

Midlothian Public Conveniences

Report by John Blair, Director, Resources

1 Purpose of Report

The purpose of this report is to advise the Council of recommendations arising from the Performance Review and Scrutiny Committee in relation to the provision of public conveniences in Midlothian which followed the Cabinet's decisions of 28 May 2013.

2 Background

2.1 On 28 May 2013, the Cabinet considered a report by the Head of Property and Facilities Management on a review of Public Conveniences provision across Midlothian. The Cabinet agreed:-

"To agree that option (b) as detailed above be approved and that a report be submitted to a future meeting of the Council with regard to the resulting budget shortfall.*

*Option * (b)*

Continuing the service but with two cleaning operatives and one vehicle.

The cost implications of this option were as follows:-

2013/14				2014/15		
	Approved Budget	Required Budget	Additional Budget Required	Approved Budget	Required Budget	Additional Budget Required
Employee Costs	£45,000	£66,000	£21,000	£0	£44,000	£44,000
Premises	£16,000	£53,000	£37,000	£29,000	£53,000	£24,000
Transport	£0	£6,000	£6,000	£0	£4,000	£4,000
Supplies	£0	£1,000	£1,000	£0	£1,000	£1,000
Total Cost	£61,000	£126,000	£65,000	£29,000	£102,000	£73,000

This option would leave the Council with a forecast overspend of £65,000 in 2013/14 and £73,000 in 2014/15. This assumed a start date of 1 October 2013."

2.2 The Cabinet's decision was subsequently called in by the Performance Review and Scrutiny Committee of 4 June 2013 on the following grounds:-

"The undersigned wish to call in the whole decision of Cabinet Meeting on Tuesday 28 May in relation to Item 19: Midlothian Public Toilets. The reason is that we have concerns that the proposal to reduce the cleaning specification has not been adequately risk assessed."

The effect of a call-in, is to freeze the Cabinet's decision until the Performance Review and Scrutiny Committee's consideration of the issue and the consideration of any recommendations made by the Committee to the Cabinet. The call-in was considered by the Performance Review and Scrutiny Committee on 4 June 2013 when the Committee agreed, as follows:-

"To recommend to the Cabinet:-

- (a) That a full risk assessment of implementing the Cabinet's decision of 28 May 2013 be undertaken;*
- (b) That a full explanation be provided on how the reduction in staffing levels approved by the Cabinet, including the revised cleaning rota, can equate to no reduction in service;*
- (c) That it explain how the difference between the budget saving of £85,000 approved by the Council on 18 December 2012 and the budget saving of £20,000 approved by the Cabinet on 28 May 2013 would be achieved; and*
- (d) That it agrees to call for a report, encompassing the issues referred to in (a) – (c) be presented to the Council at the earliest opportunity."*

Accordingly the Cabinet at its meeting on 27 August 2013, having considered the terms of the "Call In" agreed to reject the recommendations of the Performance, Review and Scrutiny Committee and thereby refer the matter to Council for determination.

3 Public Conveniences Provision

3.1 Facility Services are responsible for the cleaning and maintenance of the public toilets in Midlothian and there are five public toilets situated in the following locations:-

- Bank Street, Penicuik EH26 9BG
- Station Road, Loanhead EH20 9RQ
- Woods Court, Bonnyrigg EH19 3JR
- Hunterfield Road, Gorebridge EH23 4TS
- Eskdaill Court, Dalkeith EH22 1AG

The public toilets are open seven days per week between the hours of 9am and 6pm and are currently maintained and cleaned by four full time staff who work on a rota basis.

Table 1 shows the current staff rotas over a 2 week period:-

Table 1 –Current Staff Rota			
Staffing Week 1	Mon/Tue	Wed/Thu/Fri	Sat/Sun
Attendant A	0815 to 1915		0815 to 1915
Attendant B	0815 to 1915		0815 to 1915
Attendant C		0815 to 1915	
Attendant D		0815 to 1915	
Staffing Week 2	Mon/Tue	Wed/Thu/Fri	Sat/Sun
Attendant A		0815 to 1915	
Attendant B		0815 to 1915	
Attendant C	0815 to 1915		0815 to 1915
Attendant D	0815 to 1915		0815 to 1915

When reviewing the staffing levels and the standards required for the operation of public toilets and based on the experience and knowledge of the building cleaning industry it has become apparent that employing four full time members of staff to clean five public toilets was not economical nor the most efficient use of resources. Therefore it is possible to maintain current standards, as documented in Appendix A, with two full time operatives with the relevant training and management support. Table 2 shows this proposed staff rota.

