



RYDE TOWN COUNCIL

FACILITIES MANAGEMENT PLAN (PUBLIC TOILETS)

APRIL 2018

1. The Facilities Management Plan

The Western Gardens, Eastern Gardens, Appley and St Johns Hill public toilets Facilities Management Plan (FMP).

2. Purpose of this Facilities Management Plan

This plan covers the management of the public toilets as maintained by Ryde Town Council and their operation and maintenance programs in ensuring that all facilities are clean, well-maintained and safe for both residents and visitors alike.

3. Location and main service users of the public conveniences

All four of the public conveniences are the responsibility of Ryde Town Council (that being Western Gardens, Eastern Gardens, Appley and St John's Road) are purpose-built buildings arranged to provide ladies, gentleman and disabled toilet facilities for both residents and visitors alike. All the toilets are locked overnight (and unlocked first thing in the morning) by the cleaning contractors except for the Western Gardens toilets which are open 24 hours a day and seven days a week.

Western Gardens, Eastern Gardens and Appley public toilets are all showing signs of natural wear and tear due to the age of the properties and these buildings being exposed to the natural elements (proximity to the sea). This FMP has been informed by the condition surveys undertaken as part of the transfer and management arrangements.

4. Western Gardens Public Conveniences

The Western Gardens public conveniences are situated on the Western Esplanade to the west of the pier and nearby travel terminals (train, bus, ferry and hovercraft). As such they serve the Western Esplanade beach as well as the surrounding areas including commuters/bus drivers from the nearby travel terminals and the town area. The external floor area of the building is calculated at 70m². This building is shared with an adjoining café.

Internal fixtures within Western Gardens public conveniences:

Toilet block:	Washing/Drying facilities:	Urinals:	Cubicles:	Baby changing facilities:	Service rooms:
Ladies:	2 x Wallgate units.	N/A	5	None.	1
Gents:	3 x Wallgate units.	6 adult & 1 child height standalone urinals.	3	None.	1
Easy Access:	1 x Wallgate unit.	N/A	1	None.	None.

5. Eastern Gardens Public Conveniences

The Eastern Gardens public conveniences (which include an external public shower and a separate IW Council managed changing room for users of the harbour) are situated towards the Eastern end of the Esplanade close to the pumping station and adjacent to Cornwall Slip and the nearby public children’s play areas. These public conveniences serve this part of the Esplanade and in particular the beach and Harbour areas. The external floor area of the building is calculated at 90m². This building is shared with harbour facilities.

Internal fixtures within Eastern Gardens public conveniences:

Toilet block:	Washing/Drying facilities:	Urinals:	Cubicles:	Baby changing facilities:	Service rooms:
Ladies:	3 x Wallgate units.	N/A	6	1x baby changing table.	1
Gents:	2 x Wallgate units.	3 adult & 1 child height standalone urinals.	3	1x baby changing table.	1
Easy Access:	1 x Wallgate unit.	N/A	1	None.	None.

**Please note that in addition to the above there are also 2x external accessible service rooms located within this building.*

6. Appley Public Conveniences

The Appley public conveniences (which include an external public shower) are situated on the seaward side of the Appley Park and to the east of Ryde Esplanade with the public convenience servicing the Appley beach (main service users comprise of dog walkers and visitors). The external floor area of the building is calculated at 75m². This is a standalone building.

Internal fixtures within Appley public conveniences:

Toilet block:	Washing/Drying facilities:	Urinals:	Cubicles:	Baby changing facilities:	Service rooms:
Ladies:	3 x Wallgate units.	N/A	5	1 x baby changing table & 1x baby chair.	None.
Gents:	3 x Wallgate	2 adult & 1	3	1 x baby	None.

	units.	child height standalone urinals.		changing table & 1x baby chair.	
Easy Access:	1x Wallgate unit.	N/A	1	None.	None.

**Please note that there is a single service room located and accessible from the rear of the building.*

7. St John's Road Public Conveniences

The St John's Road public conveniences are situated on the corner of Ryde High Street and St Johns Road and are predominantly in a commercial locality in Ryde. The public toilets serve this part of the shopping thoroughfare and services the upper section of the town for both residents and visitors to the town precinct alike. The external floor area of the building is calculated at 80m². This is a standalone building.

