facilities on site
- Repairs and improvements to Dringhouses Cemetery
- Development of purpose-built reception/meeting/interview rooms
- Including the Crematorium in the carbon management programme

6) Timetable

A 3 year timetable has been produced detailing what can be achieved in each year.

7) Review

It is the intention that this SAMP should always be a “live” document and so should be regularly reviewed, on at least an annual basis to take in to account:-

- Review of progress
- New opportunities available
- Changing priorities and initiatives for Bereavement Services
- Opportunities for working cross-service and with other parties

13. As already mentioned It is the intention to use this SAMP to support the CRAM bid currently being submitted for the replacement of the Cremators.

## Implications

14. This report has the following implications.

- **Financial**

There are significant financial implications in terms of the potential revenue savings from reducing running costs, the need for funding from the capital repairs budget to address the maintenance backlog estimated at £39,000, and inclusion of the replacement of the Cremators in the Capital Programme for 2010/11. Estimated cost £1.475m.

- **Human Resources**

There are no human resources implications.

- **Equalities**

There are no equalities implications.

- **Legal**

There are no legal implications.

- **Crime and Disorder**

There are no crime and disorder implications.

- **Information Technology**

There are no information technology implications

- **Property**

The property implications are contained in this report and the Bereavement Services Asset Management plan attached below.

## 15. **Risk Management**

There are no known risks associated with the recommendation below.

## **Recommendation**

16. That the Executive Member is recommended to:-

- i) Approve the proposed Bereavement Services Asset Management Plan as detailed in Annex 1.

### **Contact Details**

**Author:**

Tim Bradley  
Asset Manager  
Property Services  
Tel: 01904 553355

**Chief Officer Responsible for the report:**

Neil Hindhaugh  
Assistant Director  
Head of Property Services  
Tel: 01904 553312

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

Background Papers: Information used to complete this report and the SAMP are contained in the Asset and Property Management file no. E00434.

### **Annex**

Annex 1 – Service Asset Management Plan Bereavement Services.

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## **BEREAVEMENT SERVICES**

### **SERVICE ASSET MANAGEMENT PLAN**

**2009 – 2014**

#### **1. INTRODUCTION**

##### **1.1 What is a Service Asset Management Plan?**

It is fundamental that the Bereavement Services should occupy property which enables it to deliver the service in the best possible way, meeting the needs and expectations of customers and staff. It is recognised that the Council has limited resources and so sources of funding also need to be identified and are an important factor in service delivery.

The Service Asset Management Plan (SAMP) is a document which can enable this to happen by:-

- Identifying the property needs of the service to enable it to deliver its 'vision'
- Auditing the current portfolio of properties and looking at their suitability to deliver the future service
- Appraising the options and priorities to close that gap between future needs and current provision
- Mapping a way forward to deliver the changes needed which takes into account cost, funding streams and opportunities.

##### **1.2 It is the intention that the SAMP should always be a 'live' document and therefore needs to be regularly reviewed to take into account:-**

- Review of progress made
- New opportunities to close 'the gap'
- Changing priorities and initiatives for Bereavement Services
- Opportunities to work cross service and with other parties
- Significant events or yearly whichever is sooner

##### **1.3 This SAMP is one of a number being developed for council services using the principles of Asset Management Planning as contained in the council's Corporate Asset Management Plan (AMP). Whilst it is important for each service to have their own SAMP it is also vital that there are links between these plans and with the Corporate AMP to ensure the council obtains Best Value for the property assets it**



occupies and gets maximum return from these assets in terms of meeting service and corporate objectives.

## 2. SERVICE VISION

### 2.1 Introduction

- 2.11 Bereavement Services provides a professional and dignified service for the residents of York and surrounding districts. We are able to offer impartial advice on either burial or cremation at York Crematorium or Dringhouses Cemetery.

Working closely with all users and stakeholders we are able to provide support and training for our colleagues in the funeral industry as well as being able to accommodate group visits and behind the scenes tours for schools, colleges and hospitals.

- 2.12 York Crematorium offers the choice of fourteen service times, five days a week in two chapels. Unfortunately, no new interments can be accommodated at Dringhouses Cemetery although there are facilities for cremated remains.

Cremations are carried out in accordance with the statutory requirements under the relevant Cremation Acts and the Births and Deaths Registration Acts.

The Code of Cremation Practice agreed with the [Federation of British Cremation Authorities \(FBCA\)](#) will be observed at all times.



- 2.13 During 2008/09 a computerised management and funeral booking system was installed. This allows Funeral directors to make service bookings at any time of the day or night. It has also enabled us to be more proactive when it comes to requests from the public and has improved staff efficiency.

We have improved and modernised the public toilets within the Crematorium building.

We have looked at and improved on the internal decoration of the foyer and chapels by providing floral arrangements.

We have increased the range of after – cremation memorials within the grounds.

We have looked at and identified areas for improvement with regard to ground maintenance at York and Dringhouses Cemetery.

We have continued to assist in providing work experience opportunities for a variety of organisations.

- 2.14 The Crematorium at Bishopthorpe opened in 1962. During the first year of opening it carried out 530 cremation services. It is estimated that over 100,000 people have passed through the chapel doors. This figure does not include those who visit the grounds and Gardens of Remembrance to view a specific memorial.

It goes without saying that it is impossible to have 100% satisfaction but on our most recent survey we achieved a satisfaction baseline of 80%. It is proposed in future to have a more comprehensive customer survey which will include all our stakeholders.

