

ELEMENTS OF A SERVICE AGREEMENT BETWEEN AVEBURY PARISH COUNCIL AND THE NATIONAL TRUST IN RESPECT OF THE COACH HOUSE TOILETS (CHT)

Context

The NT is refurbishing the Coach House and hopes to complete the works by Easter 2017. From that time onwards the Coach House will have a food outlet with CHT being open when food is sold.

Opening hours for the food outlet are not yet known but it seems probable that it will be in business only when sufficient demand is expected (and staff available to meet it). CHT will be closed when the food outlet is not open.

On behalf of parishioners, local businesses and visitors, APC has asked NT to consider making CHT available during the hours of daylight and seven days a week. Whilst NT is not willing to extend the opening hours itself, it has suggested that APC might like to consider a lease or service agreement under which to do so. APC thinks that a service agreement could work. It would also form a partnership project with NT, which is needed.

This note describes key features of a service agreement covering the daylight time periods when the Coach House food outlet is closed and raises questions for discussion. (A lease agreement does not seem appropriate given the circumstances described below.)

Commitment

But first we should recognise the high level of community commitment to date. There really is momentum within the village to achieve a facility worthy of a WHS. A dawn-to-dusk 7/7 CHT is a realistic prospect.

The Red Lion has offered staff time in opening and closing CHT to cover non-NT hours. Local organisations and APC have pledged about £2.000 over two years. A further grant of £1.000 from MAB for running costs has already been received by APC, and a formal application for £5.000 will shortly be made to MAB towards capital costs of improvements. Both MAB contributions are very welcome but are conditional on a partnership project being achieved. It is hoped that the current total of about £8.000 will be increased by further contributions from other WHS stakeholders.

	KEY FEATURE	REMARKS AND ISSUES
1	When the food outlet is open	<ol style="list-style-type: none"> 1. NT responsibility 2. NT insurance cover 3. NT staff open and close CHT (assuming food outlet closes at dusk) 4. Access for NT members and others at no cost (NT requirement) 5. Cleaning, maintenance and janitorial supplies at NT cost
2	When the food outlet is closed	<ol style="list-style-type: none"> 1. APC responsibility for opening and closing 2. APC insurance cover needed if not possible through NT policy (note: Red Lion staff given status of NT volunteers whilst opening and closing CHT?) 3. Red Lion staff to open and/or close CHT as dusk falls if NT hours end well before; open required 4. Cleaning, maintenance and janitorial supplies within NT contract
3	Planning	<ol style="list-style-type: none"> 1. NT will need to decide opening hours of the food outlet well in advance and share with APC (quarterly?)
4	APC liabilities	<ol style="list-style-type: none"> 1. Financial: insurance cover either direct or to NT 2. Staffing: Red Lion volunteers – do they need back up? 3. Provide NT with approx. £8.000 or more

A way forward

We aim to negotiate a simple service agreement along the lines suggested in cells 1 and 2 above for a trial period of 2 years (logic: 1 year too short, 3 years too long).

Before doing so, should we explore opportunities for brand advertisement within CHT -> revenue stream (trickle)?

So more homework is needed but already there is a something here. Shelley Parker (Town Clerk, Marlborough) and British Toilet Association (based in Bangor, NI) stand ready to help us with advice.

06/02/2017