



Maidstone Borough Council

Public Conveniences Review

Mike Bone

Managing Director

British Toilet Association / Loo of the Year Awards

9 YEARS OF CAMPAIGNING!



21 YEARS OF INSPECTING

**PUBLIC TOILETS
A BLOT ON OUR LANDSCAPE?**



OR - A VITAL NECESSITY?



**Around 40% of public toilets in the UK have
been closed down in the past 10 years**



**'TOILETS ARE QUALITY BAROMETERS FOR
ANY BUSINESS OR AREA'**

'FIRST IMPRESSIONS ARE LASTING IMPRESSIONS'



EATING - DRINKING - TOILETING

**THREE ESSENTIAL INGREDIENTS
FOR HUMAN SURVIVAL**

? EQUAL PROVISION STATUS



OUR MISSION

'To represent the interests and aspirations of 'away from home' toilet providers, suppliers and users of all types and to act as the catalyst for change in the pursuit of standards of excellence in all areas of 'away from home' toilet provision and management'



OBJECTIVES

- REPRESENTING USER NEEDS – ALL TYPES
- GIVING BEST PRACTICE ADVICE
- GETTING TOILETS ONTO THE POLITICAL AGENDA – NATIONAL AND LOCAL
- RAISING PUBLIC TOILET PROFILE
- EMPOWERING LOCAL COMMUNITIES.



MEMBERSHIP

- 160 MEMBERS
- LOCAL AUTHORITIES (40%)
- COMMERCIAL COMPANIES (24%)
- 30 AFFILIATED ORGANISATIONS
- MANAGEMENT COMMITTEE
- 7 CORPORATE CHAMPION MEMBERS.



CORPORATE CHAMPION MEMBERS



LOO
OF THE YEAR
Awards
2008



ATTENDANT
OF THE YEAR
Awards
2008

LOO
OF THE YEAR
Awards

INCORPORATING THE
ATTENDANT
OF THE YEAR
Awards





The Awards have a simple objective, namely, to encourage the highest possible standards in all types of 'away from home' or public toilets.



- INTRODUCED 1987
- 21st ANNIVERSARY IN 2008
- FUNDED THROUGH SPONSORSHIP & ENTRY FEES
- TOURISM SUPPORT ALL FOUR NATIONAL TOURIST BOARDS
- OVER 1,700 ENTRIES IN 2008 - THROUGHOUT UK AND CI
- 685 LOCAL AUTHORITY ENTRIES (40%) from 82 LAs.



THE PUBLIC TOILET CAMPAIGN



PUBLIC TOILET CAMPAIGN KEY PROVISION ISSUES

- DISCRETIONARY PUBLIC SERVICE – **NO STATUTORY REQUIREMENT**
- WORN OUT BUILDINGS. ISOLATED LOCATIONS. **POOR DESIGN FOR 21ST CENTURY**
- REMOVAL OF FULL TIME ATTENDANTS – **ANTI SOCIAL BEHAVIOUR IN UNMANNED BUILDINGS**
- DDA MISUNDERSTANDING RE: **CLOSURES**
- **INEQUALITY OF FEMALE : MALE FACILITIES.**



PUBLIC TOILET CAMPAIGN

KEY PROVISION ISSUES

- POOR FACILITIES FOR FAMILIES / YOUNG CHILDREN AND SPECIAL NEEDS USERS
- POOR MAINTENANCE AND CLEANING – **HEALTH ISSUES**
- NO NATIONAL PERFORMANCE INDICATORS / MINIMUM STANDARDS
- RELUCTANCE OF OTHER PROVIDERS TO ALLOW PUBLIC USE OF THEIR FACILITIES
- EMERGENCE OF A 'TWO TIER' PUBLIC TOILET SERVICE.



PUBLIC TOILET CAMPAIGN

KEY PROVISION ISSUES

- INADEQUATE STAFF TRAINING / MOTIVATION
- HISTORICAL OPPOSITION TO CHARGING
- 'POLITICAL FOOTBALL' ATTITUDE TO TOILETS
- 'BACK BURNER' MANAGEMENT
- PUBLIC ANGER AND FRUSTRATION OVER POOR STANDARDS / CLOSURES.



