Final Draft

PUBLIC CONVENIENCE PROVISION STRATEGY FOR BELFAST

PREPARED FOR
BELFAST CITY COUNCIL

BY
THE BRITISH TOILET ASSOCIATION
December 2012
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Introduction

This 2012 toilet provision strategy was commissioned by Belfast City Council’s Health and Environmental Services Committee following the successful completion of the 2011 BTA report on the total public toilet provision, controlled or managed within the council.

A total of fifty one sites were identified and surveyed in this 2011 report and the committee subsequently recognized that many of these units were not accessible to the general public either during the working day or primarily at evenings/weekends when greater provision was required.

Many of the original sites were located within parks and gardens and the survey clearly indicated that the city centre in particular was suffering from a lack of adequate toilet provision for the numbers expected to visit the city each week. A review of current working practice and liabilities has been sourced from other councils and private contractors which will hopefully help shape the council’s future fixed and portable toilet strategy.

A Study group representing all departments that has control or management of any of the city’s fixed and portable toilet stock was convened to discuss and identify common issues and to attempt to scope a management structure or brief relating to all these sites. Significant issues have also been highlighted relating to portable toilet provision for major events and festivities.

Subsequently it was agreed that a further Provision strategy would be required to help the council review the city’s position going forward within the scope of its Investment Programme. With this investment and an ever increasing desire to attract both visitors and commercial traders it was considered important to focus attention on providing sufficient toilet provision.

Additionally the group recognised the responsibility that this council has to its citizens and rate payers and to the many social groups who live and work within the city boundaries. The health and well being of all user groups working in or visiting the city must be of paramount importance.

The BTA identified a significant potential partnership that could be investigated for commercial companies and traders working within the city centre. Many of their properties contain public toilet facilities and if favourable conditions were reached, it was felt that most of these facilities could be made freely available to the general public to help increase the overall provision within the city. This report outlines some proposals to further develop this thinking.

The BTA was tasked with approaching a number of similar sized councils across the UK and Ireland to obtain information on their current toilet provision and to access any future developments and planning issues that might be arising. A number of significant procedures and methodologies were forthcoming these will help to shape the future thinking of this group.

Over the last few months a number of commercial companies and private individuals have been invited to participate in the potential development of a Belfast Stakeholders Group. The remit was to discuss and identify potential partnerships that could be considered if this strategy is accepted and the BTA has collected working documents and supplied these within the appendices.

The study group is conscious of the tight financial constraints within council and is trying to identify and embrace new ways and methodologies to increase the available provision within the city without significantly increasing either capital or revenue spending.
Terms of Reference

(a) To establish a Belfast City Council Toilet Facilities Study Group from within all of its departmental structures and for the management and senior staff to share knowledge, experiences and current working practices regarding toilet provision and maintenance.

(b) To develop a holistic approach to the current and future toilet provision strategy for both the City Centre and the Greater Belfast area, gaining knowledge through consultations and utilizing this interdepartmental group to deliver an efficient and affordable service,

(c) To create a Toilets Stakeholder Group from businesses and other bodies working and living within the area, investigating and considering potential partnerships with them.

(d) To discuss and determine future investment, strategies and working practices within both the council and the greater Belfast area to comply with the objective of making Belfast a successful, inclusive and vibrant city

(e) To identify opportunities for the council to work positively with its local communities, social groups and to more readily serve the needs of both residents and visitors to the city.

(f) To recognise employment opportunities within the sector and develop skills training to service the needs of a changing city.

(g) To ascertain investment opportunities within the council area to promote business growth, support the culture and infrastructure and increase the opportunities to expand tourism and the hosting of major attractions within the city.
Executive Summary

Belfast is a modern vibrant city, holding a shared vision of corporate priorities within strategic planning and delivery of its current and future statutory obligations. There is a desire to engage with everyone who lives, visits, works or simply passes through the city. Inherent to this shared vision is value for money, better services and setting down a legacy for tomorrows residents.

Attracting around 8 million visitors each year and with the recent opening of both the Titanic Quarter and the MAC (Metropolitan Arts Centre), investment in the city’s infrastructure and legacy has been significantly demonstrated. Taking this a step further the Council’s Investment Programme 2012-2015 sets out both a Physical Investment Programme investing around £150 million in capital projects along with an Economy Programme that sees the investment of £34 million in local economic growth, jobs and procurement. Amongst the schedules and targets the plan aims to support businesses and local communities, invest in regeneration projects and provide key economic infrastructure projects. Additionally the funds will support employability, grow tourism, encourage business growth, market Belfast internationally and host major events. All of which will dramatically increase the footfall and overall visitor numbers.

This report highlights the significant role that both public and private sector toilets operating within the City’s realm will play; and how their positioning will greatly enhance and boost that visitor experience. The recommendations from this report support the vision of a Cleaner, Greener Belfast which values diversity, equality and social inclusion, as well as giving support to the people, businesses and the communities within the Council’s catchment area.

With investment, particularly in the business sector, comes regeneration, stimulated growth and a city that will develop and transmit a strong cultural and tourism experience. The provision of safe clean accessible public toilets is inherent to achieving many of the goals set. Overall provision has a significant impact on social inclusion and basic equality issues as well as public health and hygiene. Some members of the community could remain trapped at home or potentially avoid the city completely rather than run the risk of needing and not being able to find a suitable “away from home” toilet that meets their needs or those of their family.

There is no statutory requirement for local authorities to provide public toilets, nor is there even a best value performance indicator that points towards it. However each and every council throughout the UK and Ireland, and Belfast proudly stands amongst the leading providers, has felt the deep sense of obligation to construct and maintain a number of toilet facilities within the public realm to allow its residents, commercial traders and service providers as well as visitors to thoroughly enjoy the city and, if necessary, avail of toilet facilities in private and with dignity.
Belfast has been at the forefront of providing safer, cleaner, more family friendly, public toilets and this has been reflected and rewarded in the accolades that the various facilities have won over the last few years, particularly in the Loo of the Year Awards where Belfast is rated seventh in the Premier League of Local Authority suppliers and were last year awarded twelve 5* awards.

The Council’s toilets portfolio is currently split across several departments. Health and Environmental Services look after around fourteen sites (14) within and fairly close to the city centre. Parks & Leisure have the controlling interest in around thirty sites (30) which includes leisure and recreation centres as well as all of Belfast’s fabulous parks and gardens. In addition, Development Department has a significant control over a number of major buildings such as, the Waterfront Hall, St Georges Market and the Ulster Hall.

The report also provides some guidance in respect of the Corporate Events Section’s role in providing Portable Toilet Provision. This additional requirement generally arises from the myriad of festivals and special events that the city hosts each year. With the significantly increased visitor numbers a solution has to be arrived at to facilitate this periodically increased demand.

Likewise the residents and local communities are expressing their diversity and growing spirit and the council is set on developing and promoting playgrounds and common areas for children to run and play. Attention needs to be focused on the highest standards of Health and Safety in addition to the well being of both the children and their parents/grandparents/guardians. The inclusion of a changing places facility would also greatly enhance Belfast’s desire to promote total equality and social inclusion for all groups.

The adequate provision of safe, clean, hygienic, publically available toilets in any major city has a hugely significant impact on the life and well being of its residents, visitors and tourist trade. However, probably one of the most critical factors is strictly commercial. Toilet provision greatly affects the commercial business activity and in particular the shopper’s experience. Not enough toilets and the shopper will become uncomfortable and leave the area taking their spending power with them. Worse still, if the problem is known to persist then they might simply choose not to visit the city at all and local businesses will suffer falling revenue streams. The lack of toilets within the public realm can reflect considerably on the city’s reputation, cleanliness and well being across the whole commercial spectrum even as far as Europe. Within the report a number of business opportunities are highlighted which could be investigated or developed with business partners to counteract this downturn and economic malaise. The recommendations contained could significantly increase the number of toilets open and available to the residents and visitors, yet at a minimal cost to the council directly.
The BTA recommendations for continued future improvement

In line with the councils Investment Programme, this toilet strategy has been developed to recognise the opportunities and address the needs of a vibrant and changing city. Outlined below are a number of recommendations for future toilet provision and development within the city’s public realm.

(1) Identify and encourage other council facilities to become more publicly available

Council should identify all available facilities and include these sites in all future toilet mapping and website publicity. These will include Leisure, Recreation and Community centres, Bowling Pavilions and Parks, and all publically accessible buildings. Additionally the Waterfront and Ulster Halls, both of which should also be included and promoted directly. City Hall (including the surrounding grounds) should be considered for potential opportunities to facilitate certain social groups. A Changing Places toilet would be a welcome addition. Sports stadia and public changing rooms (Victoria Park) should be maximized for citizens pursuing aerobic, running, cycling and many other fresh-air activities - to enhance our residents and visitor well-being and healthy lifestyles.

Recommendation:
A structured management plan needs to be initiated and designed to utilise council owned/run facilities. This should be achievable for a relatively small investment of money, time and materials. Community Centres would need to be carefully considered and treated as a special case study.

(2) Establish partnership links with public/private companies and organisations

During the comparative study it was noted across the UK that many libraries, museums and art galleries, were keen to achieve a higher foot fall. Visitor numbers were substantially increased when these public buildings promoted their in-house toilet facilities. These are usually very well maintained facilities.

Recommendation:
Council should identify significant sites within the city and work to establish a network of links or partnerships with the management of these public and commercial providers. Examples include the Linenhall and Central libraries and the Ulster Museum.

(3) Develop and Deliver a Community/Partnership Toilet Scheme (CTS)

During this study it became apparent that a considerable number of councils were finding it extremely difficult to realise the capital funding to increase their existing stock. Some authorities were even struggling with revenue streams to justify keeping many/all of their existing units open, in the current financial climate. A reasonably efficient alternative was to identify commercial companies and other public bodies who already provide good clean public toilets and then partner them into a CTS management agreement. Beginning directly with the city centre and working carefully and methodically outward, adhering to the main arterial routes leading directly away from the city centre. This additional provision, as it grows, will undoubtely also be seen as a major step for the council in addressing additional regional provision.

Recommendation:
Council introduces a Neighbourhood Service Officer, a working management group or a not for profit organization to co-ordinate the inception of a partnership scheme throughout the city. Additionally the inception of a working management plan to develop this scheme and utilize both the Study and Stakeholders groups to oversee and enhance this project.
(4) Introduce a new safer policy on Portable Toilet provision

Portable toilet provision - ranges from the single PolyVac units that are most often used for major events such as street parades, marathons or festivals - to the trailer mounted executive units that are installed at major events such as garden parties, weddings and fairs.

Where event organizers currently do not provide toilet facilities they must be obligated to do so according to the HSE guidelines. Moving forward, they must be actively encouraged to conform to any/all the guidance given in the HSE Purple Book.

By transferring the provision responsibility to the event organizers, the council would then have an independent monitoring role to prevent serious issues or defaults occurring.

Recommendation:
Council needs to adopt a policy relating to the provision of portable toilet units for all externally organised events. Council should only provide portable units for events that they are organising directly or have full daily control of, i.e. The Lord Mayors Show.

(5) Installing sufficient facilities within the City Centre

Both the City Hall and the Belfast Welcome Centre must be considered as the city’s first points of contact for the majority of tourists and visitors to the city. It would seem appropriate that this centres had significant provision advertised/available for public use. Secondly they would need to be of adequate size and capacity to facilitate larger groups and tours arriving by bus, train or coach. Council should also consider the development of a mobility hub and associated toilets for equal access.

Recommendation:
The Study group should, if possible, review the planning and design under the Street Ahead Phase 2 developments. Sited close to the City Hall and as the city’s major visitor hub and first point of contact for tour operators and coach parties - it is suggested that the Welcome Centre and the immediate surrounding area needs to have sufficient facilities available in the public realm.

(6) Install a Changing Places toilet within the city centre

At present there is no custom toilet facility operated by the council within the city to cope with any person with an extreme disability or who may require multiple carers. Over 450 Changing Places facilities have been installed across the UK and Ireland, nine (9) sites in Northern Ireland; two of these are located within the greater Belfast area.

A socially inclusive and equality conscious Belfast needs to provide accessibility for all visitors and residents.

Recommendation:
Council should strive to secure funding for Changing Places facilities to be installed within the city centre. The BTA understands that a potential location within the City Hall has been identified. Careful consideration must be given to accessibility outside normal working hours as well as weekends and evenings. Key availability and security must also be carefully considered. Council should seek information from DSD in respect of their Street’s Ahead Phase 2 plans.
(7) Installing Composting toilets at remote locations

Belfast, like many large cities has remote locations, parks and recreational areas that have no provision of toilet facilities, even though they attract significant numbers of tourists and visitors each year. It is understood that most of these sites pose considerable problems with the installation and supply of utility services such as electricity and water and additionally the supply/removal of sewage.

Recommendation:
Significant advancements have been made in the availability and functioning of composting toilets. The Council could consider the potential for installing some composting toilets at more remote locations. Areas for consideration could include: Shaw’s Bridge, The Giants Ring and Cave Hill.

(8) Reassignment and Development of existing Properties or Locations

Toilet blocks with some additional space around or in front of the main toilet block should be considered for additional development. Ormeau Park, Drumglass, Agnes Street and Connswater could, for example, be potential sites for the installation and development of a National City Cycle scheme.

Some or all of these sites might be developed to have a commercial business attached or even integrally combined. Some examples identified from the study were Taxi ranks/stands, restaurant or coffee shop, sandwich vendors, newsagents and even an independent art gallery.

Many of these sites remain open in the evening and make a significant contribution to the need for more toilets to service the night time economy and the quest to eliminate street urination. Both Church Lane and Arthur Street, close to multi storey parks have accessible units that could be reconfigured to provide access by pedestrians after normal opening hours.

During the study we also identified a number of councils who have installed kiosks in the cities and towns - as well as parks and gardens. These are catering for residents, visitors and day trippers, as well as playground visitors and the increasing number of walkers and runners using our city’s amenities. Kiosks, with integral toilets, allow councils to install and operate at cost neutral or even return a potential operating profit. Design of these units can also include Digital Display Panels that can greatly increase the revenue stream generated from the sale of commercial advertising or additionally they can be utilized by the council to substantially decrease costs for in-house advertising and media.

Recommendation:
Potential sites have been identified across the city and the recommendation is that the Study group invites companies to submit proposals for potential future installations. If agreeable, then develop a management plan containing contracts for licensing out these sites. The vendors or licence holders would be made responsible for the integral facilities, thereby greatly reducing or totally neutralising the running costs to the council.
(9) Introduce charging to eradicate social misuse and vandalism

Paddle gates, turnstiles and single user units with coin operated locks are now very commonplace throughout the UK. Charges vary from 20p to 50p depending on the volume of traffic and the location of the toilet block. The majority of installations using any of these types of charging mechanisms are reporting considerable drops in congregation, loitering and misuse within these toilet areas.

Incidents of anti social behaviour appear to be considerably reduced and the toilets are reported easier to keep clean and in a serviceable condition. In addition to the revenue saved by fewer replacement items being fitted it was also noted that turning toilet blocks into single unisex units is a step towards redressing the Male/Female ratio imbalance.

**Recommendation:**
Council should consider the installation of paddle gates in Church Lane, Arthur Street and Winetavern Street with the minimum 20p charge. A cost/benefit analysis would be recommended. A major influencing factor to this recommendation would also be the positive/negative reaction from partners in the Community Toilet Scheme – if adopted. Issues around security, servicing and attendants would have to be discussed and agreed.
Revenue details are explored on pages 49 – 52 within this study document.

(10) Consider employing Attendant’s at Key locations

Toilets that have residential full or part-time attendants, have always been considered to be one of the most cost effective solutions to high density toilet blocks. They deter vandalism, graffiti and misuse proving that users feel considerably safer using a facility with an attendant (either male or female).

**Recommendation:**
A cost/benefit analysis would be required to advance this proposal. Council should consider the potential for installing attendants at prime locations to alleviate security and misuse issues. Attendants can also be considered as ambassadors for the city giving tourist and visitors additional information regarding directions, shopping and even commercial information.

(11) Improve Communication and Information on available Toilet Facilities

The Council is already using the latest signboard designs that were encountered across the UK. However some authorities, particularly those with an active partnership toilet scheme, have boards containing considerably more information on the location of key sites, addresses and more significantly postcodes for the mobile, SatNav or computer user.

This provides additional PR and publicity for the partnership business store or shop and is usually combined with their details also appearing on the council website or printed maps.

**Recommendation:**
Sponsorship and/or advertising could be channeled in line with council policy. The installation of multi-use information boards giving tourism and event information alongside public notices and council advertising could bring significant savings and heighten public/visitor awareness. This could also bring significant additional revenues into the city to cover implementation and development of the scheme as well as repair and/or replacement of street signage.
(12) Develop a control of Cleaning, Maintenance and Security schedules

The introduction of some of the recommendations contained within the study will, of course, have an impact on these council functions. Discussion and decisions will need to be on-going as various elements are brought to fruition. The current levels of cleaning are rated as high, as the council already receives a number of 5* or GOLD level gradings for their city centre facilities.

However the system for remedial maintenance, repair and/or replacement appears, at best, disjointed and needs revisited at the earliest opportunity. It is hoped that the inception of the new Study group will allow a greater co-ordination, networking and understanding from design through planning to everyday service, maintenance and monitoring.

**Recommendation:**
The current security contract is valued at around £60,000, but has limited visibility. Many of the recommendations, if instigated, might also negate the need for this service cost. This service should be reviewed in terms of cost/benefit to the council. If the council accepts this guidance then cleaning services will be instrumental in ensuring that services are maintained and/or improved.

(13) Develop a Mobile Application (APP) for the city

The majority of visitors to the city now have access to electronic devices that contain mapping software. A mobile app should be developed initially concentrating on the locations of council owned public toilets both within the public realm and across the city, then expanding to other council owned/run facilities. If agreed, this APP could then be developed to contain information on all partnership units within the boundary, e.g. historic buildings, sports centres, museums, retail, hotels and community toilets.

**Recommendation:**
Develop a Belfast APP for use by visitors and tourists on both electronic mobile hand held devices as well as SatNav units, to locate toilets within the city. Consider the possibility of broadening this service out to major retailers and commercial vendors working within the boundary.

(14) Propose the introduction of a Belfast Neighbourhood Service Programme

An increasing number of councils across the UK are targeting their frontline services and focusing on the daily issues that affect their image with the public. The quality and public perception of council property and stock such as, Public Conveniences, Litter Bins, Street Furniture, Open Spaces, Playgrounds and the subsequent environmental issues of graffiti, fly-posting and general degradation all need to be closely monitored and then the appropriate remedial actions brought into force within a managed time frame.

The introduction of Street Care Managers or Teams in the UK has greatly enhanced this drive towards environmental quality and has acted as a catalyst for a significant increase in public awareness of council efforts to enhance both the visitor and commercial viability of the town/city

**Recommendation:**
Council should consider developing a Neighbourhood Service programme and subsequently appointing a team to supervise all activities regarding the provision of publically accessible toilets within the city, including the Community/Partnership scheme and potentially any portable provision.
(15) Submit a toilet strategy budget for inclusion into the Draft Investment Programme

The study makes reference to the Belfast Investment Programme that aims to put £184 Million into the city to develop tourism, footfall and the living experience for all its citizens and visitors. As toilets are an integral part of the life of the city and as we have tried to underline in this study the city needs to address the need for adequate, clean, hygienic public toilets available and accessible to all user groups.

Social inclusion, Equality and public health issues are integral with the provision of ‘away from home’ public facilities. If a clean publically accessible toilet is not available - shoppers will leave the area and take their money out of the city to spend in another location. Declining footfall will force shops to close, make new businesses reluctant to invest and establish themselves in the declining city.

Toilets bring money and investment into our cities, towns and villages. Toilets are not a drain on the economy – they are a major contributing factor in growth and well-being.