Internal fixtures within St John's Road public conveniences:

Toilet block:	Washing/Drying facilities:	Urinals:	Cubicles:	Baby changing facilities:	Service rooms:
Ladies:	2 x Wallgate units.	N/A	5	None.	1
Gents:	2 x Wallgate units.	1x Large trough.	3	None.	None.
Easy Access:	1x Wallgate unit.	N/A	1	None.	1

8. Service Goals and Levels of Service

Key specific service goals for the public toilets include:

- The management and development of these facilities to address “within reason” the emerging needs and requirements of the service users.
- The provision and management of these facilities to meet with the service users accepted level of service.
- The provision of facilities which are accessible and useable to all.
- The provision of facilities which provide a safe, secure, clean and hygienic environment to service users and servicing contractors alike.
- Managing these facilities in a cost effective and sustainable manner.
- To continue in providing these facilities free of charge and to ensure that all public conveniences are available to all.
- Maintenance of these facilities to appropriate standards, fit for their intended purpose through a mixture of scheduled and responsive maintenance.
- Having a proactive approach rather than a reactive approach to dealing with maintenance issues wherever possible.

Key Performance Measures	Level of Services	Measured Attribute	Measurable Criteria
Quality Performance Measure	Fit for intended purpose.	Condition of the public toilets.	Service users feedback either directly to the Ryde Town Council, MY PA or via social media sites.
Availability & Accessibility	The toilet facilities are readily available and accessible to all service users.	Degree of availability & accessibility.	Unplanned closures due to maintenance issues. As well as service users feedback either directly to the Ryde Town Council, MY PA or via social media sites.
Appearance & Presentation (Operational Buildings)	Facilities are clean & in a presentable condition.	Cleanliness.	Service users feedback either directly to the Ryde Town Council, MY PA or via social media sites. As well as identified issues picked up in Weekly Inspections by the Environment officers.
Quality (Operational)	Facilities are maintained in an	Defects.	Number and type of defects recorded per month.

Buildings)	acceptable condition.		
Health & Safety	Facilities are safe & free from hazards.	Number of injures & service failures.	Reported injuries, response for repairs & Service users feedback either directly to the Ryde Town Council, MY PA or via social media sites. Issues identified through annual risk assessments.
Legislative Compliance	Legal & statutory compliance of facility management.	Compliance with relevant legislation, regulations & codes of practice.	Audit on legal & statutory compliance. Allocation of certificates.
Operating Costs	Facilities are run in a cost-effective manner.	Maintenance works/repair costs as well as the cleaning contractor's costings.	Ensuring all preferred contractors appointed offer best value (Quality + Cost) for works carried out. Monitor frequency of which repair works are undertaken & look at alternative methods if current ones are proving not to be sufficient. Carry out a quarterly budget comparison & check invoices as received via cleaning contractors.
Anti- Sociable Behaviour (ASB) preventive measures	Facilities are safe & devoid of ASB.	ASB activity.	Reported ASB acts from service users/contract cleaners. Damage caused to the toilets i.e. vandalism. Reviewing ASB records kept. Any identified refurbishment works i.e. repositioning of lights, installing of CCTV, joint working with the police etc.

9. Cleaning and Hygiene

The cleaning of the public conveniences is undertaken daily (except for Christmas Day) by Ryde Town Councils cleaning contractors (which carry out A and B cleans).

In addition, a monthly Deep Clean is also undertaken by the contractors in all the public conveniences as well as them providing a reactive cleaning service to any unforeseen cleaning matters that may arise (with prior approval being granted by the Ryde Town Council). To meet the increased needs and demands placed on the public conveniences during the summer period (due to an increase in both residents and visitors utilising these facilities) an additional attendance round is in operation from the 1st June to the 31st September.

Weekly inspections of all the public conveniences are carried out by the Environment Officers (on behalf of Ryde Town Council). All issues (cleaning and maintenance) identified during these site visits are passed onto the Facilities Officer for arrangements to be made for these matters to be rectified/actioned. Formal inspection reports as issued by the Environment Officers and kept on file along with the schedule for the deep cleans by the Facilities Officer.

10. Legionella Risk Assessments

A Legionella Risk Assessment is carried out within all the public conveniences on an annual basis by an appointed contractor with all reports issued and retained on file by the Ryde Town Councils Facilities Officer. Any findings as identified within these reports are then actioned. Records for the scheduling of the Legionella Risk Assessments are also maintained and updated by the Facilities Officer.

In addition, the weekly flushing out of all service taps and external showers/taps are carried out by the cleaning operatives with records being maintained by the contractors and available from Ryde Town Council upon request.

11. Electrical Inspections

An Inspection is carried out within all the public conveniences on an annual basis by an appointed contractor. The reports issued are retained on file by the Facilities Officer, with any required action identified, implemented and recorded on file. In addition, records of the scheduling of the electrical inspections are also retained on file.

