

**AGENDA ITEM 5
REPORT NO. SR/2/18**

HIGHLAND COUNCIL

Committee: Skye & Raasay

Date: 5 March 2018

Report Title: Public Conveniences Performance Monitoring Report for October 2017 to February 2018

Report By: Director of Community Services

1 Purpose/Executive Summary

- 1.1 This report details performance management information of the Public Conveniences Service in Skye covering the period of 1 November 2017 to 28 February 2018.
- 1.2 Members are invited to note the performance to date of the new in house service.

2 Recommendations

- 2.1 Members are invited to:-
- Note the contents of the report; and
 - Note the proposals to include information on:-
 - the structural condition of Council facilities;
 - the cleanliness of facilities provided under the Highland Comfort Scheme; and
 - the implementation of the Council's decision on 15 February 2018 in future reports

3 Introduction

3.1 The Council operates 6 Public Conveniences in Skye at the following locations:-

1. The Green, Portree
2. Dunvegan
3. The New Pier, Sconser
4. Broadford
5. Uig
6. The New Pier, Raasay

3.2 6 staff are employed to provide the service at these locations.

3.3 Members will recall that the service was brought back in house on 3 July 2017 to address issues with financial and operational performance by the then contractor, VPS. The staff involved in delivering the service at that time are now employees of the Council and are employed on the Council's terms and conditions

3.4 At the Council meeting on 15 February 2018, the Council approved the following proposals for public conveniences in the Highlands:-

- a. Review of current provision, including some rationalisation of 29 existing facilities combined with the introduction of new working practices and operational structures within the Public Conveniences service;
- b. Introducing:-
 - i. a charge of 50p per visit at 10 high use facilities; and
 - ii. increasing charges at existing payable facilities to 50p
- c. Reviewing the payment structure for premises operating the Highland Comfort Scheme, and reducing the highest level of payment from £500 per month to £300 per month.

3.5 Updates on the implementation of these proposals on Skye and Raasay will be provided at future meetings of the Local Committee.

4 Performance Information

4.1 Insourcing of the service has provided opportunities to improve service delivery and performance management. A new inspection system has been developed to measure the quality of the facilities being provided from the perspective of the service user. This is achieved by objectively assessing the cleanliness and condition of our Public Conveniences. The benefits of this approach are that it is more easily understood by its target audience and can be easily incorporated into business as usual for operational teams.

4.2 Since October 2017, 34 inspections of the Public Conveniences in Skye and Raasay have been carried out. A summary of these is provided below:-

Dunvegan	7
Portree	9
Raasay Ferry Terminal	3
Sconser Pier	9
Uig	4
Broadford	2
Total	34

4.3 No significant issues were found with the cleanliness or availability of these facilities, issues such as faulty hand driers, faulty taps, graffiti and faulty dispensers were identified. Arrangements have been made for these to be addressed.

4.4 It is acknowledged that information on the structural condition of the facilities has not been provided, and that facilities provided through the Highland Comfort Scheme have not been included. This will be addressed in future reports.

5. Implications

5.1 Resource – No implications.

5.2 Legal – No implications.

5.3 Community (Equality, Poverty and Rural) - No implications.

5.4 Climate Change / Carbon Clever - No implications.

5.5 Risk - No implications.

5.6 Gaelic - No implications.

Designation: Director of Community Services

Date: 23 February 2018

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