

**REPORT OF SAFER AND STRONGER OVERVIEW AND SCRUTINY COMMITTEE:**

**MYSTERY SHOPPING**

**LEAD MEMBER:** Cllr W Metherell, Chair, Safer and Stronger Overview and Scrutiny Committee

**LEAD OFFICER:** Neil White

**REPORT AUTHOR:** Neil White

<b>RECOMMENDATION:</b>	That the Council be requested to open negotiations with all relevant bodies to look at the increasing the provision of the public toilets in Whitehaven particularly in the Harbour area.
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**1. BACKGROUND**

The Safer and Stronger Overview and Scrutiny Committee at its last meeting on 15 August 2007 considered the results of a mystery shopping exercise by a sub group of members. The report from the mystery shopping exercise is at Appendix "A".

**2. CONCLUSION**

The Overview and Scrutiny Committee considered the recommendations from the mystery shopping exercise in detail. It noted the comments from the Council's Waste Services Manager that the items raised by the Overview and Scrutiny Committee had been resolved. Furthermore the Council's service had recently received a number of compliments.

The Committee further considered that in light of these comments and that the public conveniences were regularly cleaned there was no need for the Council to set a new vision or improvement plan for this service.

The Committee however looked at the overall provision of public conveniences in Whitehaven and felt that there was a need for greater provision than just James Street particularly in the harbour area. It agreed that the Council should consider all possible external forms of funding and should open negotiations with all relevant bodies to seek the provision of an additional public convenience in Whitehaven.

The Executive is asked to consider this recommendation.

**List of Appendices**

Appendix "A" – Mystery Shopping Report to the Safer and Stronger Overview and Scrutiny Committee on 15 August 2007

**List of Background Documents**

None