Northgate Public Toilets Annual Report

**Repairs and Maintenance:**

Reference is made to the Economy budget provided by the RFO.

£128 has been spent on repairs and maintenance this year against the budget of £1900. The vast majority of the £128 is the cost of a plumber being called out to unblock one of the toilets, and the remainder is costs of items claimed back by the Warden such as a new bolt for the one of the cubicle doors and replacing a piece of damaged drainpipe.

It must be noted that this is a very warped perspective of repairs and maintenance costs as a large amount of work is carried out by the Warden and / or John Christensen at no cost.

**Cleaning Contract and Performance:**

Our current cleaning contract is with Reflections.

Reference is made to the Economy budget provided by the RFO. The cost to date is £4500 against the budget of £9000.

The Deputy Clerk has discussed Reflections performance of this contract with the Warden at length. It should be noted that Reflections not only clean the premises but also open up the facilities on a morning and close them again on an evening. Dave Hawksworth (company owner) keeps in regular contact with the Warden regarding any possible issues they come across while cleaning and is likewise receptive to being contacted regarding any issues we may find ourselves. As per the attached appendix, Dave Hawksworth is our main source of information regarding any issues found at the toilets.

We receive very few complaints about the cleanliness of the facilities, and those which have been received are fairly pedantic. When considering some of the cleaning required, as well as some of the abhorrent states that the toilets are left in for Reflections to deal with, we see no issues with Reflections performance in this regard.

There has been a few (rare) instances of the toilets not been open as early as they should have been; most recently Saturday 10th September 22 which the Warden has sought explanation. There was also an instance where the toilets were not opened early for the Farmers Market as they normally are, as Dave Hawksworth was on holiday and his colleague who was opening the toilets in his absence was not aware of the different timings for the Farmers Market. The vast majority of the time the toilets are opened and closed on time.

**Regulatory Contract and Performance:**

Our regulatory contract is with Bradford Council.

Reference is made to the Economy budget provided by the RFO. The cost to date is £791.65 against the budget of £1200. Our annual SLA with Bradford is £600 ex VAT and we also pay £38.33 ex VAT a month for monitoring tests.

BDC conduct these checks monthly with no issues. We know the tests are taking place as we are generally contacted and asked to ensure the toilets are open and a key is available for checking the storage areas. The exact date of the tests is not consistent, but they happen monthly. As such there are no issues with the performance of this contract.

**List of Public Contacts, Closures, and Actions:**

Reference is made to the attached spreadsheet.

The committee should be aware that, as current staff only started keeping a log of public contacts circa 3 months ago, the attached spreadsheet may not be a comprehensive list of every single contact we have had over the past year. The same has been compiled through going through emails, texts and documentation received over the past 12 months.

**Full Budget Breakdown:**

Reference is made to the budget breakdown provided by the RFO.

