

# Communities, Housing and Environment Committee

**Tuesday 18  
October 2016**

Is the final decision on the recommendations in this report to be made at this meeting?

**Yes**

## Community Toilet Scheme

<b>Final Decision-Maker</b>	Communities, Housing and Environment Committee
<b>Lead Head of Service</b>	Head of Environment and Public Realm
<b>Lead Officer and Report Author</b>	Street Scene Operations Manager
<b>Classification</b>	Public
<b>Wards affected</b>	High Street

### **This report makes the following recommendations to this Committee:**

1. That the Committee notes the work which has been carried out to refresh the Community Toilet Scheme; and
2. Notes the 10 community toilets to replace those previously part of the scheme.

### **This report relates to the following corporate priorities:**

- Keeping Maidstone Borough an attractive place for all – continuing to provide access to a number of toilets within the Town Centre for local residents and visitors
- Securing a successful economy for Maidstone Borough – ensuring Maidstone is an attractive town to visit and therefore for business to prosper

### **Timetable**

<b>Meeting</b>	<b>Date</b>
Communities, Housing and Environment Committee	Tuesday 18 October 2016

# Community Toilet Scheme

## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 A full review of the Public Conveniences in Maidstone was carried out in 2015/16, including the need for additional toilets, the existing Community Toilet Scheme and the future of the Butterfly Urinal which was no longer functional.
  - 1.2 In March 2016, it was agreed by the Communities, Housing and Environment Committee for the Community Toilet Scheme to be reviewed and refreshed.
  - 1.3 This report updates the Committee on the work carried out and which toilets should be included in the scheme.
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## 2. INTRODUCTION AND BACKGROUND

- 2.1 Maidstone launched the Community Toilet Scheme in 2008 following the review and closure of a number of the Council's public conveniences.
- 2.2 The scheme included 14 businesses, 13 of which were paid £300 per year and one paid £600 due to being available until the early morning.
- 2.3 In March 2016, a report was taken to the Committee to review the toilet provision in Maidstone and it was agreed that the Community Toilet Scheme needed to be reviewed and refreshed to take into account new businesses within the Town and ensure the toilets offered were good quality.
- 2.4 Following this, officers have been working with One Maidstone to identify the businesses within the Town Centre which have good quality toilets and would be willing to be part in the scheme.
- 2.5 One Maidstone kindly agreed to speak with businesses on a business to business level to gain support for the scheme.
- 2.6 Ten toilets have been identified as being suitable, both in terms of quality, provision and location within the Town Centre. A map of these toilets is provided in Appendix A (to follow).
- 2.7 The toilets are:
  - Muggleton Inn, High Street
  - McDonalds, Barker Road,
  - Royal Albion, St Faiths Street
  - McDonalds, Week Street
  - Maidstone Museum, St Faiths Street
  - Society Rooms, Week Street
  - Fremlins Walk
  - Royal Star Arcade

- The Mall, King Street
- Maidstone Market

- 2.8 A further two business, Starbucks and Creams have yet to confirm whether they will be part of the scheme as the decision has been referred to their head offices.
- 2.9 Five toilets have been removed from the scheme and a further business declined to be part of the scheme due to their entry policy.
- 2.10 The businesses providing the toilets will be required to sign an annual agreement with the Council and will be paid £600 per year to support the provision of appropriate supplies and cleaning of their toilets to facilitate public use.
- 2.11 The toilets will be monitored by the Council quarterly and following receipt of any complaint from a member of the public to ensure that they continue to meet the required standard.
- 2.12 The agreement with the businesses will require them to achieve an acceptable level of cleanliness and should this not be achieved, there will be a mechanism for them to be withdrawn from the scheme and for the payment to cease.
- 2.13 A new communications campaign has also been prepared to ensure that visitors are aware of the scheme, can identify toilets which are included and locate them easily.
- 2.14 Once agreements have been signed a number of national apps will be updated with the new details to help promote the toilets and enable visitors to find their nearest facility.
- 2.15 The Council's website, which is mobile friendly, will also be used to help visitors find their local toilet.
- 2.16 Once the scheme has been finalised, a publicity campaign will also be carried out with press releases and advertising to raise awareness of the scheme.

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### **3. AVAILABLE OPTIONS**

- 3.1 The Committee could note the 10 new community toilets to replace those previously part of the scheme.
- 3.2 Alternatively the Committee could decide that alternative toilets need to be considered as part of the scheme or reject specific toilets as not being suitable.
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#### **4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

- 4.1 It is recommended that the 10 toilets proposed for the new scheme are agreed as they offer good quality facilities for visitors to Maidstone.
  - 4.2 These toilets also comply with legislation relating to discrimination, particularly around disabled access and gender.
  - 4.3 The toilets proposed also provide good coverage of the Town Centre as shown on the map included in Appendix A (to follow).
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#### **5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

- 5.1 Previously the Committee agreed that the Community Toilet Scheme should be reviewed and refreshed to take into account new businesses within the Town Centre.
  - 5.2 It was agreed that the Head of Environment and Public Realm would be given delegated authority in conjunction with the Head of Commercial and Economic Development to agree the community toilets to be included in the scheme.
  - 5.3 It has since been requested that an update is provided to the Committee.
  - 5.4 Discussions with the new businesses within the Town Centre have been positive, with the majority approached agreeing to be part of the refreshed scheme.
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#### **6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

- 6.1 Agreements will be signed with the businesses involved in the Scheme and it is anticipated that the new scheme will be launched in by the end of the year.
  - 6.2 Businesses no longer being included in the scheme will be formally contacted to advise them that they will no longer receive the payment and the previous agreements will be terminated.
  - 6.3 The new communications campaign will be launched, with public toilet apps updated and new maps installed.
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#### **7. CROSS-CUTTING ISSUES AND IMPLICATIONS**

<b>Issue</b>	<b>Implications</b>	<b>Sign-off</b>
<b>Impact on Corporate Priorities</b>	Keeping Maidstone Borough an attractive place for all – continuing to provide access to a number of toilets within the	Street Scene Operations Manager

	Town Centre for local residents and visitors Securing a successful economy for Maidstone Borough – ensuring Maidstone is an attractive town to visit and therefore for business to prosper	
<b>Risk Management</b>		
<b>Financial</b>	The refreshed scheme will be funded from within the existing budget of £4,500.	
<b>Staffing</b>		
<b>Legal</b>		
<b>Equality Impact Needs Assessment</b>		
<b>Environmental/Sustainable Development</b>		
<b>Community Safety</b>		
<b>Human Rights Act</b>		
<b>Procurement</b>		
<b>Asset Management</b>		

## **8. REPORT APPENDICES**

The following documents are to be published with this report and form part of the report:

- Appendix A (to follow) – Community Toilet Map

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## **9. BACKGROUND PAPERS**

Communities, Housing and Environment Committee Review of Public Conveniences Decision – 15 March 2016