Table 2 - Proposed Staff Rota			
Staffing Week 1	Mon/Tue	Wed/Thu/Fri	Sat/Sun
Attendant 1	0815 to 1915		0815 to 1915
Attendant 2		0815 to 1915	
Staffing Week 2	Mon/Tue	Wed/Thu/Fri	Sat/Sun
Attendant 1		0815 to 1915	
Attendant 2	0815 to 1915		0815 to 1915

- 4.2** Currently there are two vehicles required to operate the mobile system covering the maintenance and cleaning on a regular daily programme. The staff open the toilets in the morning ensuring that all locations are open by 0900 hrs, then five scheduled visits are carried out each day at the indicative times as shown in table 3 and 4 below:

Table 3 - Current Schedule						
Location	Open	Clean 1	Clean 2	Clean 3	Clean 4	Clean 5 and Close
Dalkeith	0900	0900	1100	1330	1530	1800
Bonnyrigg	0900	0930	1130	1400	1600	1800
Loanhead	0900	0900	1100	1330	1530	1800
Penicuik	0900	0930	1130	1400	1600	1800
Gorebridge	0900	1000	1200	1430	1630	1800

Table 4 - Proposed Schedule						
Location	Open	Clean 1	Clean 2	Clean 3	Clean 4	Clean 5 and Close
Dalkeith	0830	0950	1220	1420	1630	1845
Bonnyrigg	0840	1020	1245	1445	1655	1900
Loanhead	0850	1110	1315	1515	1725	1915
Penicuik	0900	0900	1130	1540	1750	1800
Gorebridge	0815	0930	1200	1400	1610	1830

On each visit the toilet attendant will check all areas within the toilets and report any maintenance and emergency repairs that requires to be carried out, clean all areas including toilets, urinals, sinks, mirrors, floors, empty waste bins and replenish consumables as and when required. On the final visit of the day the toilet attendant will also secure and lock each location.

4.3 The proposal is to clean the public toilets with two full time operatives on a three day and four day rota system. This would involve one vehicle to operate the mobile system covering the maintenance and cleaning on a regular daily programme with support from the special clean team for cleaning, opening and closing the toilets. The special clean team and toilet attendant will open and carry out the first inspection of the toilets in the morning ensuring that all locations are open by 0900 Hrs then five visits are carried out each day.

4.4 There will also be additional support if required by the Facility Management staff, from the following locations, as agreed in consultation with the Trade Unions:

- Midlothian House and Fairfield House for Dalkeith toilets.
- Dundas Buildings and Lasswade Centre for Bonnyrigg Toilets
- Loanhead St Margaret's and Paradykes schools for Loanhead Toilets
- Penicuik Town Hall and Penicuik High School for Penicuik Toilets
- Gorebridge Primary School and Gorebridge Library for Gorebridge Toilets

Of the existing four staff employed it is expected that in line with the Council's Human Resources policies two will be redeployed to alternative full time positions within the Council.

For the purposes of this report it has been assumed that the new arrangement would commence in January 2014.

5 Report Implications

5.1 Resource

As set out in Section 2.1 as a result of the Cabinet decision of 28 May 2013 the following budget was approved.

	Approved Budget 2013/14	Approved Budget 2014/15
Employee Costs	£45,000	£0
Premises Costs	£16,000	£29,000
Transport Costs	£0	£0
Supplies and Services	£0	£0
Total	£61,000	£29,000

The anticipated costs of the proposal as set out in this paper are:-

	Approved Budget 2013/14	Approved Budget 2014/15
Employee Costs	£77,000	£43,000
Premises Costs	£53,000	£53,000
Transport Costs	£6,000	£4,000
Supplies and Services	£1,000	£1,000
Total	£137,000	£101,000
Additional Budget Impact	£76,000	£72,000

5.2 Risk

An operational risk assessment has been completed for this proposal and is detailed in Appendix B.

5.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☐ Community safety
- ☐ Adult health, care and housing
- ☐ Getting it right for every Midlothian child
- ☐ Improving opportunities in Midlothian
- ☐ Sustainable growth
- ☐ Business transformation and Best Value
- X None of the above

5.4 Impact on Performance and Outcomes

Not applicable.

5.5 Adopting a Preventative Approach

Not applicable.

5.6 Involving Communities and Other Stakeholders

There has been no direct consultation on the terms of this report with communities or stakeholders. The subject matter has been the subject of three petitions, two of which were considered by the Petitions Committee on 19 March 2013 and all three of which informed the report considered by the Cabinet on 28 May 2013.

This proposal has been discussed by service management and the relevant Trade Unions on 3 September 2013.