THE WAY FORWARD



PUBLIC TOILET CAMPAIGN **THE WAY FORWARD**

- **GOVERNMENT SUPPORT FOR THE BTA CAMPAIGN AND STATEMENT RE: IMPORTANCE OF ADEQUATE PROVISION OF PUBLIC TOILETS BY LOCAL AUTHORITIES**
- **ALL LOCAL AUTHORITIES TO DEVELOP A PUBLIC TOILET STRATEGY**
- **PREPARATION OF MINIMUM STANDARDS OF TOILET SPECIFICATION- OVERALL, LAYOUT AND FIXTURES AND FITTINGS**
- **ANNUAL AUDIT OF ALL 'AWAY FROM HOME' TOILETS.**



PUBLIC TOILET CAMPAIGN **THE WAY FORWARD**

- **REQUIREMENT FOR ALL STAFF EMPLOYED IN TOILET CLEANING TO BE ADEQUATELY TRAINED / CERTIFICATED**
- **ENFORCEMENT OF SPECIFIC LEGISLATION RELATING TO STREET FOULING. NONE AT PRESENT**
- **INTRODUCTION OF 'VISITOR WELCOME CENTRES' IN CITIES, TOWNS AND TOURIST AREAS WHERE TOILETS ARE LOCATED IN A MANAGED BUILDING ENVIRONMENT**
- **INVOLVEMENT OF HEALTH AND SAFETY EXECUTIVE IN MONITORING STANDARDS OF TOILETS AVAILABLE FOR PUBLIC USE (RESTAURANTS, SHOPS, CAFES, PUBLIC PLACES ETC).**



THE ISSUES



P.C. Provision Ratios

BTA recommendation

- 1 cubicle for every 550 of female population
- 1 cubicle or 1 urinal for every 1100 of male population
- 1 accessible toilet for every 10,000 population
- 1 baby-changing facility for every 10,000 population
- Where does Maidstone fit?



Role Model Local Authorities

- Brighton & Hove City Council
- Ceredigion County Council
- Christchurch Borough Council
- Cotswolds District Council
- East Lothian Council
- Highland Council (PCs and Schools)
- Jersey
- West Wilts District Council
- Westminster City Council.



What can Maidstone do to learn from others?

- Survey
- Recommendations
- Introductions
- Enter Loo of the Year Awards



Location of Public Conveniences

- Anywhere people are likely to congregate
- More when eating and drinking.
- Public toilets should be provided:
 - Parks & markets
 - Rail and bus stations
 - Town centres
- Portable toilets



DDA COMPLIANCE

- Accessibility
- Lockable
- Grab rails
- Within reach from WC
- Floor Surface
- Flush handle
- Light cord
- Emergency Alarm



Use of RADAR locks on Accessible Toilets

- All public toilets should be unlocked
- RADAR locks are discriminatory
- Usability
- Unlocked and attended toilets are ideal
- RADAR keys on the Internet.



Family Friendly Facilities

Loo of the Year Awards Criteria

- Separate
- Clear signage
- Child friendly sanitary equipment
- Large enough
- Adults facilities as well
- Adequate facilities
- Feminine hygiene disposal
- Family friendly décor/ extras.



Safety for PC users

- Well illuminated
- Attended
- Entrance adjacent to an attendant's office
- Regular security visits
- CCTV outside
- Overt or covert CCTV inside



Signage

- Directional
- Location name
- Warning signs
- Courtesy signs stating
- Information
- Health promotion



Public Toilet opening hours

- 12 hours per day
- Before shops open and after they close.
- 24-hour toilets
- Potential users.
- Street urination



Charging for use of PCs

- **Should be free**
- **Difficulties with coinage**
- **A Reasonable charge may be made**
- **Charging to pay for attended service**



Public Toilet and tourism

- **Travellers remember:**
 - **Clean public areas**
 - **Clean safe and Hygienic public toilets**
 - **Attractive and affordable refreshments**
- **The facility that most tourists, to any area, generally complain about is public toilets (Visit Britain).**



Funding Solutions

- **An essential service**
- **Many councils provide 'award winning' Public Toilets**
- **Inclusive lease**
- **Partnership Toilet Schemes.**



Partnership Toilet Schemes

- **Not the only solution**
- **Part of a Toilet Provision Strategy**
- **Limitations of a PTS**
 - **Licensed Premises**
 - **Availability**
 - **Location**
 - **DDA compliance**
 - **Family Friendly/Aged friendly?**



Partnership Toilet Schemes

Stages & Resources required

- Research
- Marketing
- Printing
- Creating the Agreement
- Permission to erect signage
- Street and Window Signs
- Pre Inspection/Agreement
- Promoting the Scheme
- Ongoing Management
- Regular Monitoring.



Partnership Toilet Schemes

The Costs of a PTS

- The 'Annual Payment'
- Setting Up
- Ongoing Management
- Service Monitoring
- Mitigating some of the cost.



Partnership Toilet Schemes How BTA can help

- Checking adequacy of existing arrangements
- Providing the PTS Plan
- Providing local Research
- Identifying Partners – Fieldwork
- Assistance with Communication
- Assistance with Roll out of PTS
- Providing Independent Monitoring.



Questions?



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