**Public toilet information**

**Work to include;**

* Minor repairs such as a loose soap dispenser
* Removal of Graffiti
* Reporting of repairs required
* Reporting of repairs carried out
* Reporting of vandalism/anti-social behaviour
* Recording of work completed ( with pictures )

**Cleaning detail**

1. Toilets

The toilet system should be visibly clean with no blood and body substances, scum, dust, lime scale, stains, deposit or smears. There should be plenty of all consumables with spare supplies available.

2. Sinks/taps

The sink and taps should be visibly clean with no blood and body substances, dust, dirt, debris, lime scale, stains or spillages. Plugholes and overflow should be free from build-up.

3. Walls/Ceiling/Doors/High and low surfaces

All surfaces including skirting, handles vents, frames and jambs should be visibly clean with no blood and body substances, dust, dirt, debris, adhesive tape or spillages.

4. Glazing

All internal/external glazing including mirrors should be visibly clean and smear-free with no blood and body substances, dust, dirt, debris, adhesive tape or spillages. They should have a uniform shine appearance.

5. Radiators / Ventilation grilles

All part of the radiator (including between panels) should be visibly clean with no blood and body substances, dust, dirt, debris, adhesive tape or spillages. Extract and inlets of the ventilation grille should be visibly clean with no blood and body substances, dust, dirt or debris.

6. Hard floors

The complete floor including all edges, corners and main floor spaces should have a uniform shine and be visibly clean with no blood and body substances, dust, dirt, debris, spillages or scuff marks.

7. Electrical items

The casing of electrical items such as lighting hand driers switches or sensors should be visibly clean with no blood and body substances, dust, dirt, debris or adhesive tape.

8. Hand wash containers / alcohol rub containers

All part of the surfaces of hand hygiene alcohol rub dispensers should be visibly clean with no blood and body substances, dust, dirt, debris, adhesive tape or spillages. Dispensers should be kept well stocked with spare supplies available.

9. Waste receptacles

The waste receptacle should be visibly clean including lid and pedal if included with no blood and body substances, dust, dirt, debris, stains or spillages. Receptacles should be emptied/lined frequently and not allowed to overflow.

10. Cleaning equipment/staff

The cleaning cupboard and equipment/supplies should be visibly clean with no blood and body substances, dust, dirt, debris or pooled moisture. The room should be well organised with a high level of housekeeping. Supplies and vehicles used should always meet the environmental standards specified in the contract. Records should be kept/displayed, and staff should have the appropriate training/risk assessments/COSHH information. Minor repairs should be carried out as per the contract specifcation.

**DEFINITIONS**

A range of terms are used in this guide, and these have particular relevance to the way that cleanliness is achieved in public conveniences. Definitions are not exhaustive.

Dust includes dust, lint, powder, fluff, cobwebs.

Dirt includes mud, smudges, soil, graffiti, mould, fingerprints, ingrained dirt, scum.

Debris includes crisp packets, drinks cans and bottles, chewing gum, rubbish, cigarette buts, litter, adhesive tape, grit, lime scale.

Spillage includes any liquid, tea stains, sticky substances.

**Physical description and schedule**

[Market Lane, Winchester](https://www.winchester.gov.uk/community-recreation/public-toilets)

Location: Market Lane, Winchester  
Opening Times: Open 08:30 - 18:30 (08:00 - 20:00 between 1st May and 30th September)  
Disabled Facilities: Yes  
Car Parking: Restricted  
Baby Changing: No *(Currently due to anti-social behaviour)*  
Charge: No  
Attended: Constant cleaning rotation between Market Lane/Abbey Gardens  
Cleaned: Continuously  
Open Christmas day 10:00 – 16:00

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M2) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Market Lane, | Gents | 22.8 | 5 | 5 | 5 |
| Winchester | Ladies  (Ground Floor) | 22.8 | 7 | 5 |  |
|  | Ladies  (First Floor) | 8.6 | 2 | 1 |  |
|  | Disabled | 3.8 | 1 | 1 |  |
|  | Parent & Baby | 8.6 | 1 | 1 |  |
|  | Attendants | 9.1 |  | 1 |  |
|  | Store | 3.8 |  | 1 |  |
|  | Other Areas | 24.3 (inc. stairs and ‘bridge’) |  |  |  |

This is a two storey building with Gents and additional (overflow) Ladies toilets on first floor.