Recommendation:
Taking into account the substantial Investment Programme and development plans already being formulated to enhance the city and raise its profile against rising opposition from other UK capital cities and European destinations, it would seem commercially, financially and socially prudent to include a significant budget for the future inception of a toilet strategy and the delivery of a BCC toilet management plan.

Costings for the various recommendations laid out above have been considered and, subject to a council Cost Benefit Analysis being carried out, an indication of the investment required has been detailed in the section headed Cost Analysis and Proposals on Pages 68 – 71 of this report.

Special Note: Public Realm
This refers to all areas that the public is encouraged to visit and remain. Parks and gardens, leisure and recreation centres as well as shopping, commercial and historical centres.
Governance

Amongst the myriad of issues highlighted within the study, the BTA is keen to identify the controls that need to be implemented to successfully implement a toilet provision strategy within the city. Considerable thought and insight has already been given by the representatives of both groups (listed below), to the direction that needs to be followed to promote Belfast as an inclusive, socially aware and inviting city for visitors and residents.

However responsibility for the city’s toilet facilities is shared across many departments and each currently determines a different approach and priority to their role.

Successful implementation will require a holistic approach, and major consideration must be given to how the recommendations might be carried out. Toilets are an integral part of society’s function and reflect greatly on the life and well-being of the city. The council has a substantial responsibility to control the management of all these facilities and it would be clearly recommended that a co-ordinated approach could be achieved by the assimilation of all these assets under the control of a dedicated toilet or neighbourhood officer.

In a number of councils visited during the study we became aware of the growth of Street Care. This programme was developed to allow officers to tackle many of the daily blights that affect the public realm. Beginning with toilets but perhaps progressing on to street furniture, litter bins, playgrounds and open spaces. Further consideration needs to be given to this form of regional or area management.

The Belfast City Council Study Group consists of:

- Health and Environmental Services
  - Tim Walker (Chairman)
  - Brendan Murray
  - Albert Magill
  - John McAdam
  - Kevin McConway
- Property & Projects
  - Peter McKay
  - Sam Graham
  - Linda Brown
- Property & Projects (Cleaning Teams)
  - Linda Brown
- Health and Environmental Services
  - Brendan Murray,
  - Albert Magill
  - John McAdam
  - Kevin McConway
  - Brendan Toland
- Parks and Leisure Services
  - Rose Crozier
- Corporate Events
  - Gerry Copeland
- Belfast Welcome Centre
  - James Edgar
- Community Groups
  - Yvonne Coyle
- Development Dept
  - John Griffin
- Development Dept (St Georges Market)
  - Ian Carmichael
- Corporate Communications
  - Karen Treanor
- Mapping
  - Eleanor McGarrity

The potential invitees for the Belfast Stakeholders Group currently include:

- Translink
- Association of Shopping Centre Managers
- Department of Social Development
- St Georges Market
- Belfast Education and Library Board
- The Waterfront Hall
- Shopmobility
- The Ulster Hall
- Disability Go
- NI Licensed Retailers Association
- Association of City Centre Managers
- NI Hotels Federation
- Association of Shopping Centre Managers
- Odyssey Security Group
2012 Future Provision Scoping Document

The BTA has subsequently been engaged in a series of internal and external meetings and consultations were held to ascertain the views of a multitude of stakeholders:

1.1 Internal Consultation

1.1.1 Organised a series of co-ordinated meetings with BCC departments regarding future provision, cleaning and maintenance. The focus of these meetings would be to review the estate and the current devolved responsibility between different departments and staff. Subsequently they would make recommendations on all future management/structure.

1.1.2 Discussion and review of the current estate. This will require a “mapping” process to identify any areas where provision is low or insufficient. This will include new development, as well as all areas outside the city centre.

1.2 External Consultation

1.2.1 To secure a series of meetings and discussions with a number of council departments and operations staff in both the UK and Ireland who operate in a similar population and environment to Belfast.

1.2.2 To secure a series of meetings and discussions with private suppliers of public toilets and contractors to obtain information regarding managed facilities and cleaning team operation.

1.2.3 Review of Community Toilet Schemes currently in operation and collate recommendations and procedures that could be adopted by Belfast.

1.2.4 Meet and discuss portable toilet provision with manufacturers, suppliers, providers and other councils to help develop a future provision strategy for meeting the needs of Belfast. These discussions will include a review of Insurance and Liability issues.

1.2.5 A review of other council’s current/proposed provision affecting the Night Time Economy – costings and remedial actions

1.2.6 A review of other councils plans and/or needs to address any deficiency in female provision.

1.2.7 Organise and co-ordinate a number of meetings with retailers and commercial organisations regarding the potential implementation of a Community Toilet Scheme. This would include accessibility to some additional council facilities and possibly meetings with the Association of Town Centre Managers (ATCM) to elicit their support.

If acceptable, the development of this programme will require the design and implementation of a working business plan, procedures and control. A Council budget may also be required.
Key Issues identified for consideration in the Consultation

Arising from the consultations with internal and external working groups, a number of priority areas of work were identified;

(1) Provision of a Community Toilet Scheme – to encourage local businesses and other providers to provide open – free access – facilities to everyone visiting the city and thereby increase the overall available provision.

(2) Comparative strategies and provision levels with other local authorities across the UK and Ireland who service a similar population and visitor market

(3) Portable toilet provision – to investigate, review and develop a BCC strategy for major events attracting high visitor numbers. Also to research the roles and responsibilities regarding provision and identify significant areas of liability

(4) Spatial Strategy - Regional PC provision across the Council’s area (North / South / East / West). Proposals for significant improvement

(5) The additional provision of female toilets to meet BTA and BSI standards.

(6) Review of current and future toilet cleaning & maintenance needs and provision; Review the use of security patrols

(7) Night time provision – requirement, use & remedial actions

(8) A GAP analysis to identify geographic areas needing further provision

(9) Changing Places Toilet provision for visitors/residents with severe disabilities.

(10) Review of PC signage with recommendations for improvements

(11) Creating and maintaining a mapping database for all BCC toilet provision; Development of a Toilet Map accessible to residents and visitors

Within the context of all of the issues identified, BTA will also consider a series of social and economic impacts that will include: Social Inclusion, Customer Focus, Sustainability, Human Resources, Property, Health & Safety, Staffing levels, Equality and any other Legal Considerations.
Context – Issues Arising

While this study takes a holistic look at public toilet provision in the city, the BTA identified a number of core issues which need to be carefully considered and prioritised:

City centre - overall toilet provision & visibility
A Toilet Scheme - the use of toilets (by non-paying customers) in major retail outlets.
Portable toilet provision - Responsibility & level of engagement in terms of the provision of toilets for events, festivals and marches
City Hall - the proposed development of the surrounding area within the DSD’s Streets Ahead Phase 2 project
Belfast Welcome Centre - first point of contact - no toilet provision currently advertised
Titanic Quarter - no external facilities for visitors, out of hours, weekends
Parks and Gardens - increasing visitor numbers – increasing toilet provision
Signage - Effective communication and information to promote facilities
24 hour access - The Night Time Economy – currently only five 24 hour toilets.
Charging - Explore the opportunity to charge for the use of toilets – increased revenue and decreased anti-social behaviour.
Web design - Toilet mapping – hard copy and electronic media.
Health & Safety - Safety, security, vandalism and anti-social behaviour

Background

In July – Nov 2011 the Council commissioned the BTA to carry out a Toilet Provision Study of all the public toilet facilities that they currently own or manage. A total of fifty one (51) sites were identified and from these a total of forty nine (49) were surveyed; and the results are contained in the final report which was submitted to Council. The two excluded sites were Roselawn Crematorium and Belfast Zoo, as it was felt that these sites were significantly removed from the city centre area and required transport to attend. It should also be noted that no study was made on any other toilet facilities provided within the council’s public buildings, such as the Cecil Ward or Duncrue.

This report highlighted a number of specific areas that needed additional thought and consideration in light of the forthcoming Investment Programme and Belfast’s internal and global image. At the beginning of summer 2012 the BTA were consulted further and subsequently commissioned by H&ES Committee to undertake this Public Conveniences Provision Strategy for Belfast. Amongst the first set of actions brought into play was the formation of a Belfast City Council – Toilet Study Group. Senior representatives from all departments who had a role in the Council’s toilet facilities were invited to participate and help guide this group.

This Study Group has since engaged the BTA to commence this report by preparing a comparative study of major towns and cities across the UK and Ireland, to look at their strategies and best practice principles and subsequently analyse and identify lessons that could be learnt and applied in Belfast. To analyse the stock and make suggestions on upgrading, repair, replace, or adding to or removing from the current stock of public toilets. It has also recognised that this is becoming
more urgent as, in addition to being a growing commercial centre, the city continues to develop as a vibrant and beautiful place to live and to visit for leisure and entertainment.

Public access to toilets is important for local shops and businesses too. Businesses operate to turn a profit, and customer footfall is the lifeblood of the retail and leisure sectors. Yet however alluring the window display, however good the sales pitch, people need first to feel drawn into the area. People respond to, and recognise, areas that show a strong brand image, a sense of civic pride, where it is obvious from the street furniture, local environment, and signage that people are welcomed, that their needs are understood and catered for. But businesses also respond to other motivations. Family businesses and independents, for instance, may have connections with their local area going back generations. National chains, on the other hand, often have a strong social or community support ethos as part of their corporate policy, providing free or subsidised goods and services – and sometimes funding too – for local community initiatives. Businesses operate as part of communities and hold as much of a stake in supporting local community amenities and promoting civic pride as local authorities themselves. Public toilet provision is also an important issue for areas relying on tourism income, or seeking to develop their profile as a visitor destination. The UK visitor economy was worth £85 billion in 2011, 80 per cent of which was from domestic tourism. It has also been identified that a significant proportion of tourists, particularly from other countries, favour city destinations.

Belfast is one of the most visited cities in the UK, and the second most visited on the island of Ireland with around 8 million tourists in 2011. A 2005 survey by Changing Lives N-Vision (Future Foundation) showed that people aged over 55 and families with children are most inclined to take holidays and short breaks at home. At the same time, these groups are more likely to place a higher value on being able to access a toilet. Visitors from other countries overwhelmingly favour city destinations, and as the ‘citybreak’ market takes off, there are opportunities for regional towns and cities to close the gap on London.

Being able to access a toilet is a fundamental need for any visitor. Tourists need more local information, more signposts. They cannot simply go home, into work, or their local pub to use the toilet. Tourists choose their destinations carefully, drawing on their previous impressions, talking to friends and family, looking up feedback on the internet. Sense of destination – the extent to which it has met a visitor’s needs and made a strong and positive impression – is therefore vital to secure repeat trade and sustainable economic development.

Transport operators – like any commercial business – need to respond to feedback from surveys on levels of customer satisfaction. They will only make the most of their commercial opportunities if they provide the facilities that their passengers demand. Most stations and Interchanges are the first real point of contact when visitors arrive. Often at the end of a substantial journey and immediately upon arrival the most pressing need is for toilet relief and perhaps even an opportunity to freshen up prior to embarking into the city.
While this study focuses on the provision of Belfast City Council owned public toilets, it became transparently clear that the public regard all publicly accessible toilets as public toilets. Toilets provided by department stores (M&S, Debenhams) within shopping centres (Victoria Centre), within food courts (Castlecourt – 1st floor), within major fast food outlets (McDonalds, Burger King), within public buildings (Linen Hall Library, St Georges Market) and at transport hubs (Central / Great Victoria Street stations) need to be regarded as part of the overall public toilet provision. Cafes, restaurants, hotels and pubs too, which all must provide toilets for patrons, could also be considered to be part of the potential overall provision.

Subsequently the study group invited the BTA to create a stakeholder group to represent the aspirations of many commercial and business associates working within the Belfast area and to assimilate the views of these organisations on the future provision of public toilets.

Overall the Council has a substantial portfolio of mature PC’s which, while generally satisfying the public’s basic need historically, many are not now best equipped for today’s user and perhaps are struggling to stay within the H&S regulations and DDA compliance. The location of the current stock was also based on historical requirements and until now no study has been undertaken or considered as to the developing face and direction of this modern city. A significantly high proportion of the current stock are located in back street, side roads, parks and gardens. These units include leisure and recreation centres in addition to bowling and sports pavilions. Most of these units are protected because access is only possible when a key holder is present and the units are mainly within compounds to prevent abuse at weekends or at night. The BTA would suggest that many of these facilities are greatly in need of repair & refurbishment just to cover the council against any modern legislation & regulations and/or any DDA shortfall.

The priority focus will naturally fall on the ever changing city centre, main arterial routes and immediate adjoining areas. This is where we draw the greatest number of visitors and subsequently the area that will be under the most direct pressure to satisfy the visitor’s needs. Many local authorities across the UK are turning to local businesses to enter into partnerships to develop the city centres. Amongst the ideas is a unique partnership agreement entitled “Community Toilet Scheme” that we will outline within this report. The simple ethos is to encourage all of the local business community that currently has public toilet provision within their store/workplace to become encouraging to the general public to visit these facilities without the need for a purchase. Following on from initial discussions the BTA has tried to identify the major business and commercial companies investing in the city and to commence preliminary discussions on the possibility of implementing this type of scheme in Belfast City Centre.

Whilst there are no statutory requirements upon any Council to provide public toilets, it is generally accepted that Councils have a role in the provision of public toilets to support economic activity within the city centre, active participation in community life and enjoyment of the public realm.
Health and Well being

The extent to which people have easy access to good quality toilets also affects their general health and well being – and that of the whole community. Enabling different people, with different needs, to make use of public toilets at different times of the day and night can have a significant impact on issues like public health and exercise, public behaviour, use of public transport. For all these reasons, this report is important across a range of public policy areas.

Social Equity and Inclusion: a lack of clean, accessible and safe toilets impacts on some people more than others. Some people may feel unable or reluctant to leave their homes and visit areas where they fear they will not be able to find a public toilet. Older people (a growing section of the population in our ageing society), mothers, fathers, and carers with young children, disabled people and people with chronic health problems – all need easy access to suitably equipped public toilet facilities. Equality legislation places special responsibilities on public authorities in relation to facilities for specific groups.

Finally, in considering Healthy Communities, a lack of toilet facilities at the right time in the right place contributes to dirty streets that are unsanitary, unpleasant and can spread infection. Public toilets in places like parks and promenades help to encourage people who may need regular toilet access to take exercise, stay physically active and promote Public Health.

Special user groups such as; the IBS Network, Disability Action, Chron’s disease or chronic incontinence, Shy-bladder syndrome and many others, can be afraid to venture out for any length of time or at all if they cannot find or locate any clean, hygienic public facilities.

Grand-parents with children and families with elderly family members are also trapped with the lack of these vital facilities. They all have spending power and can have a substantial effect on the economy within their regions.

Single parents and families with young children can be particularly vulnerable to the lack of hygienically clean public facilities. Issues involving safety, security and protection of young people should be of paramount importance when using public facilities. Even just having enough room to manoeuvre a twin buggy or sufficient space to change a baby can so often be difficult to find.

Children visiting the city or travelling to and from school or college might also need to use the toilet facilities during their transit through and across the city. Not being able to use a bathroom can develop into health problems during adolescence and in later years.

The thousands of overseas visitors who visit our city every year demand another type of attention. Language and signage can make a significant contribution to their enjoyment of that visitor experience. Fifty one toilets might seem a lot but if you can’t find one when you need it then your perception of the capital will be much maligned because of your immediate discomfort.
Study Report – bench marking

The provision of clean, safe, accessible public toilets affects all local people and visitors across the UK and Ireland. Safety, cleanliness and correct provision is essential for our older generations, overseas guests and travellers, many citizens with a disability or medical condition (diabetes, Crohn’s disease), parents and grandparents with young children and families with young children. Public toilets are an amazingly important factor for our quality of life and consequently they also play a major role in the image of a modern, busy, caring city.

While Belfast City Council has shown its commitment to improve the city’s welcoming image and visitor comfort through its significant Investment Programme of £150m over the next three years, public toilet provision does not seem to be an integral part of its strategic level, spatial policy thinking. Therefore provision can easily be seen as an add-on rather than as an essential piece of urban infrastructure. The BCC Study Group acknowledged this and recognised the need to (a) develop a policy and (b) work to include public toilet provision into the planning framework. This report therefore recommends that a policy or framework be developed that includes some of the principles and considerations noted elsewhere in the report, with a view to council stipulating how public toilet provision should be considered within future planning.

One of the key tasks of this study was to visit and meet with other authorities across the UK and Ireland and seek to understand their current position and future priorities. A total of twelve authorities were identified that had a similar demographic to Belfast. The Study group agreed on the following cities and the BTA made the following initial contacts:

Brighton & Hove  Bristol  Cardiff  Cork  Dublin  Edinburgh
Glasgow  Liverpool  Manchester  Reading  Westminster  Winchester

The provision and maintenance of toilets in public places is at the discretion of local authorities who have a power, under section 87 of the Public Health Act 1936 (“PHA 1936”), to provide public conveniences, but no duty to do so.

Whether or not they choose to provide these facilities is at their discretion, and has to be weighed in the balance against other local service demands.

Under section 87(3)(c) of PHA 1936, local authorities were allowed to charge for use of all public conveniences, but not urinals. However this exception was removed by the Sex Discrimination Act (Amendment) Regulations in 2008, so councils can now fully charge for these facilities.
Councils across the country are struggling and suffering in this strict economic downturn. Budgets have been severely depleted and one of the major casualties is always public toilet provision which is a discretionary service. Many types of council have struggled to find the will and the resolve to support their investment. But it is an investment, made over many years and public toilets are a prime catalyst for commercial activity and tourism. Many local traders, shops and markets have seen significant drops in footfall immediately after a toilet facility is closed. Consumers vote with their feet and villages, towns and many city centres were sufficiently depleted due to the lack of public toilets that most have now looked for and found an alternative solution which in many cases includes re-opening some or all of their own facilities.

BTA has seen a significant drive from the larger town and city councils to entice major retailers and business holders to enter into a range of managed schemes, known as Community Toilet Schemes (CTS). The challenge is to tap into this additional provision on a formal basis; however the CTS should always be seen as a supplement to, not in lieu of, current public toilet provision.

The scheme is not appropriate everywhere and struggles with large groups and servicing the night time economy, when most businesses are shut. However, if this type of scheme was embraced within the Belfast area then the potential supply of public toilets could prove to be quite large. Appendix C outlines the various issues that need to be faced in installing, managing and monitoring these premises and the overall (CTS) scheme. Consideration also needs to be given to any financial assistance that might/could be granted to participants.

Councils across the UK are putting significant additional monies into signage and street furniture to try and lure the consumers back to the high street. With the explosion in CCTV it has had a dramatic effect on reducing anti social behaviour and vandalism in town centres and so councils can afford to upgrade their stock. Likewise toilets are being brought out of the back streets and placed in highly visible locations in main thoroughfares and malls. This has a two part effect of making the public feel safer and less vulnerable to attack, whilst it also deters damage, vandalism and many forms of misuse because of the added visibility.

Many council’s are finding the real issue to be a revenue conundrum. Difficult enough to find the capital investment to build or refurbish a block of toilets – but the real squeeze arrives when they then have to fund the running costs for the next 20 years. A number of issues are connected to this finance stream and it would need to be discussed at greater depth – but a common theme appears to be the amalgamation of current resources and partnerships. Many specialized companies who supply, install and contractually run facilities across the country are willing to link with councils to provide a cost effective solution to running costs and revenue generation. There are a few major toilet providers working in the UK, such as Healthmatic and Danfo. Companies such as these will provide brand new builds, refurbish older buildings with new equipment, take over control and running of existing facilities and the workforce or even design and build a bespoke block of toilets to fit within a themed site.

