



## **PUBLIC CONVENIENCES WORKING GROUP**

### **REPORT TO FULL COUNCIL MAY 2025**

#### **INTRODUCTION**

The Working Group was set up by Full Council at the meeting of the 14<sup>th</sup> of January 2025 with Cllrs Layman, Riddolls, Smith A and Smith S appointed. The Terms of Reference were confirmed at the Full Council of the 28<sup>th</sup> of January.

These are attached as a reminder.

Since then, the Working Group have met twice with a lot of work taking place between the meetings.

The main points to update are as follows:

#### **1 FINANCES**

The group have sought to determine if the management of the toilets is generating a 'profit' for the Town Council or is it requiring a subsidy from the Town Council?

The outcome of this will help to guide Cllrs on what to decide to do next.

Cllrs will have seen initial information from Cllr A Smith. An update will come to Council to help them consider options for the future.

When this work has been finalised, the group will recommend the Council looks carefully at whether the toilets are costing more than the income they generate, bearing in mind this initial plan to run at breakeven or better.

The group is still waiting for confirmation of insurance costings, electricity costings and the extent and costing of repairs undertaken to date. The group also needs sight of the current schedule of rates used by the contractor to charge for repairs as specified in contract

## **2 PRE TENDER WORKS**

Assuming Council continues to provide toilet provision, Cllrs will be aware that one option to consider is a new tender in 2025 and not wait for the contract to end in 2027.

The group are looking carefully into whether a retender in 2025 is feasible. The following still being needed

- Clarification on toilet contractor interpretation of existing terms
- Negotiation of any alterations
- Incorporate favourable conditions obtained by NYC
- Investigate alternate contract types used by other Public Bodies
- Investigate other contractors

The group will propose that an inspection of all toilets be carried out to see what works need to be included in any new tender negotiation.

## **3 DOOR ENTRY**

As Cllrs will be aware, there are a number of challenges to the current arrangements, and income has been lost through both payment avoidance and also periods where the system was not working properly.

The contractor is proposing alternative arrangements which the group believe may be illegal and impractical. The group have asked for clarification from YLCA on the legality of turnstile use and asked for comparable options which would enable toilet use by frail elderly, those with mobility issues and families with children in pushchairs before making recommendations for Council.

The working group has repeatedly requested the installation of button shrouds at all paying stations and the installation of customer counters at New Quay Road and/or Pier Road. The group is awaiting confirmation of the cost of this work and will seek Council's approval for the expenditure.

## **4 FINANCIAL CONTROLS**

The group have looked at the financial controls of the contractor are sufficient. It was agreed that the cash handling provision was adequate but that inspection of other figures needed to be undertaken by Council For example the group has asked to tally card payments declared against cards payments logged into accounts (Contract condition 9.8).

The group is also seeking clarification on how invoices to the toilet contractor are calculated and the changes made to increase the share of gross profit to the contractor.

It should be noted that as of the High Court Judgement Pier Road toilets and their revenue may belong to the Harbour Authority so this situation will need to be clarified.

## **5 NEW QUAY ROAD LEAKS**

The group are looking to make sure the Council can recover any funds owed to us from water charges for the upstairs premises and also to recoup all monies owed from water damage occurring through in appropriate Landlord maintenance.

## **6 EARMARKED RESERVE**

The group will recommend that a maintenance reserve is created to have funds available for any capital repairs in the future. The group are requesting that the monies previously placed in an earmarked reserve in 2022 are accounted for.

## **7 NEXT STEPS**

- a. 2 members of the group to accompany the TC to the next meeting with the contractor.
- b. Continue work on financial review, financial controls, service delivery issues, and the content of a future tender.
- c. The contractor have submitted a number of suggestions. These are under consideration and a full report will be submitted to Council at a later date.
- d. Bring forward recommendations for Full Council to consider.