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Minutes of the Meeting of the Facilities Committee, St Ives Town Council, held in the Council Chamber, The Guildhall, St Ives on 17 March 2016 at 7.00pm

PRESENT

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

COUNCILLORS

Armstrong M	Taylor L
Chard C	Tulley R
Parsons A	Williams T
Symons J	

OFFICERS

Town Clerk
Facilities Manager
Visit St Ives Information Centre Manager

APOLOGIES FOR ABSENCE – None.

PUBLIC SPEAKING

None.

F.122 MINUTES

RESOLVED – that the Chairman signs as true and correct record the Minutes of the Facilities Committee meeting held on 21 January 2016.

F.123 CHAIRMAN'S ANNOUNCEMENTS

The item on the opening dates for the Sloop car park public conveniences was moved to agenda item 4 as there were members of the public in attendance for that item

F.124 DECLARATIONS OF COUNCILLOR / OFFICER INTERESTS

Councillor Williams declared an Interest in Minute F.139 (options survey of the Guildhall) as the friend of one of the architects who had quoted, and withdrew from the meeting during consideration of this item.

F.125 TOWN CLERKS UPDATE REPORT

The Town Clerk's update had been circulated prior to the meeting and as there were no questions, the report was noted.

F.126 OPERATIONAL PLAN FOR SLOOP PUBLIC CONVENIENCES IN SUMMER

The Facilities Manager presented the report which had been developed to set out the working practices and measures that needed to be put in place to enable an attendant operated charging system at the Sloop car park public conveniences during the summer months. Matters considered at the meeting included:

- The installation of an honesty box to enable people to pay even when the attendant was not present (with the design to incorporate security principles)
- Agreed that the Living Wage Foundation minimum living wage rate of pay be applied to the post of attendant
- Consider a radar key for the disabled unit
- The cash float would be for change only – agreed at £20 float
- Reduce the hierarchy of staff to be called upon should someone phone in sick, with the fallback position being that the toilets would be open and the honesty box operated.
- Signs suggested for cubicles – requesting that the toilet facility be kept clean for the benefit of all users
- Signs to clearly inform in advance that there is a 20p charge.
- Publicise on town council website, etc
- Summer operation to be solely town council staff.

RESOLVED– that the operational plan be adopted and approved, with the inclusion of the amendments as set out above.

F.127 PUBLIC CONVENIENCES – UPDATE ON REFURBISHMENT WORKS AT WEST PIER

The Facilities Manager presented the report setting out the refurbishment works scheduled to commence on 11 April and to be completed by 13 May. A contingency plan was being considered to ensure sufficient facilities available in the town on May Day and during the May Bank Holiday weekend, with the possibility of opening the concert hall toilets for use if necessary.

During discussion, the following points were considered:

- When the disabled facility at West Pier would be improved
- Clear signage needed in advance
- Train station – direct people to Porthminster
- Westcotts – direct people to Guildhall / Dove Street
- West Pier – direct people to Sloop

RESOLVED – that the report be noted.

F.128 PUBLIC CONVENIENCES REFURBISHMENT – DECISION ON NEXT BLOCK TO BE REFURBISHED IN WINTER OF 2016

The Facilities Manager reported on the options proposed with the aim of best utilising resources to bring about improvements to the public conveniences.

Options – to carry out an audit of all public conveniences except West Pier and tackle the higher priorities first, or to focus on one or two blocks to bring to standard.

£45,000 had been budgeted for refurbishment works, utilising the car park levy funds of £50,000 which were confirmed for the coming year but uncertain in future years.

- Dove Street – concerns at condition, particularly odour (electrician is due to inspect the ventilation system and the flushing of the urinals)
- Urgent – to improve the locking system on the disabled toilet at West Pier (current risk)
- Men’s urinal at Smeatons Pier – needs to be improved (odour)
- Need to update to improve water and energy efficiency
- Any refurbishment to incorporate options for charging, where there would be a benefit in doing so
- Noted that part of the problem at Smeatons Pier related to the design of the pipework

RESOLVED – that the Facilities Manager carry out an audit of all facilities with Councillor volunteers (Councillor Glanville to be invited), and that the priority areas be addressed: the disabled toilet at West Pier (locking mechanism as first priority) and the odour problems at Dove Street and Smeatons Pier (Gents) be tackled in the first instance.