**2.15 Service improvements for 2009/10**

Improve information provided to clients on choice of memorials available

Improve general facilities within building & grounds

Provide alternative way of payment

Develop crematorium web page & marketing strategy

**2.16 Staffing**

6 (full time equivalent) members of staff provide the council's bereavement services.

**2.17 Cost of the Service**

The operation of bereavement services created a net income for the council in 2008/09 of £845,500.

**2.2 Service Vision**

- 2.21 Provide a high quality sympathetic bereavement service giving choice and access to all customers and users.

- 2.22 To minimize the impact on the environment from the activities of the service.

## **2.3 Key Drivers**

### **2.31 External drivers**

- Statutory Regulations – The Cremation Regulations 2008 – Births & Deaths Registration Act 1953
- New requirement to control mercury emissions from the Crematorium – The Environmental Permitting (England & Wales) Regulations 2007 – The Environmental Protection (England) (Crematoria Mercury Emissions) Direction 2008
- Declining Death Rate until circa 2016
- Possible Swine Flu or other pandemics
- New Cremation regulations
- Customer Service Excellence Award ( replacement for Charter Mark)

### **2.32 Corporate drivers**

- Corporate Strategy
- Equality impact assessments
- E Government
- Need to maximize income

### **2.33 Directorate drivers**

- Improving health and safety culture
- Improving staff absence
- Staff Development

### **2.34 Service drivers**

- Continue to improve service delivery following significant staff changes
- Developing maturity in new team
- Improve marketing & branding of memorialisation & crematorium
- Embedding new ways of working resulting from purchase of new supporting software.
- Improve site & presence for Dringhouses Cemetery

### 2.3 **Service objectives and aims.**

- 2.41 Provide a high quality sympathetic bereavement service giving choice & access to all customers & users
- 2.42 Maintain & develop the grounds & buildings to give comfort & consolation in a landscape setting
- 2.43 Provide efficient arrangements for funeral directors and clergy which meets the needs of the service users at a reasonable cost
- 2.44 Provide expert guidance on all aspects of cremation and ancillary services

## 3. **PROPERTY AUDIT**

### 3.1 Introduction

The principal property of the service is the York Crematorium. The building is of single storey traditional construction erected in 1962. In addition a 3 bedroom detached house was constructed at the entrance to the grounds. This house is currently let to a member of the crematorium staff on a service tenancy. The site extends to 3.35 hectares (8.28 acres) and is mainly landscaped to provide grounds for a memorial garden, interment of cremated remains and access to and egress from the Crematorium. The western side of the site comprises the former Bishopthorpe Road prior to the construction of the York Bypass. This has been marked out to form an extensive car park. The whole site is owned freehold. Detailed information concerning the Crematorium building and the use of it has been collected for several years and the latest Asset Management Report is included at Annex A. The location of the Crematorium and Dringhouses Cemetery in the Authority area are shown at Annex B.

In addition work has also been done on the suitability of the crematorium building to deliver the service. This has been done by completing a questionnaire with the manager and staff, and the results are contained at Annex C.

### 3.2 Summary of Results (see also Annexes A and D)

#### 3.2.1 Running Costs

The average net running cost of the crematorium over the last three financial years is £262/m<sup>2</sup> p.a. The range is from £279/m<sup>2</sup> p.a. to £234/m<sup>2</sup>. The net running cost for all council buildings is

£44.02/m<sup>2</sup> p.a. and it can be seen therefore that, on average, the Crematorium is more expensive to run. This is mainly due to the consumption of utilities as shown by the performance indicators in paragraph 3.2.4.

### 3.2.2 Outstanding Repairs

A condition survey has recently been carried out on the buildings including the technicians house. The total outstanding repairs is estimated at around £39,000 of which around £5,000 is considered as work which is urgent and essential, and required within the next two years. However, there is an additional £10,000 worth of work to the roofs, which it would be prudent to carry out as soon as funds permit.

Limited Corporate funding has been obtained to deal with the council's total maintenance backlog. A programme of works has already commenced and some work has already been carried out.

Asbestos surveys have been carried out on all buildings and although asbestos is present it is only minor and considered to be low risk.

### 3.2.3 Suitability

The result of the suitability audit showed generally the suitability of the current buildings to deliver the service was good. The property is situated in the right location for service delivery. Attached at Appendix C are the results of the survey in more detail.

The main areas of weakness were:-

- Image

Could be improved as the general image is somewhat dated and slightly 'industrial' in appearance. Cracked and broken flagstones at the front of the building require replacement.  
New signage is needed for the Cemetery.  
Public reception areas are in need of improvement.

- Environment

Externally, generally good apart from proximity to the river which does flood into the garden area used for 'strewing' cremated remains.  
Internally, the cremators do not comply with current emissions regulations.



available are for 2008/09 and the average costs over the last three financial years are:-

2A Energy Costs/m<sup>2</sup>

Electricity

£4.92 for whole authority  
£13.24 for the crematorium

Gas

£5.05 for whole authority  
£60 for the crematorium

2B Water costs/m<sup>2</sup>

£1.34 for whole authority  
£0.82 for the crematorium

2C CO<sub>2</sub> emissions (tonnes/m<sup>2</sup>)

0.036 for whole authority  
0.1 for the crematorium

As the Crematorium buildings and Cremators are updated and/or replaced it should be a prime objective to reduce all these figures.

