

Public Document Pack

SALTASH TOWN COUNCIL

Minutes of the Meeting of the Services Committee held at the Guildhall on Thursday 14th December 2023 at 6.30 pm

PRESENT: Councillors: R Bickford, R Bullock, J Dent, S Gillies, S Miller, L Mortimore, B Samuels, P Samuels (Vice-Chair, in the Chair) and B Stoyel.

ALSO PRESENT: H Frank (Cornwall Council), S Burrows (Town Clerk), I Bovis and D Joyce (Administration Officer)

APOLOGIES: J Brady, M Griffiths, S Lennox-Boyd, S Martin, J Peggs (Chairman) and D Yates.

97/23/24 HEALTH AND SAFETY ANNOUNCEMENTS.

The Chairman informed those present of the actions required in the event of a fire or emergency.

The Chairman introduced and welcomed Ian Bovis the newly appointed Service Delivery Manager.

Councillor Miller arrived and joined the meeting.

98/23/24 TO APPOINT A VICE CHAIRMAN.

The Chairman informed Members he wished to appoint a Vice Chairman for this meeting only.

It was proposed by Councillor P Samuels, seconded by Councillor B Samuels and **RESOLVED** to appoint Councillor Stoyel as Vice Chairman for this meeting only.

99/23/24 DECLARATIONS OF INTEREST:

a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

None.

b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None.

100/23/24 QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF MEMBERS OF THE COUNCIL.

None received.

101/23/24 TO RATIFY MINUTE 95/23/24 FROM THE SERVICES COMMITTEE MEETING HELD ON 12TH OCTOBER 2023.

95/23/24 TO CONSIDER URGENT NON-FINANCIAL ITEMS AT THE DISCRETION OF THE CHAIRMAN.

Tamar Bridge and Torpoint Ferry Key Stakeholder Consultation.

Due to the Tamar Bridge and Torpoint Ferry public consultation closing on 29th

October 2023 and the next Full Council meeting being 2nd November 2023, Members were asked to consider providing permission for Councillor Bickford to work up a letter of response on behalf of the Town Council to the Joint Tamar Bridge and Ferry Committee.

It was proposed by Councillor Dent, seconded by Councillor Lennox-Boyd and

RESOLVED to approve Councillor Bickford to work up a response on behalf of Saltash Town Council to be shared with Members for their input, submitting to the Joint Tamar Bridge and Ferry Committee.

The above resolution is to be ratified at Thursday 14th December 2023 Services Committee meeting.

It was proposed by Councillor Dent, seconded by Councillor Mortimore and **RESOLVED** to ratify minute 95/23/24 of the Services Committee meeting held on 12th October 2023.

102/23/24 TO RECEIVE AND APPROVE THE MINUTES OF THE SERVICES COMMITTEE HELD ON 12TH OCTOBER 2023 AS A TRUE AND CORRECT RECORD.

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

It was proposed by Councillor P Samuels, seconded by Councillor Bickford and **RESOLVED** to amend minute nr. 82/23/24 point 4 from 5pm to 4:30pm to reflect the correct opening hours of the public conveniences.

It was proposed by Councillor P Samuels, seconded by Councillor Gillies and **RESOLVED** that the minutes of the Services Committee held on 12th October 2023 were confirmed as a true and correct record.

103/23/24 TO RECEIVE THE TOWN CLERKS REPORT ON DELEGATED AUTHORITY TO SPEND AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was proposed by Councillor Mortimore, seconded by Councillor Miller and **RESOLVED** to ratify the Town Clerk's report spend of £8.89 allocated to budget code 6572 EMF Festive Lights.

104/23/24 TO RECEIVE THE SERVICES COMMITTEE BUDGET STATEMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was proposed by Councillor P Samuels, seconded by Councillor Stoyel and **RESOLVED** to note the budget statements and approve the following virements:

1. £1,300 from budget code 6907 Seagull Bags to 6506 Grounds Maintenance and Watering to cover future expenditure;
2. £1,500 from budget code 6531 Public Toilet Commercial Cleaning to 6508 Public Toilets (Operational Costs) to cover future expenditure;
3. £500 from budget code 7114 Equipment Longstone to 7110 General Repairs and Maintenance Longstone to cover future expenditure.

105/23/24 TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.

Nothing to report.

106/23/24 **TO RECEIVE REPORTS FROM THE SERVICE DELIVERY DEPARTMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

a. Departmental Report;

North Road Bus Stop

It was proposed by Councillor Dent, seconded by Councillor B Samuels and **RESOLVED** to:

1. Approve option 3;
2. Delegate to the Service Delivery Manager to manage the removal of the existing construction in-house, liaising with the Admin Officer;
3. Delegate to the Admin Officer to arrange with Fernbank Advertising to install a new bus shelter and for that shelter to form part of Saltash Town Councils existing shelter advertising agreement, at no cost to the Town Council.

Town Clock

It was proposed by Councillor P Samuels, seconded by Councillor Stoyel and **RESOLVED** to delegate to the Service Delivery Manager to agree a future Service Level Agreement on behalf of the Town Council working within budget 6504 Street Furniture, reporting back at a future Services Committee meeting.

H&S Audit Sept 2023

It was proposed by Councillor P Samuels, seconded by Councillor B Samuels and **RESOLVED** to delegate to the Service Delivery Manager to procure items to meet the health and safety audit requirements working within the relevant Services Committee budgets, reporting back at a future Services Committee meeting.

Chipper

It was proposed by Councillor P Samuels, seconded by Councillor Stoyel and **RESOLVED**:

1. To purchase a used chipper machine from Company A at a cost of £3,995 + VAT including a three month warranty and Service Level Agreement;
2. To delegate to the Service Delivery Manager to ensure staff are fully trained, a comprehensive Risk Assessment and Method Statement is agreed by staff, and the equipment is insured;
3. To ensure training and health and safety is in place prior to the machinery becoming operational;
4. To allocate associated costs to budget code 6578 EMF Equipment and Vehicles (Capital Work).