It was further

RECOMMENDED – to Council to carry forward any underspend in the public conveniences refurbishment budget to the next financial year, earmarked for continuing refurbishment works

F.129 **REVIEW OF OPENING DATES FOR THE SLOOP CAR PARK PUBLIC CONVENIENCE**

The Facilities Manager read a statement submitted by traders at the Sloop Craft Market, along with a petition containing 334 signatures and comments.

Discussion:

- Users of the leisure centre calling on the town council to help LC running
- Businesses calling on the town council to run CCTV
- Library users hoping the town council would help to keep the library open.

There was recognition that people from Lelant and Carbis Bay were likely to question the amount being spent in the town centre. Other areas did not keep their toilets open and so the efforts to keep them open for the times and in the condition that the town council has, is already more than in some areas.

The harbourside has three public toilets and it makes sense to shut the one in the middle. Noted that with the fingerpost sign directing to the Sloop Toilets, the signage towards it should be covered when closed, and directing to Smeatons and West Pier instead.

Discussion:

- Town council being called upon also to help with provision of other facilities – CCTV, leisure centre and the library given as examples
- Public toilets not taken on at all by some other parish / town councils
- Justification of council tax payments for residents across the parish

Suggested – improve and review signage, willing to work with local businesses if there are ideas about running the facilities better, within budget. Would not be cost effective to keep open with an attendant on a year round basis. Could be a potential to open at Christmas and half terms, and other peak visitor times, if possible.

RECOMMENDED – to Council that

1. the Sloop toilets be open in the Spring Half Term and the Christmas / New Year period (the whole toilet block);
2. to invite local businesses to work with the council with any suggestions that might help the facility to run better within budget;
3. to review the charging income after the pilot period to establish whether it should continue; and
4. to improve the signage, close off the pedestrian sign post when the toilets were closed and give better signs to alternative options.

Costings to be worked out and then reported to Council (to be drawn from if not sufficient allocation in the 2016 / 2017 budget).

F.130 **WEDDING PACKAGES AND CHARGES 2016 / 2017**

The Town Clerk presented the report prepared by the Administration Assistant – the lead officer for weddings and blessings. A key part of the offer for Guildhall wedding ceremonies was the ability for couples to make their day unique to their wished, helped by referrals to local supplies and the opportunity to order extra elements through the council. To simplify the bookings process, a package approach was proposed, rather than the piecemeal approach that had evolved.

During discussion, it was noted that to ensure customer satisfaction when third party suppliers were used, customers should be aware of where the product was being sourced from. The need to ensure payment in advance, in full, for the third party elements of wedding bookings was highlighted.

RECOMMENDED – that the scale of charges for wedding bookings be approved.

F.131 **LONG TERM OPTIONS FOR THE LOCATION OF THE VISIT ST IVES INFORMATION CENTRE**

The Visit St Ives Information Manager reported that there had been a consensus at the recent library consultation meetings that people would like the Visit St Ives Information Centre to relocate to the library if the library were to be run locally after April 2017, when Cornwall Council had indicated that it would not be in a position to run the library.

During discussion the following points were considered:

- Where a visitor information area would be located and how it would be set up
- A suggestion was made that if it moved to the library, the Information Centre could run as a business on its own – separating banking, accounts, payroll, etc
- Others questioned the benefits in separating the service from the core town council offer
- The benefits to the library in having the information service located there. As one of the main costs to the library was staffing, there could be an opportunity to support the

services offered.

- The library is in a more central location and near to the bus drop off point at Royal Square

RESOLVED – that the town council is willing to consider the potential for the Visit St Ives Information Centre to relocate to the library, in principle, subject to further discussion about the details.

RESOLVED – that it be recognised that a move to the library presents the possibility for greater autonomy for the Visit St Ives Information Centre.

F.132 FINANCE REPORTS

Members considered the finance reports circulated prior to the meeting. It was suggested that waste costs be reviewed and it be investigated whether there was a potential for savings through recycling collections.

RESOLVED – that the report be noted.

F.133 THREE YEAR FINANCIAL PLAN

The Clerk reported that due to workload it had not been possible to prepare the figures needed for consideration of this item.

