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30 August 2017

To: All Councillors

As a Member or Substitute of the **Community & Environment Committee**, please treat this as your summons to attend a meeting on **Thursday 7 September 2017 at 6.00pm in the Council Chamber, Town Hall, Matlock.**

Yours sincerely

A handwritten signature in black ink, appearing to be "Sandra Lamb".

Sandra Lamb  
Head of Corporate Services

## **AGENDA**

### **1. APOLOGIES/SUBSTITUTES**

Please advise Democratic Services on 01629 761133 or e-mail [committee@derbyshiredales.gov.uk](mailto:committee@derbyshiredales.gov.uk) of any apologies for absence and substitute arrangements.

### **2. APPROVAL OF MINUTES OF PREVIOUS MEETING**

15 June 2017

### **3. PUBLIC PARTICIPATION**

To enable members of the public to ask questions, express views or present petitions, **IF NOTICE HAS BEEN GIVEN**, (by telephone, in writing or by electronic mail) **BY NO LATER THAN 12 NOON OF THE WORKING DAY PRECEDING THE MEETING.**

### **4. INTERESTS**

Members are required to declare the existence and nature of any interests they may have in subsequent agenda items in accordance with the District Council's Code of Conduct. Those interests are matters that relate to money or that which can be valued in money, affecting the Member her/his partner, extended family and close friends.

Interests that become apparent at a later stage in the proceedings may be declared at that time.

## 5. QUESTIONS PURSUANT TO RULE OF PROCEDURE NUMBER 15

To answer questions from Members who have given the appropriate notice.

**Page No.**

## 6. PROGRAMME OF HOUSING PROJECTS FUNDED THROUGH THE 2<sup>ND</sup> HOMES PROGRAMME

**3 - 8**

To consider approval of the 2017/18 and 2018/19 second homes programme.

## 7. THE REDRESS SCHEMES FOR LETTINGS AGENCY WORK AND PROPERTY MANAGEMENT WORK (REQUIREMENT TO BELONG TO A SCHEME ETC)(ENGLAND) ORDER 2014

**9 - 20**

To consider the recommendation that the District Council adopts a monetary penalty of £5,000 for the offence of failing to belong to a redress scheme and the proposed scheme of delegated authority to officer level for the enforcement of the Order as set out in paragraph 2.7 of the report.

## 8. REVIEW OF PUBLIC CONVENIENCES – INTERIM REPORT

**21 - 40**

To receive an interim report of an internal working Group on the review of public conveniences and to consider the recommendation to introduce a Community Toilet Scheme and a policy of charging for facilities subject to public consultation.

Members of the Committee - Councillors Jason Atkin, Jennifer Bower, Richard Bright, Sue Bull, Martin Burfoot, Albert Catt, Ann Elliott, Susan Hobson (Vice Chairman), Vicky Massey-Bloodworth, Tony Morley, Joyce Pawley, Mike Ratcliffe, Lewis Rose, OBE, Andrew Statham, Colin Swindell, Philippa Tilbrook, Jo Wild (Chairman)

Substitutes - Councillors Deborah Botham, David Chapman, Tom Donnelly, Richard FitzHerbert, Steve Flitter, Alyson Hill, Susan Hobson, Neil Horton, Angus Jenkins, Tony Millward, BEM, Jean Monks, Garry Purdy, Irene Ratcliffe, Mark Salt, Jacquie Stevens, John Tibenham

COMMUNITY AND ENVIRONMENT COMMITTEE  
7 SEPTEMBER 2017

Report of the Head of Housing

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## **PROGRAMME OF HOUSING PROJECTS FUNDED THROUGH THE 2<sup>ND</sup> HOMES PROGRAMME**

### **PURPOSE OF REPORT**

This report seeks Members' approval for the 2017/18 and 2018/19 second homes programme.

### **RECOMMENDATION**

1. That the programme of activities for 2017/18 and 2018/19 are approved

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

Supporting vulnerable households, helping to reduce debt and prevent homelessness are important ways of reducing overall demand for affordable housing. Where new accommodation is required by vulnerable households, the services listed in the report help to ensure residents can access and successfully maintain their tenancy without recourse to the District Council in the future.

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## **1 SUMMARY**

- 1.1 In 2004 an agreement was reached between Derbyshire Dales District Council and Derbyshire County Council to fund a programme of projects from the increased Council Tax on second homes. The programme has been reviewed and the funding available has increased over time. Since the programme began the District Council has been able to support several important projects which would not have otherwise existed. This includes the Older Persons Housing Advice Service which has seen year on year increase in the number of people supported and has now helped generate over £2million in unclaimed benefits. Numerous other outcomes include the prevention of homelessness, support for older people to remain in their existing home or move to more appropriate accommodation and increasing take up of nationally available grants such as the those to support affordable warmth.
- 1.2 The Derbyshire County Council Cabinet recently approved a report which confirmed the funding for Derbyshire Dales DC of £301,000 per year in 2017/18 and 2018/19. Three other councils, High Peak, Amber Valley and South Derbyshire have also reached agreement with the County Council to return much of the additional council

tax raised on 2nd homes. However their allocations are smaller than the Derbyshire Dales being £115,000, £80,000 and £62,000 respectively

## **2 REPORT**

- 2.1 The services put forward for support reflect the joint housing and adult care priorities of both Derbyshire Dales DC and Derbyshire CC. Many of the District Council's housing customers also receive services from Derbyshire County Council and vice versa. By supporting customers through the services outlined both councils are able to reduce demand on their own services and provide independent specialist advice for customers who are often vulnerable.
- 2.2 The provision and adaptation of homes for people with physical disabilities remains a high priority for both Councils. This programme allows for grant funding to housing associations to provide all new bungalows to be built to the higher accessibility standard, namely Life Time Homes. This continues support for a previous recommendation from the Equalities Impact Assessment of the Housing Service which sought to ensure all new bungalows would be built to the standard. The average cost of a Life Time Homes bungalow is £7,000 more than a standard bungalow. £80,000 per year is proposed to be set aside for this purpose.
- 2.3 The Housing Options Advice Service for older people provided by Age UK continues to demonstrate excellent value for money. The service is well established and has an enviable record of performance supporting older people. Last year the service supported 251 new clients, improving older people's health and housing through support with accessing benefits, healthcare and other related services. It is proposed to continue the funding of £93,000 per year.
- 2.4 Funding for the Rural Housing Enabler (RHE) post continues over the period of this agreement with £38,000 per year allocated. Taken together with contributions from partner housing associations and developers this funding will help secure the RHE post for several years. During 2016/17 the RHE played a central role in delivering the District Council's affordable housing programme which includes new homes delivered on s106 developments as well as schemes delivered direct through Housing Associations.
- 2.5 The Escape Project helps to provide social, sports and education opportunities to vulnerable adults receiving housing related support. The aim of the project is to enable opportunities for people to experience a range of activities that will help them to move on successfully from supported accommodation or floating support services. Activities help to broaden knowledge and life skills in a positive environment which can lead to improvements in health and wellbeing. Funding for the Escape Project is proposed to remain at £35,000 per year.
- 2.6 The Hurst Farm regeneration project has successfully attracted government grant to fund a Regeneration Manager and also undertake the necessary studies needed to construct a masterplan for the estate. Alongside this it is proposed to allocate £5,000 in order to support the Friends of Hurst Farm to appoint an independent body to act as a consultant who would then act on their behalf. The purpose would be to give independent advice and support to residents in relation to the regeneration project, ensuring their views and concerns are properly taken into account by the statutory agencies involved in the regeneration project.