5.7 Ensuring Equalities

Not applicable

5.8 Supporting Sustainable Development

Not applicable

5.9 IT Issues

There are no IT issues arising from this report.

6 Recommendations

Council is invited to:-

- Note the content of this report outlining the revised method of operation for public conveniences.
- Note the financial implications and the impact on the Revenue Budget as set out in Section 5.1.

September 2013

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Background Papers:



MIDLOTHIAN

BUILDING CLEANING

SERVICES

SPECIFICATION

FOR

PUBLIC TOILETS

August 2013

MIDLOTHIAN CLEANING SERVICES

CLEANING SPECIFICATIONS – PUBLIC TOILETS

CATEGORY CODE – TO

1.1 CLEANING REQUIREMENTS

FREQUENCY

1 FLOORS

1.1 Floor Area – Uncarpeted

- **Brush floor area to remove all loose debris** **Every Visit**
- **Scrape floor to remove all chewing gum** **Every Visit**
- **Single solution mop with a bactericidal detergent and water** **Every Visit**
- **Machine scrub and vacuum dry floor areas using a solution of bactericidal detergent and water** **Weekly**

2 SANITARY APPLIANCE CLEANING

2.1 WC's and Urinals

- **Toilets/Urinals – Wash with a solution of bactericidal detergent and water** **Every Visit**
- **Toilets/Urinals apply a toilet stain remover leave for designated time and flush toilets** **Daily**
- **Both sides of toilet seats to be sprayed and wiped with a solution of germicidal detergent and water** **Every Visit**

2.2 All Hand Contact Surfaces

- **Spray and wipe clean with a solution of bactericidal detergent and water** **Every Visit**
- **Damp wipe and dry taps** **Every Visit**
- **Sanitise drinking fountains** **Every Visit**

2.3 Shower Areas

- | | | |
|----------|---|--------------------|
| - | Wash shower curtains, trays and drains with a solution of bactericidal detergent and water | Every Visit |
|----------|---|--------------------|

2.4 Cubicles

- | | | |
|----------|---|--------------------|
| - | Spray and wipe with a solution of bactericidal detergent and water | Every Visit |
|----------|---|--------------------|

3 PAINTWORK, WALLS, PARTITIONS, DOORS

- | | | |
|----------|---|--------------------|
| - | Spray and wipe with a solution of bactericidal detergent and water paintwork, walls, tiles and toilet partitions | Every Visit |
| - | Spray and wipe doors with a solution of bactericidal detergent and water | Every Visit |
| | Clean glass in doors | |
| - | Spray and wipe with a solution of bactericidal detergent | Daily |
| - | and water tiled walls and toilet partitions | Daily |

MIDLOTHIAN CLEANING SERVICES

CLEANING SPECIFICATIONS – PUBLIC TOILETS

CATEGORY CODE – TO

(Cont)

1.2 CLEANING REQUIREMENTS

FREQUENCY

4 FURNITURE, FIXTURES AND FITTINGS

- **Spray and wipe sills, ledges, radiators, water heaters, hand driers, lockers and disposal units with a solution of bactericidal detergent and water** **Every Visit**
- **Replenish disposables as required – supplied by the Client Representative** **As required**
- **Damp wipe and polish mirrors**
- **Every Visit**

5 REFUSE

- **Empty and replace waste paper bins and baskets** **Every Visit**
- **Remove contents to designated area** **Every Visit**
- **Wash with a bactericidal detergent and water and dry bins** **Weekly**

1.3 PROCEDURE STATEMENT

BUILDING CLEANING TASK SCHEDULE

SWEEP FLOOR AREA

IMPREGNATED MOPPING

DAMP MOPPING

SCRUBBING HARD FLOOR

SPRAY CLEAN FLOORS

DUST AND DAMP WIPE

CLEAN INTERIOR GLASS/MIRRORS

SANITARY FITTINGS

WASTE REMOVAL/BINS

REPLENISH DISPOSABLES

HIGH DUSTING

CLEAN AND POLISH BRIGHTWARE

CLEAN AND POLISH FURNITURE

CLEAN ENTRANCE AREAS

CLEANING OF WALLS

SPORADIC EVENTS

PROCEDURE STATEMENT

SWEEP FLOOR AREA

Purpose

To remove dust, dirt and litter from area using brush or dust control mop so as to provide clean, hygienic and tidy working environment.

Procedure

Remove any movable furniture likely to hinder the operation and cover area thoroughly paying particular attention to corners, edges and recesses. Where necessary, use mop and neutral detergent in water to clean local spillages. Dry any wet areas and restore room furniture to original position.

Finished Appearance

Floors must be free from any litter, dust, dirt or debris as well as caked deposits or soiled, greasy marks. Dust should not settle out on fittings after this operation.

