

Swansea Council



Public Toilet Strategy

In accordance with the
Public Health Act 2017 - Section 8

Prepared by

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In partnership with the British Toilet Association



SWANSEA PUBLIC TOILET STRATEGY

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Foreword

Cllr Mark Thomas

As the Cabinet Member for Environmental Services



The Swansea Toilet Provision Strategy 2019 – 2021

I am pleased to be able to support the publications of the Local toilet strategy for Swansea.

As well as enabling us to discharge our duty in line with the Public Health Act 2017, we hope it demonstrates the Council's commitment to ensuring adequate toilets are available for residents and the visiting public to maximise the accessibility and for all citizens to our wonderful City and region.

We are proud of our role as a leading provider and supporter of public toilets in our communities. The council provides 24 facilities around the city, including 15 RADAR disability toilets and supports 9 'Changing Places' which make it possible for people with severe disabilities to have access to much-needed facilities.

The feedback from consultation with local residents, groups, organisations and businesses will help shape public toilet services in our city in the years ahead. Ideas and views generated by the consultation have helped inform and strengthen this strategy and its action plan.

I want to stress that this strategy is not the end of the process. This is just the start of our journey, but I believe the actions listed within the strategy set a clear direction and commitment to the future of these important assets to our communities.

We will continue to engage with stakeholders during the development of the actions and have to duty to provide regular updates as to our progress.

Signed:

Councillor Mark Thomas
(Cabinet Member)
Swansea Council



Llywodraeth Cymru
Welsh Government

The Provision of Toilets in Wales: Local Toilets Strategies

Statutory Guidance
June 2018

INTRODUCTION

The Public Health (Wales) Act 2017 ('the Act') received Royal Assent on the 3 July 2017. The Act brings together a range of practical actions for improving and protecting health. Part 8 of the Act introduces provision of toilets and specifically local toilets strategies.

REQUIREMENTS

To achieve this, the Act places a duty on each LA in Wales to prepare and publish a local toilets strategy for its area. The Act provides that a strategy must include an assessment of the community's need for toilets, including changing facilities for babies and changing places facilities for disabled people. The strategy must also provide details of how the LA proposes to meet the identified need. There is no requirement for the strategies to be presented to the Welsh Government for approval, as the strategies should be subject to LAs' existing scrutiny structures and public scrutiny.

The duty to prepare a strategy does not in itself require LAs to provide and maintain public toilets themselves, but they are required to take a strategic view across their area on how these facilities can be provided and accessed by their local population. In doing so it is envisaged that LAs will consider a full range of options for making facilities available to the public. By way of example, if a toilet is not available at a park but a LA identifies a need for one, then the LA should consider different ways of meeting that need. This could be by the LA directly providing the facility, or by the LA

working with a private business within or near to the park to make their facilities freely available to the public.

The Act's provisions on local toilets strategies are ultimately intended to benefit all those living in and visiting Wales. Accordingly, the provisions seek to ensure that appropriate engagement with local communities takes place as part of the development of the strategies, and that the process takes place, as well as with visitors and commuters, in a manner which is both transparent and supports local accountability.

THE DUTY ON LOCAL AUTHORITIES

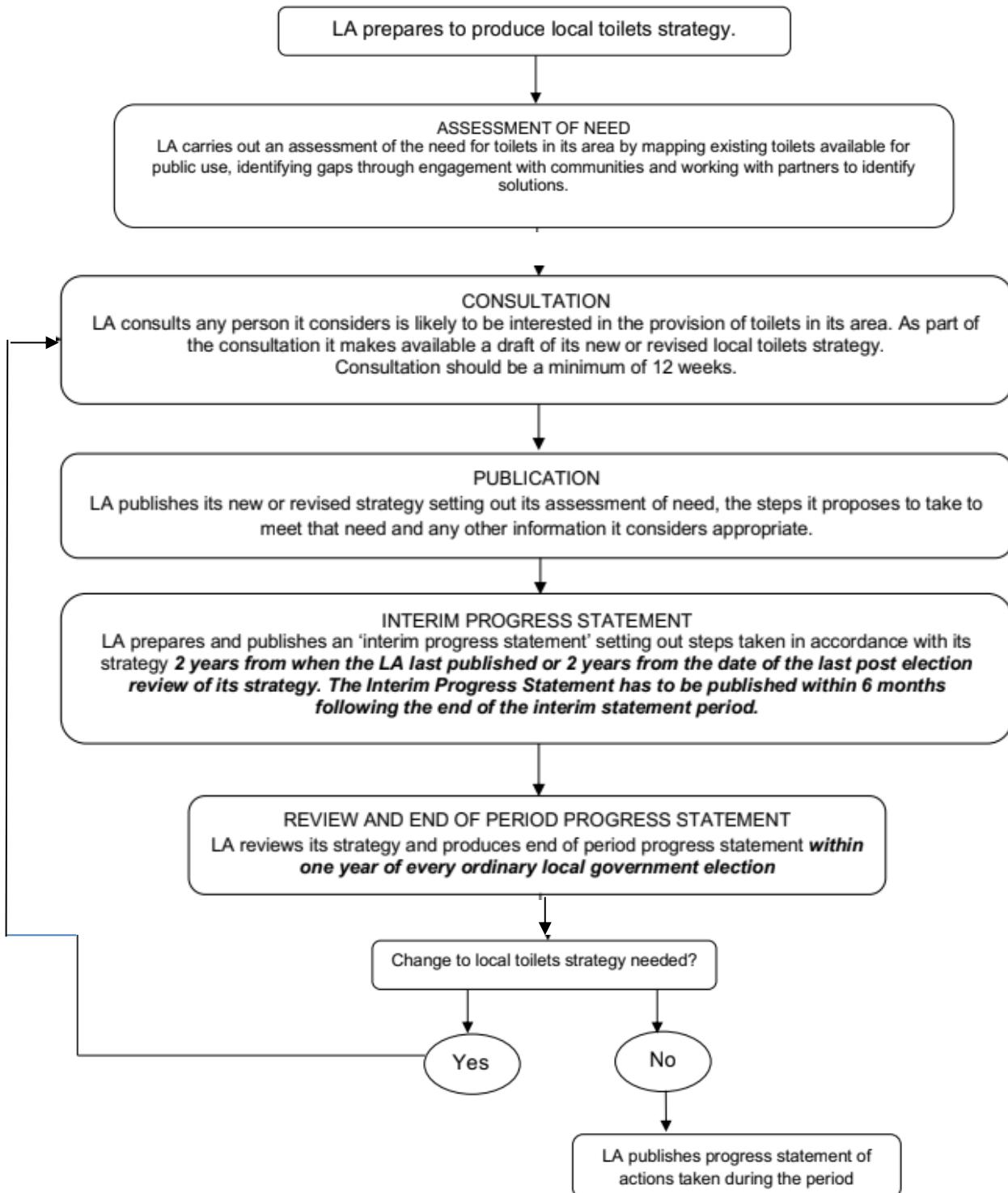
This guidance should be read in conjunction with the Act.

Part 8 of the Act deals with strategies and places the following duties on a LA:

- to prepare and publish a strategy before the end of the period of one year beginning with 31 May 2018 (section 113(1));
- to include an assessment of need and steps to be taken to meet that need (section 113(2));
- to review the strategy which includes a requirement to publish a statement of what steps have been taken following the last published strategy and to revise and publish any revisions considered necessary (section 113(3), (5) and (7));
- to publish interim progress statements (section 114);
- to consult any person they consider to be interested in the provision of toilets in their area before publishing the strategy (section 115); and
- to provide those persons with a draft copy of the strategy (section 115(2)).