2.7 Supporting Vulnerable Adults working with Adullam HA. The project offers responsive, intensive 1:1 support to those who are homeless, those facing homelessness, aged 18+ to find, access and maintain accommodation and support to access other specialist services. This group are those most alienated and isolated within the local community and includes;

- those being released with No Fixed Abode from custody;
- who have substance misuse issues;
- domestic Violence history;
- safeguarding and recurring instability of accommodation.

The Service has access to emergency welfare and provides bonds to private sector landlords to help remove barriers to accessing accommodation. In 2016/17 113 households were supported and assisted into private rented accommodation, supported accommodation, housing association properties and helped to keep their existing accommodation. Over half of all cases are ex-offenders and 80% of the referrals have no other form of support. It is proposed to allocate £50,000 to the project.

2.8 There are many individual stories concerning residents who have accessed the services funded through the projects outlined above. The Appendix to the report contains a case study of a client supported by Adullam HA in 2016/17.

### **3 RISK ASSESSMENT**

#### **3.1 Legal**

The funding has been awarded from Derbyshire County Council to fund a programme of projects from the increased Council Tax on second homes. The report seeks approval to designate such funding to those projects and the legal risk is currently assessed as low.

#### **3.2 Financial**

The projects described in this report have all been financed from external funding sources, and, therefore, the financial risk to the Council is low.

### **4 OTHER CONSIDERATIONS**

In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

### **5 CONTACT INFORMATION**

Robert Cogings, Head of Housing  
Telephone: 01629 761354, email: [Robert.cogings@derbyshiredales.gov.uk](mailto:Robert.cogings@derbyshiredales.gov.uk)

### **6. ATTACHMENT**

Appendix 1 – Adullam HA Case Study

## ADULLAM HA CASE STUDY

Service	Vulnerable Adults Derbyshire Dales
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## Client Details

Name (optional)	X
Age (years)	50+
Gender	M
Locality/Town	Matlock
Target Group	Vulnerable Adults

## Client History

Why was the service user referred to the Service?	X had been made redundant, his mental health had deteriorated and he was struggling to manage financially, he was at risk of losing his tenancy in the Private Sector, he self-referred following a recommendation from a friend.
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## Worker Intervention

Achievements	<u>Stay Safe:</u> Retained Tenancy with private landlord.
Difference made to the Service users life	He feels safe and secure in his own home. Avoided homelessness.
Achievements	<u>Economic Wellbeing:</u> Maximisation of benefits <ul style="list-style-type: none"> <li>• Discretionary Housing payment and Council tax benefit applied for a granted for full year.</li> <li>• Application for Severn Trent Fund to reduce water payments. (Big Difference Scheme).</li> <li>• Application to Npower Energy Fund</li> <li>• Completion of ESA assessment and PIP application and assessment; waiting for decision.</li> <li>• Negotiated with Nat West bank for a formal default of account and credit card. Charges suspended on the account.</li> <li>• Payment plans put in place for Utilities, TV, Sky, mobile phone and Car Insurance.</li> </ul>

Difference made to the service user	Reduction in anxiety and stress. Better organised with bills and budgeting. More methodical way of dealing with letters and paperwork.
Achievements	<u>Health:</u> X has support from the Mental Health Team, he has had suicidal ideation for some time and gets very distressed when under pressure. He attends regular appointments and takes his medication.
Difference made to the service user	Having the routine of regular weekly appointments with Adullam has helped X to better manage his finances, the regular appointments have helped him stay calmer and less distressed. If I couldn't attend assessments with him he probably wouldn't have gone, X finds these face to face appointments with officials very distressing and often breaks down while talking.
Achievements	<u>Enjoy &amp; Achieve</u> X has had a CPN for about 2 years and understands the importance of getting out of the house. He regularly walks his dog, plays sport locally and enjoys some cultural activities with close friends.
Difference made to the service user	Better manages anxiety. Activities provide a good distraction technique.
<b>Client Experience</b>  Describe how you worked with the Service User and include any specific highs and lows experienced by the Service User	<p>When I first met X he was in a state of high anxiety. He had been to see CAB but needed more regular support with day to day tasks.</p> <p>X avoided opening letters because he was afraid of what was in them and so debts had built up. At our first meeting he completely broke down and couldn't continue.</p> <p>His long term relationship had broken down 2 years ago, he felt very guilty about this and losing his job and being unemployed. He was extremely worried about losing his house. His rent is fairly high although at market value but above housing benefit rates.</p> <p>The first meeting I listened and took some notes and then outlined a plan of action and a process so that X could see things getting better as we progressed. He left the meeting feeling better and less alone. I also gave him a food parcel as he hadn't been eating due to lack of money.</p> <p>The most important thing was to secure his tenancy, he had already started to fill in a HB claim with CAB but had been asked to find ID and so on. We completed the form and I applied for Discretionary Housing Payments and Council tax Benefit, which was awarded immediately, we were also able to back date the claim as X had good reason. Unfortunately this still left a short fall on his rent and the next few weeks X had to juggle his finances to manage payments. I referred him to the food bank.</p>

Client Feedback	<p>At later meetings we filled in his Work Capability assessment form and PIP form and later still attended appointments.</p> <p>As the weeks went by we found that there was less to deal with each time and X began to feel less anxious and more positive.</p> <p>A particular low was when we had to call his bank to discuss his overdraft and credit card, at first they seemed very heartless and he became very distressed. However I have to say that Nat West were very helpful. Once they recognised the state of his health they referred him to the Specialised Support team who managed his account for him and dealt with his problems in an empathic way. Once permission was given they always allowed me to speak on his behalf.</p> <p>X believes Adullam to be well organised, a good service and that communication between us has been very good.</p> <p>What has gone well: The weekly visits to his home that were well organised and planned, he gets very anxious going out to meetings and really appreciated home visits. The Intervention with the bank was a particular highlight and very useful, he couldn't have done it himself.</p>
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## Client Consent

Client consents to use of information for case-study (use of real first name and surname)

Client consents to use of information for case-study (real first name only)

Client consents to use of information (anonymised)

Client willing to have their photograph used in Adullam publicity

Client signature X Date 18/5/17 \_\_\_\_\_

Verbal permission by phone.

**BACK TO AGENDA**

COMMUNITY AND ENVIRONMENT COMMITTEE  
7 SEPTEMBER 2017

Report of the Head of Regulatory Services

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## **THE REDRESS SCHEMES FOR LETTINGS AGENCY WORK AND PROPERTY MANAGEMENT WORK (REQUIREMENT TO BELONG TO A SCHEME ETC)(ENGLAND) ORDER 2014**

### **PURPOSE OF REPORT**

This report informs Members of the content of The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.)(England) Order 2014. The report recommends that the District Council adopts a monetary penalty for the offence of failing to belong to a redress scheme and sets out a proposed scheme of delegated authority to officer level for the enforcement of the Order.