It was **RESOLVED** to note the remainder of the departmental report.

The Town Clerk informed Members that reports b to e are work-in-progress and that the Service Delivery Manager aims to further improve the shared data.

- b. Grounds Maintenance Works;

It was **RESOLVED** to note.

- c. Work Request Log;

It was **RESOLVED** to note.

- d. Statutory and Mandatory Building Asset Checks;

It was **RESOLVED** to note.

- e. Vandalism and Anti-Social Behaviour Report.

It was **RESOLVED** to note.

107/23/24 **TO RECEIVE CORNWALL COUNCIL'S LOCAL MAINTENANCE PARTNERSHIP 2024-2025 AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Town Clerk informed Members on the report received and contained within the circulated reports pack.

It was proposed by Councillor P Samuels, seconded by Councillor Dent and **RESOLVED;**

1. To not sign up to the 2024-25 LMP due to lack of in-house resources at present;
2. To request Cormac cut the key paths when they receive reports on them being overgrown;
3. To note Cormac will only cut to the value of the grant;
4. To clearly advertise who and how the Service will be managed together with the reporting system.

108/23/24 TO REVIEW THE AMENDED QUOTE TO SUB-CONTRACT THE PUBLIC CONVENIENCES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Town Clerk informed Members on the report contained within the circulated reports pack.

Members discussed the proposal to sub contract the operations of the public toilets, associated cost, and the current operational impact on the Service Delivery Team when requesting these duties be undertaken in-house.

It was proposed by Councillor P Samuels, seconded by Councillor Miller and **RESOLVED**;

1. To appoint Company A to undertake the operations of opening, closing and cleaning the Town Council public toilets on a three month rolling contract as attached;
2. To approve the fixed monthly cost of £2,275 for the year 2023-24;
3. To approve the fixed monthly cost of £2,914.28 for the year 2024-25;
4. Associated cost allocated to budget code 6531 Public Toilet Commercial Cleaning;
5. To vire £3,000 from the 2023-24 budget code 6531 Public Toilet Commercial Cleaning to the same budget code for 2024-25 to cover the associated shortfall in cost;
6. To delegate to the Service Delivery Manager to arrange the appointment and oversee the works reporting back at future Services Committee meetings;
7. To continue to purchase cleaning products and undertake maintenance work in-house;
8. To suspend Standing Order Section 17/1.1 and Financial Regulations Section 10/10.1 due to the lack of interest in the Service required;
9. The above is subject to successful recruitment by the sub-contractor, HR consultations, insurance certificates, risk assessments and method statements.

109/23/24 TO RECEIVE A REPORT ON VEHICLE RENTAL AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

Members discussed the report received and contained within the circulated reports pack.

It was proposed by Councillor Stoyel, seconded by Councillor B Samuels and **RESOLVED:**

1. To approve Company A temporary hire agreement at a cost of £40 inc VAT per day until a permanent solution is agreed and in place;
2. To delegate to the Service Delivery Manager to sign off the hire agreement on behalf of the Town Council, ensuring the vehicle is fully insured and road worthy;
3. To allocate associated hire cost to budget code 6578 EMF Equipment and Vehicle Capital Works;
4. To allocate the insurance cost to budget code 6205 PF Insurance;
5. To delegate to the Service Delivery Manager working with the Town Clerk to ascertain best value for the sale of vehicle SA11 SYV and proceed with the process in line with Financial Regulations Section 15 and to avoid further depreciation.

110/23/24 TO RECEIVE A QUOTE FOR BOILER WORKS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Town Clerk reported that receiving quotes for the works required had proved difficult with many companies not wishing to quote or qualified to undertake the work.

It was proposed by Councillor B Samuels, seconded by Councillor Dent and **RESOLVED** to approve Company A to undertake the Guildhall boiler flue works subject to providing insurance certificates, risk assessments and method statements, at a cost of £4,300+vat allocated to budget code 6403 Electricity Guildhall (due to surplus funds).

111/23/24 TO RECEIVE QUOTES FOR SPRING AND SUMMER PLANTING AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

Members discussed the three quotes received and the possibility of Evergreen plants being used to assist with low maintenance.

The Town Clerk reminded Members of the request from the Veterans Charity and their Help Create a River of Poppies in Cornwall initiative which Members may wish to consider.

It was proposed by Councillor B Samuels, seconded by Councillor Mortimore and **RESOLVED:**

1. To appoint Company A to supply and assist with planting the Spring/Summer beds and hanging baskets subject to clarification of additional cost for some evergreen and wildflower planting;
2. To approve the associated cost of £4,125.26 to be allocated to budget code 6506 Grounds Maintenance and Watering;
3. To delegate to the Service Delivery Manager to work with contractor on the type of bedding to be planted mid-May/June 2024, working within budget, reporting back at a future Services Committee.

112/23/24 TO RECEIVE A REPORT ON CORMAC'S IMPROVED DRAINAGE IN THE AREA OF HOMER PARK AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was proposed by Councillor P Samuels, seconded by Councillor Stoyel and **RESOLVED** to defer to the 8th February 2024 Services Committee meeting subject to sufficient information being available following a site visit.

113/23/24 TO RECEIVE A REPORT ON CCTV AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

Town Clerk briefed Members on the report received and circulated within the reports pack.

Members discussed in length the monitoring hours, 6 month free trial, and the necessity for data to be received before, during, and after the trial period.

It was proposed by Councillor P Samuels, seconded by Councillor Miller and **RESOLVED:**

1. To approve a 6 month trial of a 4g CCTV camera provided and installed by Plymouth City Council to the lighting column located between Betfred and the Spa Dentists, at no cost to the Town Council;
2. To approve a licence to work within the highway at a cost of £97;
3. To request Plymouth City Council to confirm the trial commencement date subject to their availability;
4. To seek advice from Plymouth City Council on the most suitable monitoring hours for a proposed three camera CCTV scheme in order to obtain a formal quote;
5. To request Plymouth City Council to provide data before,during, and after the trial period to form part of the main proposal;

It was proposed by Councillor P Samuels, seconded by Councillor Miller and resolved to **RECOMMEND** to the Policy and Finance Committee the associated cost (point 2 above) be allocated to budget code 6270 PF EMF Crime Reduction.