PROCEDURE STATEMENT

SPRAY CLEAN FLOORS

Purpose

This is done after sweeping to remove ingrained dirt and to improve overall appearance.

Procedure

To be carried out after routine vacuum or dust control mop. Care should be taken not to over-wet the surface during this operation. Remove furniture and equipment as necessary. Spray small amounts of a floor maintenance fluid on floor. Using polish machine with appropriate pad, buff floor until dry. Change pad and bring up shine. Replace furniture and equipment.

Finished Appearance

After this process floor should be free of residual dirt, dust and soil and have a uniform appearance. The resulting floor surface should be of a uniform shiny appearance but should remain non-slip.

PROCEDURE STATEMENT

DUST AND DAMP WIPE

(All areas, eg Doors, Door Frames, Facings, Chairs, Laminated Surfaces, Partitions, etc).

Purpose

To maintain clean and hygienic surroundings, to remove dust and litter and improve cosmetic appearance using a solution of neutral detergent in hot water diluted as per manufacturers instructions.

Procedure

First clean surface with dry duster or soft brush to remove dust from mouldings or crevices. Submerge cloth in solution, remove and wring out until cloth is almost dry. Clean all items of furniture and fittings changing solution frequently when dirty. The amount of solution used should never be excessive and surface should be left clean and dry, polishing with a dry cloth where appropriate.

Finished Appearance

Uniform appearance, ie smear free and free from all residue with an appropriate level of lustre where necessary, eg door furniture, chrome pieces etc.

PROCEDURE STATEMENT

CLEAN INTERIOR GLASS/MIRRORS

Purpose

To maintain clean and hygienic surroundings and improve cosmetic appearance. Glass cleaning includes all exposed glass surfaces partitions, interior glass doors, display cases, mirrors and adjacent trim.

Procedure

Where a commercial glass cleaner is used the manufacturers instructions should be followed for spot cleaning. Alternatively, soak cloth in neutral detergent solution, wring out until nearly dry, damp dust glass to remove excess dirt and grease. Rinse cloth and change solution frequently. Wet chamois leather in water, wring out until almost dry, leather glass to remove damp dusting smears. Polish glass with dry cloth.

Finished Appearance

All dust, dirt, marks, streaks and fingerprints should be removed from the glass so as to impart polish. Surrounding frames, partitions or rails should also be clean and free from cleaning marks.

PROCEDURE STATEMENT

SANITARY FITTINGS

Purpose

To provide clean and hygienic surroundings and improve the cosmetic appearance by removing all deposits, stains and foreign matter (but not human waste, this is a janitorial function).

Procedure

Baths, Showers, Wash Basins and Sinks

Remove bath/shower mats, soap dishes etc. Wearing rubber gloves, remove hair, soap deposits and extraneous matter from drain overflows, chain and plug. Run tap or flush to wet surface. Using a damp cloth and germicidal detergent (or neat hard surface cleaner when appropriate) clean the above starting with outside first, then inside. Clean taps, waterways, chain, walls, rails or attachments together with inside and outside of plug. Allow five minutes contact time. Rinse well with clean water and cloth again starting from the outside then inside. Burnish taps with clean paper towel. A mild abrasive pad may be used to remove stubborn marks. Damp clean soap dishes etc before replacing. Damp mop any hard floor areas to leave them moist but not wet.

Water Fountains

As for baths etc except pay particular attention to on/off button. Run water for a while after cleaning to flush away any detergent residue from nozzle and then dry polish.

Toilets/Urinals/Bidets/Cisterns

Flush to wet surface, lower the water level in toilet bowl by pumping out with brush. Apply cleaning solution and allow to soak. Clean using brush. Clean outside with damp cloth treated with correct solution of bactericidal detergent paying special attention to toilet seat and under rim. Using clean water and cloth, rinse away detergent residue outside and inside toilet seat. Flush until water in bowl is clear. Where there is an automatic flush, it will be necessary to use water from bucket to wet and rise urinal.

De-scaling of Sanitary Fittings

This will be necessary for vacation cleaning but may also have to be adopted more frequently to remove any unsightly, persistent stains.

Use the prescribed solution. Leave the solution inside the toilet bowl, urinal or sanitary fitting according to instructions, agitate with the sanitary brush and rinse or flush well. Follow all safety instructions.

Procedure/

Procedure

Dilute fluid as per manufacturer's recommendations. Wearing gloves apply to areas of scale. Leave for suggested contact time. Wipe with cloth. Rinse thoroughly to remove all corrosive residues.