### **RECOMMENDATION**

1. That the amount of monetary penalty to be imposed for the offence of failing to belong to a redress scheme is set at £5,000.
2. That the scheme of delegation set out at paragraph 2.7 of this report is adopted.

### **WARDS AFFECTED**

All

### **STRATEGIC LINK**

All enforcement authorities are under a duty to enforce the Order. The provision of an effective enforcement service in this area of work will support the District Council's priority to identify and deliver new affordable housing sites and improve housing for vulnerable people.

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## **1 BACKGROUND**

- 1.1 In October 2014 new legislation was introduced that required all lettings agents and property managers in England to join one of three Government approved redress schemes.
- 1.2 The purpose of this legislation was to enable tenants and landlords with agents in the private rented sector, and leaseholders and freeholders dealing with property managers in the residential sector would be able to complain to an independent body in the event that they had received a poor service or the agent or manager had engaged in unacceptable practices.
- 1.3 The requirement to belong to a redress scheme is enforced by local authorities.

- 1.4 Guidance for letting agents and property managers has been produced by DCLG and is attached as Appendix 1 to this report for information.

## **2 REPORT**

- 2.1 From 1 October 2014 all lettings agents and property managers in England have to join one of three Government approved redress schemes. These schemes are: Ombudsman Services Property, Property Redress Scheme, and The Property Ombudsman.
- 2.2 The intention is that all high street and web based letting agents, and other organisations, including charities, which carry out lettings agency work in the course of a business will be subject to a duty to belong to an approved redress scheme. This requirement will also apply to people who in the course of their business manage residential property, such as high street and web based agents, agents managing leasehold blocks and other organisations that manage property on behalf of the landlord or freehold.
- 2.3 These requirements do not apply to activities undertaken by a local authority, for example where an authority helps people to find tenancies in the private rented sector. This is because local authorities will already be members of The Housing Ombudsman scheme.
- 2.4 If a lettings agent or property manager fails to join an approved redress scheme local authorities can impose a monetary penalty of up to £5,000. Each local authority responsible for enforcing the Order has the discretion to determine the amount of monetary penalty that may be applied, subject to the maximum amount of £5,000. It is recommended that Derbyshire Dales District Council approves £5,000 as the amount it will apply should it find that any lettings agent or property manager that should have joined one of the approved schemes has failed to do so.
- 2.5 In enforcing the requirements of the Order the authority must give written notice of its intention to impose a penalty, setting out the reasons and the amount of the penalty. The agent or manager would then have 28 days to make written representations or objections to the authority, starting from the day after the date the notice of intent was sent. At the end of the 28 day period the authority must decide, having taken into account any representations received, whether to impose the penalty and, if so, must issue a final notice to the agent or manager giving at least 28 days for payment to be made.
- 2.6 A letting agent or property manager issued with a monetary penalty can appeal to the First-tier Tribunal. Any appeal must be made within 28 days of the day on which the final notice was sent.
- 2.7 In order to enable this provision to work effectively and efficiently it is necessary for officers to obtain delegated authority to notices and monetary penalty. A recommended scheme of delegation is set out below:

<b>Section</b>	<b>Provision</b>	<b>Delegation</b>
Article 8, The Redress Schemes for lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014	Issue of notice, issue of final notice and imposition of monetary penalty of £5,000.	Head of Regulatory Services, Principal Officer Environmental Health, all Environmental Health Officers

### **3 RISK ASSESSMENT**

#### **3.1 Legal**

The Council has a duty, as an Enforcement Authority, to enforce the 2014 Order referred to in this report. Where a person fails to comply with the requirement to belong to a redress scheme, Article 8 of Part 4 of the Order permits the Council to determine the amount of the monetary penalty payable provided that such amount does not exceed £5,000. The Order permits any revenue generated by the monetary penalty to be used for any of the Enforcement Authority's functions. The recommendations in the report are compliant with the Order and therefore the legal risk is assessed as low.

#### **3.2 Financial**

The cost of implementing this order can be contained within existing budgets. Any income that is received through the imposition of a monetary penalty will be paid into the General Fund Revenue Account. The financial risk is assessed as low.

### **4 OTHER CONSIDERATIONS**

In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

### **5 CONTACT INFORMATION**

Tim Braund, Head of Regulatory Services  
Telephone: 01629 761118; Email: [tim.braund@derbyshiredales.gov.uk](mailto:tim.braund@derbyshiredales.gov.uk)

### **6 BACKGROUND PAPERS**

None

### **7 ATTACHMENTS**

Appendix 1 – Letting Agents and Property Managers – DCLG Guidance



Department for  
Communities and  
Local Government

## Lettings Agents and Property Managers

Which Government approved redress scheme do you belong to?

It is a legal requirement for all lettings agents and property managers in England to belong to a Government approved redress scheme from 1 October 2014

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Department for Communities and Local Government  
Fry Building  
2 Marsham Street  
London  
SW1P 4DF  
Telephone: 030 3444 0000

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# Introduction

New legislation has been introduced which means that from 1 October 2014 it is a legal requirement for all lettings agents and property managers in England to join one of three Government-approved redress schemes.

Whilst the majority of lettings agents and property managers provide a good service there are a minority who offer a poor service and engage in unacceptable practices. This requirement will mean that tenants and landlords with agents in the private rented sector and leaseholders and freeholders dealing with property managers in the residential sector will be able to complain to an independent person about the service they have received. Ultimately the requirement to belong to a redress scheme will help weed out bad agents and property managers and drive up standards.

The requirement will be enforced by local authorities who can impose a fine of up to £5,000 where an agent or property manager who should have joined a scheme has not done so.

This leaflet provides information about the requirement and who it applies to. It is designed to cover the most common situations but it cannot cover every scenario and is not a substitute for reading the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 (SI 2014 No. 2359) which can be found at:

<http://www.legislation.gov.uk/uksi/2014/2359/contents/made>

## What does this mean for lettings agents and/or property managers?

All lettings agents and property managers in England should join one of the three Government approved redress schemes. This is a legal requirement from 1 October 2014.

The three schemes are:

Ombudsman Services Property ([www.ombudsman-services.org/property.html](http://www.ombudsman-services.org/property.html))

Property Redress Scheme ([www.theprs.co.uk](http://www.theprs.co.uk))

The Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk))

## How do I know if this requirement applies to me?

Guidance on what we mean by lettings agency work and property manager work and who the requirement applies to is set out below. If you are not clear whether the requirement applies in your individual circumstances you should seek legal advice.

## What do we mean by ‘lettings agency work’?

‘Lettings agency work’ is things done by an agent in the course of a business (see below) in response to instructions from:

- a private rented sector landlord who wants to find a tenant: or
- a tenant who wants to find a property in the private rented sector.

It applies where the tenancy is an assured tenancy under the Housing Act 1988 (the most common type of tenancy) except where the landlord is a private registered provider of social housing or the tenancy is a long lease.