### 3.3 Conclusion

The information collected as a result of this audit shows that

- For obvious reasons the Crematorium consumes a far greater amount of gas and electricity than the Council average, with a consequent knock on effect on CO<sub>2</sub> emissions. Water consumption is below the Council average .
- Repairs are needed to the crematorium although the amount of urgent and essential repairs is low. Due to the age of the buildings this is likely to increase in the future.
- Suitability is generally good, although there are areas of weakness in terms of image, environment and space.

This audit will be reviewed on a regular basis so that the future plans can be informed and, wherever necessary, influenced.

## **4 JOINT APPRAISAL**

### **4.1 Introduction**

The purpose of this section is to make an assessment of how the Crematorium fits in with the structure as described in Section 2 and then begin to identify the options and a way forward. It is recognised that resources and other constraints could be a limiting factor but each situation should be assessed using the principles established in this plan and then, when opportunities from whatever source arise, they can be considered against the proposals set out here.

Therefore, after detailed consultation between the Bereavement Services and Property Services, the following comments can be made.

### **4.2 Assessment of Current Buildings**

#### **4.2.1 The Crematorium**

The property is well located in terms of providing the service required. Its setting in substantial grounds provides an ideal atmosphere for customers and users. There are improvements that can be made to the building which are identified below, and avenues to be explored as far as enhancing the customer experience is concerned.

#### **4.2.2 Technicians House**

Generally this building provides a good level of accommodation and is well utilised. In addition its image has been improved in recent years. Whilst in reasonable condition there are concerns regarding the internal fixtures and fittings and resultant damage to floors. However, funding has been identified to address this and work is underway. Following this work which includes replacement of the bathroom and kitchen, the property will come up to, if not, exceed, the government's decent homes standard.

#### **4.2.3 Dringhouses Cemetery**

The cemetery is a gently sloping triangular site shaped site bordered on the NE side by Tesco supermarket, the former Sim Hills tip and railway on the W side and Tadcaster Road in the SE side. The cemetery is mainly grassed with a variety of stone memorials, a tarmac and hardcore surfaced access road and main paths of concrete slabs.



A variety of broad leaved deciduous trees surround the site along with Yew trees within the cemetery grounds.

In the North corner of the site is a brick and tile built garage. In addition a notice board is provided along with timber benches.

The Cemetery is a closed burial ground apart from occasional re-interments. It is, however, frequently visited and the cremated remains plot is used 10-15 times per year.

The Cemetery overall receives a low level of maintenance, due to limited staff resources and the fact that it attracts very little income. However, attention is now required to the roadways, paths and the brick built garage. In addition the monuments require checking for safety, one in particular was noted to be of imminent danger of falling over and has been made safe. Problems with litter were also noted.

#### 4.3 Current and Future Opportunities

The following projects have been identified to 'close the gap' between current and future service provision.

##### 4.3.1 Mercury Abatement

York Crematorium at present has three cremators, two are operational dealing with over 2000 cremations per year. Emissions legislation will be significantly tightened, with the result that by 2012, DEFRA require that at least 50% of all cremations are subject to abatement of increased proportions of emissions, specifically Mercury (Hg).

Abatement of flue gases means removing much of the potentially harmful chemical content including Mercury, Dioxins and acid gases; in simple terms, abated emissions are 'cleaner' than unabated.

DEFRA has stated that the cremation industry must abate 50% of cremations by 2012 and 100% by 2020.

Notwithstanding the legislative imperative above, there exists a more significant issue; that of the operation and increasingly expensive maintenance of the current cremators in the short to medium term. The cremators have been in situ since 1994 and when 'new' had a maximum life expectancy of 15 years with maintenance and repair costs rising as the cremators get older and will additionally be frustrated by the obsolescence of spare parts for the same.

##### 4.3.2 Refurbishment of the accommodation

Complete the refurbishment works to the building following installation of new cremators.

#### 4.3.3 Alterations to the building

Expand the chapel of remembrance to include the former chauffeur's room and existing courtyard, which would then create more room for new books of remembrance.

Development of purpose built reception, meeting room and interview room facilities, particularly to allow private conversations to take place in a sensitive environment.

As part of the above and replacement of the cremators consideration will be given to the incorporation of sustainability measures such as heat recovery from the cremators, rainwater harvesting and smart metering.

#### 4.3.3 Tree Management Plan

It is felt that there are too many trees in the Crematorium grounds. Many of them require pruning, crown reduction, and branches lifting. A tree survey is needed by the tree conservation officer to ascertain the work required and costings. In addition there is the potential for the development of a woodland walk and wildlife garden on the land between the car park and Bishopthorpe Road.

#### 4.3.4 Land to the North of the main site

This comprises 4.6 hectares of land between the main site and the York By-Bass. It is currently comprised of rough pasture and marshland and was acquired in 2002 for incorporation into the grounds of the Crematorium. Due to lack of funds this has never happened. It is now proposed to include this in the Strays and Agricultural Land Asset Management Plan to be carried out by our specialist agricultural framework partners in consultation with the Council's Countryside Officer.

#### 4.4 Available and Potential Funds

##### 4.4.1 Internal budgets

Funds are available from within the Asset and Property Management Capital repair and maintenance budget to cover the estimated cost of the urgent and essential repairs and repairs to ensure the building remains wind and watertight.

Bereavement Services revenue budgets are very limited.

##### 4.4.2 Capital receipts/CRAM

As a result of requirements highlighted by this plan CRAM bids have been made in the forthcoming round to fund further repairs and

improvements, and the replacement of the Cremators to comply with the new emissions regulations.

#### 4.4.3 External Funds

No external funding has yet been identified.

