

Newquay Town Council

Facilities Service

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Section 1: Roles, Responsibilities and Background to the Facilities Service

In 2014 Cornwall Council advised Newquay Town Council of its intention to close all Public Conveniences throughout the Parish due to budgetary constraints. After long consideration the Town Council felt it had no alternative other than to devolve the assets from Cornwall Council, including their on-going management and operation.

The Town Council entered into a 12-month contract with Cormac for the cleaning and maintenance of the Facilities, having no staff internally to undertake this task. In addition, the Facilities received a minor refurbishment as part of the transfer process. This included the addition of charging units for the majority of the toilets. This work was undertaken by APS Construction Ltd, with the units provided by Healthmatic Ltd.

Initially the Charging Units system were intended to connect to a main central server which collected data on the units; how much they had in them and also the ability to remotely lock and unlock the doors to eliminate the need for someone to physically check them.

There were numerous issues with the system in that it did not record the cash being collected accurately, as well as some issues at remote sites not receiving a proper signal to initiate the door locks.

This remote audit system was abandoned yet the charging units themselves remain in place.

1 member of staff was TUPE'd over with the service and remained in place until 2021. The remainder of staff were hired after the period with Cormac ended. The Council assessed the advantages and disadvantages of contract cleaning vs staff. The weight of the argument came down on employing staff, which then led to the first initial recruitment of a Manager and 1 other operative.

Over the period of 2014 - 2021 the team grew to 3 teams of 2 operatives and an operative to lock the Facilities.

In terms of the Service itself and what it represents for the Council;

- The Service: the Facilities team provides the efficient and effective delivery of public conveniences owned and managed by the Council.
- Maintenance: undertaking planned and reactive maintenance works in order to protect the value of the Council's property and the health and well being of occupiers.
- Capital programme: improving facilities with long-term strategic projects.
- Health and safety: ensuring high standards of health and safety are maintained in any work carried out on behalf of the Council.
- Energy and management: protecting the environment and reducing energy wastage by active management and proactive intervention.

Key Priorities

- Improve the quality and effectiveness of the Council's property assets by managing property corporately
- Investigate all alternative procurement routes to improve value for money in construction procurement
- Put in place a plan to consider the future property needs of the Council and service delivery linked to the potential options for future local governance, local influence and delivery of services
- To seek continuous improvement in the quality of all areas of property services

Section 2: Public Toilets

- **Chester Road** – *TR7 2RX (EDF) TR7 2RU (SWW)* – One gents and one unisex/accessible toilet. Gents has 1 toilet and 1 medium size urinal. Unisex/accessible has 1 toilet. 20p charge applies.
- **Esplanade** – *TR7 1PS (EDF)* – Two unisex facilities and one accessible toilet including a baby change unit, and also outside showers for washing wet-suits etc. FREE.
- **Fore Street** – *TR7 1HB (EDF)* – Baby change unit in the ladies and the accessible toilet. 4 cubicles within the ladies toilets and 2 cubicles and 4 urinals within the gents. 20p charge applies.
- **Narrowcliff** – *TR7 2RR (EDF) TR7 1HY (SWW)* – 3 cubicles and 2 large urinals within the gents. One accessible toilet and 4 cubicles within the ladies toilet. 20p charge applies.
- **Railway Station** – *TR7 2 ND (EDF) TR7 2NG (SWW)* – Baby change unit in the accessible toilet. 2 cubicles within the ladies toilet and 1 cubicle and 2 urinals within the gents toilet. FREE.
- **Trenance Gardens** – *TR7 2ES (EDF) TR7 2NW (SWW)* – Baby change unit in the accessible toilet and also an ADI unit fitted which helps blind/visually impaired people to navigate around the toilet. 1 cubicle and 3 urinals in the gents. 3 cubicles within the ladies. 20p charge applies.
- **Watergate Bay** – *TR8 4AA (EDF) TR7 4AD (SWW)* – 1 accessible toilet with baby changing unit. 3 cubicles and 4 urinals in gents. 4 cubicles in the ladies as well as a baby change unit. 1 unisex shower room and 1 female shower room. 20p charge applies for all toilets and separate charges for the showers.

- **Killacourt** – *TR7 1DN* – Baby change room located via the ladies facility. Gents has 4 urinals and 2 cubicles. Ladies has 5 cubicles. 1 accessible toilet. 20p charge applies.
- **Beach Road** – *TR7 1ES (EDF) TR7 1ET (SWW)* – Closed and have never been open under Newquay Town Council ownership.
- **Pentire Headland** – *TR7 1PN (EDF)* – 2 unisex accessible toilets. 20p charge applies.
- **Porth** – *TR7 3NE (EDF) TR7 3LN (SWW)* – Baby change unit in the accessible toilet. Ladies has 4 cubicles. Gents has 3 cubicles and 3 urinals. FREE.
- **Little Fistral/Towan Headland** – *TR7 1HS* – 1 accessible toilet. 1 unisex block with separate gents and ladies cubicles and one Elsan Point. FREE.

Section 3: Mount Wise Centre

The Town Council purchased 28 Mount Wise with a view to multi-use the building for the community as well as local businesses to operate out of. The project comprises of refurbishment works to all building levels and structural alterations. The top two levels will be used for general office use with the ground floor comprising of a large open space with kitchen to support events and community functions. Each of these levels will include an accessible toilet and lift access.

Key objectives of the project are:

- To provide a venue for Community groups and voluntary organisations to hire out as there is a current lack of provision in the Newquay area as identified through public consultation.
- To provide flexible office accommodation for local businesses looking to establish themselves in Newquay. The site has the benefit of being 5 minutes' walk from the Town Centre.