Lettings agency work does not include the following things when done by a person who only does these things:

- publishing advertisements or providing information;
- providing a way for landlords or tenants to make direct contact with each other in response to an advertisement or information provided;
- providing a way for landlords or tenants to continue to communicate directly with each other.

It also does not include things done by a local authority, for example, where the authority helps people to find tenancies in the private rented sector because a local authority is already a member of the Housing Ombudsman Scheme.

The intention is that all “high street” and web based letting agents, and other organisations, including charities, which carry out lettings agency work in the course of a business will be subject to the duty to belong to an approved redress scheme.

Employers who find homes for their employees or contractors; higher and further education authorities and legal professionals are excluded from the requirement.

## What do we mean by ‘property managers work’?

Property management work means things done by a person in the course of a business (see below) in response to instructions from another person who wants to arrange services, repairs, maintenance, improvement, or insurance or to deal with any other aspect of the management of residential premises.

However, it does not include things done by, amongst others, registered providers of social housing, that is, housing associations and local authorities who are social landlords, as these organisations are already required to belong to the Housing Ombudsman Scheme.

For there to be property management work, the premises must consist of, or contain:

- a) a dwelling-house let under a long lease - “long lease” includes leases granted for more than 21 years, leases granted under the right to buy, and shared ownership leases;
- b) an assured tenancy under the Housing Act 1988; or
- c) a protected tenancy under the Rent Act 1977.

Property management work would arise where a landlord instructed an agent to manage a house let to a tenant in the private rented sector. It would also arise where one person instructs another to manage a block of flats (often with responsibility for the common areas, corridors, stairwells etc.) that contains flats let under a long lease or let to assured or protected tenants.

The legislation will apply to people who in the course of their business (see below) manage properties, for example, high street and web based agents, agents managing leasehold blocks and other organisations who manage property on behalf of the landlord or freeholder.

The requirement to belong to a redress scheme does not apply to Managers of commonhold land, student accommodation and refuge homes; receivers and insolvency practitioners; authorities where Part 3 of the Local Government Act 1974 applies; right to manage companies; legal professionals and property managers instructed by local authorities and social landlords.

## What do we mean by ‘in the course of business’?

The requirement to belong to a redress scheme only applies to agents carrying out lettings or property management work ‘in the course of business’. The requirement will therefore not apply to ‘informal’ arrangements where a person is helping out rather than being paid for a role which is their usual line of work. Some examples of ‘informal arrangements’ which would not come under the definition of ‘in the course of business’ are set out below:

- someone looking after the letting or management of a rented property or properties on behalf of a family member or friend who owns the property/properties, where the person is helping out and doesn’t get paid or only gets a thank you gift;
- a friend who helps a landlord with the maintenance or decoration of their rented properties on an ad hoc basis;
- a person who works as a handyman or decorator who is employed by a landlord to repair or decorate their rented property or properties when needed;
- a landlord who looks after another landlord’s property or properties whilst they are away and doesn’t get paid for it;

- a joint landlord who manages the property or properties on behalf of the other joint landlords;

Whilst it is not possible to cover all eventualities in this note one of the key issues to consider when deciding what could be considered an 'informal arrangement' is whether the person doing the letting or property management work is helping out an individual as opposed to offering their services to anyone who wants to use and pay for them.

## Does the requirement apply to landlords?

Landlords are not explicitly excluded from the requirement but are not generally caught by the definitions given above as they are not acting on instructions from another party.

## Does the requirement apply to resident management companies?

Resident management companies are not explicitly excluded from the requirement although, in many cases, these are not caught by the legislation. Resident management companies can arise in different circumstances, but where the residents' management company owns the freehold and manages the block itself there is no requirement for the company to join a redress scheme. This is because, under the definition, property management work only arises where one person instructs another person to manage the premises and, in this case, the person who owns the block (and is responsible for its management) and the person managing the block are one and the same.

Likewise, where a resident management company does not own the freehold but is set up and run by the residents and manages the premises on behalf of the residents this would also be excluded as the work is only in respect of the residents' own premises and would not be operating in the normal course of business.

## Does the requirement apply to Charities?

Charities are not explicitly excluded because any charity that is not operating as a business will already be exempt from the requirement. Charities which find accommodation for homeless people in the private rented sector often deliberately mirror the activities of a letting agent but only work with homeless people. Unless they are charging a fee for this service in these cases the charity could argue that it is not operating in the course of a business and therefore be excluded from the duty.

**Estate agents are already required to belong to a redress scheme – does this mean that those agents who are also lettings agents are already covered?**

Estate agents who also carry out lettings agency work should check with their redress scheme whether the terms of their existing membership covers their lettings agency work as well as their estate agency work.

**Where a lettings agent or property manager already belongs (on a voluntary basis) to The Property Ombudsman or the Ombudsman Services Property scheme – both of which have been running for some time – do they need to do anything?**

No, a lettings agent or property manager who already belongs to The Property Ombudsman or Ombudsman Services Property scheme will automatically become a member of the approved scheme.

**How does a lettings agent or property manager join one of the schemes?**

Joining any of the three schemes involves a simple application process which can be done online. Paper application forms are also available where needed. More information about the membership requirements, joining instructions and fees can be found on each of the scheme websites, given above.

**What happens if a lettings agent or property manager doesn't join one of the redress schemes?**

Local authorities can impose a fine of up to £5,000 where a lettings agent or property manager who should have joined a scheme has not done so.

The authority must give written notice of their intention to impose a penalty setting out the reasons and the amount of the penalty. The lettings agent or property manager will have 28 days to make written representations or objections to the authority, starting from the day after the date the notice of intent was sent.

At the end of the 28 day period the enforcement authority must decide, having taken into account any representations received, whether to impose the fine and, if so, must issue a final notice to the lettings agent or property manager giving at least 28 days for payment to be made.

## Is there a right of appeal against the fine?

Yes, a lettings agent or property manager can appeal against the penalty to the First-tier Tribunal. The appeal must be made within 28 days of the day on which the final notice was sent.

## What happens if a lettings agent or property manager fails to join one of the redress schemes after the imposition of a fine?

The local authority can impose further penalties if a lettings agent or property manager fails to join a redress scheme despite already having had a penalty imposed. There is no limit to the number of penalties that may be imposed on an individual lettings agent or property manager if they continue to fail to join a scheme.

## How will the local authority know whether a lettings agent has joined one of the redress schemes?

Each scheme will publish a list of members on their respective websites so it will be possible to check whether a lettings agent or property manager has joined one of the schemes.

**BACK TO AGENDA**

COMMUNITY AND ENVIRONMENT  
7 SEPTEMBER 2017

Report of the Head of Corporate Services

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## **REVIEW OF PUBLIC CONVENIENCES – INTERIM REPORT**

### **PURPOSE OF REPORT**

This is an interim report of an internal working Group to review the provision of public conveniences. The report recommends the introduction of a Community Toilet Scheme and a policy of charging for facilities subject to public consultation.