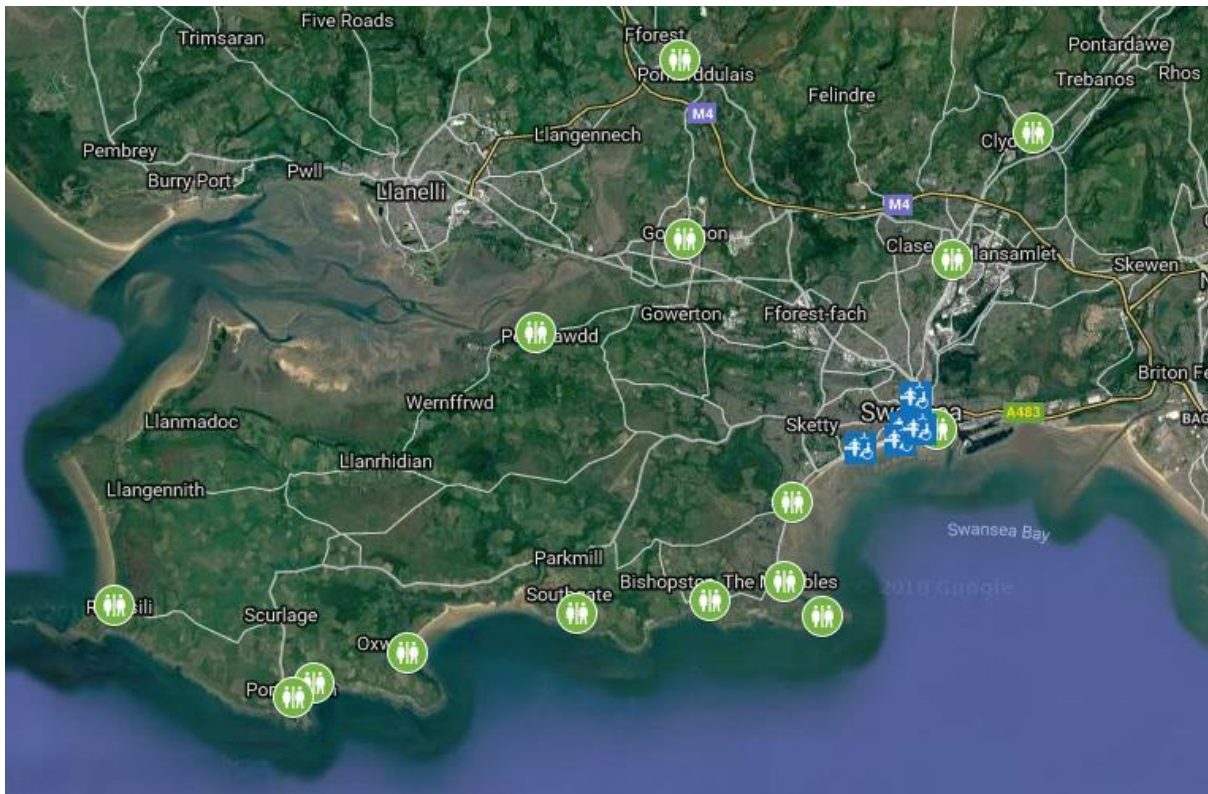
Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets

THE LOCAL TOILETS STRATEGY PROCESS



Council map of current toilet provision in Swansea

Taken from the Council website 22/10/2018



Swansea Council currently controls and supervises the running and servicing of 46 x publicly accessible toilet blocks across the county.

Public toilets

Public toilets are available throughout Swansea. Disabled access and baby changing facilities are available in many of our toilets.

RADAR facilities are available at 15 toilets around Swansea. You can buy a RADAR key for £3 from the Civic Centre on Oystermouth Road (01792 636000).

Changing Places facilities are available in eight toilets. These have extra space for disabled people and their carers and a height adjustable changing bench and hoist.

Some of these units are not run by the Council.

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Quadrant Bus Station Public Toilets Plymouth Street, SA1 3AR	30p charge	24 Hour - 7 Days			
Civic Centre Public Toilets Oystermouth Road SA1 3SN	No	Mon – Fri 07:30 – 19:00 Sat – Sun 09:00 – 16:00		YES	YES
National Waterfront Museum Public Toilets Oystermouth Road SA1 3RD	No	Mon – Fri 10:00 – 17:00 Sat – Sun 10:00 – 17:00	YES	YES	
LC2 Swansea Leisure Centre Oystermouth Road SA1 3ST	No	Mon – Fri 06:30 – 22:00 Sat – Sun 08:00 – 21:00		YES	YES
Clydach Mond Public Toilets High Street, Clydach SA6 5LW	No	Mon – Fri 09:00 – 17:00 Sat – Sun 09:00 – 17:00		YES	YES
Morriston Public Toilets, Woodfield Street SA6 8BW	No	Mon – Fri 09:00 – 17:00 Sat – Sun 09:00 – 17:00		YES	
Gorseinon Public Toilets Argyle Bus Station Gorseinon SA4 4AA	No	Mon – Fri 09:00 – 17:00 Sat – Sun 09:00 – 17:00		YES	
Pontarddulais Public Toilets Water Street SA4 8TH	No	Mon – Fri 09:00 – 17:00 Sat – Sun 09:00 – 17:00		YES	

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Blackpill Lido Public Toilets Mumbles Road SA3 5AS	No	Mon – Fri 09:00 – 20:00 Sat – Sun 09:00 – 20:00		YES	
Oystermouth Square Public Toilets Mumbles SA3 4BU	No	Mon – Fri 09:00 – 19:30 Sat – Sun 09:00 – 19:30		YES	
Bracelet Bay Public Toilets (car park) SA3 4JT	No	24 Hour - 7 Days		YES	
Caswell Bay Public Toilets The Mumbles SA3 3BS	No	Mon – Fri 09:00 – 19:30 Sat – Sun 09:00 – 19:30		YES	
Southgate Public Toilets (car park) The Mumbles SA3 2DH	No	24 Hour - 7 Days	YES		
Oxwich Village Public Toilets (car park) The Mumbles SA3 1LS	No	24 Hour - 7 Days			
Horton Public Toilets (car park) The Mumbles SA3 1LQ	No	Mon – Fri 07:00 – 19:00 Sat – Sun 07:00 – 19:00		YES	
Port Eynon Public Toilets (car park) The Mumbles SA3 1NN	No	Mon – Fri 07:00 – 19:00 Sat – Sun 07:00 – 19:00			

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Rhossili Public Toilets (near Hotel) Rhossili SA3 1PP	No	24 Hour - 7 Days		YES	YES
Penclawdd Public Toilets Seaview Terrace Penclawdd SA4 3YF	No	Mon – Fri 09:00 – 17:00 Sat – Sun 09:00 – 17:00			
Southend Public Toilets Mumbles The Mumbles SA3 5DL	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Knab Rock Public Toilets Mumbles The Mumbles SA3 4EE	No	Mon – Fri 07:30 – 19:30 Sat – Sun 07:30 – 19:30			
Langland Public Toilets Newton SA3 4QP	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Oystermouth Castle Public Toilets Oystermouth SA3 4BA	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Clyne Gardens Public Toilets Mayals SA3 5BD	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Singleton Park Public Toilets Sketty SA2 9DU	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Brynmill Park Public Toilets Sketty Brynmill SA2 0JQ	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30	YES		
Botanical Gardens Public Toilets Singleton Park Sketty SA2 9DU	No	Mon – Fri 10:00 – 18:00 Sat – Sun 10:00 – 18:00	YES	YES	
Singleton Boating Lake Public Toilets Singleton Park Sketty SA2 8PY	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Cwmdonkin Park Public Toilets Uplands Sketty SA2 0PP	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30		YES	
Rotherslade Bay Beach Public Toilets Newton SA3 4QW	No	Mon – Fri 09:00 – 16:30 Sat – Sun 09:00 – 16:30			
Clydach Library Clydach Swansea SA6 5LN	No	Mon – Fri 09:00 – 17:30 Sat 10:00 – 13:00 Thurs/Sun – CLOSED	YES		
Gorseinon Library Gorseinon Swansea SA4 4AA	No	Mon – Fri 09:00 – 18:00 Sat 10:00 – 16:00 Sun - CLOSED	YES		