**EXAMPLE 1**: Blackpool had 21 toilets across the city and these facilities were costing in excess of £1m each year to run and refurbish. Their toilets were old fashioned art-deco blocks and at best could only be described as basic clean toilets. When Danfo took over the contract they replaced
60% of these facilities with new builds – modern panelled units – fast clean – and with a 20p charge. Blackpool now have around 17 x 5* toilets and 4 x 4* toilets to offer visitors to the town. The council also only has to monitor the contract as the contractor is totally responsible for the provision and upkeep of the stock. Similar contracts run across the UK & Ireland - Wyre, Fylde, Stroud, Wychavon, Glasgow, Cork, Isle of Man etc.. These companies have expressed their willingness to meet with the Study Group and discuss options at any future juncture.

The BTA is delighted to see the numbers of attended toilets are again rising. After a decade of decline when toilets were left unattended and open to both the elements and anti-social behaviour, today we are again experiencing the return of fully attended facilities. Many using only one attendant as opposed to two (for Male/Female cleaning) the public has become more adaptive and now understands and welcomes the fact that councils and private companies are putting cleanliness and safety as a priority. Customers feel safer when they know that a guard or attendant is close by and they are happier to use the facility on a more regular basis. With an attendant present it can also be easier to introduce charging. It would be a recommendation from the BTA that the Study group tables this idea and considers the introduction of attendants back into key facilities within the city centre. These staff members can also become great ambassadors for the city and we have found that many are entrusted with Tourist Information and directional guidance. The attendants spoken to on the tour all concurred that the public were extremely appreciative of their presence and did not complain about a minimal fee for a clean toilet.

All the councils spoken to had issues regarding the provision of portable toilets for events and festivals. The majority use the Purple Book Guidelines to allow clients to adhere to the correct specifications when setting up. Most have developed their own council contract that must be completed and adhered to, by the organiser, for each event. Council enforcement officers will visit the site/area before, during and after the event to confirm compliance.

EXAMPLE 2: Westminster City Council, goes one step further and actually allows a contractor to site twelve blocks of ten toilets into the city every Friday morning and these units remain in place until Sunday evening. Thereby catering for the vastly increased numbers entering the city each weekend to visit the city and attend shows and theatre. This gives the council around 120 additional toilets each weekend to cope with the extra revellers and night time economy.

All the Northern Ireland councils spoken to appear to have a more relaxed approach to this type of provision than their UK counterparts. Most do not have a formal contract, but some would tend to provide portable units for events such as St Patrick’s Day, summer festivals and fun runs.

The one major event that affects the city each year is street marching. Based upon the responses received from a number of other local authorities, it would appear that most do not provide any portable toilet provision for these events or any subsequent associated events and the provision is expected to be met by the event organiser.
TABLE 1. Comparative Study of Toilet Facilities

<table>
<thead>
<tr>
<th>Location</th>
<th>Council run facilities</th>
<th>Attended</th>
<th>Charges</th>
<th>CTS</th>
<th>CTS Fee</th>
<th>Other Units</th>
<th>Ext/Int Cleaning</th>
<th>Total availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richmond</td>
<td>5</td>
<td>2</td>
<td>Free</td>
<td>69</td>
<td>£600</td>
<td>Nil</td>
<td>Ext</td>
<td>74</td>
</tr>
<tr>
<td>Bristol</td>
<td>24</td>
<td>4</td>
<td>20p</td>
<td>44</td>
<td>Nil</td>
<td>22</td>
<td>Joint</td>
<td>90</td>
</tr>
<tr>
<td>Brighton</td>
<td>44</td>
<td>9</td>
<td>20p</td>
<td>19</td>
<td>Nil</td>
<td>18</td>
<td>Ext</td>
<td>81</td>
</tr>
<tr>
<td>Westminster</td>
<td>25</td>
<td>21</td>
<td>50p</td>
<td>No</td>
<td>Nil</td>
<td>30</td>
<td>Ext</td>
<td>55</td>
</tr>
<tr>
<td>Belfast</td>
<td>46</td>
<td>None</td>
<td>20p</td>
<td>No</td>
<td>Nil</td>
<td>5</td>
<td>Int</td>
<td>51</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>32</td>
<td>None</td>
<td>Free</td>
<td>No</td>
<td>Nil</td>
<td>Nil</td>
<td>Ext</td>
<td>32</td>
</tr>
<tr>
<td>Reading</td>
<td>16</td>
<td>None</td>
<td>Free</td>
<td>14</td>
<td>Nil</td>
<td>2</td>
<td>Int</td>
<td>32</td>
</tr>
<tr>
<td>Cardiff</td>
<td>7</td>
<td>Mobile</td>
<td>20p</td>
<td>15</td>
<td>£1,000</td>
<td>Nil</td>
<td>Int</td>
<td>22</td>
</tr>
<tr>
<td>Winchester</td>
<td>11</td>
<td>2</td>
<td>Free</td>
<td>No</td>
<td>Nil</td>
<td>3</td>
<td>Int</td>
<td>14</td>
</tr>
<tr>
<td>Manchester</td>
<td>1</td>
<td>1</td>
<td>20p</td>
<td>7</td>
<td>Nil</td>
<td>Nil</td>
<td>Ext</td>
<td>8</td>
</tr>
<tr>
<td>Glasgow</td>
<td>6</td>
<td>None</td>
<td>20p</td>
<td>No</td>
<td>Nil</td>
<td>Nil</td>
<td>Int</td>
<td>6</td>
</tr>
<tr>
<td>Cork</td>
<td>0</td>
<td>0</td>
<td>20p</td>
<td>No</td>
<td>Nil</td>
<td>5</td>
<td>Ext</td>
<td>5</td>
</tr>
<tr>
<td>Dublin</td>
<td>3</td>
<td>0</td>
<td>20 cent</td>
<td>No</td>
<td>Nil</td>
<td>4</td>
<td>Ext</td>
<td>7</td>
</tr>
<tr>
<td>Liverpool</td>
<td>0</td>
<td>0</td>
<td>No</td>
<td>No</td>
<td>Nil</td>
<td>0</td>
<td>None</td>
<td>0</td>
</tr>
</tbody>
</table>
Table 1 above clearly shows the significant impact that a (CTS) scheme can have on the total provision within many city centres. With no required capital outlay or in some cases a relatively low annual revenue cost the number of publically accessible toilets can be vastly increased.

Although various initiatives have been running in several councils since 2005, Richmond was the first UK council to fully embrace this system of working and took a direct marketing approach to develop the scheme. The appointment of a CTS manager was instrumental in the successful implementation of the scheme. These initial schemes set out to support the members by giving a cash supplement to help off-set the cost of additional toilet roll and cleaning products. This supplement was variable from council to council but traditionally ranged from £500 - £1,000 P.A.

The more recent schemes have seen councils offering a package of additional facilities instead of this cash supplement. For example - Inclusion on the council toilet web mapping – printed toilet maps for distribution through Tourist Information Centre’s – and/or alphabetical listing on street boards and signage. The council will also often carry most or all of the printing costs associated.

International research and surveys, discussed in more detail later in this report, consistently show that, while using a public toilet it is often a matter of last resort, especially for women. The vast majority of the community regard public toilet provision as vital or at least extremely important.

Many negative perceptions prevail, that public toilets are unhygienic, unclean and constantly attract anti-social behaviour and vandalism. Some of this misconception stems from the past when toilets were intentionally placed to be out of public view and therefore often attracted undesirable behaviours. Public toilets across the UK and Ireland are now generally being placed in locations where they can be seen and easily accessed, so are safer and more likely to provide a positive experience.

Consultation with most council’s staff, the public, tourism staff and volunteers confirmed the view that there are not enough public toilets in city centres. The majority acknowledged that both toilets and signage are hard to find and sometimes confusing. In particular the lack of toilets in the city centre was generally regarded as a poor reflection on both the council and the city.

The consequent street urination, fouling of stairwells at car parks and mess in side streets was regarded as a significant issue and consistently described by council staff and even the young revellers as “disgusting”. When considering Cleaner, Safer, Greener Communities, public toilets that are badly designed, badly maintained, and poorly located generate a sense of neglect, attracting vandalism, anti-social behaviour and social disorder. A lack of available and appropriate facilities at the right time during the day and night encourages street fouling, and cleaning up the mess is a significant and costly task in some town centres at the weekend. These issues, if not
tackled effectively, can generate a cycle of decline, leading to more entrenched social problems, and seriously impairing quality of place and quality of life for local people.

While this anti-social behaviour, which is predominantly a male practice, cannot be stopped altogether, a number of successful measures have been introduced around the world to reduce the incidence of street urination at night. This includes a recent successful trial of open portable urinals, which operate at night but retract into the ground (Shaftesbury Square Urilift), and thus disappear from view during the day. This has led to significant decreases in urination flows onto pavements and streets. However consideration needs to be given to the fact that these units are predominately for the relief of males and they leave female visitors with an inability to relieve themselves in the evening hours. Major consideration needs to be focused on planning and/or providing adequate facilities to cater for this important social group.

In looking at the provision of public toilets the definition needs to be extended beyond council provided facilities to include all “away from home toilets” which are, or could be made, available to the public. This includes toilets within cafes, bars, food courts, fast food outlets, department stores, shopping arcades/centres, transport hubs and other public buildings. Most people already consider toilets in places such as Marks and Spencer, Debenhams, McDonalds, Burger King and food courts as “public” toilets. Most council’s across the UK already include other council buildings within their toilet stock. Libraries, museums, civic buildings are all included and promoted as publicly available toilets. Within Northern Ireland these buildings will come under other control outside the council and as such will have to be approached individually.

The Study Group has already discussed and agreed to commence including all Leisure, Recreation and Community Centres within the Belfast stock. Toilets contained within the various Bowling Greens and associated buildings are probably going to be exempt from this study as they raise a whole series of issues around potential anti-social behaviour / damage. Both would, of course, be subject to final agreements reached within the scope of this report.

Development of a Sustainable Transport Framework dictates that we want to encourage people out of their cars and back onto public transport, cycling and walking. But people will not leave their cars at home unless they are confident that they can find a toilet at public transport interchanges and in city centres. People with disabilities need to know that transport facilities, services and infrastructure will be accessible. Inclusive Mobility, the Department for Transport’s guide to best practice on access to pedestrian and transport infrastructure, stresses the need for toilets to be no less accessible for people with disabilities than for those without.

From an outside perspective the ongoing current co-ordination of cleansing, maintenance and security appears, at best, disjointed. Considerable lessons could be learned from a number of external company’s contractors who utilize all available company resources to overcome the escalating costs of duplication of time, labour, materials and travel expenditure. Many councils have out-sourced these requirements and simply budget for the expected revenue.
It is duly noted and understood that many councils still prefer to keep all the cleaning and maintenance in-house. But rationalization has occurred in most/all cases to facilitate cost savings. The BTA would therefore suggest a review of the security/mobile patrol arrangements surrounding the Council’s toilets – subject to and directly following the completion of this study.

Social Inclusion and Accessibility

A lack of public toilets means that certain groups feel anxious about leaving their home. In recent years, thousands of people have written letters, signed petitions, attended events, or participated in surveys – highlighting their concern about the availability and quality of public toilets where they live. Older people do not readily leave their home without reassurance that there will be a public toilet available. The following quotes from extensive research undertaken by the Helen Hamlyn Centre, UK, from 2003-2006 involving 550 interviews and surveys (with people of all ages and range of abilities) focusing on the design and provision of toilets used when away from home highlight this issue:

“I sometimes feel like a little animal, I always go the same way, follow the same path, as I know where the toilets are”.

“I used to like to take the train to the next town as there’s a shop there I really like. But I don’t go there anymore since they closed the loos at the train station”.

Help the Aged in the UK has research findings citing the impact on older people’s health – physical, social and mental – when they are unable to leave the house because they are fearful about not finding a public toilet. The Help the Aged paper “Nowhere to Go: Public provision in the UK” (2007), based on a survey of 1,000 older people to get their views on public toilet provision, noted that 12% of older people (1.2m) felt trapped in their own home; 13% (1.26m) do not go out more than once a week and 100,000 had never gone out. Their evidence is that lack of public toilets is a significant contributory factor in the isolation of older people. As people age, chronic health conditions emerge which often lead to increased urinary frequency: medical treatments for circulatory disease (increases in over 65s) and for heart disease and cancer (increase in over 70s) have the side effect of increasing urinary frequency; the connective tissue to the bladder also weakens which lowers the capacity of the bladder and reduces capacity for emptying the bladder leading to increasing need to use the toilet and get there faster. The draft Age UK report notes that the number of people aged over 60 will increase significantly in the next 25 years.

With an ageing population we must carefully consider the large numbers of elderly citizens who find themselves locked out of our towns and cities because of the lack of freely available public facilities. This social group has considerable spending power and has the time to choose their preferred location to visit. If provision is lacking in the city then these individuals will travel to other destinations and spend their monies elsewhere. We must also consider that many will have medical conditions that might restrict their movements or can be a severe cause of distress if they are unable to avail of public toilets within a limited timeframe. Publicly accessible toilets are a basic necessity for considerable numbers of our ratepayers and visitors.
The Community Toilet Scheme

Overview of the Richmond Scheme

Richmond’s Community Toilet Scheme allows members of the public to use the toilet facilities in a range of approved local businesses and other organisations during their opening hours. This service is made available for free and without any expectation that users will purchase goods or services. Participating premises undertake to keep their toilets safe, clean, hygienic, easily accessible, and well-stocked. In return, they receive an annual payment (currently £600 +VAT). The council also maintains public liability insurance.

A wide range of businesses and organisations participate in the scheme, including pubs, restaurants, cafes, community centres, retail stores, council offices, and supermarkets. The scheme is actively managed by the council to ensure that it encompasses a good geographical spread of facilities, as well as high standards of toilet provision and maintenance, access to toilets at all times of the day and well into the evening, the provision of accessible facilities for disabled people, and baby-change. Of the 75 partners currently in the Community Toilet Scheme:

- almost half have facilities for disabled people
- 22 have baby-change facilities
- 28 are available during the morning
- nearly all are available during the afternoon
- over three-quarters are available during the evening (some until past 12pm).

By providing greater access to toilets across the Borough the scheme is helping to address issues such as healthy living and social inclusion. Older people, parents and people with health problems are still able to maintain a more active lifestyle and confidently enjoy the local environment. The evidence also suggested that there are large numbers of people who are restricted in their movements to places within easy reach of toilets. Again there are serious implications to this, since it is known that physical activity is critical in later life to help older people remain independent in their own homes for longer. Previous studies by the BTA in many UK cities had also found that the provision of toilets would encourage 94% of 16–19 year olds to use urban green spaces more frequently. Similarly, access to toilets would encourage 87% of people with disabilities to use green spaces more, and 81% of 56–65 year olds to do so.

Since the Community Toilet Scheme began there have been occasional anecdotal reports of minor vandalism reported by participating members to their toilet facilities. Nevertheless, although participating premises have the right to refuse entry to their facilities in exceptional circumstances, as far as the council is aware this right has not yet had to be invoked.

The council operates a monitoring procedure to spot check each toilet complies with the scheme and meets cleanliness and other criteria. Members are also asked to sign up to a guidance sheet and specify that they will undertake, amongst other things, to keep the toilets clean and clutter free.
Participating businesses display prominent signs and admit members of the public to use their facilities. Directional street signage is positioned near to participating toilet scheme members. Community notice boards display A3 posters indicating the presence of the scheme in that area and how participating businesses can be identified.

A leaflet explaining how the Community Toilet Scheme works is available at libraries, sport centres council buildings and other locations in the Borough. It includes a map and a list of participating premises. Members of the scheme are also listed on the council’s and a local community website. Both of these sites are updated as new members join the scheme.

A3 posters and A5 leaflets about the Community Toilet Scheme were produced for display and distribution at prominent points across the Borough. A half-page advert was placed in the main local newspaper during the awareness campaign as well as in various newsletters and the VisitRichmond Guide and Twickenham Guide.

**Why the scheme came about**

The London Borough of Richmond-upon-Thames has a resident population of 182,000 and attracts around 4.5 million visitors a year. During the 1980s and 90s a number of public toilets had been closed in the Borough. This was because of the high costs involved in bringing the facilities up to a reasonable standard, a backlog of repairs and refurbishment, and the low levels of usage.

In the early 1990s, Richmond leased five Automatic Public Conveniences (APCs) across the Borough, which cost up to £85,000 a year to run. These supplemented the council’s own provision in parks and other public places, but they proved unpopular with local people and usage was low – equating to an average cost of £8 per visit. The Council recognised that the combination of old style public conveniences and APCs would never cope adequately with the demands of a modern society.

It had become apparent that value for money was not being achieved on certain forms of provision, often located in specific areas that the public were increasingly reluctant to use. The obvious lesson to be drawn from this was that resources should be spent on improving access to more flexible, not to mention popular, forms of toilet provision.

In the late 1990s, the council introduced a new partnership approach to the provision of public toilets. Two local pubs were invited to receive an annual income from the local authority, in return for offering their facilities free of charge to members of the public.

Building on this, the Community Toilet Scheme was launched in 2004 with an additional 12 members. The scheme was re-launched in 2005 with a major expansion and improved signage. There are now 75 members signed up to the scheme with more in the pipeline.
The impact of the scheme

Richmond uses a citizen’s panel – Richmond Viewpoint – to consult the Borough’s residents on important issues. The panel is used in a variety of ways to undertake quantitative and qualitative research. It was recently used to discover how satisfied or dissatisfied residents were with the overall standard of public toilet provision within the Borough. The results showed that whilst almost one in four residents were dissatisfied with traditional public toilets in the Borough, only 6 per cent felt dissatisfied with the Community Toilet Scheme.

Local businesses have shown great interest in the Community Toilet Scheme, and the scheme continues to grow. Businesses report an increase in customer footfall and there is anecdotal evidence of increased trade.

“When I was first asked to join the Community Toilet Scheme I was sceptical. I now see it is a very good idea and have been happy to recommend it to other licensees in the Twickenham Pub Watch which I currently chair. The programme has been about getting local businesses like ourselves to work with the Council to improve the place for everyone – I certainly think it is working.”

Stuart Green
Manager of the Cabbage Patch public house, Twickenham

“Waitrose is part of the Richmond and Twickenham Community Toilet Scheme, which enables local businesses to work together with the council to make more clean, safe and accessible toilets to the public. We employ an outside agency to clean the toilets on a daily basis and our staff ensure that the facilities are maintained throughout the day. We pride ourselves on offering our customers a pleasant environment throughout the shop and believe the scheme can help ensure this is achieved.”

Katie Laine
Waitrose Department Manager, Twickenham

“Our store not only provides ladies and gents toilets but also offers dedicated facilities for the disabled and for parents who need to change their babies. These facilities are especially important because they are the only ones on offer to the public in the local retail park, which attracts a high proportion of families with children. The Community Toilet Scheme makes a welcome contribution to the cost of providing these high quality facilities but it also helps to encourage even more people to use our toilets, of which we are justifiably proud.”

Marks & Spencer, Kew Retail Park
“After some initial scepticism, Councillors and the wider community increasingly see the Community Toilet Scheme as an effective way of providing widespread provision of safe and pleasant, publicly accessible and well-managed toilets for more hours of the day and at a lower cost than the rapidly failing conventional approach. It also strengthens links between business and the rest of the community which is an integral part of the Community Plan. Individually tailored to the needs of each community we see this as an approach which could be applied across the country”

Councillor Martin Elengorn
Cabinet Member for Environment

Local people are now able to access a far greater number and range of toilets in the Borough, toilets that are clean and safe, located within managed buildings, and open where and when people need them.

“The Richmond Community Toilet Scheme plays a part in dealing with the concerns of older people about facing the local public toilet facilities.”