RESOLVED – that this item be deferred to the next scheduled meeting of this committee.

F.134 REVIEW OF SERVICE PLANS

The draft Service Plans 2016 / 2017 were considered, with amendments suggested:

Public conveniences

- Need to improve inspections to make more measurable

Concert hall

- Remove attendance figures as a performance indicator
- Priority for next year – improving promotion of the concert hall, especially web-presence, social media, etc – add to list
- Also add the results of the options survey

Island Centre

- No changes to draft service plan.

Visit St Ives Information Centre

- Include the consideration of potential relocation

RESOLVED – that the 2016 / 2017 Service Plans, as amended at the meeting, be approved.

F.135 **REPORTS FOR INFORMATION**

The reports for information were noted.

F.136 **EXCLUSION OF 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.137 **ISLAND CENTRE – LEASE TRANSFER UPDATE** (Paragraph 3)

The Town Clerk gave a verbal report on the latest progress with the lease transfer, reporting also on matters which had arisen and which first needed to be resolved.

RESOLVED – that the report be noted.

F.138 **PUBLIC CONVENIENCES - CLEANING CONTRACT COSTS** (Paragraph 3)

The Town Clerk reported on the breakdown of the increase proposed for the 2016 / 2017 cleaning contract, the result of a combination of increase due to National Living Wage and minor service improvements which were recommended to ensure at least a minimum level of service standard.

The committee considered options either to accept the increase and fund from reserves or to adhere to the agreed budget and tailor the cleaning schedules accordingly. It was noted that an option could be to reduce the cleans in late September / October. The main complaints related to smell and so appeared a ventilation rather than cleaning issue.

A suggestion was made to investigate the option to bring the public conveniences cleaning service in-house, as a matter of urgency. Officers advised that to do this would be challenging and bring inherent risks which should be planned for an addressed before making this type of change.

RESOLVED – that the Facilities Manager be asked to enter negotiations with the contractor with the aim to provide the cleaning contract within the budget set by Council and to explore the flexibility within the contract to achieve that. Also to request the Facilities Manager to consider options for providing the cleaning service in-house, as a medium term measure.

F.139 **GUILDHALL – OPTIONS SURVEY UPDATE AND SELECTION OF ARCHITECT/TECHNICIAN** (Paragraph 3)

Councillor Williams declared an Interest in this item as a friend of one of the architects who had applied for the contract, and withdrew from the meeting during consideration of this item.

The Facilities Manager presented the report setting out the quotes received for carrying out the options survey for the Guildhall. The quotes were considered in terms of costings and the service offered.

Following consideration, it was

RESOLVED – that Poynton Bradbury Wynter Cole be appointed to carry out the options survey.

F.140 GUILDHALL – NOTICE END OF TENANCY AT WILL FOR PART OF THE BUILDING
(Paragraph 3)

The Facilities Manager reported that having been informed that the tenancy at will for the Community Rooms would be terminated in the coming months, there was a need to find alternative accommodation for: rest / changing facilities; workshop space; tools and equipment storage.

RESOLVED – that the report be noted.

F.141 VISIT ST IVES – COMBINED WEBSITE AND MEMBERSHIP UPDATE

Members considered the report circulated prior to the meeting. It noted that there had been a meeting between StITA and BID earlier in the day and that a further update was awaited.

During discussion the benefits and risks were considered and it was agreed to be important to have a legal agreement to set out the arrangement. It was noted that if the tripartite agreement for a joint website and combined memberships were to proceed, there would be a need to cover loss of direct income to the information centre such as the 10% commissions paid for the first night of stay at an accommodation booking.

There were operational matters to resolve, such as how to ensure the town council's views on the new website could be put forward, and to what extent information centre staff would be able to carry out editing – such as the What's On content.

RESOLVED – that the Visit St Ives Information Centre Manager

1. continue to attend the meetings and help to move the joint website forward;
2. explore different options for the current website, such as an online shop etc and to present a costed report to the Facilities Committee; and
3. carry on discussions regarding a combined accommodation membership scheme with StITA.

F.142 DATE OF NEXT MEETING

The next meeting will be held on 9 June 2016

Meeting closed at 9.02 2pm

Chairman