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Gowerton Library Gowerton Swansea SA4 3BU	No	Mon – Fri 09:00 – 17:30 Thurs/Sat/Sun CLOSED	YES		
Killay Library Killay Swansea SA7 7QS	No	Mon – Fri 09:00 – 17:30 Sat – 10:00 – 13:00 Tues/Sun - CLOSED	YES		
Morrleston Library Morrleston Swansea SA6 7AA	No	Mon – Fri 09:00 – 18:00 Sat – 10:00 – 16:00 Sun - CLOSED	YES	YES	
Oystermouth Library Oystermouth Swansea SA3 4AA	No	Mon – Fri 09:00 – 18:00 Sat – 10:00 – 16:00 Sun - CLOSED	YES		
Penlan Library Penlan Swansea SA3 4AA	No	Mon – Fri 09:00 – 17:00 Sat – 10:00 – 12:30 Tue/Thur/Sun - CLOSED	YES		
St Thomas Library Grenfell Park Rd Swansea SA1 8EZ	No	Mon - Fri Variable timings Sat – 10:00 – 12:30 Wed/Sun - CLOSED	YES		
Swansea Central Library Oystermouth Rd Swansea SA1 3SN	No	Mon – CLOSED Tue – Fri 09:00 – 19:00 Sat/Sun 10:00 – 16:00	YES		
Townhill Library Phoenix Centre Swansea SA1 6PH	No	Mon - Fri Variable timings Sat – 10:00 – 12:00 Wed/Sun - CLOSED			

Location	Charge	Opening hours	Unisex Unit	Disabled RADAR Key	Changing Places
Glynn Vivian Art Gallery Alexandra road Swansea SA1 5DZ	No	Mon – CLOSED Tue – Sun 10:00 – 17:00		YES	YES
Guildhall/Brangwyn Public Toilets Swansea SA1 4PE	No	Mon – Fri 07:30 – 18:30 Sat/Sun - CLOSED		YES	YES
Swansea Grand Theatre Singleton Street Swansea SA1 3QJ	No	Mon – Sat 12:00 – 18:00 Sunday - CLOSED			
Swansea Museum Victoria Road Swansea SA1 1SN	No	Mon – CLOSED Tue – Fri 10:00 – 16:30 Sat/Sun 10:00 – 16:30	YES		
Dylan Thomas Centre Somerset Place Swansea SA1 1RR	No	Mon – CLOSED Tue – Fri 10:00 – 16:30 Sat/Sun 10:00 – 16:30			
Oxwich Public Toilets Oxwich SA3 1LS	No	Mon – Fri 08:00 – 18:00 Sat – Sun 08:00 – 18:00		YES	
The Quadrant Shopping Centre Plymouth Street Swansea SA1 3QW	No	Mon – Sat 09:00 – 18:00 Sunday 11:00 – 17:00			

LIST OF HISTORIC SITES and TOURIST ATTRACTIONS

For reference and further discussion by the Toilet Strategy Group and Forum

Parks and Gardens	
Argyll Gardens	Cwmbwrla Park
Ashlands/Bandfield	Cwmdonkin Park
Barlands Common	Cwmllywd Wood Local Nature Reserve
Bishop's Wood Local Nature Reserve	Dunvant Brickworks
Bishopston Valley	Dunvant Park
Blackpill SSSI and Wildlife Centre	Dyffaty Senior Citizens Bowls Pavilion
Blaenymaes Multi Use Games Area (MUGA)	Elba Woodlands
Bonymaen Park	Elba Sports Complex
Bracelet Bay	Fendrod Lake
Broughton, Hillend and Llangennith Burrows	Graig y Coed
Bryn Lliw Grasslands and Mynydd Lliw Common	Hafod Park
Brynmelyn Park	Hardings Down
Brynmill Park	Hendrefoilan Wood
Bryn Y Don Park	Heol Las Park
Cadle Heath Local Nature Reserve	Hillside Wildlife Corridor / Rosehill Quarry
Cefn Bryn	Jersey Park
Clase Multi Use Games Area (MUGA)	Killay Marsh Local Nature Reserve
Clyne Common and Mansel Green	Kilvey Hill
Clyne Gardens	King George V Playing Fields (Mumbles Road)
Clyne Valley Country Park	Knelston Marsh
Cockett Woods	Langland Bay Amenity Areas
Coed Bach Park	Langland Cliffs
Coed Gwilym Park	Leadfield, Ffynnon Deml
Crymlyn Quarry Wood	Llangyfelach Common
Cwm Level Park and Playing Fields	Llanmadoc Hill and Tankey Lake Moor

Parks and Gardens	
Lliw Reservoirs - Upper and Lower	Penllergaer Forest
Llys Nini	Penllergaer Valley Woods
Loughor Castle	Penmaen and Nicholaston Burrows
Loughor Foreshore.	Pennard Cliffs and Burrows (Three Cliffs Bay)
Manselton Park	Pontlliw Park
Mawr/Swansea Uplands	Primrose Park
Mayhill Multi Use Games Area (MUGA)	Pwll Du Local Nature Reserve
Millwood	Ravenhill Park
Morrison Park	Rhossili Down and Rhossili Cliffs
Mumbles Hill Local Nature Reserve	Ryers Down
Mynydd Bach Common	Shaw's Community Woodland
Mynydd Bach y Cocs (linked to Fairwood Common)	Singleton Botanical Gardens
Mynydd Bach Y Glo	Singleton Park
Mynydd Cadle Common	Sketty Park Woods
Mynydd Garn Goch	South Gower Coast, Rhossili to Oxwich
Mynydd Gelliwastad, Ryddwen Common and Homelean Wood	Southend Gardens
Newton Cliffs and Summerland Cliffs	St James Gardens
Oystermouth Cemetery and Castle, including Peel Wood	Stafford Common
Parc Llewelyn	Swansea Canal
Parc Melyn Mynach	Swansea Castle
Parc Williams	Swansea Bay
Parc y Werin	Swansea Vale Nature Reserve
Park Wood	Tennant Canal
Pengwern Common and Fairwood Common	The Wern and the Rallt
Penlan Slopes	Townhill Multi Use Games Area (MUGA)

Parks and Gardens	
Trallwn Marshy Grassland including Halfway Park	Welsh Moor and Forest Common
Trewyddfa Slopes	West Cross Skate Park
Underhill Park	West Cross Woodland
Victoria Park	Whiteford Burrows and Llanrhidian Saltmarsh
Washinghouse Brook (woodlands)	Ynystawe Park
Waverley Park	
Beaches	
Bracelet Bay beach	National Trust Rhossili
Brandy Cove beach	Oxwich Bay beach
Broughton Bay beach	Pobbles Bay beach
Caswell Bay beach	Port Eynon Bay beach
Crawley beach	Pwll Du Bay beach
Horton beach	Rhossili Bay beach
Langland Bay beach	Rotherslade Bay beach
Limeslade Bay beach	Swansea Bay beach
Llangennith beach	Three Cliffs Bay beach
Mewslade Bay beach	Tor Bay beach
Mumbles Pier	
Other Visitor Centres	
Swansea Bay	Dylan Thomas Centre
Swansea Marina	Gower Area of Outstanding Natural Beauty
Swansea Museum	Penyrheol Theatre

Terms of Reference - how this scope will be defined, developed, and verified

The Public Health Act (Wales) 2017 was conceived and delivered on the Ministers mandate to make Wales a more attractable country to live, work and visit. It set out goals for the health & well-being of our populous and future generations and in doing so called for a total review of publicly accessible toilets across the country. Each local authority has been tasked with devising a toilet strategy for the provision and total availability of publicly accessible toilets within their county borders. Furthermore, developing this into a working programme that can be reviewed & accessed periodically to monitor improvements and opportunities.