Clean Gulleys and Drains

Flush gulley/drain with clean water. Using appropriate brush, retained exclusively for this purpose, scrub gulley and drain with bactericidal detergent in hot water. Rinse with clean water.

Finished Appearance

All items, attachments, surrounds and exposed plumbing, should be thoroughly clean and without unpleasant odours, chemical residues, dirt, dust, stains or clogging debris. All brightware should have a sparkling finish.

PROCEDURE STATEMENT

WASTE REMOVAL/BINS

Purpose

To maintain clean and hygienic surroundings and to remove dirty or unsightly waste.

Procedure

Following policy of individual establishments.

General Waste

Empty bins thoroughly and remove waste completely after each cleaning visit. All waste to be located at appropriate disposal point(s) and removed for collection regularly to “pick-up” points agreed by, and according to schedule negotiated with Authorised Officer. All bins and bin areas to be maintained in hygienic condition to the satisfaction of the Authorised Officer.

Any Other Waste

Follow individual establishment policy regarding method of disposal and disposal point(s).

Finished Appearance

Both ashtrays, bins and surrounding areas should be free from litter and removable stains with bin liners replaced as and when necessary.

PROCEDURE STATEMENT

REPLENISH DISPOSABLES

Purpose

To ensure an adequate supply of soap, paper towels, toilet rolls and urinal blocks in lavatory areas.

Procedure

In accordance with the policy of the establishment, obtain sufficient supplies of the above items daily and, after damp wiping dispensers or holders with a damp cloth and neutral detergent, polish dry. Three quarter full soap/towel dispenser with appropriate item and ensure that free flow or delivery results. A single toilet roll should be provided, where necessary, except in office, general public or staff areas, where a spare toilet roll should also be provided. Urinal blocks should be provided as and when necessary on advice of Authorised Officer.

Finished Appearance

Dispensers or holders should be free from dust on all surfaces both inside and outside as well as filled with an adequate supply of disposables fitted in accordance with the maker's instructions.

PROCEDURE STATEMENT

HIGH DUSTING

Purpose

To maintain clean and hygienic surroundings using a dust control wall mop complete with extension pieces to a height of 4 m from floor.

Procedure

Use appropriate tool to remove dust, cobwebs, fluff etc from ceilings. Curtain rails, tops of partitions, ledges, locker tops and anything that cannot be otherwise reached. Walls – using dust control mop or vacuum, commence in corner at ceiling level and draw down wall. On reach halfway down the wall, move across wall by width of cleaning head and push up to the ceiling. Proceed across walls until coming back to point of commencement.

Finished Appearance

All areas to be free from unsightly dust and cobwebs to a height of 4 m.

PROCEDURE STATEMENT

CLEAN ENTRANCE AREAS

Purpose

To remove dirt brought into the building and tidy entrance steps, mat areas, foyers, entrance halls or walkways etc so as to maintain the appearance and cleanliness of heavily used public areas.

Procedure

Entrance Floors/Steps

Erect wet floor signs. Remove any movable items likely to obstruct this operation and replace on completion. Sweep area(s) using brush, mop or vacuum cleaner as appropriate. In accordance with manufacturer's instructions prepare solution of appropriate cleaner in warm water and scrub area using manual or machine methods. Remove excess moisture so as to leave floor moist but not wet.

Mats and Mat Wells

Remove mat from floor or mat well and suction clean or beat thoroughly (if dirt is ingrained) to remove all loose particles. Sweep floor or mat well using brush suction cleaner or dust control mop. When necessary mop all areas of mat well and edges to remove all soiling marks or dirt and dry off excess water or spillages until area is moist but not wet. Return mat to original position.

Doors, Lifts and Wall Fittings

Clean all internal glass so as to remove streaks, smears or finger marks as described earlier in task schedule. Using a clean, damp cloth moistened with appropriate cleaning agent diluted as per manufacturer's recommendations, remove any dust, dirt or stains from doors, walls, fixtures and fittings. Renew solution frequently and apply appropriate cream cleaner to stubborn stains before rinsing.

Finally, remove excess moisture and polish glass or brightware with a clean, dry cloth.

Finished Appearance

Entrance steps, floors, mats and mat wells should be free from dust, dirt, litter or soiling and all fixtures and fittings should be free of dust, stains and marks. All glass should be free of marks or stains and have a polished finish.

PROCEDURE STATEMENT

CLEANING OF WALLS

Purpose

To remove all dirt, dust and obvious marks from walls including skirtings, frieze and cornices.

Procedure

Vacuum clean wall surfaces with extension tubes and wall tool to remove all dust and cobwebs.

Wash clean using the appropriate solution or method depending upon the surfaces as detailed below.