#### 4.5 Other Factors

##### 4.5.1 Current and Future Opportunities

Provision of an on-site catering facility providing refreshment facilities and flowers, initially by way of a temporary building on the edge of the car park. A similar facility has been provided by Middlesbrough Borough Council at the entrance to Acklam Cemetery and Crematorium. Apparently the venture has so far been successful although it is early days. The operators of the facility have a three year licence, terminable on the giving of 3 months written notice. They are responsible for providing the portakabin and the payment of all outgoings relating to the operation. The licensees currently pay £2,600 per annum.

4.5.2 Consideration of flood prevention measures to stop flooding in the garden where cremated remains are strewn.

4.5.3 The former Sim Hills household refuse site adjacent to Dringhouses Cemetery is due for development as a new Park and Ride facility in 2011 and the Cemetery could form part of the environmental management of the whole site. This will be investigated further.

## **5 ACTION PLAN**

5.1 Carry out urgent and essential repairs

5.2 Replace Cremators to comply with emissions regulations

5.3 Extend the book of remembrance room to accommodate additional books

5.4 Include the land to the North of the main site in the Strays and Agricultural Land Asset Management Plan.

5.5 Carry out tree surveys

5.6 Investigate further the provision of refreshment facilities on site

5.7 Carry out repairs necessary at Dringhouses Cemetery

5.8 Development of purpose-built reception/meeting/interview rooms either within existing building or by way of extension.

5.9 Include the Crematorium buildings in the carbon management programme

## **6 TIMETABLE**

### **6.1 2009/10**

- 6.1.1 Urgent and essential repairs.
- 6.1.2 Land to the north – Strays and Agricultural Land Asset Management Plan
- 6.1.3 Carbon management programme

### **6.2 2010/2011**

- 6.2.1 Repairs and maintenance at Dringhouses Cemetery
- 6.2.2 Investigate the provision of refreshment facilities
- 6.2.3 Tree surveys

### **6.3 2011/2012**

- 6.3.1 Replacement of the Cremators
- 6.3.2 Complete refurbishment of public areas
- 6.3.3 Extension of book of remembrance room – if finance available
- 6.3.4 Investigate feasibility of creating Reception meeting room and interview room facilities.

## **7 REVIEW**

- 7.1 This plan will be reviewed on an annual basis and in the light of the outcome of the Area Asset Management Plans being implemented prepared.
- 7.2 As and when new funding opportunities and buildings become available the plan will be updated as necessary.