12. Electrical and Water Meter readings

Electrical meter readings are carried out within the public conveniences on a six-monthly basis by the Facilities Officer with all readings submitted to the energy providers and records kept on file by the Facilities Officer.

To reduce financial expenditure and energy consumption as well as reduce the councils environmental impact, the council have 'Green Energy' contracts in place for all public toilets.

In addition, water meter readings are carried out within the public conveniences on a quarterly basis by the Facilities Officer with all readings being submitted to the energy providers. All are recorded on file by the Facilities Officer.

13. Wall Gate Servicing

Wallgate units are the hand washing and drying facilities as situated within all of the public toilets.

A standard servicing contract is in place with the Wall Gate manufacturers which provides two scheduled full servicing visits per annum of the Wall Gate units within the public conveniences. During these visits all aspects of each appliance is examined for efficiency, function and safety. Servicing visits are scheduled in (through arrangements made with the Town Council) before and after the tourist session and all reports are issued to Ryde Town Council to be retained on file. An asset register of the Wall Gate units is also recorded and maintained by the Facilities Officer.

14. Health and Safety

In addition to arranging for the annual electrical Inspections and Legionella Risk Assessments Ryde Town Council also reviews, in house, all risk assessments pertaining to the public conveniences which it manages on a routine annual basis. Please note that these risk assessments (as is standard practice) are reviewed at such times of the introduction of any significant changes to the fabric of these buildings or its operations.

It is worth noting that in addition to this the cleaning contractors are responsible for carrying out any risk assessments for the operatives in the execution of their required duties.

The introducing of Permit to Work forms have been introduced by the Town Council and are consequently issued to any appointed contractors carrying out works within the public conveniences.

Due to historic issues pertaining to the soundness of the wall tiles situated in the St John's Road public toilets (gents, ladies and Disabled toilets) fortnightly inspections and monitoring of them is carried out by the Facilities Officer. Any identified repair works noted during these inspections is then actioned.

15. Securing the public conveniences and ensuring that they are safe environments

The cleaning operatives carry out an end of shift check as part of their daily lock up procedure. They ensure that all doors and windows are fully secured within the public conveniences (gents, ladies and disabled toilets) and that all persons have vacated when the premises are locked. Please note however that this procedure cannot be applied to the Western Gardens public toilets due to them being in operation 24 hours per day and as such remain unlocked.

There are several measures already in place to deter and address acts of ASB that may occur within the public conveniences. These include the installation of appropriate lighting both internally and externally, ensuring that all cubical doors can be locked, all other

furnishings are safe/secure as well as signage informing service users of the process of reporting ASB activity.

In addition, reactive measures are in place that include a rapid response to rectify any damage as part of the ongoing maintenance program. A reporting structure is firmly in place in regard to acts of ASB with the Town Council receiving notification by the contract cleaners, Environment officers (during the course of their weekly inspections) as well as being contacted by MYPA (call monitoring contractors) with any reports as made by members of the public.

All reports made to the Town Council are then logged with the police (via 101) and a ASB incident forms is completed and recorded on file at the Town Council for future records. Follow up action include monthly patrols (Facilities officer and the local PSCO) of all the public conveniences to act as a deterrent to ASB. Records of ASB incidents reports as well as the monthly patrols are maintained and updated by the Town Councils Facilities Officer. All reports of ASB are filed with the police.

16. Maintenance Works

The Facilities Officer (as part of their role) is responsible for the day to day operational management of the public toilets to ensure that these public accessible facilities run smoothly, remain open and are clean, safe environments.

Unfortunately, the public toilets are subjected to unforeseen issues such as acts of anti-social behaviour activities, as well as frequent maintenance problems i.e. blockages, flooding and repair works required to be undertaken due to acts of vandalism.

Strong communication is essential between the Facilities Officer and the contractors either directly appointed by the Ryde Town Council or those parties sub-contracting the works on the Ryde Town Councils behalf.

As such in addition to dealing with contractors directly i.e. glazers, carpenters, general maintenance personal etc. the Facilities Officer also works frequently with the Contract cleaner's management team.

Up to date Public Liability Insurance documentation for any contractors employed via Ryde Town Council for works undertaken are maintained and kept on file by the Facilities Officer.

As well as the contract cleaners being responsible for minor maintenance works for these facilities i.e. the replacement of toilet roll holders, they are also currently responsible for arranging for sub-contractors to attend to carry out any required plumbing, or electrical maintenance works (sometimes time critical issues) i.e. blockages, flooding, light replacement works which intern effect the operations of the public conveniences.