### **RECOMMENDATION**

1. That a 6 week public consultation exercise be carried out on the concept of introducing a charging policy for the use of public toilets, initially in the following locations:
  - Matlock Hall Leys Park
  - Granby Road Bakewell
  - Shawcroft Car Park, Ashbourne
  - Baslow
  - Memorial Gardens, Matlock Bath
2. That the adoption of the Community Toilet Scheme shown at Appendix 4 is included in that consultation exercise.
3. That the results of the public consultation exercise and a detailed financial appraisal be presented to a future, potentially Special Meeting of the Committee.
4. That discussion continues with town/parish councils and other potentially interested bodies on the prospect of transferring responsibility for the remaining public toilet facilities being presented to a future, potentially Special Meeting of the Committee.
5. That an assessment be made on the remaining public conveniences in accordance with paragraph 7 of the report and recommendations on potential closures be presented to a future meeting of the Committee.

### **WARDS AFFECTED**

All Wards

### **STRATEGIC LINK**

The provision of public conveniences links to the District Council's Community Strategy and its aspirations in terms of for vibrant Market Towns and a Clean and Green District.

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## **1 BACKGROUND**

- 1.1 Public toilets matter to everybody regardless of their age, ethnic origin, gender, mental or physical abilities. They are more important to certain sections of society, including older people, disabled people, tourists and families with young children.

- 1.2 Views and experiences of public toilets are shared around the world and are a necessity for anyone who wants access to public spaces, if those public spaces are not to be degraded. Tourists and visitors also rank the availability of toilets high in their lists of reasons why a location is worth visiting. The Derbyshire Dales is a destination for tourists and we have an estimated 4.2 million day visitors per year.
- 1.3 Visitors come to enjoy the scenery and take part in outdoor pursuits and a stronger visitor economy would be important to the economic health of the Derbyshire Dales. However the costs to the public purse of providing the facilities and maintaining them to acceptable standards is high. And, whilst the Public Health Act 1936 gives local authorities a **power** to provide public toilets, it imposes no **duty** to do so.
- 1.4 The District Council currently provides public toilet facilities at 26 locations throughout the District at a cost of £470,000 per annum (2015/16 figures).
- 1.5 In March 2017, the Council agreed to a review of public conveniences as one of its high priority measures of bridging the funding gap currently standing at £1.6M over the next four years. An internal working group comprising Sandra Lamb (Corporate Services), Tim Braund (Regulatory Services), Helen Dennis (Environmental Services), Mike Galsworthy (Resources), Helen Bowmer (Resources), Rob Wilks (Community Development), Martin Rickards (Environmental Services) and James Riggott-Collins (Corporate Support Apprentice) have been working on the Review. This is an interim report of the Group's findings and initial recommendations.

## **2 REVIEW**

- 2.1 The Review Group had, as its starting point, the Agreed Action Plan resulting from the Public Convenience STEP Review, reported to the Council in 2016. An update to the Action Plan is attached at Appendix 1.
- 2.2 Five options were considered by the Group as potential outcomes for the Review:
  - Charging for use
  - Community Toilet Scheme to mitigate the effect of any necessary closures
  - Sponsorship
  - Community Asset Transfer to parish/town councils and other eligible groups
  - Closure
- 2.3 The options were set out in a letter to town and parish councils with conveniences in their area. The options have also been the subject of press releases and web coverage. Businesses in rural areas have also been contacted direct with regard to a potential Community Toilet Scheme.
- 2.4 Sandra Lamb and Tim Braund have visited parish and town councils by invitation to talk through the Review and to discuss any potential for a Community Asset Transfer of responsibility.
- 2.5 Each of the options is discussed separately below.
- 2.6 As baseline information, one of the Group's first tasks was to apportion the revenue costs to each facility and to record visitor numbers. This information is key in terms of reaching balanced and reasoned recommendations for the Committee to consider.

2.7 Appendix 2 shows the location and cost of providing the facilities based on 2015/16 actual amounts. Appendix 3 gives a snap shot of visitor numbers. The numbers were recorded using an electronic device. Repeat visits will be made to monitor usage as seasonal variations may apply for example during school holidays or major events.

### 3 CHARGING

3.1 Local authorities are allowed to charge for toilet provision under the Public Health Act 1936. Recent sex equality regulations removed the long standing anomaly that meant that authorities could charge for toilets that included cubicles but not for those that contained urinals only.

3.2 Charging is increasingly seen as an option for local authorities to recover the costs associated with running and maintaining facilities, and to help minimise anti-social behaviour and vandalism. The number of authorities currently charging includes:

Authority	Charge	Authority	Charge
Allerdale	20p	Cambridge	20p
Cornwall	20p	Charnwood	20p
Lincoln City	20p	North East Lincs.	20p
Hawick	30p	Plymouth	20p
Newark	20p	South Oxford	10p
York	30p	Most mainline rail stations	30p to 80p

(figures obtained from web search)

3.3 The estimated cost of an entry system is £3,500 per unit for multiple use facilities with a paddle or low level turnstile unit. The payback will therefore need to be justified in terms of visitor numbers. Units can also be purchased to work on individual doors for example facilities for the disabled or baby changing rooms at a cost of approximately £1000 each.

3.4 Appendix 3 gives an indication of income levels based on visitor numbers based on two price variables. However, net income will be affected by the cost of administration including cash collection and insurance. A decrease in numbers as a result of charging is also to be expected. The Group is currently liaising with authorities that have adopted a charging policy to calculate a reasonable resistance rate.

3.5 A sub group has recently visited Newark, where the facilities have been devolved to the Town Council, which now manages and charges for use. Early indications are that the introduction of charging has reduced vandalism/anti-social behaviour and the income is helping to meet the cost of providing the service.

3.6 The Group concludes that charging is a viable option for the town centre and busy travel route areas. Income received would offset the cost of maintenance and may well support the cost of facilities where the visitor numbers are lower and public expectation is potentially higher, given the facilities' location. Income may also provide for a reorganisation of staff to spend more time cleaning and therefore provide a better level of service.

3.7 To arrive at detailed costings the Group needs an in principle decision to charge, to enable more accurate costings to be obtained through a proper procurement

process, and to receive feedback through public consultation. The Working Group therefore recommends charging as its number one priority. Feedback on the potential charging policy would be gained through the Area Community Forums in October and by web feedback.

#### **4 COMMUNITY TOILET SCHEME**

- 4.1 A number of local authorities have adopted a new means of making existing toilets in private premises available to the general public. The Schemes differ in detail but the general principle is a simple one: that local businesses work in partnership with local authorities to provide access for the public to clean, safe toilets and may provide a payment to participating local businesses.
- 4.2 Such a Scheme would have obvious benefits in terms of increasing the number of public toilet facilities in the local area and is a cost effective solution to the lack of toilet provision.
- 4.3 Disadvantages are that Community Toilets are not suitable for large numbers of visitors needing the toilet at the same time and facilities will be open only when the business is open. However in general terms Community Toilet schemes offer the potential for much longer opening hours than provided by traditional public toilets and could form part of a more comprehensive public toilet strategy.
- 4.4 A Community Toilet Scheme was proposed for Matlock Bath as part of a solution to not replacing the Memorial Toilets. There were no takers at that time. However there are businesses in more rural areas that might benefit from such a scheme. A hotel close to Dovedale for example has responded to say that it welcomes walkers to its hotel as non-staying guests. A Community Toilet Scheme may therefore be welcome in some areas and be seen as the District Council doing all it can to offer and promote facilities to its visitors.
- 4.5 A draft Community Toilet Scheme is attached for consideration. If adopted the Scheme will have suitable conditions attached to ensure that the facilities are available to all users without the requirement to make a purchase at the particular establishment. Signage would also be an important factor moving forward for all facilities.