[Abbey Gardens](https://www.winchester.gov.uk/community-recreation/public-toilets)

**Location:**Abbey Gardens, The Broadway, Winchester  
**Opening Times:** Open 08:30 - 18:30 (08:00 - 20:00 between 1st May and 30th September)   
**Disabled Facilities:** Yes  
**Car Parking:**Restricted  
**Baby Changing:**Yes  
**Charge:** No  
**Attended:**Constant cleaning rotation between Market Lane/Abbey Gardens.  
Cleaned: Continuously  
Open Christmas Day 10:00 – 16:00

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| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Abbey Gardens,  The Broadway, | Gents | 12 | 3 | 3 Wallgate Units | 4 |
| Winchester | Ladies | 14 | 4 | 4 Wallgate Units |  |
|  | Disabled | 6.0 | 1 | 1 Wallgate Unit |  |



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| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Discovery Centre  Tower Street,  Winchester | Gents | 10 | 2 | 2 Wallgate Units | 2 |
|  | Ladies | 14 | 3 | 2 Wallgate Units |  |
|  | Disabled | 5 | 1 | 1 | 1 Hand Drier |



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Chesil Street (in multi- | Gents | 8.7 | 2 | 2 | 3 |
| storey car park), | Ladies | 12.2 | 4 | 2 |  |
| Winchester | Disabled | 2.8 | 1 | 1 Wallgate Unit |  |



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Car Park,  Coach Station, | Gents | 16.5 | 2 | 3 | 5 |
| Worthy Lane,  Winchester | Ladies | 16.4 | 4 | 4 |  |
|  | Disabled | 3.5 | 1 | 1 |  |
| Tower Street,  Winchester | Disabled | 5 | 1 | 1 | 1 Hand Drier |



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
|  | Waiting area | 33 |  |  |  |
| St Catherines Park and Ride | Gents | 9 | 1 | 2 | 1 |
|  | Ladies | 10 | 3 | 4 |  |
|  | Disabled | 4 | 1 | 1 |  |

[Park & Ride South](https://www.winchester.gov.uk/community-recreation/public-toilets)

Opening Times: Open 06:30 - 20:30  
Disabled Facilities: Yes  
Baby Changing: No  
Charge: No  
Attended: No  
Cleaned: 2 cleans daily - 7 days per week.

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| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
|  | Waiting area | 50 |  |  |  |
| South Winchester Park and Ride | Gents | 21 | 1 | 1 | 1 |
|  | Ladies | 19 | 3 | 3 |  |
|  | Disabled | 8 | 1 | 1 |  |

Magdalen Hill Cemetery, Alresford Road

Location:  Alresford Road Winchester

Opening Times: Open 08:00 – 18:30

Disabled Facilities: No  
Car Parking: Yes

Baby Changing: No  
Charge: No  
Attended: No  
Cleaned: 1 times daily, 7 days per week

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| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| Magdalen Hill Cemetery  SO21 1HE | Gents | 7.7 | 1 | 1 | 1 |
|  | Ladies | 7.6 | 1 | 1 |  |

[River Park, Worthy Lane](https://www.winchester.gov.uk/community-recreation/public-toilets)

Location:  North Walls, Winchester  
Opening Times: Open 08:00 – 18:30 *(Currently being closed at 17:00 due to anti-social behaviour)*  
Disabled Facilities: Yes  
Car Parking: Car Park, River Park Leisure, Centre Gordon Road (payment required)  
Baby Changing: No  
Charge: No  
Attended: No  
Cleaned: 2 times daily, 7 days per week

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ADDRESS | UNIT | FLOOR AREA  APPROX (M²) | NO. OF CUBICLES | NO. OF BASINS | URINAL SPACES |
| River Park Winchester  SO23 7DD | Gents | 6m2 | 1 | 1 | 0 |
|  | Ladies | 6m2 | 1 | 1 | 0 |
|  | Disabled | 6m2 | 1 | 1 | 0 |

This is an external prefabricated building, 3 small facilities with individual external doors

**Sports Facilities Cleaning**

**King Georges Pavilion**

The facility as a whole will be fully cleaned twice a week on

• Monday

• Friday

The specification breaks down tasks by each visit, weekly and monthly tasks. Alongside this the Council may wish to engage the contractor in additional deep cleaning works from time to time should a need be identified.

