ABERGAVENNY TOWN COUNCIL

WEDNESDAY 28TH FEBRUARY 2024

ENVIRONMENT COMMITTEE

E23/24: SERVICE DELIVERY UPDATE

1. TOWN TEAM

A working meeting will be conveyed shortly to look at future planning of works, projects and contingencies for staff absences, with the team leader and depot manager. This will help to formulate the renewal of the service level agreement in October 2024.

They continue to empty the 130 litter bins on a Monday, Wednesday and Friday with ad-hoc projects and maintenance being carried out on Tuesday and Thursday. They hope to assist the stone mason who will be repairing the bus station beds next month to learn how to carry out repairs should more be needed in future on other stone beds around the town centre.

We hope to have ‘Meet the Team’ feature on our website to show what they do, and why we have them, to help inform the community about his valuable service.

1. TOILET PROVISION

We have received an email from David Jones, Head of Public Protection, regarding the toilets and the sanitary bin provision:

(1) Public toilet survey – MCC owned facilities

MCC are very grateful to Abergavenny TC’s financial contribution to ensure these four facilities remain open. Although Whitehorse Lane remains closed (since the start of the pandemic in 2020), there is also now public access to the Linda Vista toilet block, managed by the adjacent café ‘Ambika Social’. So total public toilet blocks in Abergavenny is five, (and noting the Bailey Park facility only opens on weekends).

All toilets in the county were rated on a scale from ‘excellent’ to ‘poor’ and the table below summarises the EH findings during inspection -

1. Abergavenny Bus Station Good

2. Abergavenny – Castle Street Excellent

3. Abergavenny – Brewery Yard Excellent

4. Abergavenny – Bailey Park Not inspected

As you can see from the above, these toilets received good/excellent results, which is also credit to Jan Baldwin’s cleaning staff, (she’s been advised accordingly). Inspections were undertaken on a weekday, hence no access to Bailey Park. This will be picked up again separately. Only a couple of comments were raised regarding the bus station toilets, ie. (1) step to women’s toilet is crumbling in places (FAO MCC Property), and (2) not all cubicles in the ladies had a bin. I know ATC pays for the sanitary bin provision and collection service, so for your attention.

(2) MCC motion to ensure access to sanitary bins for men

Below is the note of the Full Monmouthshire County Council meeting in December –

This Council believes:

• that men should be able to safely and hygienically dispose of incontinence products easily and with dignity wherever they go.

• that men who need to dispose of their sanitary waste should have direct access to a sanitary bin in male toilets.

This Council resolves:

• (1) That the Cabinet Member for Climate Change and the Environment should consider as soon as reasonably practicable the provision of at least one sanitary bin in all County Council male toilets – both public and in council buildings.

• (2) To encourage other providers of public and workplace toilets in our area to make male sanitary bins available in their facilities.

• (3) To support Prostate Cancer UK’s ‘Boys need Bins’ campaign.

Re (2), I’ve contacted all the Town and Community Councils to encourage this provision. MCC are still solely responsible for 4 of the 18 public blocks across the county. Initially this Authority will look to provide sanitary bins in our disabled toilets, as this is unisex and so any male could use a bin in that toilet. It would be useful to understand (a) your current sanitary bin provision, both in ladies and disabled toilets, and (b) your costs (I assume to PHS?) for the bin collection service (plus number of bins and frequency of collection) please. MCC will have increased costs for their own collection service and, potentially, we could look to link to your existing contract. Two other T&CC’s have already asked whether ‘piggy backing’ an existing bin collection service would be feasible. It might be easier to pick up a separate conversation regarding this matter, just let me know.

Abergavenny Town Council currently provides:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| LOCATION | BIN TYPE | UNIT COST | NUMBER | AMOUNT |
| BUS STATION | Low risk waste collection | £139.23 | 2 | £278.46 |
| BUS STATION | Sanitary Disposal | £76.44 | 5 | £382.20 |
| BREWERY YARD | Low risk waste collection | £139.23 | 3 | £417.69 |
| BREWERY YARD | Sanitary Disposal | £76.44 | 4 | £305.76 |
| CASTLE STREET | Low risk waste disposal | £139.23 | 1 | £139.23 |
| CASTLE STREET | Sanitary Disposal | £76.44 | 4 | £305.76 |

An audit to check the bins we pay for are in situ will be carried out shortly, so we can confirm to David Jones what we currently have as a provision in the town and their exact locations. It mentions that Monmouthshire County Council pay for this provision for one toilet block in the town, which needs further clarification, as Abergavenny Town Council have been paying this for a number of years.

A recent incident also flagged the poor state of the toilets, when someone was locked in one of the toilet bocks at 4pm, prior to the final clean of the day as listed on a notice by the door of the toilets, and on a busy market day. This person was eventually heard banging on the door of the toilets and a market assistant was able to locate a key to get the person out. This incident was reported to the Support Services Team who oversee the public toilet cleaners, and the poor state of the toilets and the need for a deep clean was highlighted, plus better checks before cleaners lock the blocks up at the end of their shift. This happened after the audit carried out which is reported above – it is not known how the ‘excellent’ rating was reached or when this was carried out.

As the current service level agreement has been completed, a review of the agreement is being worked through by the Principal Officer in order to ensure the hours of service are highlighted, the sanitary bin contract covered by the Town Council is listed with bin locations should Monmouthshire wish to start providing sanitary bins in the Mens toilets, and the requirement for a deep clean every so often. A request has been submitted to see the audit paperwork to find out how this was graded.

1. DOG BINS

As a reminder, we pay for 38 bins across Abergavenny to be emptied once a week. Due t the spread of these, in order to carry out an audit of their condition, the Principal Officer would like to ask for assistance from Councillors to check the bins in their wards and report back. The location list and map can be shared to a nominated person for each ward, and they can coordinate which bins are checked and by who. The audit will require a photo to be taken of the bin, the number noted, and the general state checked (bin lid fits well, dents or holes in the bin itself, post in good condition etc).

Due to unforeseen circumstances, no-one from Abergavenny Town Council was able to attend the last give Dog Fouling The Red Card working group meeting on 22nd February. The draft minutes have been circulated for you to note. The final version of the Public Spaces Protection Order will be going to Cabinet on 10th April, and this has also been circulated for councillors to note.