Mr Ron Cooper
Chairman of Richmond upon Thames for Older People

Value for money

Taking all costs into account, the Community Toilet Scheme is around £20,000 a year cheaper for the council to operate than the previous APC leasing arrangement. In place of the five APCs previously provided, local people now have access to seventy five toilets. This ensures a standard of provision that the council could not hope to have provided on its own. The position regarding the remaining five on-street conventional public toilets is also being considered, as is the inclusion of facilities in parks and libraries in the scheme.

Plans for the future

The next steps being considered for the Community Toilet Scheme include:

- Improved street signage and window signage
- Review of members to extend the scheme where there are gaps and to discontinue with the few that no longer meet requirements
- A revised leaflet about the scheme
- A second awareness campaign using the newly revised stickers and posters
- Revised terms and conditions and a standard sheet with guidance
- A new billing system
- Programmed monitoring/visits helping to develop the scheme further.
Richmond is also planning to look at how the aims and objectives of the Changing Places campaign can be accommodated into the Community Toilet Scheme programme. This campaign supports the needs of the thousands of people with profound and multiple learning disabilities and their careers, as well as many other disabled people, who cannot use standard accessible toilets. These toilets are different from standard disabled toilets, which sometimes don’t meet the needs of all disabled people (or their carers), and contain three basic attributes: the right equipment, enough space, and a safe and clean environment.

Further information on Changing Places is available at: www.changing-places.org

**Major Lessons learned:**

Various factors have helped to make the Community Toilet Scheme a success in Richmond:

(1) a dedicated council officer, with ‘sales-based’ targets to drive uptake among businesses, responsible for co-ordinating the scheme, engaging with stakeholders and building relationships

(2) corporate buy-in at all levels of the council and consistent messaging across departments

(3) an explicit partnership-based approach, led by the council, but managed in a way that responds to the differing needs and motivations of local businesses involved in the scheme

(4) the creation of a strong brand image and marketing campaign, including window stickers for participating businesses that highlight the facilities on offer and which give people the confidence to use the facilities in the knowledge that they will be welcomed. In addition, on-street signage in tune with the local environment and street-scene, continuous community engagement and feedback, as well as leaflets, maps, and web-site material have all contributed to the success

(5) a Community Toilet Scheme is a flexible approach that can be scaled to suit the area it is operating in, be it large busy town centre with a multitude of shops or business with toilets the public can use, or a village or market town where even a small number of businesses taking part can make a real difference to people who visit or reside within the immediate area.

(6) the approach may not suit areas with very large numbers of visitors arriving at the same time (eg coach parties visiting a tourist attraction). In such areas Community Toilets Schemes in combination with other types of provision for example a visitor or welcome centre with toilets might work better.

**A step-by-step guide to creating a Community Toilet Scheme**

This section explains key stages for setting up a Community Toilet Scheme, from conducting an initial feasibility study through to monitoring and evaluating it. These are generic stages that are not necessarily the ones followed by Richmond but do reflect some of the steps Richmond took to establish their Community Toilet Scheme. Where relevant, additional information about what Richmond has done is included with the steps.
**Step 1: Conduct a feasibility study**

**Aim/objective**
To establish the feasibility of implementing a Community Toilet Scheme in your area.

**Actions**

(a) Undertake an audit to assess the current public toilet provision within your local authority’s area including type, standards, location and charge if any. Map provision to see where toilets are and if they are located in areas of high footfall.

(b) Plan and conduct a consultation with local people, businesses and the voluntary and community sector (including ones working with the elderly, families and people with disabilities) to gauge support for the scheme in the context of wider actions to improve public access to toilets.

(c) Establish the budget that you will have for the set-up, publicising, running, and evaluation of the scheme. At the same time calculate the probable number of businesses required to make the scheme feasible and the annual payment (if any) that they will receive.

(d) Calculate the costs that will be incurred, including the cost of recruiting businesses, marketing the scheme, membership payments and regular inspections of the facilities of members.

(e) Establish the cost of your existing public provision and its future cost.

**Outcomes**

(f) A report based on robust data, which can be shared with the Executive.

**Key points**
Although working with local community and voluntary sector groups is a valuable part of the consultation process, it should not be a substitute for directly contacting local people in order to gauge their priorities for public toilet provision.
Low usage of existing public toilets is not necessarily a reflection of low demand. People are deterred from using facilities that are unhygienic, in poor condition and where inappropriate behaviour occurs. Moreover, evidence from various studies suggests that people increasingly prefer to use toilets in managed buildings such as shopping centres and public toilets which are supervised by full time attendants.

Research by Richmond found that residents are far more likely to use traditional public toilets and community scheme toilets, and felt safer using them, in comparison to automatic public conveniences.

Richmond found that the Community Toilet Scheme approach provided a more cost effective solution to public toilet provision in comparison to using automatic public conveniences, as well as providing the public with access to a greater number and range of toilets. However, set up and ongoing costs, and the benefits will vary from area to area and will need to be assessed as part of the considerations whether to proceed with the Community Toilet Scheme or not.

The Community Toilet Scheme provided a lower cost solution in Richmond but this won’t necessarily be the case for all areas – different approaches to public toilet provision will be suited to different types of areas.

Low usage of traditional public toilets can create an atmosphere of neglect, which discourages public use further and raises the likelihood of premises attracting anti-social behaviour, graffiti and criminal damage. This may lead to rising maintenance costs and falling levels of public use, creating an unsustainable situation.

Well-maintained and signposted toilets, which are accessible to all, can contribute to local economies as they help create town and city centres where people want to spend their time and consequently their money.

**Additional information**

Richmond consulted with local organisations, a citizen’s panel, and focus groups to gain feedback on its Community Toilet Scheme.

Although it is not an approach employed by Richmond, extra payments for premises offering toilets that fulfil the Changing Places criteria could be considered as part of a strategy for widening the type of facilities that the public can access under the scheme.

Although it is not an approach currently employed by Richmond, offering incentives to premises located in areas where demand is likely to be particularly high (eg areas which attract large numbers of families) but access to toilets is limited, could be considered as a strategy for helping to meet high demand in areas where provision of toilets is limited.
Step 2: Acquire corporate support for the scheme

**Aim/objective**

To raise awareness about the scheme, including its potential implications and impact, across your council.

To secure buy-in and support from across your council for the Community Toilet Scheme.

**Actions**

(g) Disseminate the feasibility study report completed as part of step one, or else a list of the scheme’s potential costs and benefits, to executive and non-executive members and any relevant council officers. The report/list should cover financial and non-financial benefits, and draw on previous research studies and also the experience of Richmond.

**Outcomes**

(h) A high-level of awareness about the scheme amongst all members, particularly those with executive responsibilities, and other relevant council officers.

(i) Awareness amongst other council service areas of the potential implications and impact

(j) Input and involvement from all relevant council departments and their partners.

(k) Formal approval to proceed with the scheme.

**Key points**

It is good practice to ensure that there is a demonstrable commitment from the highest levels in the council, as well as corporate commitment, to better provision of public toilets.

Step 3: Recruiting partners to join the scheme

**Aim/objective**

To recruit a good spread of members with premises located in the busiest areas, where the need for toilet facilities will be highest among the public.

To enlist as many premises as possible with fully accessible facilities for people with disabilities and families, including premises that have wheelchair access and baby changing facilities.

**Actions**

(l) Consider the role of a dedicated marketing officer (if there are sufficient resources) or a contracted management company (not for profit) to drive the programme during its early stages.

(m) Identify and target potential members on an area-by-area basis.
(n) Send a personal letter ahead of a telephone call. If interest exists, arrange a visit to discuss membership.
(o) Prepare a list of advantages for members participating in the scheme, eg outline how it can help attract customers by bringing more people to the area and encourage them to stay longer. Personalise the “pitch” to the nature of the business – eg for a pub, suggest that a large, positive impact could be made if just one in five people using the toilet return later with their family to have a meal.
(p) Approach a range of premises from both the public and private sector, as well as council-run toilets in town halls, leisure centres, libraries and other suitable premises.

Outcomes

(q) The creation of a comprehensive network of premises, which comprise different types of premises and facilities covering areas of high demand.

Key points

Community Toilet Schemes are most effective when a critical mass of participating premises is achieved. Effective promotion and marketing of the scheme’s benefit can help accelerate the recruitment process during the early stages, and can help the scheme make rapid progress.

Public toilets should be located in key areas such as town centres, parks and leisure areas, tourist spots, along main routes into towns and cities and strategic spots in suburban areas. Provision should be located so it fits in with the way the area is actually used economically and socially.

Some people may be put off from using the facilities in certain premises, such as pubs. The aim should therefore be to ensure that a mixture of types of premises is available to the public in each area.

Additional information

Richmond recruited a dedicated marketing officer to drive the programme over a period of six months. The officer liaised with council street teams, the police, the business community and the local media to build effective partnerships and working relationships.

Consider alternative methods for gaining members, such as pursuing positive letting policies in areas of high demand for public toilets. For example, in appropriate circumstances – such as leasing a council building for use as a community café – a clause might be included allowing non-paying customers to use the toilet facilities.

Business Improvement Districts1 (BID) and Town Centre Partnerships may be able to help with recruiting partners. The managing committee of these partnerships should be able to approach their members on your behalf with details of the scheme and the potential benefits it offers.
An assessment matrix could be used to determine the number and type of providers in each geographical area.

It is worth stressing at an early stage that businesses retain the right to bar admission of any person to their premises/toilets – and this is covered in the terms and conditions. This can help to avoid misconceptions early on in the process.

**Step 4: Publicising the scheme**

**Aim/objective**

To ensure that residents and visitors are aware of the service and understand how it works. To encourage support for the scheme.

**Actions**

(r) Identify the best methods for publicising the scheme.
(s) Consider how to counter possible scepticism
(t) Decide on which publicity materials to use eg leaflets, maps, tourist information guides.
(u) Order any publicity materials required and identify suitable locations for their distribution, eg libraries, sports centres, council buildings and transport interchanges.
(v) Prepare press releases for the media.
(w) Organise a publicity launch and media interviews.
(x) Plan future evaluations to assess the level of public awareness and use of the scheme.

**Outcomes**

(y) A high level of awareness and use of the scheme among local people and visitors.

**Key points**

Public toilets are used by everyone and the nature of the scheme is likely to generate a high level of local press interest. Consider strategies and actions that will exploit this interest to the full.

**Additional information**

Richmond produced A3 posters and A5 leaflets about the Community Toilet Scheme for display and distribution at prominent points across the Borough. A half-page advert was placed in various newspapers and local tourist information guides.

In Richmond a steady stream of positive stories were given to the media about the scheme. The campaign involved press releases, briefing journalists and media tours.

Within premises, the toilets should be clearly signed so that the public do not need to ask staff where they are located.
Encourage members to display prominent signs in the line of sight for passing pedestrians. Consider using directional street signage positioned close to the premises of participating members.

Initial market research data could be used to help decide the best methods and locations for publicising the scheme.

Consider a wide-range of publicity arrangements, eg window and on-street signage/branding, leaflets, notices, adverts, and web-based information. In order to manage costs, it is worth considering taking an incremental approach towards publicity. As the scheme starts to grow more signage and publicity events could then be arranged.

Richmond is planning to produce ‘snap maps’: credit card-sized maps listing the participating members of the scheme.

<table>
<thead>
<tr>
<th>Step 5: Operating the scheme</th>
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**Aim/objective**
To create an efficient framework for operating the Community Toilet Scheme.

**Actions**
(aa) Produce a document outlining the terms and conditions of the scheme to be signed by your council and participating businesses.
(bb) Agree public liability insurance issues around members’ premises.
(cc) Organise regular inspections of the premises to ensure they meet the required standards in hygiene, safety and access.
(dd) Put in place a procedure for paying fees to members should this option be agreed eg through a self-billing agreement.
(ee) Consider producing operational guidelines for members covering subjects such as signage, access, cleaning, staff awareness and disabled facilities.

**Outcomes**
(ff) An efficiently managed Community Toilet Scheme.

**Key points**
Councils and their partners have a range of powers enabling them to improve public access to toilets, but these powers have not been used to their full potential in many areas.

**Additional information**
Richmond operates a self-billing agreement to simplify the payment procedure to members of its Community Toilet Scheme.

Richmond uses a ‘member statement’ that is signed by participating businesses and outlines what they agree to undertake. The statement also confirms the facilities that are offered at the member’s premises.
Richmond specifies the rights guaranteed to both the council and members in its terms and conditions document. This outlines the key legal and financial terms and conditions of the relationship between the council and the business.

Richmond provides members of the scheme with operational guidance notes. This guidance outlines what is expected of the members and their facilities in relation to signage, access, cleaning, staff awareness and disabled facilities.

Richmond intends to use its Local Development Framework to encourage the provision of publicly accessible toilets in new developments or where changes of use are proposed.

Encourage members to ensure that all staff are aware of membership and what it involves.

Ensure members are aware that the public require a reasonably unobstructed route to the toilet and, at all opening times, for the toilets to be free of stored items. This will especially apply to premises that offer disabled toilet facilities.

In addition to regular cleansing, encourage members to carry out regular reviews of cleaning schedules to cater for any increased footfall. Recommend the display of cleaning rotas and regular checks on the toilets.

It is worth stressing early on that businesses retain the right to bar admission of any person to their premises/toilets – and this is covered in the terms and conditions. However, it should be noted that no participant in the Richmond scheme has so far had to invoke this. This could help to avoid misconceptions from the outset for new members.

### Step 6: Monitoring and evaluating the scheme

**Aim/objective**

To ensure members’ facilities meet the required standards.

To ascertain whether the scheme is providing value for money and improving the level of public satisfaction with toilet provision in your area.

To create a framework for ensuring the continual improvement of the scheme.

**Actions**

Create a monitoring program to help measure:

- (hh) the cleanliness, hygiene, safety and accessibility of members’ facilities.
- (ii) The level of usage of members’ facilities.
- (jj) The level of user satisfaction with the scheme.
- (kk) The impact of the scheme on environmental problems such as public urination.
- (ll) the financial cost of the scheme.

Create an evaluation framework that will:

- (mm) Establish the value for money of the scheme.
- (nn) Identify areas where improvements can be made to the scheme.
Outcomes
This will lead to the creation of a comprehensive monitoring and evaluation framework that will help to ensure the effectiveness of the scheme, as well as its continual improvement.

Key points
Monitoring and evaluation of the scheme should allow weaknesses to be identified, improvements to be made, better planning and allocation of resources, as well as providing demonstrable evidence of public satisfaction with local public toilet provision.

Additional information
Richmond has started to issue fixed penalty notices for the offence of street urination. It is intended that in the future, receipts will be used to help measure the effectiveness of the Community Toilet Scheme.

Richmond conducts surveys with its citizens panel to find out how satisfied residents are with the Community Toilet Scheme, as well the other traditional public toilets it provides.

Richmond is planning to incorporate the monitoring of members’ premises into the work of its existing street scene enforcement staff.

Consider measurements that encompass both outputs (eg costs and statistics) and outcomes (eg changes in opinions and perceptions).

The monitoring system should allow the identification of any facilities that fail to meet the necessary standards and remove members from the scheme if necessary.

Further information on the CTS; Agreement, Terms & Conditions, Members Statement, and Billing Arrangements are contained in Appendix C.
Belfast Community Toilet Scheme - Guidelines

If it is the Council’s wish to develop this community/partnership scheme within Belfast then a management structure will need to be agreed, set up and developed to administer the daily controls and running of the scheme. The main areas for consideration would be as follows:

1. **Management Contract**
   This needs to be considered, written and agreed prior to commencement

2. **Marketing Plan (Inception & Development)**
   Understanding exactly what it is that you are trying to achieve and its KPI’s

3. **Dedicated co-ordinator or Manager**
   An individual or a company that can ensure total control of the project

4. **Supervision and Monitoring**
   A routine that will help all parties to get the best value from the scheme

5. **Communications and Signage**
   Development of visible distinguishing window and/or door sticker

6. **Social Inclusion/Exclusion/Equality**
   Control to make sure it achieves accessibility for all

7. **Regional provision**
   All areas of the city’ needs must be considered and addressed

Some development time has already been given to understanding the range and type of member that could be attracted within different regions in the greater Belfast area. Below is a table with around 60 organisations that could be approached regarding membership.

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<tr>
<th>Central</th>
<th>North Belfast</th>
<th>South Belfast</th>
<th>East Belfast</th>
<th>West Belfast</th>
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<tbody>
<tr>
<td>Cecil Ward</td>
<td>Indian Community</td>
<td>Holiday Inn</td>
<td>Connswater Centre</td>
<td>The Park Centre</td>
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<td>Linenhall library</td>
<td>Landsdown Hotel</td>
<td>JD Wetherspoons</td>
<td>Park Ave Hotel</td>
<td>Asda Kennedy</td>
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<td>Welcome Centre</td>
<td>The Grove WB</td>
<td>Odeon Cinema</td>
<td>The Stand Cinema</td>
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<td>Asda Shore Rd</td>
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<td>The Mount Centre</td>
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<td>Avoniel Leisure</td>
<td>Falls Leisure Centre</td>
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<td>Asda Living</td>
<td>Olympia Leisure</td>
<td>The Edge</td>
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<td>Yorkgate</td>
<td>Malone House</td>
<td>Belfast City Airport</td>
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<td>Radisson Blu</td>
<td>Odyssey</td>
<td>Argyle Centre</td>
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<td>Premier Inn</td>
<td>Titanic Centre</td>
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<td>Queens University</td>
<td>The Science Park</td>
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<td>Bittles</td>
<td>Botanic Gardens</td>
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<td>Hi Park Centre</td>
<td>Lyric Theatre</td>
<td>Silver Leaf Cafe</td>
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<td>The Merchant</td>
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<td>Burger King</td>
<td>Forrestside Shops</td>
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<td>Ulster Hall</td>
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Portable Toilet Provision

The HSE’s event safety guide Purple Book (Second edition) is a guide to health, safety and welfare at most outdoor events. The booklet is free to download.

The event safety guide replaces - The guide to health, safety and welfare at pop concerts and other similar events. Changes in health and safety law and the continuing development of ‘best practice’ have led to this new guide.

The event safety guide aims to help everyone who organises events so that they run safely. The guide will enable event organisers to understand the needs of others concerned with the event, such as local authorities and the emergency services, so that they can all work together to improve event safety.

For the purposes of this report interest lies directly in the section headed Sanitary Facilities.

Sanitary facilities

Ensure that adequate sanitary provision is made for the number of people expected to attend the event, and that consideration is given to location, access, construction, type of temporary facilities, lighting and signage.

Construct and locate toilets so that people are protected from bad weather and trip hazards. The floors, ramps and steps of the units should be stable and of a non-slip surface construction. Protect connecting pipe work to avoid damage.

Toilets should be readily visible, lit, and clearly signed from all parts of the venue. The areas and, where appropriate, the individual units, should be adequately lit at night and during the day, if required. The Chartered Institute of Building Services recommends a minimum lighting level of 100 lux for general toilet areas (200 lux for wheelchair-accessible toilets).

Maintenance

Regularly maintain, repair and service toilets using suitably experienced competent workers throughout the event to ensure that they are kept safe, clean and hygienic. Toilets need to be supplied with toilet paper, in a holder or dispenser at all times. Arrangements should be made for the rapid response to attend and execute the clearance of any blockages.

Location

Where possible, locate toilets at different points around the venue rather than concentrating in one small area, to minimise crowding and queuing problems. Consider placing toilets outside the perimeter fenced venue area (eg car parks, box office queuing areas, event campsites, etc).
Attention should be given to access requirements for servicing and emptying. This may include the need for temporary roadways and dedicated access routes, so that vehicles can easily access, subject to the layout of the site.

**Type**

Where temporary toilets are required, an assessment should be made of the suitability of each of the available types of temporary unit, for the nature and duration of the event being organised. Consider the perceived peak usage of any toilet units and the time taken for cisterns to fill. Rapid and constant use of any toilet can cause the bowls to become unsanitary and prone to blockages.