The main outline goals for Section 8 of the Act are as follows

1. To devise/develop a public toilet strategy for each region across Wales.
2. To identify opportunities for continued provision by Councils.
3. To identify potential partnerships with local businesses & communities.
4. To increase awareness of all current provision by mapping.
5. To investigate/promote participation in community toilet schemes.
6. To identify opportunities for the provision of Changing Places toilets.
7. Promote public awareness of these facilities to visitors and tourists.
8. By inception - make Wales a healthier place to Live, Work and Visit.
9. Relieve the burden on the Health Service for problems related to the potential effects of negative provision or reduced services.

From these goals Swansea Council is developing the following agenda

- (a) To establish a Toilet Strategy – Working Group (SG) from within all of its departmental structures and for the management and senior staff to share knowledge, experiences and current working practices developing this strategy.
- (b) To develop a holistic approach to the current and future toilet provision strategy for both the town centres and the Greater Swansea area, gaining knowledge through consultations and utilizing this interdepartmental group to deliver an efficient and affordable service.

- (c) To create a Toilet Strategy - Stakeholder Forum (SF) from owners/operators, public buildings, businesses and other bodies working and living within the area, investigating and considering potential partnerships with interested parties.
- (d) To discuss and determine future investment, strategies and working practices within the council, town and community councils and the greater Swansea area to comply with all perceived objectives of the PHA 2017 – helping to develop Swansea into an inclusive and vibrant county.
- (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.
- (f) To recognise employment opportunities within the sector and seek to develop skills training to service the needs of achieving a higher level of provision and maintenance.
- (g) Seek to utilise capital funding to upgrade and/or refurbish existing premises and equipment.
- (h) 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 area.
- (i) Devise and develop planning opportunities to increase the levels of provision by utilising Planning 106 legislation to encourage architects, planners and developers to realise opportunities for building in additional provision to new projects and developments.
- (j) Use the current Miscellaneous Provisions 20 legislation to promote and enforce the correct provision and standards of toilets in cafes and restaurants and to encourage those business owners to help promote the city and county as a welcoming place to visit.
- (k) Investigate opportunities to develop franchise agreements for local communities and traders to run and maintain shared premises or kiosks with integral toilet facilities.
- (l) Develop initiatives emerging from the Swansea Bay City Deal to work in partnership with surrounding councils and business owners to promote the whole county's objectives

(m) Embrace the proposals set out in the Swansea Corporate Plan 2018-2022 by striving to develop/work, pertaining to our Safer Communities, Communities First and Social care and wellbeing initiatives.

Council believes it may be advisable, prudent or necessary to set some “short” “medium” and “long-term” goals for the terms shown above. Once the terms have been agreed and approved by the Toilet Strategy - Study Group, the members should have a much clearer definition of the overall scope of the project. Consequently, they will then be ready to progress with the creation of the remaining project deliverables. Council is mindful of developing these goals in keeping with the “Five ways of working” ethos laid out in the Well-being of Future Generations (WFG) Act.

The Importance of toilets in our County

Swansea is a modern vibrant city and county, 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 county. Inherent to this shared vision is the health and well-being of the populous, value for money, better local services and setting down a legacy for tomorrow's residents.

With the current population around 245,000 and the whole county attracting over 4.6 million visitors each year; investment in the county's infrastructure and legacy has been significantly demonstrated. Taking this a step further the Council's is investing significant sums in capital projects along with impacting on Health & Well-Being Plan and in local economic growth, jobs and procurement. Amongst the schedules and targets the strategy must aim to support businesses and local communities, invest in regeneration projects and provide guidance towards key economic infrastructure projects. Additionally, the strategy should endeavour to support employability, attract visitors and grow year-round tourism, encourage business growth, market Swansea nationally and internationally and help them host major events. All factors to increase footfall, inward investment and potential economic growth.

This report also highlights the significant role that both public and private sector toilets operating within the council'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 Healthy Swansea which values diversity, equality and social inclusion, as well as giving support to the people, businesses and the communities within the council 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, as well as public health and hygiene issues. Some members of the community could remain trapped at home or potentially avoid travelling 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, Swansea proudly stands amongst the leading providers and has traditionally felt a deep sense of obligation to construct and maintain facilities within the public realm. Facilities to allow its residents, commercial traders and service providers as well as

day and overnight visitors to thoroughly enjoy the county and, when necessary, relieve themselves in private and with dignity. Swansea has always been at the forefront of providing safer, cleaner, more family friendly, public toilets.

The Council's toilets portfolio is currently contained entirely within the Place Directorate although due to operational reasons split across a number of service areas. Whilst this is operationally sensible the review will need to confirm if it is the most effective way of delivering the council wide service

The strategy 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 county hosts each year. With the significantly increased visitor numbers a solution has to be arrived at to facilitate this periodically increased demand.

The adequate provision of safe, clean, hygienic, publicly available toilets in any major town or cities has a hugely significant impact on the life and wellbeing of its residents, visitors and tourist trade. However, probably one of the most critical infrastructure factors is purely 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 leaves the area taking their spending budget with them. Worse still if the problem is known then they might simply choose not to visit the town or city at all, and local businesses will suffer falling revenue streams.

The lack of toilets within the public realm can reflect considerably on the area's reputation, cleanliness and well-being across the whole commercial spectrum. Consideration must also be shown to commercial travellers, delivery drivers, emergency services and transient workers who rely on clean toilet facilities being accessible whilst they are passing through or visiting local shops/stores each day.

One alarming consequence of the number of toilet closures being experienced is the loss of fully accessible toilets. Careful consideration must be given to those who need almost immediate access to the correct type of provision and within this scope we will be catering for those users who require a more specialised provision such as Changing Places units.

Within the strategy a number of business opportunities should be investigated and/or developed with business partners to counteract the loss of provision during this economic malaise. The opportunities to be realised could significantly increase the number of toilets becoming open and available to everyone, yet at a minimal cost to the Council directly. The possibility of utilising both the capital and the revenue costs

against the provision of these facilities and the increased visibility and promotion of these facilities which are an essential factor in Swansea's growth.

One significant factor to be addressed is the signage and visibility of the current realm as well as any potential new facilities or business partnerships that are forthcoming. Public toilets have for many years been erected or sited away from the main thoroughfares and visitors can be encouraged by the installation of good clear signboards or fingerposts directing them to local facilities.

BTA – Strategic Recommendations

The BTA identified the following core issues which should be considered and prioritised:

- (a) **Town and City centres** - a prominent toilet provision & added visibility for visitors.
- (b) **Grants** - attract funding for repair, replacement and refurbishment.
- (c) **Community and Town Councils** - opportunities to devolve management and running costs
- (d) **Kiosks** - franchise holdings and partnerships in high flow/traffic areas.
- (e) **CTS Toilet Scheme** - the inclusion of & use of toilets in local retail outlets.
- (f) **Portable toilet provision** - control of provision for events, festivals and marches.
- (g) **Welcome Centres** - a significant first point of arrival/contact - local ambassadors.
- (h) **Parks and Gardens** - important local amenities - increasing toilet provision needed.
- (i) **Signage** - effective communication & information to identify/promote facilities.
- (j) **24-hour access** - the Night Time Economy – 24-hour toilets.
- (k) **Web design** - toilet mapping – the increasing use of hard copy and electronic media.
- (l) **Health & Safety** - controlling - safety, security, vandalism and anti-social behaviour.
- (m) **Changing Places** - maintenance of existing facilities & development of new sites.
- (n) **Planning 106** - identifying potential new developments with integral toilets.
- (o) **Misc Provisions 20** - promoting toilets in cafes and restaurants – Environmental Health.

This is not designed to be an exhaustive list – but merely a guidance to give council the opportunity to review their current provision and begin to formulate some development plans to address the current levels of provision, as well as future expectations. Council must also identify the controls that need to be employed to successfully implement a toilet provision strategy within the county.