114/23/24 **TO RECEIVE AN UPDATE ON THE TOWN COUNCIL CIL APPLICATION AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Town Clerk updated Members on the letter received from Cornwall Council prior to this evening's meeting confirming the successful funding bid applied for under the Community Infrastructure Levy (CIL).

The Town Clerk further reported that Cornwall Council have awarded Saltash Town Council £75,000 of CIL funding on the condition that the Town Council cover any increase in cost following completion of the formal procurement process.

It was proposed by Councillor B Samuels, seconded by Councillor Mortimore and **RESOLVED:**

1. To delegate to the Town Clerk to review and sign the funding agreement for the award of £75,000 of CIL funding, subject to the Town Council covering any increase of cost following completion of the formal procurement process;
2. To delegate to the Town Clerk to prepare a specification to tender and comply with the Town Council procurement regulations;
3. To delegate to the Town Clerk to arrange the in-house tender scoring process;
4. To report back at a future Services Committee meeting to appoint a contractor to undertake the work to improve the Pillmere Community Play Provision.

Members thanked the Town Clerk and Mel Richardson Consultancy for their work.

115/23/24 TO RECEIVE AN UPDATE ON THE USE OF PUBLIC ROYAL NAMES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was proposed by Councillor Mortimore, seconded by B Samuels and **RESOLVED:**

1. To approve the amended protected title 'Queen Elizabeth Memorial Rose Garden' together with the years of Queen Elizabeth II's life.
2. To be located in the circular planted area outside the Maurice Huggins Room together with Queen Elizabeth Pink Roses;
3. To delegate to the Service Delivery Manager to procure a memorial stone and Queen Elizabeth pink roses at a maximum cost of £1,000 allocated to budget code 6506 Grounds Maintenance and Watering.

116/23/24 TO RECEIVE A REPORT FROM SALTASH ENVIRONMENTAL ACTION AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

It was proposed by Councillor Stoyel, seconded by Councillor Mortimore and **RESOLVED:**

1. To note the report;
2. That Service Delivery are to provide woodchip for the community allotment pathways subject to availability;
3. To welcome SEA's support for Elwell Woods and look forward to receiving a more detailed plan of the future of Elwell Woods in the New Year.

117/23/24 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.

118/23/24 TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.

None.

119/23/24 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

To resolve that the public and press be re-admitted to the meeting.

120/23/24 TO CONSIDER URGENT NON-FINANCIAL ITEMS AT THE DISCRETION OF THE CHAIRMAN.

None.

121/23/24 TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.

It was proposed by Councillor Gillies, seconded by Councillor Bullock and **RESOLVED** to issue the following Social Media and Press Releases:

1. Town Clock;
2. Community Infrastructure Level Funding Awarded;
3. Local Maintenance Partnership 2024-25;
4. CCTV;
5. Public Conveniences subject to HR consultation;
6. Public Royal Names.

DATE OF NEXT MEETING

Thursday 8 February 2024 at 6.30 pm

Rising at: 8.15 pm

Signed: _____
Chairman

Dated: _____



Professional office and commercial cleaning without compromise

A quality, tailored cleaning solution
for your organisation

Quote ref: 2297

Ricky Lumley
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

3rd October 2023

Dear Ricky,

Our cleaning proposal for Saltash Town Council's toilet blocks

Thank you for giving me the opportunity to provide you with a quotation for the opening, closing and cleaning of Saltash Town Council's toilet blocks.

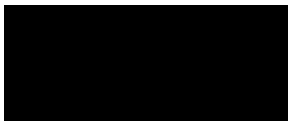
Based on the site survey undertaken, please see the enclosed cleaning proposal.

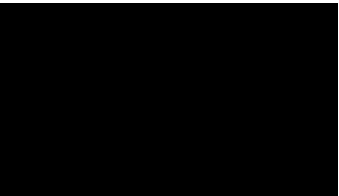
Our reliable, value for money service will ensure your premises are consistently clean and welcoming and includes:

- Well trained, trustworthy and friendly staff
- High quality cleaning standards maintained via regular inspections
- Managed cover for holidays and unplanned absences
- Service flexibility to respond to any short notice requirements you may have
- Regular, ongoing contact so that you remain happy with our service

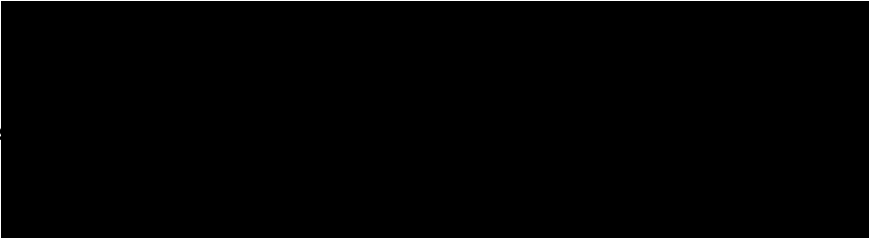
Should you wish to speak with one of our customers regarding our service, I would be delighted to provide you with referee details.