The Site

The building is centrally located and 5 minutes walk/drive from the Town Centre. The site is in close proximity to public transport links as well as public services such as; Town Council Offices, Newquay Library & Information Service and Visit Newquay Tourist Information Centre. Key features include;

- 24 Hour CCTV
- Free On-Site Car Parking
- Communal Kitchen Facilities
- Platform Lift

Community Space

28 Mount Wise has two large function spaces available to hire. The rooms are separated with a bi-fold door which gives the hirer flexibility to use the entire space. Both rooms are serviced by an independent Kitchen and Toilet facilities. This space is on offer for both charity and commercial groups for hire.

- Function Room 1: 53 m2
- Function Room 2: 27 m2
- Combined Rooms 1 & 2: 80m2

Office Accommodation

The 1st & 2nd Floors of the building comprise of Office space which is rented out. Each floor has 3 Office suites serviced by Toilet and Kitchen facilities.

- Office Suite A1: 24 m2
- Office Suite A2: 22 m2
- Office Suite A3: 42 m2

Section 4: Marcus Hill & Library

The Marcus Hill and Library Buildings (along with Library staff) were transferred to Newquay Town Council in 2018. The Marcus Hill building was transferred with no maintenance works done prior to transfer. The Library building had some pre-transfer works undertaken as it needed to incorporate the One Stop Shop service (previously run from the Marcus Hill Foyer) and the Library where they used to be separate. The Library had some asbestos removal and internal works to create a counter space that could be used as the OSS. There were also works done to the roof of the entrance porch and installation of blinds. Works the Council has had undertaken since transfer are;

- Installation of compliant Fire Alarm
- Access Control system throughout both premises
- Lift from Ground Floor to First Floor in Marcus Hill
- Redecorating of Ground and First Floor offices and rooms
- Installation of Air Condition in key rooms in both premises
- Asbestos removal and monitoring
- Installation of new electrical wiring in the Council Chamber to allow more plug sockets
- Replace windows in most of the rooms on Ground and First Floors
- Change all locks to Town Council key system
- Complete refurbishment of Tourist Information Centre

Section 5: Killacourt

Project Background

Newquay Town Council was granted £499,702 by the Government's Coastal Communities Fund as part of a new round of grants worth £36 million to projects up and down the Great British Coast. The Killacourt is one of 20 projects across the south west which will benefit from over £15.4 million from this round of coastal communities funding to help develop and improve tourist attractions, create jobs and promote socio-economic growth.

Newquay Town Council's bid captured the interest of the Government's Coastal Community Fund, which outlined the need to see investment in the Killacourt, in order to retain it as an important green space that can continue to be relevant for events and increase footfall to the town.

The Original Plan

Whilst all subject to obtaining the necessary consents, approvals and consulting with stakeholders; a Master Plan of the Killacourt has been designed, focusing on business 'incubator units' placed on the curtilage of the Killacourt; providing opportunities for small businesses and sole traders/community groups to hire out the units for events and on a flexible basis to trade goods and services; with a priority on goods that are not provided elsewhere in the Town.



There will also be investment and various improvements in the band-stand and kiosk area as well as accessibility improvements to all pavements, which are planned to be up-lit of an evening with new sustainable tree planting – helping those with buggies or indeed wheelchair users to have full use of the Killacourt. Modern features such as noise reducing fencing and planting seek to reduce the impact of existing and growing events on neighbouring properties, whilst also protecting or indeed improving their existing views and vistas.

TROPICAL LANDSCAPING

Newquay Event & Business Hub



Newquay Town Council are in negotiation with existing tenants, to release the white fencing and create a completely open space, doubling the area for events. The kiosk will also be replaced with a Farmer's Market, and a restaurant/café will be built behind the bandstand, overlooking the iconic Island House. However, these aspects may be undertaken as part of a later phase of the project owing to existing agreements and permissions.

There are no plans agreed yet for the Cornwall Council memorial benches. They may be moved, or they may be made into stone plaques in the amphitheatre with consent of those who have sited them on the Killacourt. This also applies to the Cornwall Pride benches, which may be moved to the bottom right of the site, which is a disused area at present. The Beatles boulder is also likely to be moved into the Mediterranean planting area and made more prominent, but again this is detail that is still to be worked out.

There will be a sympathetic CCTV security system implemented on site too. Whilst the Killacourt isn't an attractive area for crime, we are conscious this is right in the Town Centre and with the improvements there is likely to be higher evening footfall, so we are keen to ensure everyone feels safe and prevent crime.

The overall aim of the Killacourt enhancements are to protect the views, not to impact neighbouring properties, to create better use of the land, to boost events and ultimately increase footfall to Newquay's Town Centre.



Cost Breakdown

- The project has a total capital cost of circa £850-950,000.
- £499,702 has been granted by the Coastal Community Fund
- £120,000 secured from Section 106 Developer's money
- £20,000 insurance monies from Cornwall Council potentially
- Further funding is being sought from CLLD/LEADER funding and Town Council capital reserves

Estimated Income

It is estimated that £25,200 of income will be generated from the site in the first full year.



Other grants and funding

Newquay Town Council are also seeking additional grants and funding. They require £233,000, which they aim to acquire through a mix of Newquay Town Council's private fund and by approaching more 106 money from Cornwall Council.

Newquay Town Council do wish to obtain funding from Cornwall Council; however, it may have a better impact on the project to only use the Newquay Town Council Reserve. The Town Council currently have £185,000 in their Localism Reserve, and £200,000 in their capital reserve that could be used if needed. However, this would be based on the freehold of the site being held by the Town Council.



Tenancy Background

The Killacourt has 12 retail units and a Café which were advertised to potential tenants in mid 2020. The Retail Units are on a 5 year lease with the option for both parties to break out at year 1. The service charge is not being applied for the first year of the tenancy. The Café is on a slightly longer lease at 7 years with the option to break at year 2.