

Minutes of the Meeting of the Facilities Committee, St Ives Town Council held in the Committee Room, The Guildhall, St Ives on 19 March 2015 at 7.00pm

PRESENT

Chairman - Councillor T Andrewes  
Vice-Chairman – Councillor S Tanner

COUNCILLORS

Glanville R	Taylor L
Nicholls C	Tulley R
Symons J	Williams T

IN ATTENDANCE

Councillor A Parsons

OFFICERS

Town Clerk  
Visit St Ives Information Manager

APOLOGIES FOR ABSENCE – were received from Councillor Chard.

F.123 MINUTES

RESOLVED – that the Chairman signs as true and correct the Minutes of the Facilities Committee meeting held on 22 January 2015.

F.124 PUBLIC SPEAKING

None.

F.125 CHAIRMAN'S ANNOUNCEMENTS

None.

F.126 DECLARATIONS OF COUNCILLOR / OFFICER INTERESTS

None.

F.127 TOWN CLERKS UPDATE REPORT

The Clerks report had been circulated with the agenda and was noted.

**VISITOR INFORMATION CENTRE MATTERS**

F.128 MANAGERS REPORT

The Visit St Ives Manager's report was considered and the various matters included within it were noted.

RESOLVED – that the Manager's report be noted.

F.129 **FINANCE UPDATE**

The finance report was presented and it was noted that the information centre budget was expected to result in a surplus this year (whilst noting that office 'rent' costs were absorbed in the Guildhall budget, and that costs associated with accounts work for the information centre had not been separated out from the Administration service budget.) The budgeted figures had been based on a deficit of £15,000 and so performance had exceeded that budgeted.

**RESOLVED** – that the finance update be noted.

F.130 **SERVICE PLAN MONITORING FIGURES**

The monitoring figures provided regarding the Visit St Ives Information Centre were considered.

During discussion it was noted that the calculation of the footfall figures was not an exact science, but that the information provided on visits to the centre and visits to the website was helpful. There was discussion around how the management team were working to increase memberships and advertising.

The information centre manager set out the steps being taken to maximise the revenue generation through increasing books such as those relating to the Tate St Ives, in addition to the books, maps and souvenirs already stocked.

**RESOLVED** – that the monitoring update be noted, and that an agenda item for the next meeting be a report on the retail offer from the information centre.

F.131 **EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED** - that in accordance with the Public Bodies (Admissions to Meeting) Act 1960 (as extended by s.100 of the Local Government Act 1972), the press and public be excluded from the meeting during consideration of the following matters on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government act 1972 by virtue of the paragraph specified against the item.

F.132 **LETS GO CORNWALL AND DMS** (Paragraph 3)

Members considered the report circulated prior to the meeting, setting out the option to continue to participate in the joint 'Lets Go Cornwall' initiative with other tourist information centres, including continuing to use the DMS system.

**RECOMMENDED** – to Council to continue to participate in the joint 'Lets Go Cornwall' initiative with the inclusion of the DMS system, to run from 30 June 2015 to 30 June 2016.

F.133 **VISIT ST IVES WEBSITE** (Paragraph 3)

Members considered the report circulated prior to the meeting. There was some debate over whether a presentation would be needed and it was agreed following discussion that information and links circulated prior to the next committee meeting would give Members sufficient points

of reference on which to base a decision. The Management Team to discuss the quotes and the services offered in more detail, to form the basis of report to the next meeting of this committee.

It was agreed that the providers who had not provided a quote by the deadline given, would not be contacted further.

RESOLVED – that the management team be tasked to discuss the options with the three providers who had responded and, of the full quotes received, for the best options to be presented to the Facilities Committee for decision.

F.134 RE-ADMISSION OF THE PRESS AND PUBLIC

RESVOLVED – that the press and public be re-admitted to the meeting.

**PUBLIC CONVENIENCES**

F.135 FINANCE UPDATE

The Clerk presented the finance report and advised the following:

- A refund was expected on a number of the utilities bills, following submission of more accurate meter readings
- A refund had been sought on elements of the cleaning contract
- Repairs and maintenance expenditure had exceeded budget, with items of note being the repair works for the water leak at West Pier, and the replacement flooring for the West Pier disabled toilet. There had also been a greater number of essential maintenance requests than in the previous year.

RESOLVED – that the report be noted.

F.136 SERVICE PLAN MONITORING FIGURES

The Clerk presented the service plan monitoring figures. It was noted that complaints regarding the cleanliness and the condition of the public conveniences had increased in 2014/15 and that this was a matter which had already been identified, with steps being taken to address this problem.

RESOLVED – that the report be noted.

**GUILDHALL**

F.137 FINANCE UPDATE

The finance report circulated prior to the meeting was considered.

It was noted that some of the deficit of the Guildhall running costs represented the office rent costs no longer paid.

Some concern was raised regarding the staff costs incurred in running the Guildhall and so it was agreed that a working group (Clerk, Assistant Clerk and Councillors Andrewes, S Tanner and Taylor) would review the staffing costs in more detail.