The formation of a Toilet Strategy Study Group (SG) is being recommended as the initial driver to assimilate all relevant information gathered and held on public provision across the council. This group can then set down goals and timetables to help officers and partners understand the strategy development and to create an amenable working environment for its delivery. Considerable thought and insight must be given by the representatives of both groups (listed below), to the direction that needs to be followed to promote Swansea as an inclusive, socially aware and inviting county for visitors and residents. However, responsibility for the county's toilet facilities is shared across several 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 region. 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 manager. In a number of councils visited, the BTA became aware of the growth of StreetCare; a programme developed to allow officers to tackle multiple daily blights that affect the public realm. Focusing on toilets but with some direct responsibility for the condition of street furniture, litter bins, playgrounds and open spaces. Consideration should be given to this form of county-wide, regional or area management.

Once the Study group has been assembled then the next phase would be to create a working Forum for local commercial/business representatives and other user groups to have an input to the overall strategy.

Swansea Toilets Strategy - Public Consultation

Purpose of Consultation

The aim of this consultation was to gather information from the public on their opinions and ideas for improvement of public toilet provision across the county. This information will be used to inform the Council's Public Toilet Strategy

Affected Parties

Access to public toilets can be important to anyone spending time away from their home. Certain groups within society may be more reliant on the use of public toilets than others. Older people, disabled people, pregnant women, homeless people and families with young children can all be disproportionately affected by poor toilet provision. Lack of access to public toilets, particularly in some of these groups, can lead to increased social isolation and affect people's ability to maintain independence.

SWANSEA PUBLIC CONSULTATION SURVEY

The questionnaire was distributed and the collated results that were received back by council on or before Friday 29th March 2019. There were 284 responses. A study of these questions and responses will be debated by the Study Group and used to inform and support the strategic thinking in our development of this initiative. Future initiatives along with any direct actions as a result will be published on the Council website.

Governance – Control, Responsibility and Management

This toilet strategy has been devised and developed to recognise the opportunities to address the needs of a vibrant and changing county. Below we are attempting to set a series of initial steps and recommendations for progressing this report and developing Swansea's future toilet provision.

(1) Review of all current facilities – position/mapping, readiness and opening times.

Council has already identified all currently available, council owned and managed facilities and will include these sites in all future toilet mapping and website publicity. Officers will be using a DATA collection system to gather a wider range of information on these units and are focused on developing a structured management plan to best utilize/gain value from all council owned or managed facilities. Additionally, opportunities will be investigated to attract capital funding from government to restore or upgrade some of these units.

A comprehensive review will be carried out later in the year to determine the long-term viability of some units.

Toilets that are being maintained by Community and Town councils will also need to be reviewed and included within this strategy; and some of these units may require further works or refurbishment. Additional opportunities will be sought to promote local ownership and community participation in securing provision.

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

Council will research/ identify and approach all in-house facilities and aims to include relevant sites in all future toilet mapping and website publicity. Sites should include – City, Town and Village Halls, Leisure & Recreation centres, Health and Community centres, Pavilions, Parks, Gardens and all publicly accessible buildings. Sports stadia and public changing rooms should be utilised for citizens pursuing aerobic, running, cycling and many other fresh-air activities - to encourage and enhance both residents and visitor well-being and healthy lifestyles. Council could initiate a structured management plan designed to co-ordinate and oversee all council owned/run facilities. Community Centres and other community buildings would need to be carefully considered and perhaps treated as a special case study. Many are used for children's activities and would therefore be subject to privacy and safety requirements to protect those at risk from any unwanted intrusion.

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

Council will actively encourage other significant properties Libraries, Museums and Galleries who are traditionally keen to achieve a higher foot-fall. Visitor numbers should be substantially increased when these public buildings promote their in-house

toilet facilities. Significant sites have already been identified within the area and council will work to establish a network of links and/or partnerships with the management of these public and commercial providers.

(4) A Community/Comfort/Partnership Toilet Scheme (CTS.)

Council will strive to engage with local shop owners and business trading across the county to develop the formal basis for the inception of a Community toilet scheme. This additional provision, as it grows, will undoubtedly also be seen as a major step for the council in addressing additional regional provision. Council might consider engaging a neighbourhood service manager, a working management group or a not for profit organization to co-ordinate the inception of this partnership scheme throughout the county. Additional information is being sought and accumulated for the purpose of assessing the viability of this step.

(5) 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 organisers currently do not provide toilet facilities, they must be obligated to do so according to the HSE guidelines, Swansea council licenses and any parading consent. By transferring the provision responsibility to the event organisers, the council would then have an independent monitoring and policing role to prevent serious issues or defaults.

(6) Installing or allocating sufficient facilities within the town centres & major arterial routes.

Council must actively consider the first points of contact for the majority of tourists and visitors to the county or specific areas. It would be deemed a priority that these centres had significant provision both advertised and available for public use. Secondly, they would need to be of adequate size, number or capacity to facilitate larger groups and tours arriving by bus, train or coach. If provision is insufficient, Council might also consider the purchase, hire or development of a mobile block and associated toilets with equality access.

(7) Installing Changing Places toilets.

Swansea has nine Changing Places toilets, see page 50 for list. . Over 1250 Changing Places facilities have been installed across the UK & Ireland with over forty units already installed in Wales. A socially inclusive and equal Wales needs to provide accessibility for all visitors and residents. 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 sees this provision as a priority and will strive to find the opportunity to locate some additional units at prime/key locations across the county.

(8) Composting toilets at remote locations.

Many large counties have remote locations, parks and recreational areas that have absolutely 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 supply and installation of utility services, such as, electricity, water and sewage. Significant advancements have been made in the availability and functioning of composting toilets. Council may consider the potential for installing composting toilets at remote locations.

(9) Reassignment and Development of existing Properties or Locations.

Toilet blocks with some additional space around or in front of the main building should be considered for additional development and could, for example, be potential sites for the installation and development of other schemes. Some or all of these sites might be developed to have a commercial business attached or even integrally combined. Examples to be considered are; taxi offices, restaurant or coffee shop, tourist information or ticket vendors, newsagents and even independent traders. Many of these businesses remain open into the evening and could make a significant contribution to the need for more toilets to service the night-time economy and our quest to eliminate street fouling. Council would like to investigate the modern development of Kiosks to proffer additional provision in cities, towns, parks and gardens. Potentially, these new franchise units are ideally created for servicing residents, visitors and day trippers, as well as playground visitors and the increasing number of walkers and runners using our local amenities. Kiosks, generating a revenue from a franchise holder, can allow councils to install and operate at a virtual neutral cost 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 utilised by the Council to substantially decrease costs for in-house advertising and media.

(10) Charging – helping to eradicate social misuse and vandalism.

The introduction of Paddle gates, turnstiles and contactless locks is becoming fairly standard throughout the country. Charges vary from 20p to 50p depending on the location & the volume of traffic visiting 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 regarding anti-social behaviours such as cottaging, drugs, drinking and smoking also appear to be considerably reduced and the toilets are reported easier to keep clean and in a serviceable condition. Council will consider the options open to them regarding any opportunities to either avoid or introduce this measure.

NB: 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.

(11) Improve Communication and Information on available Toilet Facilities.

Council has identified that the current levels of signage could be improved and needs to be addressed within this strategy. On investigation we have ascertained that some local authorities, particularly those with an active partnership toilet scheme, have installed large street boards containing considerably more information on the location of key sites, addresses and more significantly postcodes for the mobile, SatNav or computer user. 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. Advertising might also bring significant additional revenues into the city to cover implementation and development of the strategy or even a revenue stream for repair and/or replacement of related items.

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

The council already has a working agreement with Danfo(UK) who are the prime contractor looking after and maintaining our public toilet realm. Introduction of some of the recommendations contained within the study will, of course, have an impact on their functionality. Discussion and decisions with the contractor will need to be on-going as various elements are brought to fruition.

(13) Welsh Government Mapping Application (LLE).

Updated information will be collated and passed on the relevant departments - as per the Wales Visitor map. Considerable care and attention will be required to make sure that all available sites are entered and recorded when developing any APP for use by visitors and tourists on both electronic mobile hand-held devices; as well as SatNav units, to easily locate toilets within the country. As our Community Toilet Scheme and business partnership projects expand then we should consider the possibility of broadening this mapping service out to include major retailers and commercial vendors working within the county boundary.

