

SAFFRON WALDEN TOWN CENTRE BUSINESS IMPROVEMENT DISTRICT
BASELINE SERVICES STATEMENT

BASELINE ACTIVITY FOR:	Public conveniences
EXISTING SERVICE PROVIDER:	Saffron Walden Town Council
RESPONSIBLE OFFICER:	Lisa Courtney
JOB TITLE OF RESPONSIBLE OFFICER:	Town Clerk
DATE COMPLETED:	10 th May 2018

Summary of service provided:	Provision of free public conveniences in Hill Street.
Associated services provided:	
Extent of BID geography covered:	Public conveniences are located within the Saffron Walden BID area.
Service specification:	<p>Five toilets are located in Hill Street. Two are for ladies, 2 for gents and one is a disabled toilet. All toilets are unisex when required.</p> <p>The toilets are open to the public from 8a.m. to 6p.m. 7 days a week.</p> <p>A contractor visits and cleans the toilets twice a day.</p> <p>There are three baby-changing facilities, one in a ladies toilet, one on a gents toilet and one on the disabled toilet.</p>
No. staff required to deliver the service:	Town Council staff oversee the contractor as part of their role.
Equipment required to deliver the service:	<p>Waste carriers licence – held by both the Town Council and cleaning contractor</p> <p>Tools and equipment as necessary to carry out repairs / maintenance as required.</p>
Performance measures:	SLA with contractor
Non-compliance – mitigation procedure:	Review of contract with 3 rd party
Current costs of service provided within the BID area:	£20,000 p.a. including utilities, maintenance and some set aside for future refurbishment.
Statement completed by:	Lisa Courtney, Town Clerk, Saffron Walden Town Council

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