Finished Appearance

Walls must be free from dirt, dust and marks, free from smears, drips or water runs.

Surface to be Cleaned

Unpainted brickwork and concrete walls	Clean off with suction cleaner
Painted brickwork, Formica and concrete walls	Suction clean, wash to remove all dirt
Emulsion walls	Suction clean, wash with neutral detergent. No scouring powders or creams to be used.
Ceramic tiles or glazed brick	Wash to remove all dirt, grease, scuff and other marks
Papered or specially faced walls	Brush down with soft brush
Painted wood and metal	Wash to remove all dirt, grease scuff and other marks

NB Care should be taken that whilst wall washing is in progress, all electrical sockets should be protected from water at all times.

PROCEDURE STATEMENT

IMPREGNATED MOPPING

Purpose

To remove litter, surface dust and fluff as a daily maintenance procedure, particularly in sensitive areas, eg computer rooms. Note that no sensitive equipment is to be dusted or touched. It is the intention that dust is not dispersed into the air.

Procedure

All inter connecting doors should remain closed. Remove furniture or items which may obstruct the operation and replace on completion. Using dust control mop, commence at furthest end of area. Use a pushing motion and avoid taking mop off the floor. Work from sides of area and bring dust, fluff and litter to centre. Change heads frequently before they become excessively dusty. Mop dust clear of room area before brushing dust into pan.

Corridors

Push mop the length of the corridor adjacent to one wall. Move mop across by width of cleaning head and return up corridor cleaning a fresh area.

Repeat until full width of corridor has been cleaned.

Finished Appearance

The floor should be returned to a clean and dust free condition without obvious litter or debris.

PROCEDURE STATEMENT

DAMP MOPPING

Purpose

To provide clean and hygienic surroundings by damp cleaning using a cotton head mop, water and neutral detergent in the correct proportions to remove soiling.

Procedure

Moveable items of furniture to be removed and replaced after the operation. Erect wet floor signs before commencing mopping. Dip mop in bucket and squeeze pout as much water as possible. Commence in corner away from door and draw mop over the floor in a “figure” of eight pattern covering an area of approximately 6’ x 6’ before replenishing mop. Cover floor area once overlapping to ensure full coverage of floor, recesses, edges and corners. Empty and replenish solution when water is cold, dirty or has lost its foaming quality.

Finished Appearance

A satisfactory damp mopped floor is without dirt, dust, marks, films, streaks and standing water. Floor surfaces and skirting boards should be left free from splash marks, dust, dirt, deposits, stains or odours.

PROCEDURE STATEMENT

SCRUBBING HARD FLOOR – Whether done manually or by machine

Purpose

To provide a clean and hygienic floor surface using a wet method with abrasive action to remove ingrained soil.

Procedure

Erect wet floor signs. The area should be cleared of moveable items and these should be replaced after the operation. Prepare solution and put into tank or bucket. Attach pad or brush to machine (if used) and commence scrubbing. Start at farthest corner from door. Always work from wall to wall ensuring minimum overlap when scrubbing. Use wet pick-up or mopping to collect slurry. Use damp mop with clean water to rinse and remove excess moisture with clean mop or suction process.

Finished Appearance

The floor surface must be clean, free from dust, dirt, splash marks, deposits, stains and odours. The floor should be damp but not wet with a non-slippery surface.

SPORADIC EVENTS

From time to time, additional work will be required in periods of adverse weather where access from gates to appropriate building entry points have to be cleared of snow and ice. Other exceptional activities include for example sporting events, presentations or litter picking in adjacent/enclosed areas etc.

Such additional work must only be undertaken at the direct request of the Authorised Officer and payment for such additional work will be at the hourly rate specified by Facility Services.

General Risk Assessment Form (Form 1)

ASSESSMENT REF NO.



DATE OF ASSESSMENT: August 2013

ASSESSED BY: Craig Gillie

LOCATION : Public Toilets in Midlothian

NATURE OF TASK/ACTIVITY/SITUATION: Mobile Toilet Attendant Operations

DATE OF REVIEW: August 2014

NB. Take account of the number of persons at risk and frequency of exposure to the hazard

<i>A</i> Job No.	<i>B</i> Job Steps/Activity/ Situation	<i>C</i> Haz. No.	<i>D</i> Hazards Identified	<i>E</i> At Risk	<i>L</i> (0-10)	<i>S</i> (0-10)	<i>F</i> Risk Rating (LxS)	<i>G</i> Existing Control Measures (Present measures in place to reduce risk/comments/cross references to other assessments).	<i>H</i> Result (see below)
1	Driving to place of work e.g. Public Toilets	1.1	Vehicles / Traffic	E	6	8	48	<p>Midlothian Council Control of Health & Safety Risks whilst driving at work.</p> <p>Midlothian Councils vehicle tracking system</p> <p>Midlothian Council Driving at Work Drivers Handbook.</p> <p>Midlothian Council – Policy on the use of Mobile Phones whilst driving.</p> <p>Employee complies with the current</p>	C