Yours sincerely,

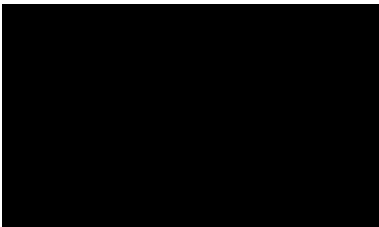




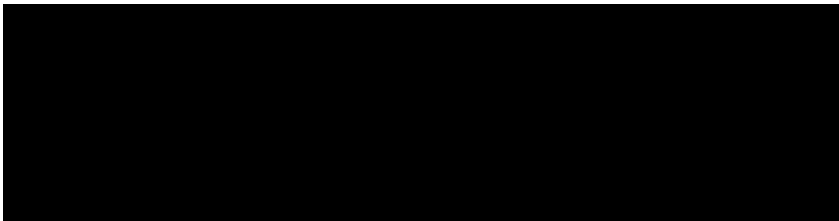
Saltash Town Council – Toilet Blocks	
Schedule of Areas to be Opened, Closed and Cleaned	
Sites to be Serviced	Frequency of Service
Alexandra Square	Daily – Winter and Summer months
Belle Vue	Daily – Winter and Summer months
Old Ferry Road	Daily – Winter and Summer months
Longstone Park	Daily – Summer months only



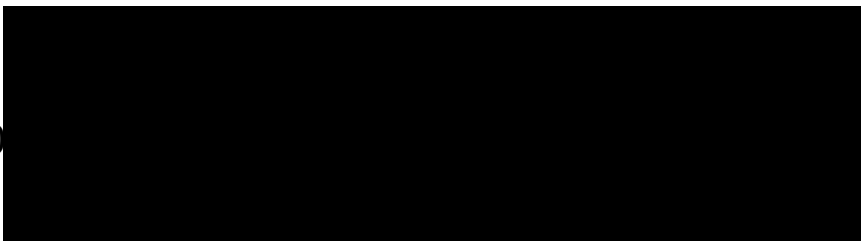
General cleaning specification



Customer: Saltash Town Council – Toilet Blocks	Quotation Ref No: 2297		
Services Provided	Cleaning Frequency		
	Weekly	Month	Year
Unless otherwise specified all cleaning restricted to max height 6ft from floor level.			
1. Sweep / damp mop entrance steps	-	-	-
2. Vacuum / damp mop entrance area	-	-	-
3. Lift & Vacuum entrance mat	-	-	-
4. Vacuum mats	-	-	-
5. Remove finger marks from interior glass windows	7	-	-
6. Remove finger marks from reception area	-	-	-
7. Remove finger marks from interior door glass panels	-	-	-
8. Empty all waste bins	7	-	-
9. Remove rubbish and place in client's receptacle	7	-	-
10. Dust/wipe furniture, windowsills, ledges, cabinets, skirtings etc to a height of 6'0"	7	-	-
11. Vacuum carpeted floors	-	-	-
12. Sweep/Vacuum staircases & Wipe Railings	-	-	-
13. Mop / sweep / Vacuum hard floors and remove spillage stains	7	-	-
14. Broom sweep hard floors and remove spillage stains	-	-	-
15. Vacuum / Mop landings	-	-	-
16. Toilets - fully cleansed for your protection Brush floor surfaces and wash and disinfect floors. Wash / dry polish toilet seats and wash interior surfaces of toilet bowls and sinks. Disinfect toilet bowls and urinal stalls. Replenish toilet facilities using customer's own materials.	7	-	-
17. Fully cleanse consulting room / treatment room / nurses room sinks and work surfaces	-	-	-
18. Wipe outside fridge, & inside & outside microwaves	-	-	-
19. Wipe out inside fridge	-	-	-
20. Crockery and cutlery – if any - collect, wash, put away	-	-	-
21. Dishwasher – turn on or empty and pack away dishes if necessary	-	-	-
22. Damp wipe coffee machine	-	-	-
23. Wipe clean and disinfect telephones	-	-	-



24. Wax polish or damp wipe furniture, ledges, cabinets, skirtings etc. to a height of 6'0" (paper and files not removed in case of loss)	-	-	-
25. Clean interior and exterior of lift	-	-	-
26. Dry buff vinyl floors with high speed machine	-	-	-
27. Dry buff wood block floors with high speed machine	-	-	-
28. Spray clean vinyl floors with high speed machine	-	-	-
29. Spray clean wood block floors with high speed machine	-	-	-
30. Wipe down and disinfect units in kitchen area	-	-	-
31. Wipe clean and polish external signs	-	-	-
32. Wipe clean and polish external signs and fittings	-	-	-
33. Remove finger marks and spillages from doors, light switches, cupboards etc.	7	-	-
34. Wiping Down of Desks	-	-	-
35. Clean both sides of external glass	-	-	-
36. Clean all interior glass	1	-	-
37. High dust all ledges, lintels etc. to normal ceiling height	1	-	-
38. Dust Venetian blinds	-	-	-
39. Vacuum/ wipe upholstered furniture	-	-	-
40. Deep cleanse urinals, toilet bowls and sinks	7	-	-
41. Wash and disinfect toilet tiles and partitions	7	-	-
42. Clean shower	-	-	-
43. Wash and disinfect waste bins	-	-	-
44. Wash all vinyl upholstery with neutral detergent	-	-	-
45. Dry dust VDU screens	-	-	-
46. Dust keyboards	-	-	-
47. Dust/Wipe Photocopiers & Printers	-	-	-
48. Unlock and Secure premises	7	-	-
We will supply all machinery and cleaning agents required.			
Materials supplied include all cleaning materials, black refuse sacks and a vacuum cleaner where necessary, but <u>do not include</u> white swing and pedal bin liners, local authority refuse sacks, air freshener and toilet consumables.			
Electrical equipment is supplied as part of the contract, but where an inadequate number of power points are available, extension leads to be supplied by the client.			