(14) Visitor Perception Programme.

The council study group will be assessing our frontline services and focusing on the daily issues that affect the council's image within the public realm. The quality and public perception of all 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 but limited time frame.

(15) Proposal to submit a toilet strategy budget.

As toilets are an integral part of the life of the county, we have tried to underline in this strategy that the council must address the need for adequate, clean, hygienic public toilets available and accessible to all users. Social inclusion, Equality and public health issues are integral with the provision of 'away from home' public toilet facilities. Taxi, bus and coach drivers, sales representatives, van drivers, walkers, back-packers, tourists, visitors, day-trippers, older people and disabled people, all

urgently need to have access to the toilet. If a clean publicly accessible toilet is not available – shoppers/visitors 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, therefore, have an integral role in bringing money and investment into our cities, towns and villages. Toilets are not a drain on the economy – they are a major contributing factor in our county's growth and well-being.

(16) Use of a Planning 106 Order.

We will, as part of the Transformation and Future Council development of our Corporate Plan 2018 -2022 and subsequent Local Development planning, consider the opportunities for integrating guidance and policy requirements in respect of the provision of public facilities. Where possible, opportunities must be investigated to promote the provision of facilities within new developments and/or the refurbishment of existing properties - for the benefit of residents and visitors.

(17) Miscellaneous Provisions 20.

Council, and the working groups will consider the closer implementation of this health legislation. Covering all eating establishments that allow food to be consumed on the premises; this piece of legislation is primarily enforceable through the environmental health department and its officers.

A review will be undertaken to clearly define any premises not complying with this regulation and further encouragement given to support bringing these premises/facilities into the realm.

Management of these elements will take a co-ordinated approach by many departments across the council and the council shall be endeavouring to co-ordinate the two primary working groups to meet, discuss and implement the various elements, strategies and structures – as required.

The Toilet Strategy Working Group (WG) should consist of:

Director or representative from Place
Representative from Parks and cleansing
Representative from Planning Services
Representative from Culture & Leisure Services
Representative from Corporate Communications and Marketing
(Final list and additional participants to be confirmed)

The Toilet Strategy Stakeholder Forum (SF) might consist of:

Cabinet Member
At least 2 x representatives from the Toilet Strategy Study Group (above)
Representative from the Association of Town Centre Managers
Representative from Keep Swansea/Wales beautiful

Representatives from Community and Town Councils
Representative from Social Care or Health Boards
Representative from Library Boards
Representative from Shopping Centre Managers or Retail managers
Representative from Older Persons Forum – Age Cymru
Representative from a Disability forum/ Shopmobility
(Final list and additional participants to be confirmed)

Strategic Outlines & Considerations

Whilst there are no statutory requirements upon any council to provide public toilets, it is generally accepted that all councils have a significant role in the provision of public toilets to support local communities, older persons, families with children and promote active participation in life and enjoyment of the public realm.

Consequently, within this section of the strategy we are attempting to highlight a few specific areas that need additional thought and consideration in light of any forthcoming Investment Programme and Swansea's internal and global image. Subsequently, amongst the first set of actions suggested would be the formation of a Swansea Toilet Strategy Study Group. Senior representatives from all departments who have a role in the provision of the Council's toilet facilities will be invited to participate and help guide this development. Primarily, to analyse the overall toilet realm and to reach agreement or put forward workable suggestions on upgrading, repair, replacement, or adding to or removing from the current stock of public facilities. It should be recognised that this is becoming more urgent as, in addition to becoming a growing commercial centre, the county continues to develop as a vibrant and beautiful place to live, work and to visit.

As a further important step, we will be striving to devise and develop a Toilet Strategy Forum for local business and community groups to have a say and participate in how the overall policies and works are progressing.

Public toilet provision is an important issue for areas relying on tourism income or seeking to develop their profile as a visitor destination. The Wales visitor economy accounted for around 10 million overnight stays which were worth £1.9 billion in the last twelve months, approximately 80 per cent of which was from domestic tourism. Swansea is one of the most visited cities in Wales with around 4.5 million tourists in 2016/17. 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 but expect to have all civic amenities open and available.

Being able to access a toilet is a fundamental need for any visitor. Tourists need more local information, more signboards, signposts or local notice boards. 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 plays a significant role and indicator towards 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 town or city.

While this strategy focuses on the provision of council owned public toilets, it became transparently clear that the public regard all publicly accessible toilets as public toilets. Toilets provided by department stores within shopping centres within food courts, within major fast food outlets, within public buildings (libraries and transport hubs) need to be regarded as part of the overall public toilet provision. Cafes, restaurants, hotels and pubs which all must provide toilets for patrons, could also be considered to be part of the potential overall provision.

Overall the Council has a substantial portfolio of Public toilets, which, while generally satisfying the public's basic need historically, we need to clarify and establish if these are still well equipped for today's user and confirm that they comply with current legislation & regulations.

The priority focus will naturally fall on the ever-changing village, town and city centres, main arterial routes, historical sites and their car parks and immediate adjoining areas. Many local authorities are turning to local businesses to enter into partnerships to develop the feeling of welcome, social inclusion and support for the local economy. This unique partnership agreement is entitled "Community Toilet Scheme" or "Comfort Toilet Scheme".

The simple ethos is to encourage many of the local retailers and business community that currently have toilet provision within their shop/store/workplace to become encouraging to the general public by openly inviting all visitors and residents to use these facilities without the need for any initial purchase.

Health and Well-being

The extent to which people have easy access to good quality toilets affects their general health and well-being as well as that of the whole community. By enabling a very wide range of users and user groups; with very different specific toileting requirements, to make use of public toilets at different times of the day and night we could have a significant impact on issues like public health, equality, exercise, behaviour and well-being.

Social Equity and Inclusion: a lack of clean, accessible and safe toilets impacts on some individuals 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.

In considering our “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. Street urination and defecation can have a considerable cost associated which council must consider in the overall strategy budget.

Special user groups such as the IBS Network, Disability Action, people who have Crohn’s disease or chronic incontinence, shy-bladder syndrome (Paruresis) 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. Many older persons may even reduce or stop taking medicines in order to travel greater distances when visiting friends or family. Grand-parents caring for young children and families with elderly family members are also displaced by the lack of these vital facilities. They all have spending power and they all have a substantial effect on the economy within the county. 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 towns and cities or travelling to and from school or college might also need to use the toilet facilities during their transit through and across the county. Not being able to use a bathroom can develop into significant health problems during adolescence and in later years. The thousands of domestic and foreign visitors who hopefully visit our county every year demand another type of attention. Language and signage can make a significant contribution to their enjoyment of that visitor experience.

It may seem the Council has adequate provision in terms of numbers but if you can’t find one when you need it then your perception of the county will be much maligned because of your immediate discomfort. The provision of clean, safe, accessible public toilets profoundly affects people living and visiting Wales. Safety, cleanliness and correct provision is essential for our older generations many with a disability or a severe medical condition. Public toilets are an essential piece of everyday life and a necessity for their role in society and consequently they also play a major role in the perception/ image of a modern, caring society, Council and county.

While Council is showing its commitment to improve the county’s welcoming image and visitor comfort through its significant **capital investment programme further**

work is required to ensure its public toilet provision is an integral part of its strategic level, spatial policy thinking.

Whilst it is fully understood that councils across the country are struggling significantly during this severe economic downturn; budgets have been severely depleted and one of the major casualties is always public toilet provision which has always been a discretionary service. The implementation of the PHA 2017 is welcomed and expected to be a catalyst for councils throughout Wales to find and investigate new solutions for this vital/essential provision..