The appointed contractor will be issued with a set of keys and will be given training on the onsite alarm. It is the responsibility of the contractor to lock up and set the alarm accordingly when leaving site.

Kitchen, function room, toilets, balcony and external fire exit)

Each Visit

1. Vacuum all carpeted areas / sweep and damp mop all internal hard floors with a detergent cleaner.

2. Empty waste bins and replace bin liners and remove waste to the disposal point.

3. Damp wipe tiled walls around hand basins and towel cabinets to remove splash marks.

4. Clean toilets, basins, bowls, and waste receptacles using disinfectant.

5. Replenish janitorial supplies as required from stock.

6. Clean fire exit staircases with any obstructions being removed.

7. Remove litter and debris from the 1st floor balcony.

Weekly

8. Wipe down all walls and surfaces in the kitchen areas with disinfectant.

9. Wipe down all tables and seating which is out in the function room with a detergent cleaner.

10. Remove finger marks from internal and balcony glass.

11. Clean mirrors

12. Dust ledges, signage, skirting, units and other exposed surfaces within normal reach

Monthly

13. Clean internal and external glazing

14. Polish and buff door plates

15. Sweep external balcony with a firm brush and remove with water any spillages or stains

**Chilcomb Pavilion**

Internal building access area

Each Visit

1. Vacuum all carpeted areas / sweep and damp mop all internal hard floors with a detergent cleaner.

2. Remove finger marks from internal and stairwell glass.

Weekly

3. Wipe down handrail

4. Dust ledges, signage, skirting, units and other exposed surfaces within normal reach

Monthly

5. Clean internal and external glazing

6. Polish and buff door plates

Lift : Weekly

7. Damp wipe all stainless steel.

8. Clean lift floor and walls

9. Damp wipe lift surround

Lift: Monthly

10. All stainless steel to be oil treated.

**North Walls Pavilion**

Outdoor changing rooms (Changing rooms and external toilets facilities)

Each Visit

1. Sweep and damp mop all internal hard floors with a detergent cleaner.

2. Empty waste bins and replace bin liners and remove waste to the disposal point.

3. Clean toilets, showers, basins, bowls and waste receptacles using disinfectant.

4. Damp wipe tiled walls in showers and around hand basins to remove splash marks.

5. Replenish janitorial supplies as required from stock.

6. Clean mirrors

Weekly

7. Lift and clean floor shower drains.

8. Dust ledges, lockers, skirting, vanity units and other exposed surfaces within normal reach

9. Dust or damp wipe wall, tiles, partitions, pipes and cisterns.

10. Thoroughly clean and disinfect all sanitary fittings including wash hand basin, showers and toilet bowls.

11. Remove limescale from any stainless steel unit such as taps, shower heads and pipework.

**KEY PERFORMANCE INDICATORS (KPI’s) FOR WCC PUBLIC CONVENIENCE CLEANSING CONTRACT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **CRITERIA** | **RED** | **AMBER** | **GREEN** |
| KPI 1 | Toilets |  |  |  |
| KPI 2 | Sinks/taps |  |  |  |
| KPI 3 | Walls/Ceiling/Doors/High and low surfaces |  |  |  |
| KPI 4 | Glazing |  |  |  |
| KPI 5 | Radiators / Ventilation grilles |  |  |  |
| KPI 6 | Hard floors |  |  |  |
| KPI 7 | Electrical items |  |  |  |
| KPI 8 | Hand wash containers / alcohol rub containers |  |  |  |
| KPI 9 | Waste receptacles |  |  |  |
| KPI 10 | Cleaning equipment/staff |  |  |  |

**Scoring Criteria – KPI’s:**

**Green** -      Cleaned with no sign of defects or uncleanliness

**Amber** -     Cleaned but with some defects present needs improvement

**Red** -         Cleaned but the standard is very poor/doesn’t look like it’s been cleaned.

**Award Criteria – KPI’s**:

**Fail** - More than 10% red scores across all sites, or 25% of sites amber/Red in any combination, will be considered a KPI failure and will trigger a performance meeting

**Unsatisfactory** – More than 25% of sites across the district in any given month are amber will trigger a performance improvement meeting, more than 3 successive months of unsatisfactory ratings will also constitute a KPI fail.

**Pass** - Service provider must achieve no less that 75% Green across all sites to achieve a PASS