

## **OPERATIONAL REQUIREMENTS – PUBLIC CONVENIENCES**

### **GENERAL**

1. The Contractor shall supply an attendant service as specified below for the four staffed public conveniences within the Royal Borough. The locations and opening hours of these conveniences are set out in Appendix A.

### **BANK HOLIDAYS**

2. All public conveniences shall be closed on Bank Holidays.

### **STAFFING THE CONVENIENCES**

3. An attendant of either sex may be employed to staff the conveniences. The Contractor shall ensure that the attendants unlock and lock the conveniences, and open and close windows, doors, and gates, as may be required by the Authorised Officer.
4. The Contractor shall ensure that the conveniences are attended at all times during the hours specified; peripatetic staffing of conveniences is not acceptable to the Council; all staff absences for any reason must be fully covered by the deployment of other staff.
5. The Contractor shall ensure that attendants are clearly identifiable as such by the wearing of a uniform bearing the contractors name, the Council's logo, and an identifying badge showing the attendant's name and post. The uniform shall consist of blue or white coats and trousers, and shall be kept clean at all times.
6. The Contractor shall ensure that all conveniences are maintained to a high standard of cleanliness at all times and shall ensure that there is always an adequate supply of toiletries. The Contractor will display a notice in each convenience recording the last date and time the toilets were cleansed and checked, and by whom. The Contractor will display a notice in each convenience written in at least 4 languages to be specified by the Authorised Officer providing sufficient guidance and contact details to enable any member of the public to make a complaint.
7. The Contractor shall ensure that at the end of each working day the conveniences shall be left clean and fully stocked with toiletries and sundries ready for use the next day.

**CLEANING AND MAINTENANCE OF STAFFED CONVENIENCES**

8. The Contractor shall carry out the following tasks as necessary to keep the premises in a high standard of cleanliness at all times:
- a) empty, clean, sanitise and replace sanitary towel boxes;
  - b) wash (with a suitable cleansing agent) and dry all hand basins, taps, mirrors, sanitary fittings and tiles;
  - c) clean and sanitise all urinals, lavatory pans and toilet seats (the latter must be left dry);
  - d) clean and sanitise walls, doors or other finishes and remove graffiti;
  - e) thoroughly sweep and wash (with a suitable cleansing agent) and dry all floors. Vinyl floors shall be kept polished using a suitable floor polish;
  - f) keep all unpainted brass and copper-work, including pipes, polished to a high gloss using a suitable metal polish;
  - g) replenish toilet rolls, disposal bags, lavatory channel blocks, soaps, and paper towels where provided;
  - h) check all internal and external lights and replace light bulbs as necessary ;
  - i) clear any litter from the external areas immediately adjacent to the conveniences;
  - j) wash all ledges, sills, and door fittings, and remove dust and cobwebs at all levels;
  - k) at a minimum frequency of every three months, but more frequently if required:
    - (i) de-scale and remove any deposits from all sanitary fittings including seats, hinges, traps, pipe-work, gratings and the exterior of flushing tanks.
    - (ii) remove sludge and deposits from waste outlet traps, pillar cocks and waste pipes of wash basins and replace plugs and chains as necessary;
9. The contractor shall report all faults and damage of any kind whatsoever as soon as they occur direct to the Council's designated Maintenance Section, and shall send a copy of each such report to the Authorised Officer. In particular the Contractor shall daily check the conveniences for any damage, especially to water services and immediately report any

such damage to the Maintenance Section. The Contractor shall ensure that the Authorised Officer shall be informed if there is any undue delay in securing a repair following a report of a fault or damage.

10. The Contractor shall ensure that the cleansing of all conveniences is undertaken in a manner that ensures the safety of the public at all times and does not unduly affect or limit the use of the convenience; when floors are being washed suitable warning notices shall be erected and the affected area shall be cordoned off wherever possible until it is dry.
11. The Contractor shall at all times permit access to the conveniences for Council Officers on production of suitable identification.
12. The Contractor shall ensure that any disabled or infirm member of the public is admitted free of charge to any convenience, and shall ensure that any reasonable request for assistance made by such persons is accommodated by the attendant.

### **ANTI-SOCIAL BEHAVIOUR; VANDALISM; DISORDERLY CONDUCT**

13. All conveniences are at risk of abuse by anti-social persons or criminals, including drug users and vandals. The Contractor shall ensure that all attendants, including any person standing in for an attendant, are trained to take safe and reasonable steps to discourage improper, anti-social, and criminal behaviour in and around the conveniences, and shall contact the Police whenever such behaviour occurs.
14. Sharps are likely to be discarded from time to time in conveniences. The Contractor must conduct and keep updated a risk assessment on sharps in conveniences, and must train and equip all attendants to handle sharps safely in accordance with good industry practice. The Contractor shall ensure that every convenience is stocked at all times with a sharps container designed to provide for safe storage and transfer of sharps to a designated disposal point. The Contractor shall ensure that all toilet areas including cisterns and bowls are checked frequently for sharps, which must be removed and placed in the sharps container. The Contractor shall notify the Authorised Officer whenever a sharp is found and the Council will make arrangements for the receipt and disposal of stored sharps.

### **TELEPHONES**

15. The Contractor shall ensure the provision of a telephone in each convenience for use by attendants in the event of an emergency.

### **GRATUITIES**

16. The Contractor shall ensure that no attendant solicits or accepts tips or gratuities from members of the public.

### **MATERIALS**

17. The Contractor shall supply all the following materials relating to the cleansing of and service provided by the conveniences; such materials shall be of a suitable quality consistent with good industry practice and the Authorised Officer may require the substitution of any material supplied with another material if the quality is not deemed to be suitable or consistent with good industry practice or with the Council's Environmental Policy:

soaps; lavatory channel blocks; deodorisers; soft toilet tissue; sanitary disposal bags; paper hand towels; refuse receptacles (with lids); bleach; detergent; disinfectant; lavatory cleansing powder; scouring powder; descaling fluid; insecticide; air freshener; floor polish; furniture polish; metal polish; cloths, sponges, brushes, mops, and any other device or material required for the application of cleansing materials.

### **ELECTRICITY, WATER, RENT, AND RATES**

18. The Council will be responsible for the payment of electricity, water bills, rent and non-domestic rates at all the public conveniences.

### **BYE-LAWS ON PUBLIC CONVENIENCES**

19. Appendix B sets out the Council's bye-laws on public conveniences. So far as reasonably practicable the Contractor shall take steps to prevent the mischiefs listed in the Bye-laws.