Community or Comfort Toilet Schemes (CTS)

Many local traders, shops and markets have seen significant drops in footfall immediately after a public toilet facility is closed down. Customers and consumers vote with their feet – moving away from village, town and city centres to spend their money in larger out-of-town retail centres or neighbouring areas. Local shops reported that customer numbers were sufficiently depleted due to the lack of any public provision that many are willing to investigate and/or participate in an alternative solution which in many cases includes re-opening some or all of their own facilities. In consultation with the BTA we have 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 the local Community or Comfort Toilet Scheme (CTS). The challenge is to tap into this additional, already available provision on a more formal basis - **however, the CTS should always be seen as a supplement to, not in lieu of, current public toilet provision.**

The more recent schemes have seen councils offering a package of additional facilities instead of this cash supplement. For example – business rates relief, reduced service costs, inclusion on the council toilet web mapping – printed toilet maps for distribution through social centres and Tourist Information Centre's and/or listing on street boards and signage. The council will often carry most or all of the printing costs associated.

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

- (a)** a nominated council officer, with targets to drive uptake among businesses, responsible for co-ordinating the scheme, engaging with stakeholders and resourcefully building closer working relationships.
- (b)** Corporate buy-in at all levels of the council and consistent messaging across departments.
- (c)** 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.

- (d)** the creation of a strong CTS brand image and marketing campaign, including window stickers that highlight the additional facilities on offer, which gives visitors the confidence to enter knowing that they will be welcomed. In addition, on-street signage in tune with the local environment, continuous community engagement/feedback, as well as leaflets, maps, and web-site material have all contributed to the success.
- (e)** 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 businesses, 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.
- (f)** The approach may not suit areas with very large numbers of visitors arriving at the same time (e.g. 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.

As an initial first drive over the coming months Council will be striving to approach some potential CTS participants and thereby compile a properties list of potential partners from around the county, and this will be presented to the Strategy Group and the Forum for discussion and further action.

International research and surveys consistently show that, while the vast majority of the community regard public toilet provision as vital or at least extremely important - using a public toilet is often a matter of last resort. 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 not too distant past when toilets were intentionally placed to be out of public view and therefore often were poorly serviced or attended and definitely attracted undesirable behaviours. Many publicly accessible toilets are now generally being sited/placed in locations where they can be easily seen and accessed, so these units are safer and more likely to provide a more welcoming & positive experience.

Transfer of assets to Town, Community, and Parish or District councils has had an extremely beneficial effect on retaining the resource and promoting local management. Considerable savings can be made by allowing local councils to run their own facilities and this also allows local people to make local decisions regarding opening times and flexibility of use. In most cases the County council will use its own funding or any available capital grant to fully upgrade and refurbish the toilets prior to hand-over. The town/community will then cover the annual running costs and all ancillary expenses. The County council may offer some remedial help. This type of partnership is preferred as the County council may retain a controlling interest in the life and operations.

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. Council must also focus on and address the problem of street urination and fouling. While this anti-social behaviour, which is predominantly a male practice, cannot be stopped altogether, a number of successful measures have been introduced in other council areas to reduce the incidence of street urination at night. This includes a recent successful trial of street urinals to prevent this offensive night-time activity. This has led to significant decreases in fouling of shop doorways, car parks, 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 our female visitors with an inability to find relief in the evening hours.

Careful consideration needs to be focused on planning and/or providing adequate facilities to cater for those persons using and visiting the town and city centres late into the evening. Any instances of street urination, fouling of stairwells at car parks or mess in side streets was regarded as a very significant issue. 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.

Council would also be keen to encourage our residents and visitors out of their cars and back onto using public transport, cycling and walking. But research shows that local people will not leave their cars at home unless they are confident that they can find a toilet at public transport interchanges and in town/city centres. Disabled people, too, 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 accessible for disabled people.

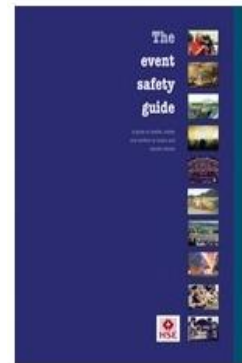
Social Inclusion and Accessibility

A lack of public toilets means that certain groups may well feel anxious about leaving their home. Older people do not readily leave their home without reassurance that there will be a public toilet available.

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.



Swansea has a very active calendar of events and activities scheduled for every year. Most events that need to be catered for are booked annually and more often repeated annually such as organised, festivals, the AIR Show, half marathon and additionally many very special charities fun runs. These types of events attract many thousands of visitors and tourists to the area. Most remain for several hours and will therefore require some level of toilet provision to be provided. Traditionally this is a service that the council feels obliged to provide and in doing so is trying 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. The responsibility sits with the event organizer. In all other council areas spoken to during the course of compiling this report, the responsibility for all health and safety pre-requisites lies wholly and totally with the event co-ordinator or manager.

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 disabled visitors 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.

Signage, Visitor Information and Communication



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, Swansea 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 – helping to shape a welcoming image for our towns and cities that makes a lasting and positive impression on local people and visitors.



The modern “visitor information” sign boards – as seen in these pictures are being used in virtually all the major cities and this idea will be investigated for Swansea. However, the amount of information/detail contained varies greatly.



Signage needs to include information on direction, distance, address and type of facilities located at each 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 can be utilized for an alphabetical listing of the facilities marked. Consideration could be given to allowing some of these boards to be sponsored thus neutralizing the cost of manufacture and installation.

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. Many tourists, and that will include, foreign nationals and international visitors may struggle to understand or even find any of our current facilities. The Study Group will need to consider the number, type and location of any units identified. Funding for this could be considered a capital investment.

Postcodes or simply property numbers and street names could easily be printed onto these boards to allow a more accurate identification of the precise locations. 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 data sets to arrive at a complete picture of toilet facilities within the county. However, it will be one of our primary objectives to do just that so that we can begin to identify gaps within the boundaries where provision is perhaps low or even non-existent.



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 neutralize costs and even support future revenue requirements. 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 London, Liverpool, Swindon, and Wigan.

THE WALES MAP – LLE Geoportal



Council is mandated to supply full details of the location and postcode of all publicly accessible toilet units to the appropriate government departments and all these sites will now be uploaded and displayed on the Wales GeoPortal. Residents of and visitors to Wales should then be able access this national mapping software to locate public toilets anywhere across the country. Council will be working with all

interested parties to expand the reach of this form of media and make it easily accessible for all users.

The official logo above will be displayed on the LLE Geoportal to show the position of all publicly accessible toilets across Wales and this image has been replicated on both door and window stickers which are being distributed to councils – for immediate display in toilet facilities.

The LINK to this site: <http://lle.gov.wales/home>. will also be available on the Swansea Council website along with a complete list of all publicly available toilets and a list of all tourist destinations and parks.

Cleaning, Maintenance and Security

To stimulate positive change, action needs to be encouraged across all areas and at all levels.

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

As with many local authorities Swansea has developed a multi-level/agency approach to fulfilling the named tasks stated above. Whilst each has specific skills sets 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 and trying to enforce or determine a widely differing set of options.

Care also needs to be taken with simple repairs/renovations; - this could be a simple repaint/face lift/redecoration/upgrade to legal specification or the replacement of a single disabled rail. Simple repairs left unattended could pose the council a serious potential threat if not attended to within a reasonable timescale – leading to a possible prosecution and a potentially sizeable fine if a member of the public becomes injured or becomes isolated.

Security and/or maintenance could also 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. Our current security arrangements regarding public toilets needs to be reviewed.

Entry Control and Locking

Charging for toilets is, of course, a vexing issue being faced by many councils at the moment. With budget cuts coming in year on year, it has become even more important to cover costs both running and general maintenance costs and even strive to raise additional revenue from all known potential sources.



Most people questioned will confirm that they are happy to pay a reasonable fee for clean and safe public toilets, and the generally accepted rate is currently between 20-50p. Charging is so commonplace now across the UK that visitors to most towns or cities will be generally happy to pay as long as the facilities are clean and well maintained.