#### **5 SPONSORSHIP**

- 5.1 No direct offers of sponsorship have been made to date to support public conveniences. That is not to say however that sponsorship is ruled out within the overall strategic approach. It may be for example that in following the lead of other authorities, paid for advertising could be displayed within particular toilet blocks. Advertising could be to promote events or products that complement the District Council's Corporate Plan.

#### **6 COMMUNITY ASSET TRANSFER**

- 6.1 Following the last review of public conveniences in 2011, a number of facilities were transferred to parish councils including Tideswell, Winster and Youlgrave. Cleaning of the facilities without transfer was also secured at Darley Dale and Ashford in the Water.
- 6.2 Local town and parish councils have been asked if they are willing to take on the facilities. Some definite responses have been received – all in the negative – whilst others need more time for the particular parish to meet and discuss the matter. All councils were provided with the costings<sup>24</sup> and the estimated visitor numbers. A one

off sum of £3,000 is 'on the table' for any town/parish council wishing to take on ownership and responsibility of the toilets.

- 6.3 It is suggested that more time is required to get a definitive view on the likelihood of any potential transfers.
- 6.4 One of the common barriers to taking on the toilets is the cost of business rates – see Appendix 2 details. The current position is that no discretionary relief can be awarded to a ratepayer that is a precepting authority, which would prevent the council from awarding relief to a parish council (but it can award relief to a ratepayer that is not a precepting authority).
- 6.5 The Government was intending to give councils powers to award discretionary relief to parish councils (or any other precepting authority) in respect of public toilets and inserted a section in the Local Government Finance Bill 2016/17 to this effect. The Bill has not gone any further since the general election stopped parliamentary action.
- 6.6 Artists Corner toilets are slightly different in that the canoe club wishes to take on the facilities and redesign them at its cost to provide much needed storage and changing facilities. The Club has until December to decide on whether it wishes to take the facilities on and the higher one off contribution of £7000. Design work is still in its early stages and confirmation is needed on the level of public use to be provided. This matter will be reported to the next meeting of the Committee.

## **7 CLOSURE**

- 7.1 Closure of facilities is seen as the last resort. However, the Review Team is mindful of the Council's overall savings gap and original purpose of the Review. It is carefully considering the cost effectiveness of facilities, which may ultimately lead to a recommendation to close. Those factors include:
- Running costs proportionate to use
  - Cost of maintenance and future liability
  - Vandalism and anti-social behaviour
  - Complaints
  - Equality Act considerations
  - Proximity to other facilities
- 7.2 The Group also wishes to consider potential alternative uses of facilities from a more commercial viewpoint. For example some facilities may serve a more useful purpose either in the District Council's ownership or in partnership with others.
- 7.3 The Group intends to produce a comprehensive report on its findings to a future meeting of the Committee.

## **8 RISK ASSESSMENT**

### **8.1 Legal**

The legal powers are set out in the report. At this stage in proceedings the legal risk is low.

### **8.2 Financial**

A cost benefit analysis will need to be prepared once full costings are known to support the principle of charging. The fact remains that the Council has a budget shortfall to meet, and the prospect of reducing the costs of this discretionary service is highly desirable. The financial risk remains as medium to high.

## **9 OTHER CONSIDERATIONS**

In preparing this report, the relevance of the following factors has also been considered: prevention of crime and disorder, equalities, environmental, climate change, health, human rights, personnel and property.

## **10 CONTACT INFORMATION**

Sandra Lamb, Head of Corporate Services. Tel 01629 761281 or Email [sandra.lamb@derbyshiredales.gov.uk](mailto:sandra.lamb@derbyshiredales.gov.uk)

Tim Braund, Head of Regulatory Services, Tel. 01629 761118 or email [tim.braund@derbyshiredales.gov.uk](mailto:tim.braund@derbyshiredales.gov.uk)

## **11 BACKGROUND PAPERS**

None

## **12 APPENDICES**

**Appendix 1** - Action Plan Update

**Appendix 2** – Cost by Facility

**Appendix 3** – Public Convenience Weekly Usage

**Appendix 4** – Community Toilet Scheme

## STEP 2016 Savings, Transformation, Efficiencies, Performance

### Interview Report and Action Plan:

Interview Attendees; Heidi McDougall

- Service: Public Conveniences

- STEP Review Team: Dorcas Bunton, Steve Capes, Tim Braund, Alex Fores, Karen Ludditt

Service Area:	Public Conveniences	Date of meeting:	13/10/16
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THEME	NOTES	ACTION	LEAD OFFICER	TARGET DATE	Update
General	Totally discretionary but highly valued service. Possibly more for visitors/walkers etc. to the Dales rather than residents. Previous review in 2011. Fundamental question, should we be providing this service at all?	1. Prepare initial report to Members to seek fundamental review of remaining 24 toilets. Within the report detail the history of the 2011 review, what we started with, what we have left now, the £1m borrowed(?), the cost of the service in 2011 compared to cost now – what has the saving been? Explain the actions you will take during , say the next 2 years (detailed below in	HMC	January Council 2017	Done

		<p>various action points) but recommending your first action is to write to appropriate Town Councils and Parish Council saying this fundamental review is taking place and there is the potential for the Council to close all/some of it public conveniences in two years as financially unviable unless a different provider can be found.</p> <p>2. Once all actions below completed collate all information for report to Members making recommendations given the evidence base on priorities for Closure/Transfer (if the review has prompted any positive discussions)/ Charging/ plus</p>	SL		Interim Report to C and E September. Final report November.
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		recommendation on demolition/sellings etc			
<b>Transformation</b>	Issues around issue report linking to Mayrise. Use of PSS	<ol style="list-style-type: none"> <li>1. Put a report it form on the web site for users to report issues, put website address clearly displayed in PCs.</li> <li>2. Explore with Transformation hub a timetable to ensure direct link between the report form and Mayrise</li> <li>3. Provide attendants with PSS</li> </ol>	<p>HC/MR</p> <p>HC/MR</p> <p>HC</p>	ASAP	<p>Done</p> <p>Done</p>
<b>Performance management</b>	Low complaints	<ol style="list-style-type: none"> <li>1. Investigate a process for the consistent recording of complaints.</li> <li>2. Benchmark with other rural authorities and see if this challenges what we do</li> </ol>	<p>Env. Services</p> <p>SL</p>		<p>Done – recorded through Mayrise</p> <p>To be swept up as part of the Review</p>
<b>Customers</b>	No knowledge of current usage. Needs of some customers e.g. taxi drivers at night?	<ol style="list-style-type: none"> <li>1. Explore simple cost effective methods of ascertaining usage to help prioritise the busiest PCs. This needs to be done early on to help review process. (examination of supplies issued,</li> </ol>	SL	ASAP	Done by the Team – as attached.