Temporary mains units can be used if a sewer, drain, septic tank, or cesspool is available, provided an adequate water supply and adequate water pressure are available. Recirculating self-contained units are not reliant on the availability of drains or water services. Provision must be made for servicing vehicles and safe access.

Single self-contained units are versatile and easily relocatable during events but are limited to a maximum number of uses before requiring servicing/emptying. Trenches and latrines may be appropriate for some events though advice should be sought from the Environment Agency or local authority regarding their suitability for each event and any local guidelines for ensuring safe and hygienic use.

Wherever non-mains units are used, provision for safe and hygienic waste removal must be arranged with holding tank facilities if required. Advice should be sought from the Environment Agency or local authority.

**Visitor Numbers**

Recommendations as to the minimum scale of toilet provision for buildings of public entertainment are laid out in BS 6465-1:2006. For events licensed for public entertainment, the numbers and location of toilets should be agreed with the local authority.

In all circumstances, the sanitary accommodation will depend on the nature of the event, the audience profile, and the type of venue. To calculate sanitary provision requires knowing the audience size and then estimating the anticipated male to female ratio. When there is insufficient information to assess this ratio, a split of male to female 50:50 should be assumed.

Further consideration should be given to the following when determining the minimum provision for sanitary conveniences. The duration of the event; perceived audience; food and fluid consumption; adequate provision during intervals and breaks in performance; requirements for event-related temporary campsites; provision of suitable facilities for children; elderly or infirm people attending who may take longer to use a facility; facilities inside a fenced venue at a ‘no re-admission’ event; weather conditions and temperature.

The experience of a competent consultant or responsible contractor could prove invaluable when determining numbers of sanitary conveniences.
The table below shows a general guideline for a music event, though these figures may be too high for short duration/’non peak’ period events such as country fairs and garden parties, or too low for events with high levels of fluid consumption or where camping will occur.

<table>
<thead>
<tr>
<th>For events with a gate opening time of 6 hours or more</th>
<th>For events with a gate opening time of less than 6-hours duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female 1 toilet per 100 females</td>
<td>Female 1 toilet per 120 females</td>
</tr>
<tr>
<td>Male 500 males, plus 1 urinal per 150 males</td>
<td>Male 600 males, plus 1 urinal per 175 males</td>
</tr>
</tbody>
</table>

**Washing facilities**

Where possible, provide hand-washing facilities in the ratio of one per five toilets with no less than one hand-washing facility per ten toilets provided. Provide suitable hand-drying facilities. If paper towels are supplied, arrange for regular disposal and restocking.

Where warm water hand-washing facilities are available, provide adequate supplies of suitable soap. Antiseptic hand wipes or bactericidal soap should be provided where warm water is not available.

On sites where hand-washing facilities are supplied in the open air, consider the management of the facility to ensure that the surrounding ground does not become waterlogged leading to localised flooding.

Control of Substances Hazardous to Health Regulations 2002 (COSHH) assessments should be available to cover all cleaning and deodorising products used. Where products are known to present a risk to users with pre-existing skin conditions, suitable warning notices should be prominently displayed.

**Long duration events**

Hand-washing facilities alone may not provide adequate provision for events longer than one day, or when overnight camping is available. In these instances, consider whether it may be appropriate to supply shower facilities on site, subject to the availability of adequate water supply and water pressure.

**Sanitary provision for people with special needs**

Provide appropriate sanitary accommodation for wheelchair users and other people with special needs attending the event. The Disability Discrimination Act 2005 will apply with regard to sanitary accommodation for people with special needs.

Also consider access to toilets for people with special needs. Supply fixed and stable ramps where appropriate. Position facilities close to any area set aside for people with special needs such as viewing platforms, and ensure they are designed to comply with the provisions of BS 8300:2001.
The provision of facilities should relate to the expected numbers of people with special needs attending the event. It is suggested that one toilet with hand-washing facilities should be provided per 75 people with special needs.

**Disposal of sanitary towels and nappies**
If there is any possibility that sanitary towels or nappies may block sanitary conveniences, supply suitable and clearly identified designated containers with suitable arrangements for regular emptying of the receptacles. If infants are expected at an event, provide appropriate baby-changing facilities including receptacles for the hygienic disposal of nappies. Provide prominent signs within the baby-changing cubicle to ensure that the receptacles are used.

**Sewage disposal**
Different water authorities have different policies regarding waste disposal, and many disposal sites are closed at night-times and at weekends. If effluent needs to be stored on site until off-site disposal facilities are open, it is essential that adequate holding tanks are provided on site in a safe and secure location. Seek advice on safe effluent disposal from the appropriate water authority and local authority and ensure that a licensed contractor is employed to remove and dispose of effluent. Arrangements should be documented and agreed with the contractor before the beginning of the event.

**Facilities for employees and event workers**
The Workplace (Health, Safety, and Welfare) Regulations 1992 require that suitable and sufficient toilets and washing facilities must be provided at workplaces. Guidance on the facilities that should be provided is given in the accompanying code of practice to the regulations L24 Workplace health, safety and welfare. Sanitary accommodations for use by event workers, should be located near to the work areas and, in particular, behind the stage, near the mixer tower, next to the catering areas and car parks, the first-aid areas, welfare and children’s areas. Specific toilets with hot and cold hand-washing facilities should be provided for food handlers.

**Contractors providing or servicing the sanitary facilities**
Discuss requirements for the type, numbers, positioning, servicing and maintenance of sanitary facilities with the contractor before the event. It is advisable to provide contractors with a plan of the site, showing the proposed location of the facilities along with a copy of the site safety rules and information concerning any significant risks highlighted in the overall event risk assessment. Separate waste transfer notes will be required for containers holding waste from sanitary towels and nappies. Examine contractors’ safety policies and risk assessments. Contractors should ensure that their workers are provided with and wearing the correct personal protective equipment. Protective overalls, boots or shoes, gloves and eye protection are needed to ensure that workers are protected from accidental splashes of the disinfecting and odorising chemicals as well as accidental contamination by sewage. An assessment is required under the COSHH Regulations by contractors providing, servicing, or emptying the sanitary facilities. The COSHH assessment needs to consider exposure to the chemicals used in the recirculation of self-contained units as well as accidental exposure to sewage.
Belfast Events and Festivals

Belfast has a very active calendar of events and activities scheduled for every year. Many activities such as the Tall Ships, International Powerboats or the MTV Awards will subsequently be booked many years in advance.

However the majority of events that need to be catered for are booked annually and more often repeated annually such as organised street festivals, the Continental Market, the Lord Mayor’s Show, the Belfast marathon and additionally many very special charity fun runs. These types of events attract many thousands of visitors and tourists to the city. Most remain for several hours and will therefore require some level of toilet provision to be provided.

Events that are specifically organised or promoted by the Council, for example the Lord Mayor’s Show or the forthcoming Tall Ships return, will fall under the remit of the BCC events team and as such all provision will be provided by the external organiser and in keeping with the Purple Book guidance.

On occasions where these toilets are not provided by external organisers, the Council feels obliged to provide a minimum number of facilities to avoid any possible infringements of public decency, added to the possibility of excessive street urination and the extensive cleaning process that is then required. However, it should be stressed that it is not the Council’s prime responsibility to provide these basic toilet facilities. This rests with the event organiser. In all other council areas spoken to during the course of compiling this report, the responsibility for all health and safety pre-requisites lies with the event co-ordinator or manager.

A sample copy of a booking form used by Brighton & Hove Council is included in Appendix D and this clearly outlines and states that the organisers and co-ordinators should carefully consider all the outlines and clearly defined guidelines given in the HSE Purple book, before undertaking the project. The total legal and moral responsibility for all the daily routines and infrastructure requirements starts and stops with them.
Outdoor Event Application Form --- contained in APPENDIX D

It must be the EVENT ORGANISER that carries the responsibility for evaluating ordering and siting all portable or fixed toilet provision on site.

This must also include accessible units for any visitors with disabilities as well as additional facilities to cover all performers, security and ancillary staff

It will then be the Council’s responsibility, if a licence is granted and if issued, to perform the role of monitor and inspector to confirm that all aspects of the Purple Book (Section 500) guidance have been adhered to.
Promoting public access to toilets is not simply about increasing provision, it is also about improving the quality and cleanliness of toilet facilities, signage and other information about what is available. This is important for local people and visitors alike. Many local authority websites and local libraries also provide information on where public toilets are located in their area, the facilities available, and their opening times.

Taking a broader perspective, Bristol’s ‘Legible City’ concept aims to improve connections between different elements of the urban environment: better coordination of projects, information and branding – including small details like signposting and mapping of local toilets – can help to shape an image for towns and cities that makes a lasting and positive impression on local people and visitors.

The modern “visitor information” sign boards – as seen in the picture above are being used in virtually all the cities, including Belfast, visited during this study. However the amount of information and the detail contained varies greatly.

Signage needs to include information on direction, distance, address and type of facilities located at that point. It must also have clear information regarding accessibility, baby changing and, where available, family friendly facilities. Signage should also be used to indicate essential information or other points of interest to visitors. In some locations this would include medical or emergency equipment or facilities.

The base of the signboard could be utilised for an alphabetical listing of the facilities marked. Consideration could be given to allowing some of these boards to be sponsored thereby neutralising the cost of manufacture and installation. Additionally the opportunity to map and promote additional toilet facilities exists in or on the current toilet structure or its associated internal or external signboards.

Whilst the heaviest footfall may be recorded around the City Hall, a review of the actual location and number of these boards would be recommended to maximise coverage.
If the council agrees to adopt a CTS scheme then it will be vitally important to make sure that all public toilets, council or otherwise, be clearly signposted and included on the street boards. The visual indicators which are currently being used are vague at best and seem only to indicate an area where toilets should/might be located. Many foreign nationals and international visitors may struggle to understand or even find the current facilities.

GPS indicators, postcodes or simply property numbers and street names could easily be printed onto these boards to allow a more accurate identification of the precise location.

The BTA has identified that within the Council there are a series of maps showing specific detail on the locations of toilets. Most of these reside within different departments and their specific remit and therefore until now there seemed no logical reason to overlay these acetates to arrive at a complete picture of toilet facilities within the city.

However it will be one of the primary objectives following this strategy to do just that so that gaps within the city can be identified where provision is perhaps low or even nonexistent.

Automatic Public Toilets can be funded by on-street advertising at prominent places over which the local authority has jurisdiction. Such arrangements have been used in areas such as Liverpool, Swindon, and Wigan.

In another section of this report we will also be advocating the use of Digital advertising on public buildings as a potential source of revenue to help neutralise costs and future revenue requirements.

The use of computer based mapping and touch screen technology has been discussed and may be a possible medium for future mapping and signage.

At present this type of technology has to be internal as all attempts to install externally has only invited abuse and anti-social attacks.
Cleaning, Maintenance and Security

To stimulate positive change: action needs to be encouraged at all levels across four areas of opportunity:

• Making the best use of available powers and removing legal obstacles.
• Adopting a strategic approach to the total council public toilet provision.
• Utilising all available resources, personnel, equipment tools and approaches.
• Encouraging and exemplifying innovation and new methodologies.

As with many local authorities Belfast has developed a multi level/agency approach to fulfilling the named tasks stated above. Whilst each has specific skills set it has been the experience of the BTA that on many levels it can be detrimental, both economically and time-based to have different sets of personnel frequently visiting the same facilities.

Questions would also need to be posed by the Study Group as to the frequency or time taken to effect minor or major repairs when first encountered by the cleaner or staff member.

As stated previously in this report the cleansing standards are extremely high and would only need to be studied if additional facilities became contracted within the context of the Community or Partnership scheme or in the event of additional provision purchased by the council.

The BTA feels that a closer understanding and working arrangement with the planning, design and subsequent maintenance teams would be a major step forward towards all future provision. To increase the provision our recommendations would be for a fully co-ordinated approach involving all departments (through the Study Group) beginning at the design and planning stage which could only result in consultations and agreements to standardise the stock.

Likewise with simple repairs/renovations - this could be a simple face lift /redecoration/upgrade to legal specification or replacement of a single disabled rail. Simple repairs left unattended could pose the council a serious potential threat if not repaired/replaced within a reasonable timescale – leading to a possible prosecution and a potentially sizeable fine.

Security/maintenance could come from a change of use/purpose. Example:- The introduction of a kiosk attached to or adjoining the main structure. This facility would then offer a revenue stream/income to support the existing facility. In addition it would offer security from being manned and a more efficient service of the existing facility for repair/replacement.

The current security arrangements need to be carefully reviewed. On conducting visits to the fifteen city centre facilities within the last two years the BTA did not once encounter a security patrol. It is recommended that this service be reviewed to ensure value for money.
Charging for toilets is an issue being faced by many councils at the moment. With budget cuts coming in year on year, it has become even more important to raise revenue from all potential sources. Most people will say that they are happy to pay for clean and safe Public Toilets, and the generally accepted rate is currently 20p.

However, when you install a charging system to toilets, you should expect to reduce the number of locals using the toilet by around 30-40% as many will search for alternative provision. Charging is so commonplace now across the UK that visitors to a town or city will be generally happy to pay as long as the facilities are clean and well maintained. There are two principle functions performed through charging:

1. **Revenue**
   It is estimated that a set of four busy semi-automatic toilets to have 50,000 uses per annum, equating to £10,000 of revenue. This will represent about 1/2 of the actual cost of running the toilet (including utilities, consumables, cleaning, maintenance etc).
   This level of usage will only happen in a busy location with a high number of visitors to a town. (One paradox of higher numbers is that users tend to hold the door open for one another and hence can lower the revenue at busy times).
   A typical attended facility costs around £60,000 per annum to run and therefore needs 300,000 users at 20p to breakeven. This is possible in a busy tourist destination.

2. **Security**
   A charge will reduce the amount of casual vandalism done to a toilet.
   Not all councils want to go down the charging route for a variety of reasons. One half way house is to introduce tokens as well as coin entry into toilets. The tokens are given to local residents but not to visitors, and are effectively free. Other card based entry systems can be catered for. That way, the rate payer does not ‘pay twice’ for a public service.

**OPTION**

**Entry Control**

The lobby/cubicle set up in the traditional toilet means the only entry control point is the main door. Open - and anybody can walk in. Shut - and nobody gains entry. For councils with a set of traditional toilets, a member of staff has to go round unlocking the toilets in the morning and then returning to repeat locking them up again in the evening.

There are a number of problems associated with this:

- Toilet opening/closing is subject to staff attendance and vulnerable to illness and holidays
- Often a time expensive process with the routine taking up to two hours morning/evening
- Environmental impact associated with the travelling between the toilets.

The Council is free to prescribe its own control measures, it is only suggested that wherever possible, this process is either managed locally or through automating the door opening/shutting process.
In Direct Access toilets, entry is managed through automated locking. The door may be locked by a user inside, or by a time lock which will open and shut the toilet in the morning and evening. The locking system can be managed by a local time clock style device, or more flexibly via a modem and remote management systems. In practice most councils opt for the local time clock which has a feeling of greater reliability.

A charge is often levied at the door to allow entry. This can be managed using a simple coin entry system. The doors themselves need to be very robust, preferably steel core, clad with a graffiti resistant outer, a triple hinge and held in place with a cemented frame. This is the same style door which we would suggest for the traditional toilets as well.

**Paddle Gates and Turnstiles**
The main entry control system is paddle barriers, which can either be operated by an attendant or via coin entry. Turnstiles, and similar barriers, are barred by the Public Lavatories Turnstile Act. There are moves afoot to update this law, but for the time being the Council must opt for the more expensive, but significantly more accessible paddles.

Paddle Barriers are extremely efficient at giving rapid access and exit. The typical turnaround time per person is less than 2 seconds, meaning a single gate can handle more than 30 people per minute. We have seen full height turnstiles (stadium entry style) in places, but these feel very draconian in a confined public space. It is also recommended that, if/when installing this type of system that attention is given to installing WIDE units to accommodate mobility/wheelchair use.

**Direct Access Doors**
Swing doors or Sliding? Swing doors are more user friendly and people feel more confident closing the door behind them. Sliding doors are less vulnerable to vandalism, and are easier for less mobile people to operate, especially in the wind. Overall we would recommend considering a sliding door for the DDA cubicle, and swing doors for the regular cubicles.

**Utility Savings**
Waterless Urinals, sensor taps and dual flush toilets all work and are not just gizmos designed by unpractical boffins. We would recommend that any new work to be done in a toilet is considered in conjunction with a utility management approach which will help reduce the cost and environmental impact of the toilet. The average cost of flushing the toilet is 1.5p, washing hands is 1.3p, drying with a standard hot air blower is 0.5p. Total, before cleaning the toilets, lights, heating and any leaks is 3.3p. Now that must be worth thinking about!
Attended Toilets

There are still many fully attended toilets around the UK for the simple reason that they provide the best possible service to the public. Users feel safe; and they feel assured that the toilets will be clean and will generally be very well maintained.

However attended toilets are expensive to run and staff. Therefore you must consider employing several different approaches to help keep the cost of their operation contained.

One Attendant – managing the ladies and gents. There is no need to employ separate sexes to look after each area. In practice a shift system which leads to employees overlapping for periods at the beginning and end of shifts is a good way to run the toilet, as they can deal with issues which a lone worker may not be able to manage.

Off Peak – Most toilets have peak and off peak periods. In the off peak periods it is also worth considering closing the main toilet area and running the toilet with some direct access cubicles.

(1) The level of service is maintained, but the cost of running the toilet will drop significantly.

(2) Attendants can be vulnerable to abuse and, at worst violence, as the area around the toilet quietens down at off peak.

(3) Genuine toilet users will still benefit from the direct access cubicles.

Charge for Use - In order to justify operating an attended toilet, we have found that the typical expected number of users will be greater than 100,000 per annum, or at least 500 per regular day. Most people when asked are happy to pay a small charge to use a clean and safe toilet, especially if it is attended. The typical charges range from 20p to 50p.

A really busy toilet with 200,000 users will cost in the region of £60,000- £80,000 to operate including all staff, utilities and consumables.

Maintenance - A poorly maintained attended toilet is almost the worst of all worlds.

In our experience and during consultations with councils and private contractors, service providers across the UK, it becomes very apparent that the attendants tend to be demotivated, the public resent the poor facilities and the council has to keep funding the costs.
Paddle Gates and Turnstiles

Some of the city centre toilets are ideally suited to receive a refit with paddle gates or turnstiles to allow a charging system to be installed.

<table>
<thead>
<tr>
<th>Toilet Block</th>
<th>Weekly Averages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church Lane</td>
<td>7,000</td>
</tr>
<tr>
<td>Arthur Lane</td>
<td>3,330</td>
</tr>
<tr>
<td>Winetavern Street</td>
<td>4,555</td>
</tr>
<tr>
<td>Agnes Street</td>
<td>4,000</td>
</tr>
<tr>
<td>Connswater</td>
<td>3,200</td>
</tr>
<tr>
<td>Ormeau Embankment</td>
<td>3,900</td>
</tr>
<tr>
<td>Drumglass</td>
<td>3,501</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>37,721</strong></td>
</tr>
</tbody>
</table>

Main Public Toilet Block – Usage Figures

Even allowing for a substantial drop in figures after the introduction of charging calculations show the anticipated revenues that could be expected from some or all of these units.

**Church Lane**

7,000 visitors per week allowing for over a 30% reduction in numbers

4,900 x 52 weeks = 254,800 visitors per year

Multiplied by 0.20p

= £50,000 in income from this unit

Consideration should also be given to accessible entry and charging. Some units would also lend themselves to 24 hour access by simply making a doorway available from the pavement.
Business and Community Opportunities - Kiosks

On the BTA’s visits to the comparative cities it was noted that a number of parks and gardens were utilising a different style of structure for public toilet provision – a Kiosk. First encountered in Bristol, the unit pictured is directly beside a large children’s play park. It therefore services the needs of all users within the park and observations showed that it was extensively used by dog walkers, runners, mums with children, business persons during lunch and even van drivers and council operatives on their break.

