

Malmesbury Town Council
Full Council meeting 26.11.19
Report No.4

Cross Hayes Toilets Opening Hours

- i. The Cross Hayes Toilet refurbishment is progressing with a target completion date of 17th December.
- ii. There has been concern expressed by one neighbouring resident regarding the possibility of anti-social behaviour associated with the toilets use. With this they made the request for the toilets to be closed at 7pm.
- iii. The matter went before the Town Hall and Facilities Committee on the 6.11.19.
- iv. Due to the timing of the opening, and the reduced staffing availability of staff over the Christmas period, it was decided by the Town Hall and Facilities Committee to launch the toilet block opening with 'Christmas Opening Hours' of 7-7pm, and to extend the hours after the Christmas period.
- v. In order to consider the matter more fully the Committee requested more information was needed in respect of the Vale Action grant criteria, and management requirements in order to decide when the toilets should open and close.
- vi. Due to the timing it was requested by the Town Hall and Facilities Committee for the Town Clerk to do a report for the next Full Council meeting grant and management requirements or considerations, for further consideration of the matter.
- vii. The Vale Action Grant criteria does not specify actual opening hours, but the funding received is based on demonstrating an increase in visitor footfall of 10,000 in year one.
- viii. The funding was received also on the premise that it would provide toilet facilities for disabled people, not otherwise provided for in the town.
- ix. The toilet facility comes with a fitted device that can control access (and provide access data), and a service contract which will manage and monitor the condition of the toilets.
- x. In discussion with the toilet facility provider the recommendation was to open no earlier than 8am, as it is their experience this was not needed. The closing time can be managed by way of a fitted electronic timing device as needed/ and or the service operative.
- xi. Increased opening hours will both support visitor appeal to the town, and ensure an accessible toilet facility offer.
- xii. The Council are asked to consider and agree the proposed response received at this meeting, and instruct the Town Clerk accordingly.

Richard Spencer- Williams – Town Clerk 18.11.19