		inspection of water meters etc). 2. Within review consider potential requirements of special groups e.g. taxi drivers	SL		To be swept up as part of the Review
<b>Financial management</b>	Mainly salary costs and support costs plus need clarity over previous review investment (£1m)	1. Through condition survey data evaluate future liabilities (costs) to bring all PCs up to an acceptable standard with an estimate of how often this kind of investment will have to be made to keep them up to standard. 2. Investigate the pros/cons of charging at certain PCs 3. Examine options for alternatively managed facilities (e.g. self-cleaning pods) 4. Examine the feasibility of timer locks to reduce attendant times in opening and closing facilities.	SL  SL  SL  SL		Done using asset condition survey data of 2015  Done. Included in interim report.  Currently being investigated. Results to final report  To be swept up as part of the Review
<b>Assets</b>	Buildings in different states of repair	See no.1 in Finance recommendations			

<b>Workforce</b>	Sick leave issues, use of Agency, travel distance, Bakewell has own attendant and gets lots of compliments.	1. Continue to monitor performance of workforce, no changes recommended to scheduling until review complete.	MR		Consultation on review ongoing. Awaiting final report and ultimate recommendations
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**COST BY FACILITY**

<b>Bakewell</b>	<b>Granby Road</b>	
	Repairs	£3,760.55
	Electricity	£4,511.59
	Water	£5,548.65
	Business Rates	£3,122.20
	Stock	£2,268.00
	Staff	£20,817.30
	<b>TOTAL</b>	<b>£40,028.29</b>
	Backlog Repairs	£2,000.00
<b>Bakewell</b>	<b>Recreation Ground</b>	
	Repairs	£897.12
	Electricity	£23.35
	Water	£247.55
	Business Rates	£0.00
	Stock	£504.00
	Staff	£4,072.95
	<b>TOTAL</b>	<b>£5,744.97</b>
	Backlog Repairs	£3,788.00
<b>Bakewell</b>	<b>Riverside</b>	
	Repairs	£454.82
	Electricity	N/A
	Water	N/A
	Business Rates	£2,260.10
	Stock	£630.00
	Staff	£10,408.65
	<b>TOTAL</b>	<b>£13,753.57</b>
	Backlog Repairs	£3,208.00
<b>Matlock</b>	<b>Bus Station</b>	
	Repairs	£1,089.18
	Electricity	£4,954.68
	Water	£3,015.78
	Business Rates	£16,892.50
	Stock	£1,764.00
	Staff	£7,557.59
	<b>TOTAL</b>	<b>£35,273.73</b>
	Backlog Repairs	£21,900.00
<b>Matlock</b>	<b>Bus Station (Old)</b>	
	Business Rates	£1,628.60
<b>Matlock</b>	<b>Causeway Lane (by tennis courts, Hall Leys Park)</b>	
	Repairs	£0.00
	Electricity	£3,831.14
	Water	£2,451.00
	Business Rates	£0.00
	Stock	£2,772.00
	Staff	£7,557.59

## COST BY FACILITY

	<b>TOTAL</b>	<b>£16,611.73</b>
	Backlog Repairs	£1,500.00
<b>Matlock</b>	<b>Hall Leys Park play area (by Knowleston Place)</b>	
	Repairs	£1,928.05
	Electricity	£806.64
	Water	N/A
	Business Rates	£0.00
	Stock	£504.00
	Staff	£2,036.48
	<b>TOTAL</b>	<b>£5,275.17</b>
	Backlog Repairs	£22,735.00
<b>Ashbourne</b>	<b>Recreation Ground</b>	
	Repairs	£2,355.99
	Electricity	£0.00
	Water	£6,704.71
	Business Rates	£0.00
	Stock	£756.00
	Staff	£2,036.48
	<b>TOTAL</b>	<b>£11,853.18</b>
	Backlog Repairs	£6,907.00
<b>Ashbourne</b>	<b>Shawcroft Car Park</b>	
	Repairs	£4,492.81
	Electricity	£1,834.34
	Water	£3,067.46
	Business Rates	£4,054.20
	Stock	£1,764.00
	Staff	£15,638.84
	<b>TOTAL</b>	<b>£30,851.65</b>
	Backlog Repairs	£2,268.00
<b>Ashford</b>	<b>Court Lane</b>	
	Repairs	£0.00
	Electricity	£207.04
	Water	£966.47
	Business Rates	£873.75
	Stock	£252.00
	Staff	N/A
	<b>TOTAL</b>	<b>£2,299.26</b>
	Backlog Repairs	£2,964.00
<b>Baslow</b>	<b>Nether End Car Park</b>	
	Repairs	£371.99
	Electricity	£750.28
	Water	£2,179.91
	Business Rates	£1,211.60
	Stock	£882.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£9,423.48</b>

## COST BY FACILITY

	Backlog Repairs	£2,930.00
<b>Birchover</b>	<b>Barton Hill</b>	
	Repairs	£688.50
	Electricity	£384.09
	Water	£342.38
	Business Rates	£733.95
	Stock	£189.00
	Staff	£1,018.24
	<b>TOTAL</b>	<b>£3,356.16</b>
	Backlog Repairs	£1,700.00
<b>Bonsall</b>	<b>Clatterway</b>	
	Repairs	£195.00
	Electricity	£107.41
	Water	N/A
	Business Rates	£0.00
	Stock	£189.00
	Staff	N/A
	<b>TOTAL</b>	<b>£491.41</b>
	Backlog Repairs	£2,052.00
<b>Bradwell</b>	<b>Brookside</b>	
	Repairs	£1,083.11
	Electricity	£254.61
	Water	£98.10
	Business Rates	£3,401.80
	Stock	£189.00
	Staff	£1,018.24
	<b>TOTAL</b>	<b>£6,044.86</b>
	Backlog Repairs	£2,208.00
<b>Cromford</b>	<b>Memorial Gardens</b>	
	Repairs	£115.00
	Electricity	£426.63
	Water	£1,602.85
	Business Rates	£0.00
	Stock	£882.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£7,054.18</b>
	Backlog Repairs	£5,223.00
<b>Darley Dale</b>	<b>Station Road</b>	
	Repairs	£120.00
	Electricity	£416.42
	Water	£637.80
	Business Rates	£1,036.85
	Stock	£630.00
	Staff	N/A
	<b>TOTAL</b>	<b>£2,841.07</b>
	Backlog Repairs	£7,113.00
<b>Eyam</b>	<b>Hawkhill Road Car Park</b>	