The facility was a small two person unit with a counter and two upright fridges. It had a hot plate and microwave along with a water boiler and the presumed cutlery/crockery. But almost more important than all of this was the toilet block directly behind this unit. The kiosk attendants were responsible for opening, servicing and closing the associated toilet facilities during normal opening times.

These facilities were run and serviced by the council and while revenues were subject to seasonal variations it was generally accepted that these facilities were run on a cost neutral basis. Some consideration had been given over to leasing these facilities out to local entrepreneurs but as yet no plans had been accepted. On speaking to the council officers it was noted that this particular unit had a design flaw. The toilet block was completely separate and was positioned behind the kiosk. Therefore the operatives working in the kiosk could not see or observe any adverse activity that might be occurring. When I suggested CCTV they informed me that it had been considered by council – but was rejected. Even if there was an incident at the toilet block – they could not leave the kiosk for risk of theft of goods or money. They did however service the unit twice each day to make sure toilet roll and soap was available and if necessary mop out any spills or mess. There could be a number of locations within the greater Belfast area where this type of facility could be utilised either by the council or by the community to allow security, observation of a park or play area as well as facilitating a multi-purpose toilet facility.

In subsequent discussions with the Study group we were asked to approach some manufacturers with regard to investigating an upgraded version of this type of structure. The designs below give an indication of the type of kiosk that might be considered for both parks and gardens – as well as city centre locations.
This is a basic unit with two toilets (1 x accessible) and a service area.

This variation has a Digital Advertising Panel located on each side. The panel would be utilized to generate a revenue stream that would cover all the revenue costs for this unit. The Kiosk could also be leased to allow an additional annual revenue stream. Some potential uses could be as a ticket office for shows, souvenir shop, taxi or transport hub or even a cycle hire store for a Belfast Cycle Hire Scheme.
The buildings would be totally bespoke and can be adapted to fit the needs of individual requirements. The daily servicing of the facilities would become part of the annual contract and therefore not cause any additional pressure on the councils cleaning teams.

This type of building could also be adapted and deployed in the DSD Streets Ahead project. The toilets could also be utilised as 24hour facilities to service the night time economy.

Interestingly, while public commentary and news articles on the problem of street urination focuses on the impact on business owners, residents, cleaning staff and image, a major survey of over 1,400 nightclub patrons revealed that it is also one of the major concerns of young people who patronise these night spots and obviously has a negative effect on their enjoyment.

Illustrations and pictures kindly supplied by toilet providers
Additional Refurbishment Opportunities

There are also a number of refurbishment opportunities that were identified within the current stock. Ormeau Park, Drumglass Park and Connswater were units that all had some additional space/area which is currently underutilised.

Ideas could include a Belfast Cycle Scheme, Taxi rank, or community play area. These blocks of toilets have a potential to be refurbished and brought into play from the community. Removal of some of the vegetation from around the perimeter would also allow for greater visibility of the unit and help to eradicate any social misuse or anti social behaviour that might be occurring. The possibility exists for a complete restructuring of the facilities available and the introduction of a door entry system with a minimal charge levied. CCTV is already in use at each of these locations and would need to be included in any future development plans as these units are particularly vulnerable late at night and during the winter months when it gets dark by early evening.
Another site that was identified during the Belfast tour was located at the junction of Gt Victoria Street and Shaftesbury Square. This site was a former underground facility owned and managed by Belfast City council – but we understand that it was sold to a developer some years ago although it shows no sign of development.

**Corner of Gt Victoria Street, Dublin Road and Shaftesbury Square**

There is a considerable area exposed here and we assume the mains water and sewers are still connected. This area is one of the main night time centres with pubs, clubs and restaurants surrounding this previous facility. It would be a great location for a taxi kiosk or information point. The cost of refurbishment would be vastly reduced because of the existing infrastructure. By simply setting a toilet block on top (thus eradicating the stairs) it would be quite simple to add a tempered frame in keeping with the surroundings.

Similar underground facilities existed in front of the City Hall some years ago and if plans could be found they might also be utilized if the facilities are still accessible. The development plans that are currently being considered for the instigation of an open pedestrian area surrounding the City Hall might be enhanced by availing of these facilities.

Additionally the installation of customer kiosks in and around this new development could greatly enhance the visibility and availability of public access toilet facilities. These kiosks could be developed to greatly enhance the visitor experience to the city centre by becoming a source of a number of essential services, such as ticket sales for theatres and sight-seeing tours, taxi stands or a stall for local entrepreneurs to sell locally produced goods.

The licence holders would be contracted to service the integral toilet facilities as part of the overall agreement, replacing toilet tissue and other disposable products, during opening hours. The toilet facilities would continue to service the public late into the evening, at the council’s discretion and could provide additional night time toilet facilities to the city.

In the previous recommendations it has been suggested that the Study group should review the plans for the redevelopment of the Belfast Welcome Centre. If the opportunity to add toilet facilities to this vital meeting point cannot be influenced then the installation of street kiosks with integral toilet facilities would be a viable alternative and economical solution to this problem.
Changing Places Facility

There are currently around 450 Changing Places toilets in the UK and 9 of these units are in Northern Ireland. Two of these special facilities are in Belfast at Colin Glen Visitors Centre and Belfast City Airport.

The Changing Places campaign aims to increase the provision for people with individual and/or multiple disabilities who need special equipment and support from carers. The campaign is promoted by a consortium of organisations working to support the rights of disabled people. This ‘Changing Places’ toilet at the Trafford Shopping Centre in Manchester was the overall winner of the ‘Loo of the Year’ awards 2007. Thousands of people with severe and multiple learning disabilities cannot use standard accessible toilets. They need support from one or two carers to use the toilet or to have their continence pad changed. Standard accessible toilets do not provide changing benches or hoists. Most are too small to accommodate more than one person. Without Changing Places toilets, the person with disabilities is put at risk, and families are forced to risk their own health and safety by changing their daughter or son on a toilet floor.

This is dangerous, unhygienic and undignified. It is now accepted and expected that everyone has a right to live in the community, to move around within it and access all its facilities. Government policy promotes the idea of ‘community participation’ and ‘active citizenship’, but for some people with disabilities the lack of a fully accessible toilet is denying them this right. Although the numbers are increasing, there are still not enough Changing Places toilets. Providing these toilets in public places would make a dramatic difference to the lives of thousands of people who desperately need these facilities. Recent research by the Changing Places Consortium found that over 230,000 people with severe disabilities, including those with profound and multiple learning disabilities do not have access to public toilet facilities that meet their needs. There are around 40,000 people with profound and multiple learning disabilities, the majority of whom need Changing Places toilets. Many other people also have similar needs. For example, we know that in the UK the number of people who would benefit from a Changing Places toilet would include approximately:

- 130,000 older people
- 13,000 people with an acquired brain injury
- 8,000 people with Spin Bifida
- 30,000 people with cerebral palsy
- 8,500 people with Multiple Sclerosis
- 500 people with Motor Neurone Disease
This means that almost a quarter of a million people in the UK will benefit from the increased numbers of Changing Places toilets. Their families and carers also need Changing Places toilets so they can go out in the community with their son or daughter, other family members and friends. Each Changing Places toilet provides:

- height adjustable adult-sized changing bench
- tracking hoist system, or mobile hoist if this is not possible.
- enough space to allow full accessibility
- adequate space for the disabled person and up to two carers
- centrally placed toilet with room either side for the carers
- screen/curtain to allow the disabled person and carer privacy.
- a safe and clean environment
- wide tear off paper roll to cover the bench
- large waste bin for disposable pads
- non-slip floor.

The UK government Department of Communities and Local Government is working with members of the Changing Places Consortium and others to look at provisions for sanitary facilities generally and in particular the needs of people with complex and multiple disabilities.

This is linked with the first five-yearly review of the British Standard BS 8300:2001 (Design of buildings and their approaches to meet the needs of disabled people – Code of Practice). Significant additions to the guidance are being prepared, which should be included in new guidance for the revised Standard.

Crohn’s and Colitis UK in a submission to the London Assembly in 2010 noted that:

The Changing Places Consortium (UK) is a group of organisations working to support the rights of people with profound and multiple learning disabilities to access their community. They have argued that the absence of suitable provision such as Changing Places toilets prevents many disabled people from travelling into town centres and spending money to boost the local economy. If such toilets are provided, not only do people with disabilities have a level of provision comparable to other people (so that they can go out), the pressure on carers and families is greatly reduced also.

A space has been identified within the City Hall that could potentially facilitate a Changing Places unit. However, some concerns were raised when the Study group considered that access to this unit would be subject to the City Halls opening times. There would be little or no evening access and security issues would need to be considered and/or addressed. Further consideration should be given to access times or an external facility with potentially 14 hours or even a 24 hour access times. Council should also seek advice from DSD in respect of their Street’s Ahead Phase 2 recommendations.
Mapping and Website Upgrading

The toilet map shown above is taken directly from the Belfast website and gives a broad indication of where public toilets are located across the city centre. However, this mapping only shows those sites currently promoted as public toilets and excludes all the additional sites that the BTA visited and surveyed in 2011. None of the Leisure or Recreation centres are included nor are the sites at the Waterfront, Ulster Hall or St George’s Market.

The map also only indicates location – and does not specify the type of toilet or the facilities available at this location. An upgraded version of this information would be extremely helpful for each and every group planning a visit to the city.

The arrows show the additional three visitor sites which have not yet been mapped:

- Belfast Waterfront Hall
- St George’s Market
- Ulster Hall

Two other sites that are not yet mapped are The Belfast Zoo and Roselawn Crematorium.
Gap Analysis – Lack of Provision

A further consideration must be given to a gap analysis to identify the areas of the city that are perhaps suffering from a lack of toilet provision – or perhaps the data regarding additional provision has not been included.

The circles indicate areas that the Council needs to consider promoting the provision already installed at these locations.

Council should also consider the addition of all participating members of the CTS scheme if it is in place at that time.

The gap analysis will also indicate areas where there is little or no provision currently. Efforts could then be used to fill this void by installing a kiosk or adopting another CTS member.

Additionally some special areas will need to be addressed as new development and buildings appear across the city. The most recent is the Titanic Quarter and here we have an interesting scenario. The new Titanic Centre has toilets, The Odyssey Centre has toilets, The Premier Inn Hotel has toilets and even the Science Park has toilets. So you would think that the area is pretty well covered from that perspective. But a word of caution, whilst the area is clearly covered for internal facilities – it has no provision externally. Evening and weekend visitors, school trips, external events, runners, dog walkers, sight seer’s who are just turning up after hours to look at the new developments, may require external facilities. As Titanic city starts to shape and grow then people will also begin to carry on every day activities and visitors to the site both public and commercial will need some form of public convenience to satisfy the ‘away from home’ experience.
When a series of interviews has been conducted and a numbers of CTS members have been inducted, then the map should become considerably more populated.

The study Group must then decide on a mutually agreeable scheme to further populate the website map. The use of colour can significantly help with identification of certain groups such as Recreation Centre – Community Centres – Public Toilets – Libraries etc...

The numbering scheme then allows a simple numerical index to be created to show name, address, opening times and facilities available at that location.
Copy of information gained from Bristol survey

This information can then be replicated onto town and city paper maps that can be distributed via any/all visitor and tourism Information centres, libraries and council buildings.
Mobile Applications (Apps)

Finally some careful consideration might be given to the development of a mobile phone application to welcome visitors to Belfast. Whilst this could be developed strictly for the toilet user to show location, facilities and opening times – these platforms can be adaptive to show a considerable amount of information regarding much that Belfast has to offer. Museums, Libraries, Historical buildings, Visitor attractions etc. could all be included in this type of application.

Using the standard Belfast City Council logo as a screen button

Belfast like many cities and towns has a Wi-Fi zone and visitors and tourists arriving through its ports and airports or one of the transport hubs could be encouraged to download this vital piece of technology to help with their navigation around the city. Selecting the APP would bring up a working page that invited the user to select from a prescribed menu. This menu could then take the user to the toilet website and allow them to find their location within the city and then select a number of facilities close by. Working on the same basic principle as previously discussed the user could select and map a number of areas to visit during their stay.
Summary of Recommendations and Costs analysis

(1) Identify and encourage other council facilities to become more publically available

Recommendation:
A structured management plan needs to be initiated and designed to utilise council owned/run facilities. This should be achievable for a relatively small investment of money, time and materials. Community Centres would need to be carefully considered and treated as a special case study.

Cost Analysis:
Negligible

(2) Establish partnership links with public/private companies and organisations

Recommendation:
Council should identify significant sites within the city and immediately work to establish a network of links or partnerships with the management of these public and commercial providers. Examples include the Linenhall and Central libraries and the Ulster Museum.

Cost Analysis:
Included within recommendation 3.

(3) Develop and Deliver a Community/Partnership Toilet Scheme

Recommendation:
Council introduces a Neighbourhood Service Officer, a working management group or a not for profit organization to co-ordinate the inception of a partnership scheme throughout the city. Additionally the inception of a working management plan to develop this scheme and utilize both the Study and Stakeholders groups to oversee and enhance this project.

Cost Analysis:
Estimate £40,000 per annum for staffing resources ref. promotion of Community Toilet Scheme. Possible short-term (2 year) contract, plus £10,000 for publicity. Cost may increase dependent upon methodology deployed and this would require market research or testing i.e. contribution towards consumables costs for participants.
(4) Introduce a new safer policy on Portable Toilet provision

**Recommendation:**
Council needs to revise and adopt a new future policy relating to the provision of these portable units for all externally organised events. Council should only provide portable units for events that they are organising directly or have full daily control of, i.e. The Lord Mayors Show.

**Cost Analysis:**
Nil cost.

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(5) Propose installing sufficient facilities within the Belfast Welcome Centre

**Recommendation:**
The Study group should, if possible, review the planning and design of the Street Ahead Phase 2 development. Sited close to the City Hall and as the city’s major visitor hub and first point of contact for tour operators and coach parties - it is suggested that the Welcome Centre and the immediate surrounding area needs to have sufficient facilities available in the public realm.

**Cost Analysis:**
Nil cost to Council. Decision for Belfast Welcome Centre.

---

(6) Install a Changing Places toilet in the city centre

**Recommendation:**
Council should strive to secure funding for Changing Places facilities to be installed within the city centre. The BTA understands that a potential location within the City Hall has been identified. However careful consideration must be given to accessibility outside normal working hours as well as weekends and evenings. Key availability and security must also be carefully considered. Council should seek advice from DSD in respect of their Street’s Ahead Phase 2 recommendations.

**Cost Analysis:**
Dependent upon preferred solution;

City Hall – est. £50,000 capital works
External City Hall – 1 APC + 1 Changing Places facility = £150,000 Capital (ex. civils) plus £13,000 per annum maintenance
External City Hall – 1 APC + Changing Places facility + kiosk = £180,000 -£200,000 Capital (ex civils) plus £13,000 maintenance per annum.
(7) Consider installing Composting Toilets at remote locations

Recommendation:
Significant advancements have been made in the availability and functioning of composting toilets. The Council could consider the potential for installing some composting toilets at remote locations such as: Shaw’s Bridge, The Giants Ring and Cave Hill.

Cost Analysis:
Est. £20,000 per unit (ex. civils) plus £20,000 per annum servicing & maintenance.

(8) Reassignment and Development of existing Properties or Locations

Recommendation:
In line with the Investment Programme strategy, sites have been identified across the city and the recommendation is that the Study group invites companies to submit proposals for potential future installations. If agreeable, then develop a management plan containing contracts for licensing out these sites. The vendors or licence holders would be made responsible for the integral facilities, thereby greatly reducing or totally neutralising the running costs to the council.

Cost Analysis:
Parks & Leisure exploring options for vending kiosks in parks with the additional functionality of a toilet. Cost of kiosk offset against income from trading and advertising opportunities.

(9) Introduce charging to eradicate social misuse and vandalism

Recommendation:
Council should consider the installation of paddle gates in Church Lane, Arthur Street and Winetavern Street with the minimum 20p charge. A cost/benefit analysis would be recommended. A major influencing factor to this recommendation would also be the positive/negative reaction from partners in the Community Toilet Scheme – if adopted. Issues around security, servicing and attendants would have to be discussed and agreed. Revenue details are explored on pages 49 – 52 within this study document.

Cost Analysis:
Subject to Cost Benefit Analysis
3 x sites with paddle gates = £33,000 Capital costs
Est. annual income from 3 sites = £100,000
(10) Consider employing Attendant’s at Key locations

Recommendation:
A cost/benefit analysis would be required to advance this proposal. The Council should consider the potential for installing attendants at prime locations to alleviate security and misuse issues. Attendants can also be considered as ambassadors for the city giving tourist and visitors additional information regarding directions, shopping and even commercial information.

Cost Analysis:

Cost of attendants at 3 sites = 6 x FTE required = £180,000 per annum
Possible means of reducing these costs is through introduction of paddle gates (recommendation 9) and review of toilet mobile patrol/security contract.

(11) Improve Communication and Information on available Toilet Facilities

Recommendation:
Sponsorship and/or advertising could be channelled in line with council policy. The installation of multi-use information boards giving tourism and event information alongside public notices and council advertising could bring significant savings and heighten public/visitor awareness. This could also bring significant additional revenues into the city to cover implementation and development of the scheme as well as repair and/or replacement of street signage

Cost Analysis:
Nil Cost.

(12) Develop a control of Cleaning, Maintenance and Security schedules

Recommendation:
The current mobile security contract is valued at around £60,000, but has limited visibility. Many of the recommendations, if instigated, might also negate the need for this service cost. This service should be reviewed in terms of cost/benefit to the council. If council accepts this guidance then cleaning services will be instrumental in ensuring that services are maintained and/or improved.

Cost Analysis:
Nil Cost.
(13) Develop a Mobile Application (APP) for the city

**Recommendation:**
Develop a Belfast APP for use by visitors and tourists on both electronic mobile hand held devices as well as SatNav units, to locate toilets within the city. Consider the possibility of broadening this service out to major retailers and commercial vendors working within the boundary.

**Cost Analysis:**
Negligible cost as envisaged that this will be incorporated within existing mobile applications.

(14) Propose the introduction of a Belfast Neighbourhood Service Programme

**Recommendation:**
Council should consider developing a Neighbourhood Service programme or section and subsequently appointing a Neighbourhood Officer to supervise all activities regarding the provision of publicly accessible toilets within the city, including the Community/Partnership scheme and potentially any portable provision.

**Cost Analysis:**
Outlined in recommendation 3.

(15) Submit a toilet strategy budget for inclusion into the Draft Investment Programme

**Recommendation:**
Taking into account the substantial Investment Programme and development plans already being formulated to enhance the city and raise its profile against rising opposition from other UK capital cities and European destinations, it would seem commercially, financially and socially prudent to include a budget for the delivery of a BCC toilet management plan to allow for expansion and re-development of toilet facilities (Boucher Road, Streets Ahead project, Cathedral Quarter, Titanic Quarter, West Belfast – spatial gap)

**Cost Analysis:**
Est. for 5 sites = £500,000 (APC units) plus £65,000 per annum maintenance.
Acknowledgements

The following represents a small selection of the resources that have proved useful in compiling this report. There is a vast array of material available via the internet, and the range of material is expanding all the time, particularly as local authorities highlight the positive steps that they are taking to improve public access to toilets.