Definitions

1. Dusting - to hand height, includes the manual dusting of all furniture, fixtures and fittings from floor level up to the normal reach of a cleaner standing up, but not being required to stand on a ladder or chair, etc. It includes the removal of dust from desktops and other horizontal surfaces, provided these are kept as free from papers and other obstructions as possible.
2. Dust control method - includes the use of a dry mop or mitten, which has been impregnated to give it the ability to absorb dust; also the use of a sweeping compound on floors to absorb dust.
3. High dusting - includes the removal of dust by manual means from all horizontal dust catching surfaces above normal hand height, including light fittings, high rails, pipes, tops of high cabinets, tops of doors, pictures and bookcases.
4. Sweeping - includes the removal of surface dirt from floors (and in certain circumstances, carpets) by means of a hand broom, with or without dust-laying compound, by impregnated mops, or mechanical brush / vacuum machine.
5. Floor buffing - usually carried out with electrical or orbital action machines fitted with either a polishing brush or a back plate with nylon or steel wool pads, to remove marks and improve the shine.
6. Floor polishing - includes the application of a suitable polish to a floor and buffing if necessary, e.g.
 - (a) Wood floors with a natural wax polish followed by buffing.
 - (b) P.V.C. floors with a synthetic wax emulsion followed by buffing, or with a "dry bright" plastic emulsion wax-free polish not buffed. Polish is applied either with a spray gun under pressure, or by mop.
7. Damp mopping - includes the removal of surface dirt and spillage using a mop and the minimum of liquid detergent and water solution.
8. Washing - includes the removal of surface dirt and spillage from floors using a hand mop, or floor cloth, or other approved non-mechanical means to apply a suitable detergent diluted with water. The resultant sludge is removed with a mop and the surface neutralised and left clean.
9. Scrubbing - includes the removal of in-trodden dirt, scuff marks and polish, by rotary brush machine fitted with a hard-bristle brush, with or without a wire wool pad. The operation is done either dry or wet, using a suitable detergent, depending on conditions. If dry, the resultant dust is removed by sweeping with an impregnated mop. If wet, the sludge is rinsed off with a mop and the surface neutralised and left clean.
10. Disinfecting telephones - the wiping of telephone handsets with a soft cloth impregnated with a solution of approved disinfectant.
11. Spray cleaning - spraying a mixture of emulsion polish and water on the floor and buffing dry with a rotary brush machine to remove marks and polish the surface. By this method, the polished surface is maintained and the floor cleaned at the same time. The dirt removed is brought to the surface in the form of a fine dust which is removed by a dust control mop.
12. Scouring - includes cleaning of glazed sanitary ware using non-abrasive bleaching powder applied with a cloth or a specially designed liquid cleaner applied with a spray gun.

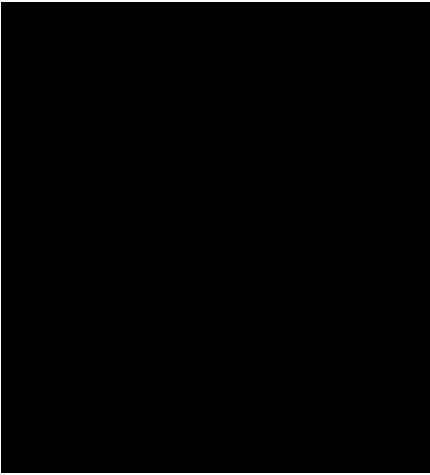
BICSc Cleaning Standards Specifications Table

	ACCEPTABLE ON COMPLETION OF TASK	ACCEPTABLE BETWEEN CLEANING TASKS	UNACCEPTABLE
GENERAL			
Removal of loose debris	Free from litter, debris, dust and loose foreign matter.	Debris arising from usage between cleans.	Build up of litter, debris, dust and loose foreign matter.
Removal of impacted debris	Free from impacted debris e.g. chewing gum, labels etc.	Debris arising from usage between cleans.	Build up of impacted debris.
HARD FLOORS			
1. (a) Spot mop	Dry and free from spillages, removable stains, superficial marks and loose debris.	Debris and spillages arising from usage between cleans.	Build up of spillages, removable stains, superficial marks and loose debris.
(b) Full mop	Has uniform appearance and is dry and free from spillages, removable stains, superficial marks and loose debris.	Debris and spillages arising from usage between cleans.	Build up of spillages, removable stains, superficial marks and loose debris. Having a non-uniform finish.
2. Scrub	Dry and free from spillages, removable stains, ingrained dirt, scuffmarks and impacted debris. Of uniform appearance.	Debris and scuff marks arising from usage between cleans.	Build up of removable stains, spillages, ingrained dirt, scuffmarks and impacted debris. Of non-uniform appearance.
3. Burnish/ Polish	Dry and free from removable stains, spillages, scuff marks and debris. Has even sheen.	Debris and scuff marks arising from usage between cleans.	Non-uniform appearance, build up of removable stains, spillages, loose debris and scuff marks.
SOFT FLOORS			
1. (a) Spot clean	Free from visible loose debris, dust, fluff and lint, removable stains and matter.	Debris arising from usage between cleans.	Build up of removable debris dust, fluff, lint, stains and matter. Accumulation of the above around soft floor edges and bases of furniture.
(b) Full suction clean	Free from visible loose debris, dust, fluff and lint. Overall even appearance.	Debris arising from usage between cleans.	Build up of removable debris, dust, fluff and lint. Accumulation of the above around soft floor edges and bases of furniture.
2. Deep clean	Free from impacted debris, dust, fluff and lint. Overall bright appearance. Free from removable stains. Odour free.	Debris arising from usage between cleans.	Build up of impacted and loose debris. Removable stains. Unacceptable odour.
VERTICAL SURFACES AND HIGH LEVEL			
1. Dust	Free from visible loose debris, dust and cobwebs.	Debris arising from usage between cleans	Build up of loose debris and dust on vertical surfaces and at points of contact with horizontal surfaces.
2. (a) Damp wipe/ spot wash	Free from impacted debris, dust, cobwebs and removable stains/ graffiti.	Debris, dust and stains arising from usage between cleans.	Build up of impacted debris and dust on vertical surfaces. Removable stains.
(b) Damp wipe/full wash	Free from impacted debris, dust, cobwebs and removable stains/ graffiti. Uniform appearance.	Debris, dust and stains arising from usage between cleans.	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains, smears.
FURNITURE, FIXTURES AND FITTINGS			
1. Dust	Free from visible loose debris, dust and cobwebs.	Debris arising from usage between cleans.	Build up of loose debris and dust on horizontal surfaces and at points of contact with vertical surfaces.
2. Damp wipe/ wash	Free from impacted debris, dust, cobwebs and removable stains. Uniform appearance. Dry.	Debris, dust and stains arising from usage between cleans.	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains, smears.
3. Polish	Dry and free from removable stains, spillages and debris. Has bright even sheen.	Debris and marks arising from usage between cleans.	Non-uniform appearance, build up of removable stains, spillages, loose debris, marks and excess polish.
SANITARY FITTINGS			
1. Damp wipe/ wash	Free from impacted debris, dust, removable stains, body fats and fluids. Uniform appearance. Dry. Odour free.	Debris, dust and stains arising from usage between cleans. Residual odour.	Build up of impacted debris, dust and fats on all surfaces and at points of contact with horizontal surfaces. Removable stains, smears.
2. Deep clean	Free from impacted debris, dust, removable stains, body fats and fluids, scale and verdigris. Uniform appearance. Dry. Odour free.	Debris, dust and stains arising from usage between cleans. Residual odour.	Build up of impacted debris, dust, fats, scale and verdigris on all surfaces and at points of contact with other surfaces. Removable stains, smears.