## **8 ANNEXES**

**ANNEX A**

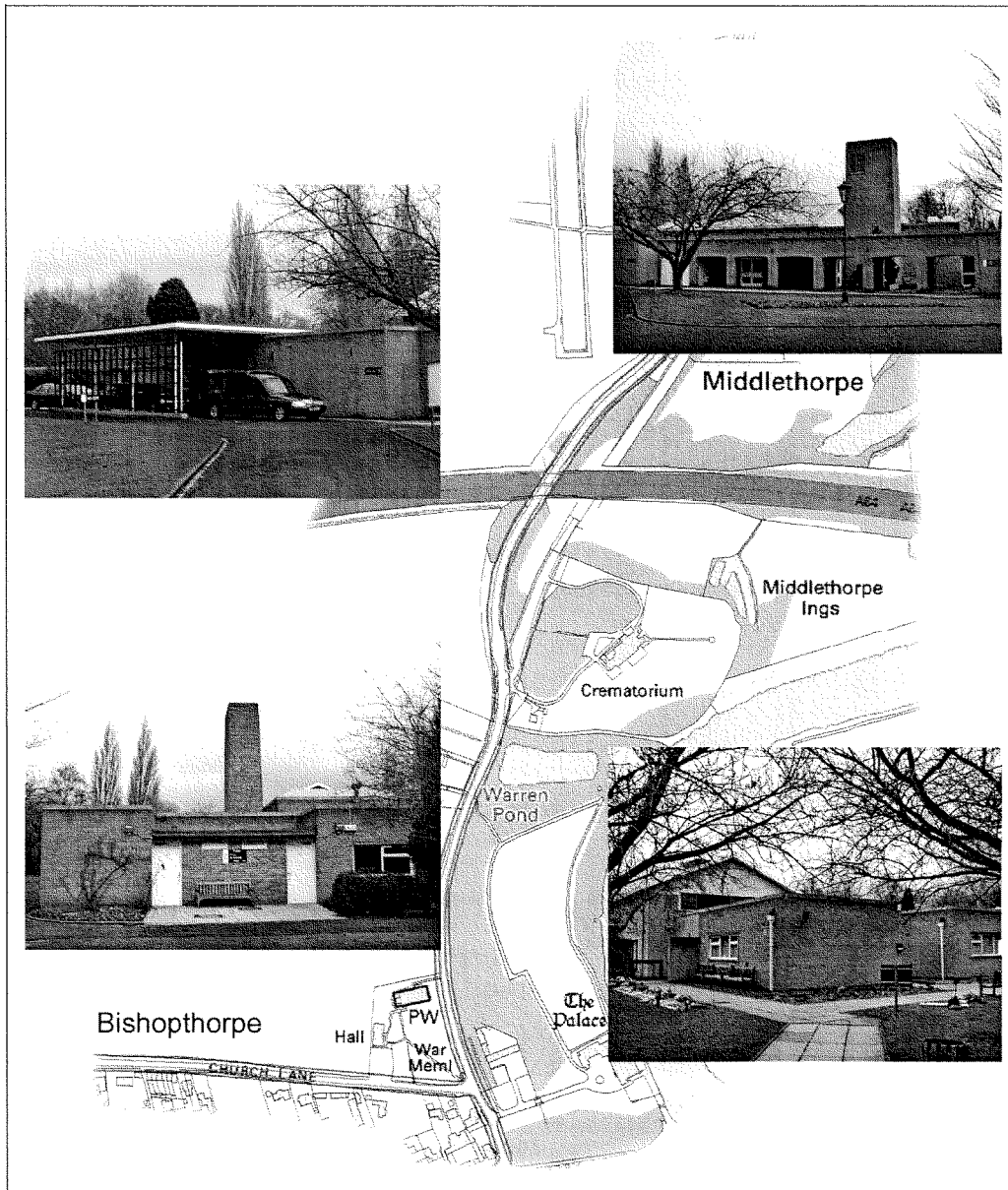
**ASSET MANAGEMENT REPORT**

City of  
York Council



# BEREAVEMENT SERVICES SERVICE ASSET MANAGEMENT PLAN

2009 - 2014



# Asset Management Report

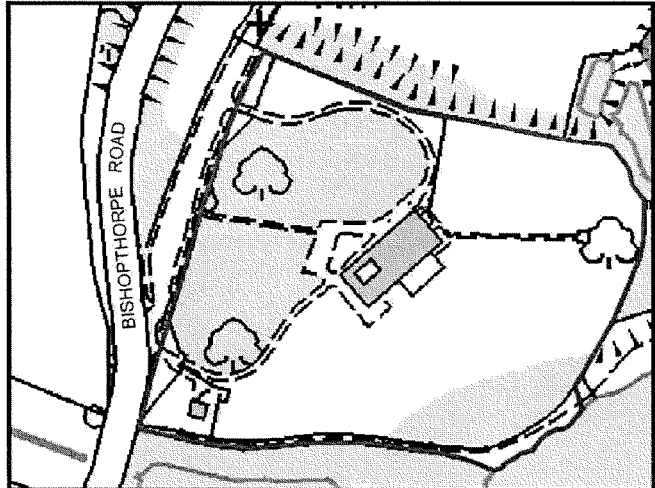
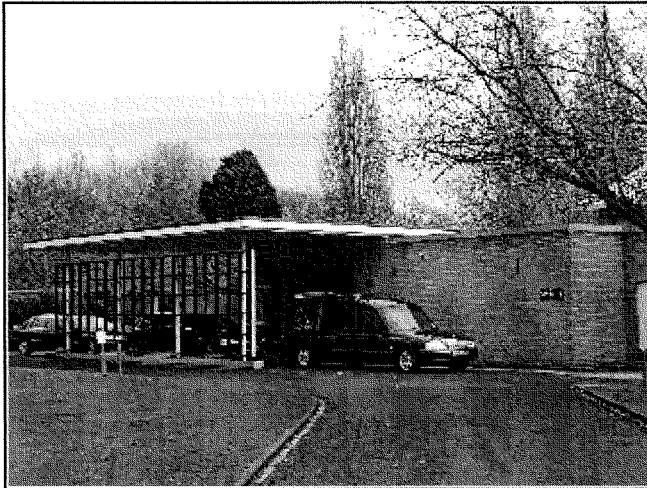
**Asset Name:** CREMATORIUM

**Asset Type:** CREMATORIUM

**UPRN:** E00434

## Core Data

**File Ref:** E00434/B01  
**Managing Service:** NEIGHBOURHOOD SERVICES  
**Occupying Service:** NEIGHBOURHOOD SERVICES  
**Ward:** BISHOPTHORPE



## Location

CREMATORIUM  
 BISHOPTHORPE ROAD  
 BISHOPTHORPE  
 YORK  
 YO23 2QD

### Blocks:

#### Description

E00434/B01 - YORK CREMATORIUM  
 E00434/B02 - 620 BISHOPTHORPE ROAD  
 E00434/B03 - YORK CREMATORIUM LAND ADJACENT

## Areas

**Site:** 33523.99 m<sup>2</sup>  
**Property (GIA):** 763 m<sup>2</sup>

	Area (GIA)	Occupant
E00434/B01 - YORK CREMATORIUM	684 m <sup>2</sup>	
E00434/B02 - 620 BISHOPTHORPE ROAD	79 m <sup>2</sup>	
E00434/B03 - YORK CREMATORIUM LAND ADJACENT	0 m <sup>2</sup>	
<b>Total:</b>	<b>763 m<sup>2</sup></b>	

## Property Details

**Tenure:** VARIOUS OWNERSHIPS      **Type:** Non HRA  
**Year Built:** 1965      **Listed:** No      **Grade:**  
**Asset Category:** OPNL OTHER LAND & BUILDINGS      **Disabled Access:** No  
**Wiring Certificate:**  
**Suitability Rank (%):** 94  
**Energy Performance Rating:**  
**Supply Capacity:** Elec: 384kva      Gas:

## Valuation

Valuation Basis	Asset Value	Land Value	Total	Valuation Date
Depreciated Replacement Cost	261,012	41,130	302,142	01/04/2006

# Asset Management Report

## Property Surveys

### Condition Survey Summary

Priority	Amount (£)
1 - Urgent	175
2 - Essential	4,653
3 - Desirable	33,891
4 - Long Term	300
N - None	0
<b>Total</b>	<b>39,019</b>

### Hazard Surveys Completed

	Survey	Risk
<b>Asbestos:</b>	YES	Yes
<b>Contaminated Land:</b>	NO	No
<b>Fire:</b>	YES	Yes
<b>Legionella:</b>	YES	Yes