								<p>version of the Highway Code.</p> <p>Midlothian Council Accident, Incident and Near Miss Procedure.</p> <p>Midlothian Council Accident, Incident and Near Miss Procedure Report Form.</p> <p>Driver plans journey, takes account of overall weather conditions.</p>	
2	Employees entering premises	2.1	<p>Premises area unsafe e.g. slip/trip/fall hazards.</p> <p>Entering premises containing multiple occupancy.</p> <p>(Physical injury, others could pose a threat).</p>	<p>E</p> <p>E</p>	<p>4</p> <p>10</p>	<p>6</p> <p>2</p>	<p>24</p> <p>20</p>	<p>Employee is prepared and organizes visit in advance and identifies any potential problems.</p> <p>Employee is trained in slips, trips and falls.</p> <p>Employees are aware and remain alert to the possibility of risk. Enters premises with the mindset that numbers can make a situation inflammatory. Is delicate as person will feel intimidated. Use of mobile phone.</p> <p>Employees are trained in customer care skills including de-escalation techniques for managing aggression / violence to staff.</p>	<p>C</p> <p>C</p>
	Public Toilet	2.2	Exposure to Needle-stick /	E	4	6	24	Midlothian Council Occupational Health, Safety & Wellbeing at Work Policy.	C

	Cleaning		Sharps Puncture wound / contamination / exposure to blood borne virus / disease / stress.					Midlothian Council Procedure for Reporting and Investigation of Accidents and Near Misses. Midlothian Council Accident/Near Miss reporting form. Midlothian Council Procedure for the Management of Risks from Needle-stick Injuries Midlothian Council Policy on the Management of Stress at Work. Midlothian Council First Aid Policy. Advice available from Midlothian Council Occupational Health Provider. Confidential counselling via the Council's Employee Assistance Programme for ongoing support, advice and reassurance. Local procedures developed in accordance with Midlothian Council Corporate Health & Safety Policies. Appropriate supervision in support of the employee.	
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								<p>Employees are trained in work activities and to BICS standard (British Institute of Cleaning Science).</p> <p>Provision and use of suitable PPE - Hand protection, foot protection, body protection (disposable paper suits), eye protection, face protection, head protection, Hi Viz vests,</p> <p>Good hygiene practices by employee e.g. hand washing.</p> <p>Provision and use of equipment - Sharps container, tongs,</p> <p>Availability of First Aid kit with sterile wipes.</p>	
		2.3	Contact with body fluids	E	8	6	48	<p>Employees are briefed on relevant risk assessments, Corporate Policies and Service based procedures e.g. Procedure for the Management of Risks from Needle-Stick Injuries and Accident / Incident reporting procedures.</p> <p>Services of Midlothian Council Occupational Health Provider for advice.</p>	C

								<p>Midlothian Council Employee Assistance Programme.</p> <p>Employees are trained in dealing with body fluids to BICS standard (British Institute of Cleaning Science).</p> <p>Employees have use of a body fluid kit.</p>	
		2.4	Sprains / strains caused by manual handling activities.	E	4	6	24	<p>Employees trained in manual handling techniques.</p> <p>Employee reduces loads and carrying distances.</p>	C
		2.5	<p>Operation of cleaning equipment -</p> <p>Hand /arm vibration</p> <p>Noise</p>	E	8	0	8	<p>Employee trained in safe use of equipment and checks prior to use. Any damage or defects are reported for attention and equipment withdrawn from use.</p> <p>Equipment serviced, maintained and vibration tested in accordance with manufacturers guidelines by Arrow Supplies external contractor.</p> <p>Employees are trained to BICS standard (British Institute of Cleaning Science).</p>	C

								Provision and use of suitable PPE hand, foot, ear protection.	
		2.6	Lone Working	E	8	0	8	Midlothian Council Policy on Lone Working.	C
		2.7	Employee taking ill or having an accident	E	4	4	16	Midlothian Council First Aid Policy. Midlothian Council Accident / Incident and Near Miss Procedure. Midlothian Council Accident / Incident and Near Miss Procedure Report Form. Good communication, employee maintains regular contact with office / line manager. Carries mobile phone and ensures it is operational. Access to First Aid should it be needed.	C
		2.8	Exposure to weather	E	8	4	32	Local procedures for working in adverse weather conditions developed. Employees advised not to put themselves at risk during adverse weather conditions.	C