Contractual quotation

Quotation Ref:
2297

Date: 03/10/23



For the Attention of:
Ricky Lumley
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

Toilet Block locations:
Alexandra Square PL12 6AN
Belle Vue PL12 6ES
Old Ferry Road PL12 4EH
Longstone Park PL12 6DW (from 1st April 2024)

Opening, Closing and Cleaning of Saltash Town Council toilet blocks 7 days per week

3 toilet blocks totalling 3 hours per day until 31st March 2024

Thereafter, 4 toilet blocks totalling 3.5 hours daily from 1st April 2024

Winter (1st October – 31st March): Mondays to Sundays opening at 8.30am and closing and cleaning at 5pm

Summer (1st April – 30th September): Mondays – Sundays opening at 8.30am and closing and cleaning at 7pm

Cleaning as per Cleaning Specification (pages 3, 4 & 5)

Hourly Rate: £25.00 per hour until 31st March 2024 changing to £27.45 per hour from 1st April 2024 due to increase in National Minimum Wage

Payable as a fixed monthly charge which is calculated as an average of cleans per month over a 3 month period

Fixed monthly charge until 31st March 2024: £2,275.00

Fixed monthly charge from 1st April 2024: £2,914.28

This quotation is exclusive of VAT, which would be charged at the current rate.

All price(s) quoted are based on the cleaning contract running continuously, therefore, no deductions shall be made in respect of statutory or other holiday periods.

Cleaning can be arranged on statutory holidays at an additional charge

Please indicate your acceptance of entering into a contractual agreement by signing and returning this quotation document.

We accept the quotation and specification and agree to the terms and conditions overleaf / sent with this quotation.

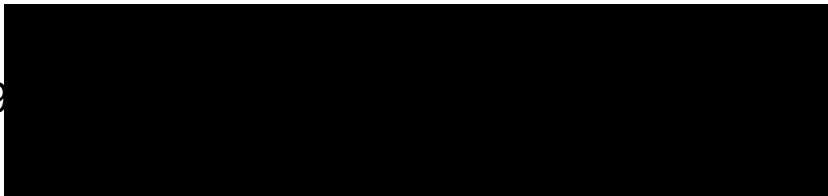
Signed by: _____

Print Name: _____

Position: _____

Date: _____

Company Name: _____



Company Reg No: _____

Proposed commencement date: _____

Terms and conditions of business under which this quotation is submitted and any subsequent order accepted.

The following are the terms of the agreement between the customer and Minster. These terms and conditions constitute an entire and binding agreement and shall prevail over any inconsistent terms or conditions contained in any document supplied by the customer. In the event of a transaction with a consumer, the consumer's statutory rights shall not be adversely affected.

1. Commencement and Duration

- (a) The services supplied under the contract shall be provided by [REDACTED] to the customer from the date specified in the order and shall continue unless and until terminated by one of the parties giving to the other not less than three months' notice in writing.
- (b) If the customer terminates the contract without proper notice, the customer shall be liable immediately to compensate [REDACTED] by paying three months' charges, as calculated by [REDACTED], based on the average for the previous three months' invoices in lieu of such notice or the average of the actual period of the contract if less than three months.

2. Price and Payment

- (a) [REDACTED] shall invoice the customer monthly. Accounts will be rendered and are due and payable within 30 days of the invoice date. Time for payment shall be of the essence. Any missed cleans due to fault on behalf of [REDACTED] will be credited against the invoice amount.
- (b) All prices quoted shall be exclusive of VAT, which [REDACTED] shall add to its invoices at the appropriate rate.
- (c) All prices quoted are calculated on the basis that the contract is to run continuously, and accordingly, no deductions shall be allowed in respect of statutory or other holiday periods.
- (d) [REDACTED] shall have the right to increase its prices:
 - (i) annually on each anniversary of the contract in accordance with the increases in the Retail Price Index;
 - (ii) when changes in legislation or other factors beyond [REDACTED] control have an impact on [REDACTED] costs; and/or
 - (iii) where appropriate, in the event of modifications or alterations to the Contract or the work to be provided by [REDACTED].
- (e) [REDACTED] guarantees to maintain its prices for a period of one year subject to clause 2(d). Thereafter, [REDACTED] reserves the right to review the value of the contract in accordance with clause 2(f).
- (f) The customer shall be given three months' prior written notice of any change to the contract value.
- (g) Without prejudice to any other right or remedy that [REDACTED] may have, if the customer fails to pay on the due date, [REDACTED] may:
 - (i) charge interest on such sum from the due date for payment at the annual rate of 8% above the base lending rate of the Bank of England from time to time, accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and the customer shall pay the interest immediately on demand.
 - (ii) claim its reasonable costs incurred in seeking payment of amounts due, including but not limited to administrative, management and legal costs; and
 - (iii) suspend all services to the customer until payment has been made in full. All sums payable to [REDACTED] shall continue to accrue during any period of suspension.
- (h) The customer warrants and represents that it has disclosed to [REDACTED] all relevant factors to enable [REDACTED] to give an informed quotation.