### Contacts

Name	Job Title	Telephone
Mark Ellis	Health & Safety Advisor for Fire Risks	01904 553415
William Bray	Health & Safety Advisor for Asbestos & Legionella	01904 553328

Further Information can be obtained from the Technology Forge database or by written request to:  
[property.services@york.gov.uk](mailto:property.services@york.gov.uk)



# Asset Management Report

## Financial Information

Cost Centre: NG080

### Expenditure (£)

	2006/2007	2007/2008	2008/2009
Cleaning Costs	1,652	1,174	1,647
Depreciation Costs	19,650	13,812	16,067
Electricity Costs	8,053	8,060	11,061
Gas Costs	32,635	40,336	49,715
Grnds Maint Costs	1,455	1,495	872
Insurance Costs	5,548	4,347	6,240
Notional Interest Costs	25,620	18,480	18,372
R & M Costs	29,485	45,540	36,889
Rates Costs	44,669	45,808	47,677
Rental Costs	0	0	0
Security Costs	0	0	0
Sewerage Costs	375	0	0
Service Charge Costs	0	0	0
Water Costs	369	777	545
<b>Total</b>	<b>169,511</b>	<b>179,829</b>	<b>189,085</b>

### Income (£)

	2006/2007	2007/2008	2008/2009
Other Income	0	0	0
Rental Income	0	0	0
Sundry Income	10,936	11,088	9,957
<b>Total</b>	<b>10,936</b>	<b>11,088</b>	<b>9,957</b>

### Running Costs m<sup>2</sup> (£)

	2006/2007	2007/2008	2008/2009
<b>Property:</b>	279.26	238.67	234.77
<b>Service:</b>	279.26	238.67	234.77

# Asset Management Report

## Ownership Information

CYC Plan No:	126	Ordinance Survey Sheet No:	SE5948SE	Terrier Ref:	0534	Deed Packet Ref:	2541	Purchasing Committee:	NEIGHBOURHOOD SERVICES	Purpose of Acquisition:	Crematorium - Crematorium Acts 1902 & 1952	Statutory Power of Acquisition:	Crematorium Act 1902 Crematorium Acts 1952
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## Lease / Licence Out

Occupier:  
Term: 0 Years 0 Months 0 Days

Description	Start Date	Review Frequency	Next Review Date	End Date	Annual Amount
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## Lease / Licence In

Landlord:  
Term: 0 Years 0 Months 0 Days

Description	Start Date	Review Frequency	Next Review Date	End Date	Annual Amount
-------------	------------	------------------	------------------	----------	---------------