								Provision and use of suitable weatherproof clothing.	
		2.9	Pregnant Workers	E	4	0	4	<p>In accordance with Corporate Policy and Midlothian Council Risk Assessment Manual, managers undertake a risk assessment for female employees as soon as advised of pregnancy.</p> <p>Refer also to HSE Guidance on New and Expectant Mothers who Work Ref. No. INDG 373 available from the HSE website.</p>	C
3	Clean Public Toilets	3.1	Refer to hazards identified at 2 above	E	4	6	24	Refer to control measures identified at 2 above.	C
		3.2	<p>Service User with health / drug / alcohol problems.</p> <p>(Actual harm to employee both physical/mental e.g. stress, trauma)</p>	E	4	2	8	<p>Employee is prepared and organizes visit via pre planned schedule.</p> <p>Mobile phone carried and employee ensures this is fully operational.</p> <p>Procedures developed and applied before conducting a visit. Employee ensures others are aware of plans and intended places of visit.</p> <p>Procedure for investigating overdue contact and / or call for urgent assistance also in place as well as contact point at base. All employees are made familiar</p>	C

								<p>with these procedures.</p> <p>Employees must have mobile phones which are fully charged and operational before visit, and make regular contact with their line manager.</p> <p>Support available for worker involved in a situation of threat / violence.</p>	
	Employees entering premises	3.3	<p>Premises area unsafe e.g. slip/trip/fall hazards.</p> <p>Entering premises containing multiple occupancy.</p> <p>(Physical injury, others could pose a threat).</p>	E	4	6	24	<p>Employee is prepared and organizes visit in advance and identifies any potential problems.</p> <p>Employee is trained in slips, trips and falls.</p> <p>Employees are aware and remain alert to the possibility of risk. Enters premises with a mindset that numbers can make a situation inflammatory / is delicate as person will feel intimidated. Use of mobile phone.</p> <p>Employees are trained in customer care skills including de-escalation techniques for managing aggression / violence to staff.</p>	C
		3.4	Premises may present a health risk e.g. Infestation, transferable	E	4	6	24	Vaccination, good hygiene practice, refers to Procedure for the Management of Risks from Needle-Stick injuries	C

			<p>disease/ailment, Sharps hazard.</p> <p>(HIV hepatitis or other infections / ailments being transmitted. Exposure to Sharps or blunt injuries).</p>						
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***At Risk = Employees/Contractors/Visitors/Public (E, C, V, P)**

<u>L = likelihood</u>	<u>S = severity</u>	<u>Risk Rating</u>	<u>Result</u>
Likely or frequent, occurs repeatedly, to be expected 10	Fatalities (more than one) Fatality Major Injury	10 8 6	A = Acceptable C = Controlled adequately
Probable, not surprised, will occur several times		L x S	

8					
Possible, could occur sometimes	6	Minor Injury	4		N = Not Controlled adequately
Remote, unlikely, though conceivable	4	Damage to property/equipment	2		F = Further Action Required
Improbable, so unlikely that probability close to zero		No injury/damage to property	0		
2					
Zero Probability	0				
0 - 16	17 - 33	34 - 50	51 - 68	69 - 86	87 - 100
Very Low Risk	Low Risk	Significant Risk	High Risk	Very High Risk	Unacceptable Risk

Assessor Name (block capitals):	Signature:	Date:

Declaration Box

Instructions: *This box must be completed by the author of the report. The box will be copied and saved by the Council Secretariat who will delete it from the report prior to photocopying the agenda.*

Title of Report: *Midlothian Public Conveniences*

Meeting Presented to: *Cabinet*

Author of Report: *John Blair, Director, Resources*

I confirm that I have undertaken the following actions before submitting this report to the Council Secretariat (Check boxes to confirm):-

- ☐ *All resource implications have been addressed. Any financial and HR implications have been approved by the Head of Finance and Human Resources.*
- ☐ *All risk implications have been addressed.*
- ☐ *All other report implications have been addressed.*
- ☐ *My Director has endorsed the report for submission to the Council Secretariat.*

For Cabinet reports, please advise the Council Secretariat if the report has an education interest. This will allow the report to be located on the Cabinet agenda among the items in which the Religious Representatives are entitled to participate.

Likewise, please advise the Council Secretariat if any report for Midlothian Council has an education interest. The Religious Representatives are currently entitled to attend meetings of the Council in a non-voting observer capacity, but with the right to speak (but not vote) on any education matter under consideration, subject always to observing the authority of the Chair.