3. Customer's Obligations

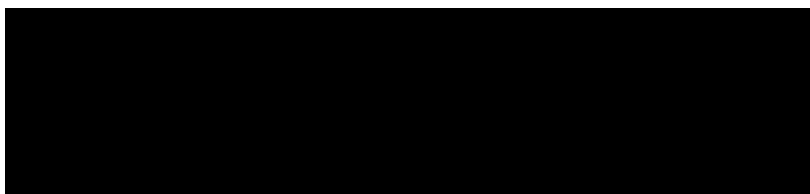
The customer shall:

- (a) Pay the contractual price and any other sums due in accordance with the terms referred to above;
- (b) Ensure that the customer's premises comply with all relevant Health and Safety requirements;
- (c) Communicate any special instructions or complaints regarding [REDACTED] performance by notice in writing within 48 hours of the complaint arising or in sufficient time to allow the special instruction to be complied with;
- (d) Indemnify [REDACTED] in respect of [REDACTED] compliance with a request to remove any of [REDACTED] personnel if such request is not found to be based on valid performance or service level complaints;
- (e) Not, without the prior written consent of [REDACTED], at any time from the date of the contract to the expiry of 6 months after the last date of supply of the services, solicit or entice away from [REDACTED] or employ (or attempt to employ) any cleaner or cleaning supervisor engaged by [REDACTED] in the provision of the services;
- (f) Any consent given by [REDACTED] in accordance with paragraph 3(e) above shall be subject to the customer paying to [REDACTED] a sum equivalent to four and a half times the cleaner's or cleaning supervisor's salary and other benefits paid by [REDACTED] in the last full month of the cleaner's or cleaning supervisor's employment with [REDACTED]; This sum shall be payable irrespective of whether the cleaner or cleaning supervisor's employment transferred from [REDACTED] pursuant to the Transfer of Undertakings (Protection of Employment) Regulations 2006.
- (g) Provide, free of charge, all lighting, heating, hot water and any other facilities which may reasonably be required by Minster;
- (h) Be liable to pay [REDACTED], on demand, all reasonable costs, charges or losses sustained or incurred by [REDACTED] or any of its employees or subcontractors (including, without limitation, any direct, indirect or consequential losses, loss of profit and loss of reputation, loss or damage to property and those arising from injury to or death of any person and loss of opportunity to deploy resources elsewhere) arising directly or indirectly from the customer's fraud, negligence, failure to perform or delay in the performance of any of its obligations under the contract, subject to [REDACTED] confirming such costs, charges and losses to the customer in writing.

4. Minster's Obligations

[REDACTED] shall:

- (a) Keep in force Employers Liability and Public Liability insurance policies up to a value of not exceeding £10,000,000 and £5,000,000 respectively.
- (b) Upon receipt of any notice under clause 3(c) take all necessary action, without cost to the customer, to investigate and rectify the complaint;
- (c) Carry out the work to the reasonable satisfaction of the customer and, if valid, provide all necessary staff and materials for this purpose, but not be responsible for the removal of oil, paint, varnishes or other similar substances unless otherwise agreed in writing;
- (d) In the event of the loss of a key entrusted to [REDACTED], be responsible only for the cost of replacement of the key and not for any other direct, indirect or consequential costs, which are covered under the customer's own insurance; and
- (e) Accept no responsibility in connection with the operation of any alarms or security devices at the customer's premises. The operation of such equipment by [REDACTED] employees or subcontractors is a matter of goodwill to assist the customer.



5. Limitation of Liability – THE CUSTOMER’S ATTENTION IS PARTICULARLY DRAWN TO THIS PARAGRAPH

- (a) If [REDACTED] performance of its obligations under the contract is prevented or delayed by any act or omission of the customer, its agents, subcontractors, consultants or employees, [REDACTED] shall not be liable for any costs, charges or losses sustained or incurred by the customer arising directly or indirectly from such prevention or delay and shall be paid as if the work had been undertaken.
- (b) Nothing in these terms and conditions limits or excludes [REDACTED] liability for death or personal injury resulting from negligence or for any damage or liability incurred by the customer as a result of fraud or fraudulent misrepresentation by [REDACTED]
- (c) [REDACTED] total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of the contract shall be limited to the price paid for the services.

6. Force Majeure

[REDACTED] shall have no liability to the customer under the contract if it is prevented from, or delayed in performing its obligations under the contract or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including (without limitation) strikes, lock-outs or other industrial disputes, failure of a utility service, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, fire, flood, storm, explosion or default of suppliers or subcontractors.

7. Variation

- (a) [REDACTED] may, from time to time, revise and amend its terms and conditions provided that, where practicable, it will give the customer at least three months’ notice;
- (b) Where [REDACTED] sends the revised version of the terms and conditions to the customer stating when they will come into force and the customer does not object in writing and continues to use the services after that date, then the customer is deemed to have accepted the revised terms and conditions from that date.
- (c) Subject to clauses 7(a) and (b) above, no variation of the contract or these terms and conditions or of any of the documents referred to in them, shall be valid unless it is in writing and signed by or on behalf of each of the parties.

8. Notices

- (a) Any notice required to be given by the customer to [REDACTED] under the contract shall be in writing and shall be delivered personally, or sent by first-class post and/or recorded delivery;
- (b) Any notice shall be deemed to have been duly received if delivered personally, when left at the address and for the contact referred to in paragraph 7(a) above or, if sent by first-class post or recorded delivery, at 9.00 am on the second business day after posting;
- (c) This paragraph shall not apply to the service of any proceedings or other documents in any legal action.

9. Waiver

- (a) A waiver of any right under the contract is only effective if it is in writing and it applies only to the circumstances for which it is given. No failure or delay by a party in exercising any right or remedy under the contract or by law shall constitute a waiver of that (or any other) right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that (or any other) right or remedy;
- (b) Unless specifically provided otherwise, rights arising under the contract are cumulative and do not exclude rights provided by law.