Legislation, general and technical guidance on public toilets

Public Health Act 1936  www.legislation.gov.uk British

Standard – Sanitary Installations (BS6465-Part 4) Public

Conveniences: Policy, Planning, Provision, April 2001

Inclusive Mobility – guide to best practice on access to pedestrian and transport infrastructure
Department for Transport

Knowledge Bank on Toilets  ENCAMS

General Studies and Reviews

An urgent need – the state of London’s public toilets, March 2006
London Assembly Health and Public Services Committee

Who Put the P in Policy? The reality of guidelines and legislation in the design of the accessible toilet  Bichard J, Hanson J and Greed C

Taking stock: an overview of toilet provision and standards, 2005  Clara Greed

Improving Public Access to Better Quality Toilets  A Strategic Guide
Department of Communities and Local Government

Inclusive Urban Design: Public Toilets, 2003  Dr Clara Greed

The Accessible Toilet Resource, 2007  Hanson J, Bichard J and Greed C

Independence and healthy living – the need for accessible loos  Prof J Hanson

Local Authority Reports

Draft Strategy for the provision of public conveniences in Cambridge
Public Conveniences – Review of charging policy and modernisation of the facilities at Chesterton Road and Cherry Hinton Hall  Cambridge City Council

A Public Toilet Strategy for Doncaster, July 2003
Doncaster Metropolitan Borough Council
Other Reports and Reviews

Public Toilet Survey, Sept 2006    Bristol Women’s Forum
www.bccforums.org.uk

London Health Commission:
Health impact assessment – Draft Older People’s Strategy,  April 2007
Clara Fletcher

Taking control of incontinence, 2007    Help the Aged
Nowhere to go – public toilet provision in the UK, 2007    Help the Aged

Community care Award carer Winner; Nottingham Changing Places Project,  Feb 2007
Community care.co.uk

Westminster’s loos convenient for an incredible 15 million users per year, Jan 2007
Not your bog standard toilet – Westminster City Council Launches Luxury Loo, May 2007
Westminster Welcomes Call for more London Loos, Aug 2007

Westminster Council    Mr John Tweddle    www.westminster.gov.uk
Bristol City Council    Mr Phil Winstanley    www.bristol.gov.uk
Reading Borough Council    Mr Simon Hollingbery    www.reading.gov.uk
Brighton & Hove Council    Mrs Jenny Cooke    www.brighton-hove.gov.uk
Cardiff City Council    Mr Rhys Hughes    www.cardiff.gov.uk Loo
of the Year Awards    Mr Mike Bone    www.loo.co.uk
Healthmatic    Mr Piers Dribben    www.healthmatic.com
Danfo (UK)    Mr Ross Longbottom    www.danfo.co.uk

Improving Public Access to Better Quality Toilets

Council outlines improvement programme for public toilet facilities, July 2006
New city centre facility officially opened, June 2008
Wolverhampton City Council

Miscellaneous

Response from the Inconvenience Committee of Blue Badge Guides
Public Toilets in London: Investigation by London Assembly
Useful Web Gateways

National Consumer Council: www.ncc.org.uk
British Toilet Association: www.britloos.co.uk
Loo of the Year awards: www.loo.co.uk
Changing Places: www.changing-places.org
ENCAMS: www.encams.org
Chartered Institution of Wastes Management: www.ciwm.co.uk
Help the Aged: www.helptheaged.org.uk
Department for Transport: www.dft.gov.uk/transportforyou/access
World Toilet Organisation: www.worldtoilet.org
Danfo UK www.danfo.co.uk
Healthmatic www.healthmatic.com

Grateful thanks are also extended to all the officers and management of the councils previously named in this report, who helped in the comparative council study and gave freely of their time, knowledge and expertise to assist in its completion.
Special thanks also to the members of the BCC Study Group, also previously named, whose invaluable input and debate helped to shape and create this document.

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The British Toilet Association Limited (BTA)

Structure and Experience

The British Toilet Association was launched at the May 1999 Public Toilet Seminar and commenced activities/trading in June. The BTA took over the role of All Mod Cons, founded in 1985 by Susan Cunningham and managed latterly by Ray Fowler, both of whom were original Directors of BTA Ltd, along with the then Managing Director, Richard Chisnell.

It has around 120 members – including 27 Local Authorities and 26 Commercial Companies.

The BTA senior management is devised of:
Sir William Lawrence OBE - Honorary President
Richard Chisnell - Honorary Vice-President
Mike Bone – Chairman
Raymond Martin - Managing Director.

BTA Ltd also has a management committee consisting of representatives from commercial and local authority membership categories as well as invited members.

The BTA’s activities include:
Consultation Services, Membership Services & Networking, Publicity and Communication Activity, Information Services for Members and the General Public, The Loo of the Year Awards Inspections and Loo Monitoring Service

The BTA is:
Both a founder and a current board member of the World Toilet Organisation
A founder member and still holds a directorship of The British Cleaning Council.
A corporate member of The British Institute of Cleaning Science
A partner in Bog Standard – a school toilet campaign co-ordinated through ERIC
A member of the Tourism for All Consortium (accessible toilets)
A member of the DCLG Working Party on Changing Places Toilets Regulations
A partner on the British Standards Advisory Committee

In 2005, in partnership with Belfast City Council and the NI Tourist Board, they hosted the first World Toilet Summit ever held in Western Europe. The event took place in Belfast’s Waterfront Hall. Over 400 delegates from around the world attended the summit

The BTA Mission Statement
‘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 public toilet provision and management’.
BTA Aims & Objectives

To focus attention on all issues relating to public or ‘away from home’ toilets and to campaign for the:
(a) appropriate legislation relating to the provision of public toilets by Local Authorities
(b) high standards of public or ‘away from home’ toilets in all areas, including municipal, health, education, transport, leisure, hospitality and retail
(c) provision of an adequate number of facilities for women, in relation to the number of facilities provided for men.
(d) adequate facilities for specialist user groups, such as wheelchair users, the elderly, babies and young children and people with medical conditions.
(e) provision of secure, fully attended public toilet facilities, with extended opening hours.
(f) eradication of all types of social misuse and vandalism in public toilets.
Additionally to provide:
(g) a forum for public toilet providers, contractors, suppliers and users to share concerns and ideas and communicate best practices.
(h) consultancy and information service to Association members on all relevant subjects.
(i) a conduit to establish links with similar Toilet Associations in other countries

Consultation Service
Each year we visit many hundreds of public toilets throughout the UK, provided by both local authorities and other operators. Over the years we have built up a unique fund of practical experience, covering every aspect of toilet provision and operation - and most importantly this knowledge is centred on the views and requirements of the user.

Through the Loo of the Year Awards, promoted by the BTA, our vision is that every 'away from home' toilet, certainly every Local Authority public toilet, will receive an annual 160 point independent assessment and be subsequently awarded the appropriate grading certificate.

The BTA is ready and able to visit any type of provider - Local Authority or commercial as well as health, education and hospitality establishments, to discuss current standards of provision, future strategy and issues relevant to design, layout, product and service needs, security and maintenance - as well as marketing or revenue generating opportunities.

As the only independent “not for profit” organization that deals directly with all aspects of this industry, the association is able to give advice and guidance on most of the issues faced by organisations supplying or servicing these types of facilities.

It is also primarily set to survey, access and report on both single and multiple sites and has worked with many authorities and private companies to understand current user habits and requirements and thereby focus their thinking on developing future strategies.
The range of services for providers of public or 'away from home' toilets includes:

- A review of toilets provided and a follow up report on each toilet visited with recommendations for improvement.
- Site visits and discussions with relevant management on toilet related issues
- Assistance with any/all new toilet design and equipment specification, with contact referrals to BTA approved suppliers/contractors.
- Assistance with identification of appropriate cleaning materials and methods.
- Assistance with issues relating to security, social misuse and special needs users.
- Presentation of BTA best practice proposals relating to ‘away from home’ toilets.
- Attendance at provider management / review group meetings to discuss issues and answer questions.
- Assistance with Disability Discrimination Act compliance for accessible toilets.
- Assistance with issues relating to Gender Equality Act and other legal obligations regarding the provision of public access toilets.
- Assistance with the development and implementation of commercial / community toilet schemes involving existing toilet providers within the local community area
- Advisory body helping to develop British Standards

To date, we have completed Consultations for both Local Authorities and Commercial Companies. The list below gives just an indication of some of the organisations and authorities we have been able to support and assist.

Belfast City Council Westminster City Council The London Underground
Bath & North East Somerset County Council Eurotunnel Leeds Borough Council
Mersey Waterfront The Audit Commission Conwy County Borough Council
North West Trains Lambeth Council Cardiff City Council
Cambridge City Council World Toilet Organisation South East Trains Airdri

The BTA and Loo of the Year visit over two thousand public and “away from home” toilets each year. During these visits our inspectors use a custom grading form which currently uses over one hundred and sixty separate criteria to assess the levels of cleanliness, hygiene and provision.

Supported by

Sponsored by

75
Public Toilets – Standards and Provision

This section provides a selective commentary on the main regulations and policies relating to public toilet provision and standards.

Public Health Act 1936

The provision and maintenance of toilets in public places is at the discretion of local authorities who have a power, under section 87 of the Public Health Act 1936 (“PHA 1936”), to provide public conveniences, but no duty to do so. It is therefore for local authorities to decide whether they should provide public toilets and, if so, how many. In doing this, each local authority must balance competing local demands for a broad range of public services against the need to avoid excessive burdens on local taxpayers.

BS 6465-4:2010 sanitary installations.

Code of practice for the provision of public toilets

Building regulations set mandatory scales for toilet provision in dwellings only; workplaces are covered by the Health and Safety (Workplace) Regulations. The updated British Standard is a Code of Practice for the design of sanitary installations and scales of provision of sanitary and associated appliances. It gives recommendations on the design of sanitary facilities and the recommended scale of provision of sanitary and associated appliances in new buildings and those undergoing major refurbishment. This standard applies to private dwellings, residential and nursing homes for older people, workplaces, shops and shopping malls, petrol stations, schools, theatres, cinemas, exhibition centres, libraries, museums, hotels, restaurants, licensed pubs, nightclubs, sports facilities, public toilets and temporary toilets.

Disability Discrimination Act (DDA) 2005

The Equality Act 2010

From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply.

Part 3 of the Disability Discrimination Act 1995, as amended, includes provisions covering access to services and facilities. It requires service providers (including public authorities) to make reasonable adjustments to allow disabled people to access those services which it would otherwise be impossible or unreasonably difficult to access.

This might mean, for example, changing a policy or procedure (such as amending a “no animals” policy to allow an assistance dog to accompany a disabled person onto the premises), providing an auxiliary aid (such as information on opening times or charges in large print or Braille), or making adjustments to the physical features of a building (for example by providing a ramp at the entrance to a building where steps exist, wider doorways and larger cubicles for access by wheelchair users).

However, the DDA only requires service providers to do what is “reasonable” in all the circumstances, including the cost of the adjustment and its practicability. No public service should
have to close down just because it is not “reasonable” to make adjustments so that it is accessible to disabled people. The extension of the DDA 1995 by the Disability Discrimination Act 2005 gave all public authorities duties to promote equality of opportunity for disabled people. The Disability Equality Duty, which came into force on 4 December 2006, requires public authorities to consider the needs of all sectors of the society they serve, and how they make sure they are delivering services, and carrying out functions, in a way that promotes greater equality for disabled people.

In addition, the preparation of Disability Equality Schemes enables local authorities to consider what action they may have to take to improve access to toilet facilities for disabled people.

The Equality Act 2006 gave all public authorities general and specific duties to promote gender equality, and the requirement to prepare Gender Equality Schemes gives public authorities an opportunity to consider what positive action could be taken to ensure more balanced access to public toilets for men and women.

**The Highways Act 1961**

Enables Highway Authorities to consent to the siting of public conveniences on the highway. However, there are no regulations requiring train, or other transport, operators to provide toilets for their passengers.

**The Public Lavatories (Turnstiles) Act 1963**

Prohibited the use of turnstiles in any part of a public lavatory controlled or managed by a local authority (this does not apply to other providers of toilet facilities). This provision responded to public concern about the safety of turnstiles and the access problems they cause for disabled people, people with luggage or pushchairs, pregnant women etc. The Sexual Discrimination Act 1975 was replaced by the Equality Act 2010 and thus repealed the (Turnstiles) Act 1963. Local authorities will now be allowed to fix or install paddle gates or turnstiles to council premises.

**Anti-Social Behaviour Act 2003**

Powers contained in the Anti-Social Behaviour Act 2003 allow the Police, Local Authority Officers, and Community Support Officers to issue a Fixed Penalty Notice (FPN) to anyone caught graffiti-ing or vandalising property such as public toilets.

**The Health and Safety Executive’s Purple Guide**

Covers health, safety and welfare at music, festivals and similar larger events. This includes a complete section giving advice on the provision of sanitary facilities.

**The Rail Vehicle Accessibility Regulations 1998 (as amended)**

Sets out minimum access standards for toilets when they are installed on trains and require, where they are fitted, that cubicles closest to the wheelchair space(s) be accessible to a wheelchair user. Of twenty different train designs introduced since the regulations came into force, all but one included on-board toilets.
APPENDIX C

PUBLIC USE OF PRIVATE TOILET FACILITIES AGREEMENT

THIS IS AN AGREEMENT BETWEEN THE COUNCIL and THE SERVICE PROVIDER with regard to the public having use of the Toilets provided by the Service Provider at the Property during normal opening hours in return for an annual payment by the Council SUBJECT TO THE TERMS AND CONDITIONS SET OUT OVERLEAF

COMMENCEMENT DATE _____________________________

SERVICE PROVIDER Name of Company ________________________________________________

(Please print) Address _______________________________________________________________

_______________________________________________________________________________

Telephone number _________________________________________________________________

THE OWNER (if applicable) (Name) _____________________________________________________

The Freeholder at the Service Provider’s Property Name, address and telephone number

THE PROPERTY <The toilet facilities at the Service Providers Property>

COUNCIL <name and address of the council>

LICENSE PERIOD For the term of one year from the Commencement Date

Date and thereafter from year to year until determined in accordance with this Agreement

ANNUAL SUM <annual fee paid to members (£)>

COMMUNITY TOILET SCHEME AREA

An initiative designed to increase the availability of toilet facilities within:
<area covered by council> to the mutual benefit of the general public and traders

The Service Provider (with consent of the Owner (if applicable) and the Council agree to the terms and conditions set out in this Agreement.

SIGNED BY .......................... (Signature)

(Print Name)

For and on behalf of the Service provider in the presence of:–

SIGNED BY .......................... DATE .................................

(The Council’s Duly Authorised Officer)
TERMS AND CONDITIONS OF COMMUNITY TOILET SCHEME

1. RIGHTS GUARANTEED

In consideration of the payment by the Council to the Service Provider of the Annual Sum:–

1.1 The Council for the benefit of the general public shall be permitted unobstructed access to and use of the Toilets through the Property during the opening hours of the Service Provider’s Property during the License Period.

1.2 The Service Provider/Proprietor retains the right in exceptional circumstances to refuse a member of the general public admission to their premises or their toilet facilities.

1.3 The Council shall erect and maintain at its own expense advertising signs designed and manufactured by the Council (in keeping with current signage) in locations agreed with the Service Provider.

1.4 The Council shall have the right to carry out inspections of the toilets with the Service Provider.

2. ANNUAL SUM

In consideration of the conditions on the part of the Service Provider contained the Council shall pay to the Service Provider the Annual sum.

The annual sum shall be payable by the Council.

3. COUNCIL COVENANTS

The Council agrees with the Service Provider as follows:–

That the Council will indemnify the Service Provider against all the Council’s legal liability and costs arising out of or in connection with this license.

That the Council will during the duration of this license effect and thereafter maintain public liability insurance at a level of at least £2,000,000 (two million pounds) for any one event or series of related events.

4. SERVICE PROVIDER’S COVENANTS

The Service Provider agrees with the Council as follows:–

To display at least one sign showing its membership of the scheme on such window(s) or door(s) of its property to be agreed with the Council so as to be clearly visible to the public.

The Toilets shall be maintained in a safe, clean and hygienic condition, with clutter free access AND shall be adequately provided with bins, and sanitary bins, toilet rolls, soap and hand
dryers/hand towels by the Service Provider. All units must be fitted and maintained with a fully operational Alarm chord and Reset.

Staff must be trained to service and clean these facilities to the appropriate level/standard. The council should also provide awareness training for all persons operating this scheme.

Neither the Service Provider nor its employees shall in any circumstances hold itself or themselves out as being a servant or agent of the Council or as being authorised to enter into any contract or in any other way bind the Council to performance variation release or discharge of any obligation.

5. **DETERMINATION**

This license may be determined immediately and absolutely upon:—

Any breach of the terms of this License; and/or
Non-payment of the Annual Sum; and/or

Either party at any time giving the other party at least (1 month) prior written notice to expire at any time. The Council shall be reimbursed the Annual Sum on a pro rata basis on termination of the license, e.g. if the license expires 6 months after the commencement date, or subsequent anniversary, half of the Annual Sum shall be repaid. Repayment shall be made within 28 days of the expiry date;

But without prejudice to any right of action which may have accrued to either party.

6. **ASSIGNMENT**

This license is personal to the Council and shall not be assigned by the Council to any other person.

7. **VAT**

The Council shall pay VAT on the annual sum and any other payment due under this License where it is properly payable
COMMUNITY TOILET SCHEME – MEMBER STATEMENT

Part 1

PREMISES: (Name)  ____________________________________________________________

PREMISES: (Address)  ________________________________________________________

MEMBERSHIP No  _____  Authorised by:  _____________  Date:  _____________

PERSON RESPONSIBLE NAME & SIGNATURE (Owner/manager)
  __________________________________________________________

DATE OF SIGNING  ________________________________

We UNDERTAKE TO:

1. Provide a reasonably unobstructed route of access to the premises (and provision for wheelchair access if accessible toilet facilities are offered).

2. Provide clear and uncluttered access to all toilets within the premises.

3. Provide directional signage to the toilets on the interior of the property.

4. Display signage to the toilets (including opening times) on the exterior of the property.

5. Ensure the toilets are clean and well stocked with hand towels/hand drier, soap, toilet paper, sanitary bins, etc.

6. Ensure the toilets are clear of storage and unobstructed, in accessible toilets please ensure bins and other floor furniture does not obstruct the transfer space.

7. Ensure there is a clear and adequate cleaning regime (ideally, with a notice displaying what that is).

8. Ensure all staff are aware of the implications of scheme membership.
### COMMUNITY TOILET SCHEME – MEMBER STATEMENT

**Part 2**

<table>
<thead>
<tr>
<th>I CAN CONFIRM THE FOLLOWING FACILITIES ARE OFFERED AT THESE PREMISES:</th>
<th>YES / NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate accommodation for male and females</td>
<td></td>
</tr>
<tr>
<td>Does the accessible toilet comply with specific building and Disability Discrimination Act guidelines</td>
<td></td>
</tr>
<tr>
<td>Baby Changing Facilities</td>
<td>YES / NO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No. of Male Cubicles</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6+</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Urinals</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6+</td>
</tr>
<tr>
<td>No. of Female Cubicles</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6+</td>
</tr>
<tr>
<td>Nos. of Disabled/Accessible Toilets (if offered)</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6+</td>
</tr>
</tbody>
</table>

**COMMENTS & ADDITIONAL FEATURES: e.g. recent or impending refurbishment**
Community Toilet Scheme Self-Billing Agreement
This is an Agreement to a self-billing procedure between

Customer Name: <name of council>  VAT Number:

Supplier Name:  VAT Number:

The self-biller (<name of council>) agrees:

1. To issue self-billed invoices for all supplies made to them by the self-billee (the supplier) until either party gives notice as per the terms and conditions between the customer and supplier as dated __________________________

2. To complete self-billed invoices showing the supplier’s name, address and VAT registration number, together with all other details which constitute a full VAT invoice.