# Asset Management Report

## Property Photographs



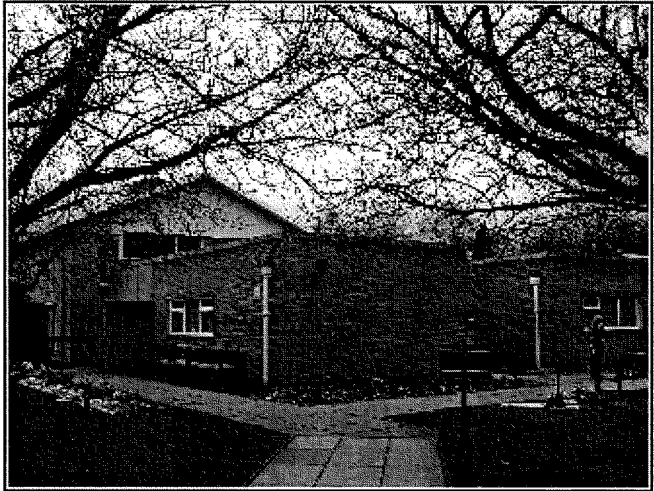
AMR Photograph RSE



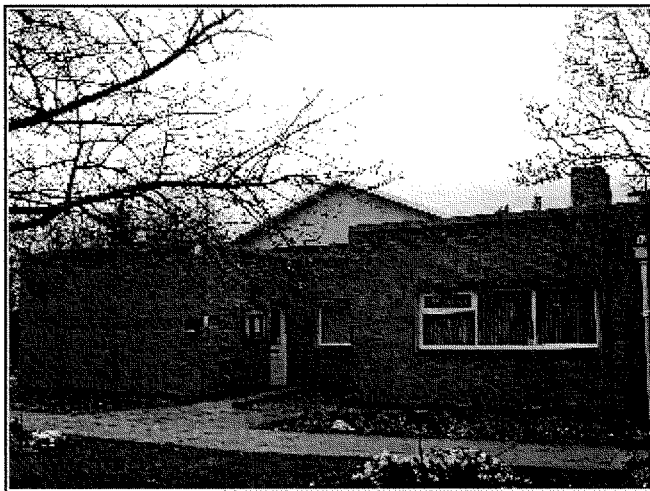
AMR Photograph FE1



AMR Photograph RE



AMR Photograph RSE1



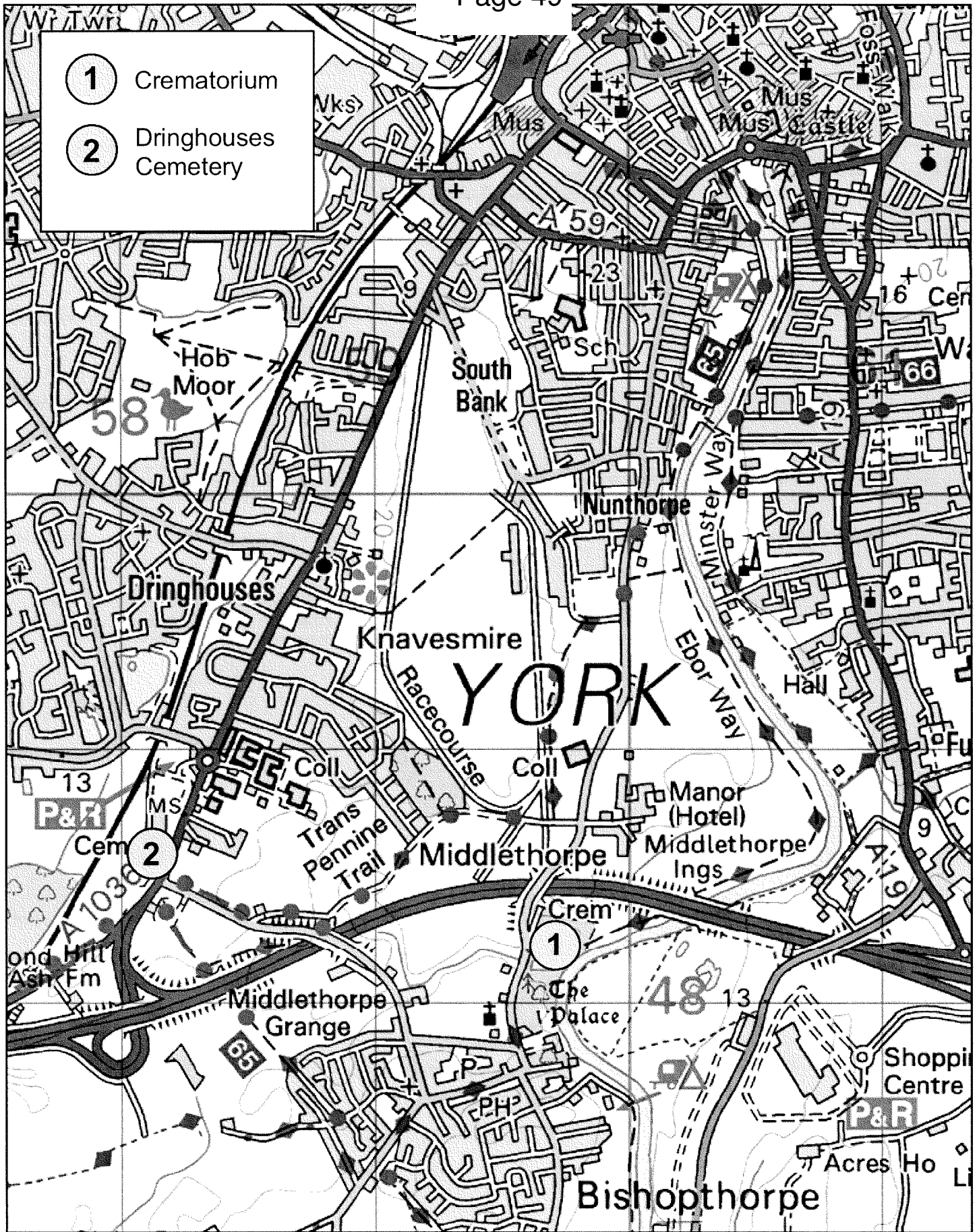
AMR Photograph RSE2

## Additional Information

Last Updated

**ANNEX B**

**BEREAVEMENT SERVICES LOCATIONS**



Resources  
Property Services

### Bereavement Services Locations



SCALE 1:20,000

DRAWN BY: GR

DATE: 13/10/2009

Originating Group

Property Services

Drawing No.

E00434 & E00455

**ANNEX C**

**SUITABILITY SURVEY RESULTS**

<b>1. Location</b>	<b>Score</b>
1.1 Is the property in the right location/catchment area of the City?	1
1.2 Is the property conveniently located to a good public transport system?	1
1.3 Is the staff on-site parking adequate? (H&S issues, location, no. of spaces)	2
1.4 Is the public on-site parking adequate?(H&S issues, location, no. of spaces)	1
1.5 Is the off-site parking adequate?(H&S issues, location, no. of spaces)	1
1.6 Is there adequate provision for vehicular deliveries to the premises?	2
1.7 Could the service delivery be improved if it was effected from a multi-agency building?	3
1.8 Could the service delivery operate through other non-property ways of service provision? (Mobile operation/In customers' homes)	3
<b>Location Total</b>	<b>1</b>
<b>2. Accessibility</b>	
2.1 Can disabled people easily access the premises?	1
2.2 Does the internal layout allow disabled people using the service to get around easily and to exit the premises safely in an emergency?	1
2.3 Are the toilet facilities suitable for disabled people?	1
2.4 Are reception/interview/meeting rooms/public areas suitable for disabled people?	2
2.5 Is the internal and external signage suitable to disabled people?	2
2.6 Can (or could) any disabled staff make full use of all the premises in their day to day work?	3
<b>Accessibility Total</b>	<b>1</b>
<b>3. Environment</b>	
3.1 Does the heating system for the property enable you to consistently maintain a suitable temperature?	3
3.2 Does the heating system meet your requirement? (Ability to heat different areas for different time spans to different temperatures)	3
3.3 Is the level of ventilation currently achieved acceptable?	2
3.4 Does the current method of ventilation generate other problems that interfere with the service being delivered?	3
3.5 Do the means of lighting achieve satisfactory levels?	2
3.6 Are the means of controlling the lighting arrangements satisfactory? (Ability to zone lighting, type of lighting)	2
3.7 Are the acoustics within the property suitable?	1
3.8 Is the internal decoration to a suitable level for the current use?	2
3.9 Do the floor finishes meet the requirement for the current use?	2
<b>Environment Total</b>	<b>2</b>
<b>4. Safety and Security</b>	
4.1 Does the property provide a safe and secure environment for it's occupants?	2
4.2 Is the property equipped with suitable means of reducing the impact of crime/vandalism?	1
4.3 Are there suitable means within the property for dealing with the initial outbreak of a fire?	1
4.4 Are emergency procedures in place for building evacuation in case of fire, bomb threat, etc?	1
4.5 Have risk assessments been carried out and measures taken to minimise risks to the occupants?	1
4.6 Is there any evidence of asbestos or is the presence of asbestos known to you?	1
<b>Safety and Security Total</b>	<b>1</b>
<b>5. Space</b>	
5.1 Is the layout of the space suitable for the purpose of service delivery? (How do different parts of the property relate to each other/are facilities located in the right place)	1
5.2 Is the building the right size?	1
5.3 Is the site the right size?	1
5.4 Is the property the right shape? (Open plan/cellular offices)	1
5.5 Is the storage space adequate? (Consider material types, environment required, timescales)	2
5.6 Are there adequate welfare facilities for staff? (Canteen/kitchen/medical room/changing facilities)	1
5.7 Are the toilet facilities suitable?	1
5.8 Are the reception facilities suitable for the purpose?	2
5.9 Are the interview facilities suitable for the purpose?	3