## COST BY FACILITY

	Repairs	£1,597.35
	Electricity	£685.55
	Water	£2,777.31
	Business Rates	£3,774.60
	Stock	£756.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£13,618.51</b>
	Backlog Repairs	£3,209.00
<b>Hartington</b>	<b>Mill Lane</b>	
	Repairs	£81.28
	Electricity	£232.33
	Water	£3,189.12
	Business Rates	£1,444.60
	Stock	£441.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£9,416.03</b>
	Backlog Repairs	£2,274.00
<b>Matlock Bath</b>	<b>Memorial Gardens</b>	
	Repairs	£9,416.03
	Electricity	£1,220.53
	Water	£990.39
	Business Rates	£0.00
	Stock	£1,386.00
	Staff	£7,557.59
	<b>TOTAL</b>	<b>£20,570.54</b>
	Backlog Repairs	£0.00
<b>Matlock Bath</b>	<b>Pavillion</b>	
	Repairs	£3,023.48
	Electricity	£3,407.68
	Water	£232.58
	Business Rates	£0.00
	Stock	£882.00
	Staff	£3,529.89
	<b>TOTAL</b>	<b>£11,075.63</b>
	Backlog Repairs	£53,250.00
<b>Matlock Bath</b>	<b>Artists Corner</b>	
	Repairs	£624.50
	Electricity	£337.15
	Water	£814.19
	Business Rates	£1,654.30
	Stock	£504.00
	Staff	£3,529.89
	<b>TOTAL</b>	<b>£7,464.03</b>
	Backlog Repairs	£0.00
<b>Monsal</b>	<b>Monsal Head car park (rear)</b>	
	Repairs	£1,332.38

## COST BY FACILITY

	Electricity	£373.07
	Water	£1,526.79
	Business Rates	£803.46
	Stock	£315.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£8,378.40</b>
	Backlog Repairs	£0.00
<b>Monyash</b>	<b>Church Street</b>	
	Repairs	£852.04
	Electricity	£390.89
	Water	£154.46
	Business Rates	£640.75
	Stock	£126.00
	Staff	£1,018.24
	<b>TOTAL</b>	<b>£3,182.38</b>
	Backlog Repairs	£1,342.00
<b>Middleton by Youlgrave</b>		
	Repairs	£275.00
	Electricity	£167.26
	Water	£981.45
	Business Rates	£0.00
	Stock	£199.57
	Staff	£1,018.24
	<b>TOTAL</b>	<b>£2,641.52</b>
	Backlog Repairs	not yet known
<b>Over Haddon</b>	<b>Over Haddon car park</b>	
	Repairs	£316.60
	Water	£3,337.51
	Business Rates	£1,467.90
	Stock	£378.00
	Staff	N/A
	<b>TOTAL</b>	<b>£5,500.01</b>
	Backlog Repairs	£6,030.00
<b>Thorpe</b>	<b>Thorpe Car Park</b>	
	Repairs	£1,152.63
	Electricity	£483.02
	Water	£501.13
	Business Rates	£1,724.20
	Stock	£441.00
	Staff	£1,150.77
	<b>TOTAL</b>	<b>£5,452.75</b>
	Backlog Repairs	£9,347.00
<b>Wirksworth</b>	<b>Barmote Croft Car Park</b>	
	Repairs	£421.10
	Electricity	
	Water	£2,049.15

## COST BY FACILITY

	Business Rates	£1,561.10
	Stock	£630.00
	Staff	£4,027.70
	<b>TOTAL</b>	<b>£8,689.05</b>
	Backlog Repairs	£4,309.00

## Public Convenience Weekly Usage

Location	Gents/Ladies	Week of Survey	Footfall	wks open/year	Total per Year	@20p each	@50p each
Ashbourne Shawcroft	Men	11-18 May 2017	2089	52	108,628	£21,725.60	£54,314.00
Ashbourne Shawcroft	Women	4-11 May 2017	2402	52	124,904	£24,980.80	£62,452.00
Bakewell - Granby Road	Men	7-14 April 2017	8408	52	437,216	£87,443.20	£218,608.00
Bakewell - Granby Road	Women	14-21 April 2017	9100	52	473,200	£94,640.00	£236,600.00
Bakewell Recreation Ground	Men	5-12 May 2017	1020	26	26,520	£5,304.00	£13,260.00
Bakewell Recreation Ground	Women	27 April-5 May 2017	384	26	9,984	£1,996.80	£4,992.00
Bakewell Riverside	Mem/Women/Disabled	21-27 April 2017	3650	52	189,800	£37,960.00	£94,900.00
Baslow	Men	Jun-17	1999	52	103,948	£20,789.60	£51,974.00
Baslow	Women	Jun-17	1063	52	55,276	£11,055.20	£27,638.00
Bradwell	Men/Women	18-25 May 2017	83	26	2,158	£431.60	£1,079.00
Cromford	Men	Aug-17	320	52	16,640	£3,328.00	£8,320.00
Cromford	Women	Aug-17	252	52	13,104	£2,620.80	£6,552.00
Darley Dale	M	Jun-17	169	52	8,788	£1,757.60	£4,394.00
Darley Dale	Women	Jun-17	100	52	5,200	£1,040.00	£2,600.00
Eyam	Men	Aug-17	601	52	31,252	£6,250.40	£15,626.00
Eyam	Women	Jul-17	528	52	27,456	£5,491.20	£13,728.00
Matlock - Artists Corner	Men/Women/Disabled	device stolen	0	52	0	£0.00	£0.00

Matlock - Hall Leys Park	Men	17-24 May 2017	2254	52	117,208	£23,441.60	£58,604.00
Matlock - Hall Leys Park	Women	10-17 May 2017	1756	52	91,312	£18,262.40	£45,656.00
	Women	Aug-17	3076	52	159,952	£31,990.40	£79,976.00
Matlock Bath - Memorial Gardens	Men	May Bank Holiday	5829	52	303,108	£60,621.60	£151,554.00
Matlock Bath Memorial Gardens	Women	12-19 May 2017	1155	52	60,060	£12,012.00	£30,030.00
Matlock Bus Station	Men/Women/Disabled	device stolen	0	52	0	£0.00	£0.00
Matlock Childrens Block Hall Leys	Men/Women/Disabled	June 2017	2735	26	71,110	£14,222.00	£35,555.00
Middleton	Men	Jul-17	241	26	6,266	£1,253.20	£3,133.00
Middleton	Women	Jul-17	280	26	7,280	£1,456.00	£3,640.00
Monsal Head	Women	Aug-17	953	52	49,556	£9,911.20	£24,778.00
Monsal Head	Men	Aug-17	1190	52	61,880	£12,376.00	£30,940.00
Over Haddon	Men	Jul-17	410	26	10,660	£2,132.00	£5,330.00
Over Haddon	Women	Jul-17	420	26	10,920	£2,184.00	£5,460.00
Wirksworth	Women	Jul-17	414	52	21,528	£4,305.60	£10,764.00
						£520,982.80	£1,302,457.00

**DERBYSHIRE DALES DISTRICT COUNCIL – COMMUNITY TOILET SCHEME**

In order to be eligible for the Derbyshire Dales Community Toilet scheme premises must provide a minimum of 1 male and 1 female toilet. Facilities must be available for a minimum of 8 hours per day 7 days per week, although they are not expected to be open Easter Sunday or Christmas day.

Additional grant will be given for premises that provide disabled accessible toilets as well as standard male and female.

<b>Facilities</b>	<b>Grant</b>
Male and Female	£500pa
Male, Female and Disabled	£600pa

**BACK TO AGENDA**