3. To make a new self-billing agreement in the event that their VAT registration changes.

4. To inform the supplier if the issue of self-billed invoices will be outsourced to a third party.

The self-billee (your business) agrees:

1. To accept invoices raised by the self-biller on their behalf until either party gives notice as per the terms and conditions between the customer and supplier:

   as dated __________________________

2. Not to raise sales invoices for the transactions covered by the agreement.

3. To notify the customer if they

   • change their VAT registration number
   • cease to be VAT registered; or
   • sell their business, or part of their business or if the name of the tenant/landlord changes – this may make the terms and conditions null and void.

Signed by: ________________________  Signed by: ________________________

On behalf of: ________________________  On behalf of: ________________________

Date: ________________________  Date: ________________________
Copy of Brighton & Hove council’s official paperwork

Outdoor Event Application Form

Dear Sir / Madam,

Thank you for your enquiry about holding an outdoor event in this city/town. Anyone organising an event on council owned land must complete this form. Please email the completed form to the details above. If returning this form via email, please note that a signature is not required, as long as the email is sent from the person named as the main contact. If you are not able to send the form electronically, please post it.

Further information to help you complete this form is contained in the council’s ‘Guide to Organising Outdoor Events’ which is available upon request from The Events Office. Please complete every section of this form, the more information you provide in this form means the fewer questions we have to ask and the quicker we can process your application.

Under the Licensing Act (2003), you may need to apply for an additional license if your event involves any licensable activities such as the performance of dance, live or recorded music or the supply of alcohol. The Events Office can confirm whether a separate license is necessary. Please note that this will incur an additional cost and will also require a noise management plan.

All event sites must be left in a clean and tidy condition. Organisers are responsible for the full cost of the repair to any damage to the site. Depending on the size and nature of the event, a returnable deposit against reinstatement of the ground may be required. Organisers must also have adequate Public Liability Insurance cover, a Health and Safety Policy and must complete and return the Sustainable Events Statement.

Events where the public will be sold a service, charged for admission or commercial events such as product exposure / sampling, company functions, photographic shoots or filming will require the payment of a fee to the Council.

Once we have received the completed form, it will be circulated to other council departments such as City Parks, Licensing and Highways who may be required to be involved with your event for consideration. If the event is approved, you will receive an Event Consent form. Please make sure that the person in charge of the event carries the Event Consent form with them on the day.

You can advertise your event with Visit _______ using this form. You can also advertise your event on lamppost advertising banners and our double crown poster sites which are on the seafront between the Brighton and Hove boundaries, Upper and Lower Promenade.

Should you require any further information, please contact The Events Office on the details above.

Yours faithfully,

The Events Office,
# Contact Details

<table>
<thead>
<tr>
<th>Name of organisation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Name of main contact</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>Mobile no.</td>
</tr>
<tr>
<td>Alternative phone no.</td>
<td>Fax no.</td>
</tr>
<tr>
<td>Name of contact person on the day (if different from above)</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>Mobile no.</td>
</tr>
</tbody>
</table>

# Event Details

<table>
<thead>
<tr>
<th>Name of event</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposed location</td>
<td></td>
</tr>
<tr>
<td>Event proposed start date(s)</td>
<td>Proposed finish date(s)</td>
</tr>
<tr>
<td>Event proposed start time(s)</td>
<td>Proposed finish time(s)</td>
</tr>
<tr>
<td>Site set up / clean up proposed start date</td>
<td>Proposed finish date</td>
</tr>
<tr>
<td>Site set up / clean up proposed start time</td>
<td>Proposed finish time</td>
</tr>
<tr>
<td>No. of participants (including visitors)</td>
<td></td>
</tr>
</tbody>
</table>
**Description of Activities**

This section is very important to your application. It helps us to ensure you will have a successful and well-run event. If any of these details change it is up to **you** to inform us.

<table>
<thead>
<tr>
<th>Description of Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please note it may be easier to attach a full programme of activities to the application</td>
</tr>
</tbody>
</table>

Have you attached a site plan? Yes ☐ No ☐

*This is important if your event includes structures such as tents, stages, parking areas etc.*

Will you have any of the following?

*If yes, please give further details in full. These are licensable activities*

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes ☐ No ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live music</td>
<td></td>
</tr>
<tr>
<td>Recorded music</td>
<td></td>
</tr>
<tr>
<td>Dancing</td>
<td></td>
</tr>
<tr>
<td>Performance of plays</td>
<td></td>
</tr>
<tr>
<td>Films</td>
<td></td>
</tr>
</tbody>
</table>

Will there be a street collection? Yes ☐ No ☐

*If yes, you will need to apply for a street collection license*

Will you be providing or supplying alcohol? Yes ☐ No ☐

Will you be providing or selling food and / or drink? Yes ☐ No ☐

Will you require vehicle access at your event? Yes ☐ No ☐

Will you be applying for a Street Trading Permit? Yes ☐ No ☐

Please use this space for any further information that might help with your application:
## Publicity

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you give permission for your contact details to be added to a database, for use both internally and by members of the public inquiring about the event?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you give permission for the event to be displayed on the council website?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Declaration

Please confirm that the following documents will be attached to your application.

<table>
<thead>
<tr>
<th>Document</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable Events Statement attached?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If not included with above, Risk Assessment / Safe working practices attached?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Public Liability Insurance attached?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Health &amp; Safety Policy attached?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

By returning this form, I confirm that the information provided is correct and I apply for permission to hold the event described in this application on _________________land.

<table>
<thead>
<tr>
<th>Signed *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (block capitals)</td>
</tr>
<tr>
<td>Position</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

* If returning this form by email, a signature is not required as long as the email is sent from the person named above as the main contact.
Application form 2

If you would like your event published on the official tourism website (www.visitbelfast.com.go) please complete this form and return it to magilla@belfastcity.gov.uk.ie

<table>
<thead>
<tr>
<th>Name of event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date(s) of event</td>
</tr>
<tr>
<td>Type of event</td>
</tr>
<tr>
<td>Location / venue</td>
</tr>
<tr>
<td>Prices</td>
</tr>
<tr>
<td>Opening times</td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Public contact details</td>
</tr>
<tr>
<td>(e.g. tel. number / website)</td>
</tr>
</tbody>
</table>

**Image Request**

Please supply at least one image with your application. All images should be supplied in high resolution, in landscape format and sized at 550 x 300 pixels. This could be used in a variety of media, including, but not limited to, multiple websites, brochures or leaflets.

Please also sign the declaration on the following page.

NB We will not be able to use your image unless you have completed this section of the form.
Declaration

1. I / we warrant that the information provided is true and accurate and if published will not constitute an offence under the Trade Descriptions Act 1968 or the Consumer Protection Act 1987.
2. I / we warrant that each image which I / we have supplied may be used by local, regional and national tourist boards, (VisitBritain (nationally and internationally), enjoyengland.com) and Tourist Information Centres and that, where relevant, the consent of any individual featured in an image has been obtained for such use. In addition I/we agree that the image may be supplied to other carefully selected third parties for tourism-related purposes.
3. I / we accept that it cannot be guaranteed that the image and / or text supplied will be published or used in either the form submitted or at all.
4. I / we warrant that I / we are authorised to supply the image and that it does not infringe any existing copyright or other intellectual property right. I / we further warrant that the image is accurate and if published, will not constitute an offence under the Trade Descriptions Act 1968, the Consumer Protection Act 1987 or breach any codes of practice relating to advertising or sales promotion.
5. I / we undertake to indemnify local, national and regional tourist organisations and any third parties to whom the image is supplied against any loss, damage or proceedings arising from breach of these warranties.

Signed *

<table>
<thead>
<tr>
<th>Name (block capitals)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>

* If returning this form by email, a signature is not required as long as the email is sent from the person named above as the main contact.

Outdoor Events Policy

In addition to the main application for shown above the organiser is invited to open, read and inwardly digest the councils OUTDOOR EVENTS POLICY, which clearly outlines and states the responsibility and liability that the organiser/manager duly agrees to and will be held liable for.

Copies of these document can be easily found at our members websites:
This contents list below gives a good indication of the subjects covered

CONTENTS

Introduction
Priorities Contribution to
Priorities Objectives of
Policy
Key Issues for Consideration
Event Classification
  Small Events
  Medium Events
  Large Events
Commercial Charity
  Community
Motorised Rallies
Consultation
Approval Process by the Council as Landlord
  Fees and Charges
Sustainable Events
General Regulations
Event Management
Licensing and Permissions
Legislation, Regulations and Guidance
On-Going Monitoring of Policy

Contact Details

This document also provides a significant opportunity to capture and share information relating to accessibility from a number of perspectives. Toilet provision would be our main objective but we could include Parking, Transport, entry & exit and any additional issues including Mobility.
APPENDIX E

STREET CARE - Frontline Services Plan

An increasing number of councils across the UK are targeting their frontline services and focusing on the daily issues that affect their image within the public realm. The quality and public perception of council property and stock such as, Public Conveniences, Litter Bins, Street Furniture, Open Spaces, Playgrounds and the subsequent environmental issues of graffiti, fly-posting and general degradation all need to be closely monitored and then the appropriate remedial actions brought into force within a managed time frame.

The introduction of a Street Care Manager or Team has greatly enhanced this drive towards environmental quality and has acted as a catalyst for a significant increase in public awareness of council efforts to enhance both the visitor and commercial viability of the town/city.

This Service Plan is extremely flexible and can cover many of the following services:

- Cleaning and maintenance of all council owned public conveniences
- Control and management of a Community Toilet Scheme
- Liaison and working with any/all commercial partners operating toilet facilities
- Liaison and working with any/all public partners operating toilet facilities
- All toilet cleansing service issues within the public realm
- Environmental quality of children’s play areas, public open space and recreation grounds
- Environmental quality of outdoor recreation facilities
- Environmental quality of street furniture – bus shelters, roadside seats, litter bins, etc
- Control of issues relating to Graffiti, fly-posting and general degradation
- Liaison with operational services on issues of street sweeping and waste removal

The plan would aim to make significant improvements to the quality of services involved in the delivery of key activities around the public realm and environmental aspect of Belfast. It may provide the opportunity to reshape and transform frontline services to improve the physical appearance of the city and help create a more skilled and better trained workforce and driving to involve the community in the development and maintenance of clean neighbourhoods.

Key Objectives

This service’s key objective should be to:
- help residents and visitors feel their environment is healthier and cleaner
- provide efficient services based on identified customer needs
- ensure continuous improvement to the public realm
- reduce the levels and perceptions of misuse, abuse and disorder
- conserve the natural beauty of the city and enhancing the built environment
- provide a high quality city wide environment
Examples of UK Councils current schemes

Street care and cleaning   BARNET

Our services

- **Street care and cleaning - A to Z of services**
- **Abandoned vehicles**
  Information on how to have your own vehicle removed, report an abandoned vehicle, how to chase a previous report, procedure for the removal and disposal of an abandoned vehicle.
- **Flytipping**
  Information on how to report flytipping and what it is
- **Graffiti**
  Information on graffiti, how to report graffiti, community clean ups, projects.
- **Sex and Drug litter**
  Information on what you can do if you find sex and/or drug litter in your area.
- **Flyposting**
  Information on flyposting, how to report flyposting, what legal action we can take.
- **Nuisance vehicles**
  Information on nuisance vehicles, how to report a nuisance vehicle, what legal action we could take.
- **Littering**
  Information on how you can help keep Bristol's streets clean, Fixed Penalty Notices.
- **Clean and Green**
  Information on community clean ups, smoking related litter campaign and chewing gum litter campaign.
- **Dead animals**
  Information on what to do if you find a dead animal, what you should do if you have lost your pet, what you should do if you find a dead bird.
- **Animal fouling**
  Information on how to report dog fouling in a public area.
- **Commercial/business waste**
  Information about Commercial recycling and waste facilities

Street Care Teams

Local Street Care Officers operate in your area to provide a front line interface between residents, businesses and other local bodies in order to keep any publicly owned space clean, safe and environmentally friendly. These Officers are responsible for the management of street related services. They also report highway defects and nuisances like fly-tipping, graffiti and damaged street furniture they can also implement appropriate remedial and/or enforcement action as necessary.

Our Street Care Teams are based in local hubs and from there they deal with:

- Environmental enforcement
- Street cleansing and waste collections
- Monitoring of contractors
- Inspections of parks and play areas
- Inspections of highways maintained at public expense
- Licensing of temporary structures and road closures
Environment & Street Care

We provide a large range of services to protect, manage, maintain and enhance the local environment and streets.

- **Clean, Safe and Green**  
  Our teams look after an area each and cover everything from litter picking and streets to cutting grass.

- **Hertfordshire Highways (opens in new window)**  
  Maintenance of roads, road safety, passenger transport, winter maintenance, road drains, street lights, white lining. All these services are managed by Hertfordshire County Council.

- **Landscape and Recreation**  
  Childrens playgrounds, public parks, allotments, sports pitches and pavilions, woodlands.

- **Licensing**  
  Which activities need a license, how to apply for one and current licensing applications.

- **Parking Services**  
  Parking enforcement, car park management and maintenance, controlled parking zones.

- **Public Protection**  
  Pest control, noise, clinical waste, drainage, food premises inspection and licensing, entertainment, event and alcohol licensing, health and safety taxi licensing, anti social behaviour, CCTV, environmental action.

- **Recycling, Refuse and Waste**  
  Information on rubbish and recycling collections, waste education and re-using items.

- **Sustainability**  
  Find out what Sustainability means in Dacorum and what we are doing towards it.

---

Public toilets

We provide a number of public conveniences and are responsible for maintaining and keeping them clean.

All public conveniences are cleaned daily and wherever possible disabled and baby changing facilities are provided.

If you would like more information about our public conveniences or would like to draw our attention to any faults, please contact us using the contact details.
Appendix F

Summary Review from the 2011 Baseline Report

2.3 The current toilet estate

The Council has a portfolio of mature traditional public toilets, automatic public conveniences (APCs) and a retractable urinal (Urilift).

The toilets are located across the City: central, north, south, east and west catering for the needs of the busy city centre and suburban areas, and some parks. Belfast City Council’s Parks & Leisure Departments also provide toilets for park and leisure centre users. Three other locations were identified as potential publicly accessible toilets – Waterfront Hall, Ulster Hall and St George’s Market.

2.4 Location of public toilets

The location of the current PCs is no doubt based on historical requirements and we are not aware of any in-depth study undertaken to assess the relevance of the existing provision in relation to current requirements of users. A comparison has been made between populations in post coded areas within Belfast and the PC toilet and Parks & Leisure Dept. facilities available.

The highest density, as expected, is in the Belfast City Centre where there are eight public toilets for less than a thousand of population. This compares with the West of Belfast where there is only one toilet for 102,672.

2.5 Levels of provision

Greater Belfast area: the ratio of public toilets to population is 1:25,198.

The ideal level of provision of public toilets is recommended by BTA and BSI as 1 cubicle per 550 females and 1 cubicle or urinal per 1100 males. One accessible toilet should also be provided for every 10,000 population and one baby change facility for every 10,000 population. For Belfast, based on an estimated population 276,439 and a spilt of 50% males and 50% females, and PC data only, the calculations of current levels are as follows:

**Numbers of Belfast City Council public toilets as a ratio of population January 2011**

<table>
<thead>
<tr>
<th>Toilet Type</th>
<th>BTA Standard</th>
<th>Belfast Provision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female cubicle</td>
<td>1 cubicle per 550</td>
<td>1 per 2940</td>
</tr>
<tr>
<td>Male cubicle/urinal</td>
<td>1 cubicle/urinal per 1100</td>
<td>1 per 1750</td>
</tr>
<tr>
<td>Accessible</td>
<td>1 per 10,000</td>
<td>1 per 19746</td>
</tr>
<tr>
<td>Baby changing facilities</td>
<td>1 per 10,000</td>
<td>1 per 13164</td>
</tr>
</tbody>
</table>
Toilet Provision Strategy
It is important that a Provision Strategy is produced and that it recognises that local councils are no longer the only providers of toilet facilities. Other providers and options must be brought forward to achieve the strategy’s objectives. It will need to establish a framework for future provision in a range of ways and by a range of providers.

Changes may be achieved in the following ways, sometimes in combination:
- developer funding towards new sets of toilets in or near appropriate commercial developments (Miscellaneous Provision Act) (Section 106)
- local partnerships working with retail and entertainment businesses (Partnership Toilet Schemes)
- innovative solutions in joint arrangements with toilet industry providers 15 -20 year contract for running of toilet facilities
- capital investment by the local council
- extended use of planning and licensing policies

Assessment of current provision
The results of the assessments completed by the BTA indicate that whilst public toilets are generally located away from the public eye - there are generally cleaned and maintained to a very high standard, within the city centre. Ten of the public toilets (PCs) achieved a BTA 5 Star grading, three a 4 Star grading and one (Hope Street) achieved a 2 Star grading. The Urilift in Shaftsbury Square was not graded. The Grading scale is from 1 Star (very poor) to 5 Star (Excellent). Only four of the Parks and Leisure Dept. operated toilets that could be inspected and graded achieved a 5 Star grading, fourteen 4 Star, nine 3 Star and the remaining four a 2 Star grading. None of the toilets assessed achieve the ratio of female to male facilities of 2:1 in favour of females.

None of Belfast’s toilets are attended. Over the last three years; surveys and consultations carried out by the BTA have consistently shown that facilities that have either Full/Part time attendants show significant benefits to the provider and user when attendants are present.

Cleaning & maintenance
Cleaning standards were considered to be above average at all PC locations except the retractable urinal and Hope Street (J C Decaux APC). The Parks & Leisure Department toilets cleaning standards ranged from very poor to very good. The cleaning standards at the three other venues were good to very good.

Maintenance standards were also fairly good throughout the Public Realm estate. Maintenance standards for the Parks & Leisure Dept. toilets were variable.

The toilets at Mallusk Playing Fields were in a poor state with mould, flaking paint, dirt and cobwebs etc. and the toilets at the Botanic Gardens appeared tired and dirty with little or no evidence of high level cleaning.

The maintenance standards at the Waterfront, Ulster Hall and St Georges were considered somewhere between good or very good. Both cleansing and maintenance at Belfast Zoo and Roselawn crematorium were high.
<table>
<thead>
<tr>
<th>Location</th>
<th>F</th>
<th>M</th>
<th>Ratio F:M</th>
<th>Accessible</th>
<th>Baby Change</th>
<th>BTA Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agnes Street</td>
<td>4</td>
<td>7</td>
<td>1:1.75</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>5</td>
</tr>
<tr>
<td>Antrim Road</td>
<td>1</td>
<td>1</td>
<td>1:1</td>
<td>Unisex</td>
<td>Unisex</td>
<td>5</td>
</tr>
<tr>
<td>Arthur Lane</td>
<td>5</td>
<td>9</td>
<td>1:1.8</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>5</td>
</tr>
<tr>
<td>Dublin Road</td>
<td>1</td>
<td>1</td>
<td>1:1</td>
<td>Unisex</td>
<td>Unisex</td>
<td>5</td>
</tr>
<tr>
<td>Belfast City Hall</td>
<td>5</td>
<td>12</td>
<td>1:2.2</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>5</td>
</tr>
<tr>
<td>Church Lane</td>
<td>7</td>
<td>11</td>
<td>1:1.6</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>5</td>
</tr>
<tr>
<td>Connswater</td>
<td>4</td>
<td>7</td>
<td>1:1.75</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>4</td>
</tr>
<tr>
<td>Custom House Square</td>
<td>1</td>
<td>1</td>
<td>1:1</td>
<td>Unisex</td>
<td>Unisex</td>
<td>5</td>
</tr>
<tr>
<td>Drumglass Park</td>
<td>4</td>
<td>7</td>
<td>1:1.75</td>
<td>Unisex</td>
<td>M &amp; F</td>
<td>4</td>
</tr>
<tr>
<td>Gasworks</td>
<td>1</td>
<td>1</td>
<td>1:1</td>
<td>Unisex</td>
<td>Unisex</td>
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