**6. Fixtures and Fittings****Score**

6.1 Is the IT infrastructure adequate? (access to CYC main network, sufficient cabling)	1
6.2 Is there an adequate supply and distribution of power points? (H&S issues)	1
6.3 Has adequate provision been made for services? (Gas/electricity/water/telecommunication)	1
6.4 Are working areas suitably protected from excessive sunlight?	1
<b>Fixtures and Fittings Total</b>	<b>1</b>

**7. Image**

7.1 Is the age of the building appropriate? (Consider whether the service is better delivered from an older low profile property as distinct from a new high profile one)	1
7.2 Is the type of construction appropriate? (Consider perception issues arising from temporary type of structures, 'heavy' architecture right for type of service operating)	1
7.3 Does the access to the property convey the necessary degree of openness? (Entrance off a side road/alley, forbidding type of doorway)	1
7.4 Does the property look 'shabby'?	2
7.5 Is the external planting suitable? ('Softens' the structure, compromises safety)	2
7.6 Are the external and internal planting areas adequately maintained?	2
7.7 Are public reception areas comfortable and inviting? (Consider reception points are clearly visible, furniture is suitable)	3
7.8 Is the cleaning regime suitable for the purpose?	2
<b>Image Total</b>	<b>1</b>

**8. Financial**

8.1 Is there currently an adequate budget for the premises? (Consider repair and maintenance budgets, improvement budgets, all property related budgets)	3
8.2 Are property related maintenance costs high? (Benchmark to be comparison with similar properties via asset management plans)	3
8.3 Are other property related costs high? (Benchmark to be comparison with similar properties via asset management plans)	3
8.4 Are the cost of outstanding repairs high? (Benchmark to be comparison with similar properties via condition surveys)	2
8.5 Are there sources of external funding for the premises?	3
8.6 Is the external funding available immediately?	3
8.7 Is the current income generation from the premises adequate?	1
8.8 Is there potential for increasing income generation from the premises?	2
<b>Financial Total</b>	<b>2</b>

**OVERALL SCORE****1****Suitability Scoring**

Suitable - Score 1

Could be improved - Score 2

Cannot be improved - Score 3



**ANNEX D**

**PROPERTY PERFORMANCE DATA**

## National Performance Indicators - PMI 1 Bi/Bii

Indicator B: Required maintenance by cost expressed:

- i) As total cost in priority levels 1-3
- ii) As a % in priority levels 1-3

2008/2009

CATEGORY	PRIORITY (£) Work Identified				PRIORITY (%) Work Identified			
	1	2	3	Total	1	2	3	Total
Crematorium	£175	£3,971	£27,426	<b>£31,572</b>	0.55%	12.58%	86.87%	<b>100.00%</b>
620 Bishopthorpe Road	0	682	6465	<b>£7,147</b>	0.00%	9.54%	90.46%	<b>100.00%</b>

DECISION SESSION – EXECUTIVE MEMBER FOR NEIGHBOURHOOD SERVICES

TUESDAY 15 DECEMBER 2009

Annex of Additional Comments received from Members and the Public since the agenda was published.

AGENDA ITEM	REPORT	RECEIVED FROM	COMMENTS
4	City of York Council Public Toilets Review – (Page 7).	Councillor Keith Hyman as Older People’s Champion.	<p>I welcome the report and am pleased to see that a pilot scheme is to be implemented. What the report doesn't say though is when it will start, how long it will run for and what the measures of success are. If a full scheme is to be introduced then having some timescale would be useful for those businesses that expressed an interest in joining the scheme and they should be kept in the loop so that they don't think we've forgotten about them. We need them to be on board when we're ready to expand.</p> <p>Agree that publicity is vital and use of the web will be important for visitors but probably less so for residents. Pleased to see that the signage will be the national scheme but still wary of the fact that a City Centre scheme will involve discussions with the Civic Trust about signage. We need consistency and can't end up with a hotch potch of signs confusing people.</p> <p>Finally, don't forget we said we'd consult with YOPA and don't seem to have.</p>

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