10. Severance

- (a) If any provision of the contract (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the contract, and the validity and enforceability of the other provisions of the contract shall not be affected;
- (b) If a provision of the contract (or part of any provision) is found illegal, invalid or unenforceable, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

11. Rights of Third Parties

A person who is not a party to the contract shall not have any rights under or in connection with it.

12. Governing Law and Jurisdiction

- (a) The contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, the law of England and Wales;
- (b) The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of, or in connection with, the contract or its subject matter or formation (including non-contractual disputes or claims).

13. Data Protection Legislation

- (a) The following definitions shall apply in this clause 13:
 - (i) Data Protection Legislation: (i) unless and until the GDPR is no longer directly applicable in the UK, the GDPR and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 2018.
 - (ii) GDPR: General Data Protection Regulation ((EU) 2016/679).
- (b) Both parties will comply with all applicable requirements of the Data Protection Legislation. This clause 13 is in addition to, and does not relieve, remove or replace, a party’s obligations under the Data Protection Legislation.
- (c) [REDACTED] is the Data Controller (as defined in the Data Protection Legislation) in relation to Personal Data (as defined in the Data Protection Legislation) provided by the customer to [REDACTED] for the duration and purposes of the contract.
- (d) Without prejudice to the generality of clause 13(b), the customer will ensure that it has all necessary appropriate consents and notices in place to enable lawful transfer of customer personal data to [REDACTED] for the duration and purposes of the contract.
- (e) [REDACTED] may collect, store and use following categories of personal data about the customer (if it is an individual, sole trader or partnership) and the employees of the customer who are Data Subjects (as defined in the Data Protection Legislation) referred to in this clause as customer personal data. For more detailed information as to how Minster handles customer personal data please see [REDACTED] privacy policy which can be viewed at [REDACTED]
- (f) [REDACTED] is a franchisee of [REDACTED] has to share customer personal data with [REDACTED] as part of the shared services that [REDACTED] provide to the wider franchise network. [REDACTED] respect the security of your data and the requirement to treat it in accordance with the law. For more detailed information as to how [REDACTED] handles customer personal data please see [REDACTED] privacy policy which can be viewed at [REDACTED]

14. Assignment and subcontracting

██████ may at any time assign, subcontract, mortgage, charge, declare a trust over or deal in any other manner with any or all of its rights under the contract, provided that it gives prior written notice of such dealing to the customer.



Page 512

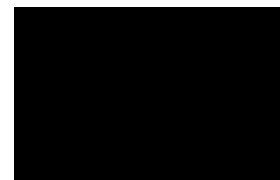
Office and Commercial Cleaning Services Managed by Professionals

A Minster Cleaning Services Franchise owned and operated under licence by Paul Fox.
Registered in England and Wales – Company No. 14291023
Registered Company address: Kingsley Close, Lee Mill Industrial Estate, Ivybridge, PL21 9LL

Branches across the UK



We supply a large range of competitively priced, janitorial consumables as well as rental items.



POPULAR CONSUMABLE ITEMS

If there is something that you require that is not on the list below, please let us know and we will do our best to source it for you.

Product	Colour	Cost
320 Sheet Toilet Rolls 2 Ply	White	Case of 36 @ £10.55
2 Ply Luxury Toilet Rolls	White	Case of 40 @ £13.45
3 Ply Luxury Toilet Rolls	White	Case of 40 @ £15.25
C-Fold Hand Towels 1 Ply	Green	Case of 2760 @ £15.50
C-Fold Hand Towels 2 Ply	White	Case of 2376 @ £19.15
Interfold Hand Towels 1 Ply	Natural	Case of 3600 @ £19.95
Eco Interfold Hand Towels 1 Ply	Natural	Case of 5000 @ £21.85
2 Ply Z-Fold Hand Towel	White	Case of 3000 @ £20.65
Luxury Interfold Hand Towels 2 Ply	White	Case of 3200 @ £28.25
Windmill Pink Lotion Hand Soap	N/A	5L @ £6.50
Windmill Antibacterial Hand Soap	N/A	5L @ £6.50
Square Bin Liners - 30L - Medium Duty	White	Pack of 100 @ £2.05
Finish Dishwasher Tablets	N/A	Pack of 110 @ £10.80

DISPENSERS

We can supply a wide range of dispensers. Please see an example list below. If there is something you require that is not on the below list, please let us know and we will do our best to source this for you:

- ✓ Mini Jumbo Toilet Roll Dispensers (3-inch core)
- ✓ Centrefeed Dispensers
- ✓ C-Fold Dispensers
- ✓ Soap Dispensers

RENTAL ITEMS

We can supply a wide range of items on a weekly rental basis. If there is something you require that is not on the below list, please let us know and we will do our best to source this for you:

- ✓ Hand Dryers
- ✓ Towel Cabinets
- ✓ Standard Dust Mats in Various Sizes
- ✓ Nylon Scraper Mats
- ✓ Sanitary Bins (serviced monthly)
- ✓ Vending Machines – containing a range of possible items such as tampons / tights etc.
- ✓ Fragrance Systems
- ✓ Medical / Clinical Waste Units (serviced monthly)
- ✓ Sharps Bins 5 litre (serviced monthly)

All prices are exclusive of VAT. Prices quoted are subject to change. Dispensers are supply only but if you require installation, please contact us. All rental items are for a minimum contract period of 12 months with a 1 month notice period.

Experience the difference that your local Minster Cleaning branch can make to your premises

Why choose us?

- High-quality cleaning
- Managed absence cover
- Well-trained staff
- Ongoing communication
- Locally based
- Long established
- Great value for money

Our services

- Office cleaning
- Carpet cleaning
- Floor treatment
- Window cleaning
- Washroom services
- Consumables

Minster Cleaning is a national network with over 40 local branches and over 5,000 customers.