

Baseline Service Statement

Baseline Activity: Public Conveniences
Head of Service: Jamie Groves
Date: 27/7/2018

Number of Staff & Equipment	14 full time staff and 2 seasonal staff supported by Contracts & Facilities (C&F) management team within the Facilities, Assets and Housing (FAH) Service. Three vans in use. Stores are located at Unit 5 Morfa Clwyd, Rhyl.
Specification	<p><u>Daily Inspection and Cleansing</u></p> <ul style="list-style-type: none"> • Daily Inspection and Cleaning • Each toilet block is inspected and cleaned two or three times per day, depending upon location and season • All cleaning materials used are environmentally friendly. • Toilets are well maintained inside and out. • Blockages and maintenance issues are attended to within same working day • Sanitary waste bins are provided and are emptied daily <p><u>Accessible Toilets & Baby Change Facilities</u></p> <p>Accessible toilets require a RADAR key to enter. RADAR is a national scheme.</p> <p>Locations of public conveniences with disabled and/or baby change facilities are listed on the Denbighshire County Council website.</p> <p><u>Opening Hours</u></p> <p>Listed on Denbighshire County Council website.</p>
Performance Measure	<ul style="list-style-type: none"> • Income targets and income generation • Daily Inspection and Cleaning managed operationally day to day • Maintenance issues are attended to within same working day • Level of complaints and compliments received

Non - Compliance Procedure	<ul style="list-style-type: none"> • Performance issues raised through FAH Lead Officer Group (LOG) meetings and formal one to one between Lead Officer for C&F and FAH Head of Service Management • Also raised through Cleaning Management Team meetings and formal one to one meetings between C&F Lead Officer and Cleaning and Public Convenience Managers.
Existing Value of Contract	DCC budget allocation for Public Conveniences £253,716
Boundary Area	Entire County Council area
Suggested Additional BIDs Activity	
Estimated Cost of Additional BIDs Activity	