As well as Asset registers being created for all the public conveniences, in house annual maintenance inspections have also been implemented and recorded on file. These inspections have been carried out to forecast, prioritise and to schedule in dates for repair/improvement works within the public conveniences of which Ryde Town Council manages. In addition to these ad hoc works (due to the buildings being neglected over time)

reoccurrence dates can also be programmed in for more routine tasks such as internal/external redecoration, gutter/outlet and roof clearance, jet washing etc. which can be forecasted in as a matter of good housekeeping. By following this practice, the financial costings can be budgeted.

16.1 Annual Programme of Works

Frequency:	Activity:
Daily.	<ul style="list-style-type: none"> ▪ Daily cleaning of the public conveniences. ▪ Providing a reactive service to any unforeseen cleaning matters that may arise. ▪ Providing a reactive service to any maintenance issues i.e. blockages, flooding, repair works, and damage caused due to ASB. ▪ Ensuring all records as kept on file are updated.
Weekly:	<ul style="list-style-type: none"> ▪ Environment Officers Weekly inspections of the public conveniences. ▪ Weekly flushing out of the service taps and external showers/taps
Fortnightly:	<ul style="list-style-type: none"> ▪ Inspection and monitoring of the wall tiles in the St John's Road public convenience. ▪ Inspection of the baby changing tables and chairs to ensure that all units and fixtures are safe and secure.
Monthly:	<ul style="list-style-type: none"> ▪ Contract Meetings with the cleaning contractors. ▪ Deep Clean of the public conveniences. ▪ Patrols of the public conveniences in partnership with the police to act as a deterrent to ASB.
Quarterly:	<ul style="list-style-type: none"> ▪ Water meter readings taken/submitted for the public conveniences. ▪ Quarterly clean.

Six Monthly:	<ul style="list-style-type: none"> ▪ Gutters/outlets and roof clearance of the public conveniences. ▪ Electrical meter readings taken/submitted for the public conveniences. ▪ Wallgate full servicing visit for the public conveniences.
Annually:	<ul style="list-style-type: none"> ▪ legionella Risk Assessment of the public conveniences. ▪ Electrical Inspection of the public conveniences. ▪ Risk Assessments of the public conveniences. ▪ Pre -season jet washing of external wall and surrounding walkway areas. ▪ Yearly maintenance Inspections. ▪ Pre-season clean. ▪ Events – additional cleans/unlocking. ▪ Annual clean.
3 yearly:	<ul style="list-style-type: none"> ▪ Redecoration program – external and internal. Please next section.
Ad hoc:	<ul style="list-style-type: none"> ▪ Wallgate non-contractual visits - deal with any unforeseen issues with the units not covered under the contract. Wallgate Ltd.

16.2 Works agreed by General Purpose Working Party for 2018/2019.

- **Drain surveys (camera assessment) of the public conveniences** – to be carried out by contractors as a one-off task to identify any defects pertaining to the service drains. Through this practice and addressing any issues as identified (repairing pipe works etc) this will assist in reducing any future call out requests and costings in dealing with blockages, overflows or flooding.
- **Replacement of Wall Gate units** within the St John's Road public conveniences – of all five units (situated in the gents, ladies and disabled toilets) will require replacing due to the age, condition and the availability of replacement parts within the next year/two years.

Please note that all other Wallgate units (those as situated within the Western Gardens, Eastern Gardens and Appley public conveniences) are not expected to require replacing until the years 2027 – 2033. The forecasting of this is based on the Wallgate manufactories advice that the life expectancy for a unit is 20 years.

- **Lagging of the Wallgate units water pipes** – within the Western Gardens, Eastern Gardens and St John's Road public conveniences. This course of action will assist in reducing the likelihood of freezing of these water pipes during cold weather spells.
- **Preferred Contractors list** - to ensure best value for quality of service and costings is achieved. Coming forward to Finance Committee /Full Council, this includes:

Plumbers/Electricians arrangements – this responsibly to be passed over to the Town Council from the contract cleaners. By doing this internally will assist in reducing the financial costs through the below:

- Ensuring that any contractors appointed offer best value for quality of service and costings.
 - Reduce the financial costings for the overall cleaning contract (by having this service removed from their requirements).
 - Reduce the cost per maintenance task by removing any third person handling charge for arranging for sub- contractors to attend.
- **Redecoration proposed for 2018 – 2019** – for both Appley and Eastern Gardens public conveniences. Please note that the redecoration of Eastern Gardens public conveniences will need to be done together with the IWCC due to it being a joint occupancy building).
 - **Additional baby changing Facilities** – baby changing facilities to be installed within the Western Gardens public conveniences (ladies and gents).