RESOLVED – that the finance update be noted and that a working group review the staffing costs for the Guildhall.

F.138 GUILDHALL CAR PARK – ARRANGEMENTS WITH POST AND CHAIN AND PARKING DIFFICULTIES

Clerk reported that the post and chain have been removed.

During discussion, it was noted that there continued to be problems with the car parking arrangements. After a recent meeting when Councillors had difficulty parking, it was agreed not to issue temporary parking permits to contractors at times when council meetings would also be held – daytime or evening. Those with permits needed to be reminded about the need to keep the Mayor's space clear.

RESOLVED - that the update be noted and the provisions agreed be implemented.

F.139 KITCHEN – UPDATE

It was reported that quotes and specifications for the kitchen were nearly finalised. Members expressed frustration that the project had not yet been completed and the Clerk advised that she was equally keen to see the refurbishment completed, and that the project had been worked up alongside other work.

Councillors S Tanner, Williams and Taylor offered to help.

RESOLVED – that the update be noted, and that the project be progressed as a matter of urgency.

F.140 UPDATE ON LEASING OF GROUND FLOOR OFFICE SPACE

The Clerk reported that the lease had been signed, and that the tenants were making arrangements to move in.

RESOLVED – that the report be noted.

F.141 WEDDINGS UPDATE

Members were pleased to note the increase in bookings for weddings and wedding blessings, congratulating the Clerical Assistant on her work in this growth area for the council, including the publicity for the service through social media. It was noted that it was important to continue to take into account the costs of providing the service alongside the income generated.

RESOLVED – that the update be noted.

F.142 SERVICE PLAN MONITORING FIGURES

It was noted that there had been a reduction in the number of bookings in 2014/15 and that steps should be taken to improve growth in this area, including reviewing why bookings were and were not being made.

RESOLVED – that the report be noted.

F.143 REPORTS FOR INFORMATION

None.

F.144 CORRESPONDENCE

None.

F.145 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED - that in accordance with the Public Bodies (Admissions to Meeting) Act 1960 (as extended by s.100 of the Local Government Act 1972), the press and public be excluded from the meeting during consideration of the following matters on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government act 1972 by virtue of the paragraph specified against the item.

F.146 PUBLIC CONVENIENCE CLEANING FOR 2015 / 2016 (Paragraph 3)

Members considered the Clerk's report presented at the meeting.

Councillor Andrewes reported on recent discussions that he and the Mayor had held with the beach managers, to seek their feedback on whether they would be willing to assist with the provision of cleaning of the public conveniences. The approach had been made and final feedback was awaited.

During discussion the following points were raised:

- The potential for in-house cleaning, or a local business carrying out a contract, with the hope that the work would be carried out with pride
- If an in-house option were decided upon, it would be better to commence at a quieter time of year.
- An in-house option would have implications on the workloads of other members of staff
- After decision by the beach managers, the town council would be in a position to invite tenders from contractors, and to advertise for an in-house option, to establish the costings and choices available.
- Discussed an in-house option and whether a vehicle would be needed, how the work would be managed and supervised, and the need for external contracts for waste and sanitary bins.
- Need to tighten the management of the existing cleaning contract, with the potential to

use any savings from the beach managers co-operation to increase cleans of the town centre toilets in the busiest months. Meeting to be arranged with service manager to stress the need for contract compliance for the coming season.

- The bad reputation for the town council that would result from adverse comments on social media
- The public conveniences are generally open before 8am in the summer and are open for around 14 hours. Best practice would be for them to be cleaned every 2 to 2 ½ hours in busy times to achieve the standard of cleaning needed. Ball park figures to achieve this ranged from £70,000 to £90,000.
- For the in-house or contract tender options, key questions would be: How many public toilets are needed?; and How will the cleaning be resourced?
- An in-house option would require at least 3 cleaners.
- The Sloop were the best public conveniences and the least used. People tended to use the facilities that they walked past and so Smeatons Pier and West Pier toilets were both well-used.
- Options mooted but not agreed upon included closing the toilets at Smeatons Pier in favour of those at the Sloop; and closing Dove Street in favour of opening up facilities at the Guildhall. Both options would potentially cut down on cleaning and maintenance costs at locations in need of significant refurbishment works. The Dove Street option was discounted due to the lack of suitable alternative facilities at the Guildhall. At the moment, there was additional funding for the toilets at Smeatons Pier, and this was a factor in not pursuing a closure of this facility.

RESOLVED – that the current cleaning contract be continued on a monthly renewal basis, invitations for tenders and investigation into the costs of bringing the service in-house be explored, with a provisional date of 1 October 2015 for bringing in any changes to the cleaning service.

F.143 DATE OF NEXT MEETING

The next meeting will be held on 18 June 2015.

F.144 AGENDA ITEMS FOR NEXT MEETING

Report on the retail offer in the Visit St Ives Information Centre.

Report on options to increase income generation for the Guildhall

Report on the Friends of the Guildhall and how they work with the town council.

Meeting closed at 9.10 pm

Chairman