The Council currently has only one facility, in the Quadrant interchange that is controlled by a 30p pay to enter system and inevitably this may be extended to some other units already under review. These units can be accessed by those needing to use a RADAR key and this entry is FREE of charge.

Further topics and areas for discussion are:

- Current and future revenue streams from our facilities.
- Security and protection of the facilities and the installed equipment.
- Opportunities for further reduction in anti-social behaviour.
- Opportunities for reduced maintenance and servicing costs.
- Managed running costs (to include future predicted investment and repair/replacement).

It is expected that the Study Group and the Forum will take into consideration the current management, practices and foresight of similar council areas and seek to replicate the most valuable working models. Many residents and visitors will be primarily opposed to the introduction of charges – but the evidence appears to point to an improved level of hygiene and maintenance and a reduced level of anti-social behaviour.

Contactless payment: We are detecting a substantial interest and potentially significant uptake in this emerging technology. Every effort will be made to investigate the substantial growth in Contactless payment methodologies and equipment pertaining to all manner of goods and services. The installation of card readers and the appropriate systems will most probably be a natural progression for our council public toilets.



This unit is for illustration only. Different models are available, and each can be tailor-fitted to the facility

Tokens: These could be given out through local shops and stores. In remote areas they could be issued to local residents and visitors could purchase through local shops/retailers. This could prevent misuse or vandalism.

Mobile Communications: Another avenue that might be considered is the use of mobile devices to open doors or barriers after a CODE has been entered or a QMARK retrieved.

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 around 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 Study Group will seek to rationalise this process so that wherever possible, this process is either managed locally or through automating the opening/shutting process.

Utility Savings

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. Council will seek to research any forms of savings within this service. Waterless Urinals, sensor taps, and dual flush toilets are amongst the items under review.

Business and Community – Kiosks

On investigation into comparative cities it was noted that a number of parks and gardens were utilising a different style of structure for public toilet provision – namely a Kiosk. First encountered in Bristol, the unit pictured is directly beside a large

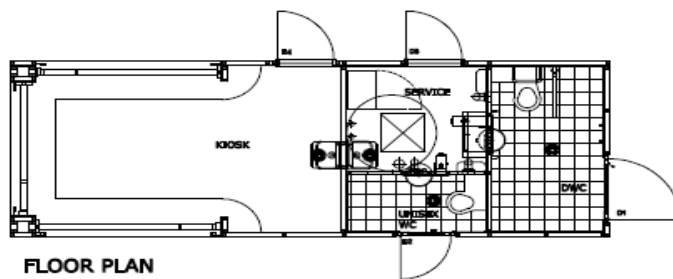
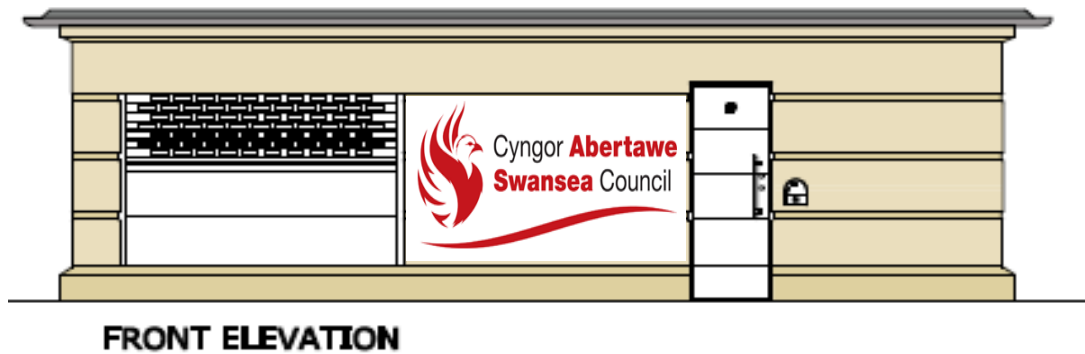


children's play park. It therefore services the needs of all users within the park and observations showed that it was extensively used by dog walkers, runners, mums with children, business persons during lunch and even van drivers and council operatives on their break. The facility was a small two-person 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.

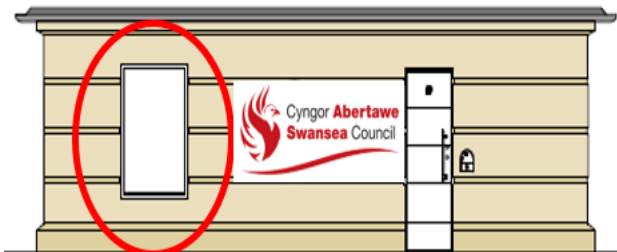


These facilities were run and serviced by the council and while revenues were subject to seasonal variations it was generally accepted that these facilities were run

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.



This is a basic unit with two toilets (1 x accessible) and a service area



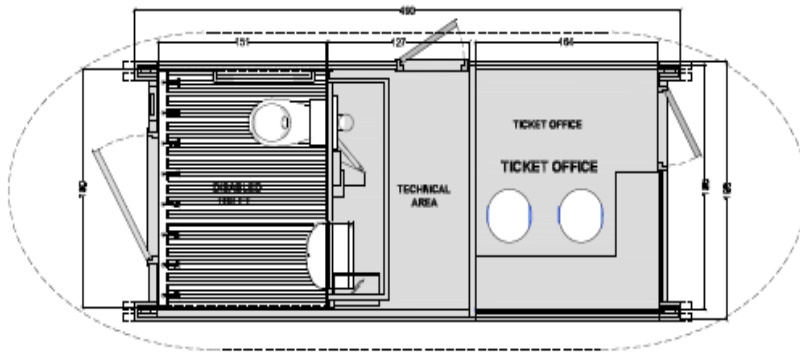
The schematic shown here has a Digital Advertising Panel located on either a single side or perhaps each side. The panel would be utilized to generate a revenue stream that would substantially cover all the revenue

costs for this unit.

This growing initiative would allow for the kiosk to be leased to an independent trader or even a franchise holder to allow for physically generate an additional separate annual revenue stream.

Some potential uses could be; as a tourist information centre, a theatre ticket office for shows, souvenir shop, taxi or transport hub, charity shop or even a cycle hire store or 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 council's maintenance or cleaning teams.



This type of building could also be adapted and utilized in the town centre for a busy pedestrianized area. The toilets might also be utilized as 24hour facilities to service the night time economy. Street urination at night in the nightclub/

restaurant areas of most cities and towns is also regarded as a major problem that needs to be addressed.

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.



A flower stall, cafe & integral toilet in Brighton

Proposed new toilets for Oxford Street, London

Illustrations and pictures kindly supplied by the BTA sponsors



Changing Places Facility



Swansea now has nine Changing Places toilets:

- LC2 Leisure Centre
- Swansea Civic Centre
- Swansea City Bus Station
- Swansea Railway Station
- Waterfront Museum
- The Brangwyn Hall
- Glynn Vivian Art Gallery
- Morriston Hospital
- Caswell Bay

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. Thousands of people with profound 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, disabled people are 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 disabled people 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 severely disabled people, 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 registered with profound and multiple learning disabilities, the majority of whom really need more space and equipment such as Changing Places toilets. Many other individuals and user groups also have similar needs and requirements. Additionally, we know that across Wales the types of persons who would greatly benefit from us installing Changing Places toilets would include approximately:

35,000 older people over the age of 65	8,400 living with a Physical Disability
2,200 persons living with a progressive illness	1,500 people with Multiple Sclerosis
4,000 people with Respiratory/Heart conditions	200 people with Motor Neurone Disease

Residents in Swansea would intrinsically benefit from the installation of some Changing Places toilets across the county. Their families and carers would greatly benefit from the installation of additional Changing Places toilets, so they could support them out in the community; be they their son or daughter, mum, dad or other family members and/or friends.

And the number of people with complex disabilities is growing –meaning many more people are likely to need access to a Changing Places toilet in the future. 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.



RADAR National Key Scheme (NKS)

The Scheme provides special keys for registered disabled persons to access locked public toilets around the UK.

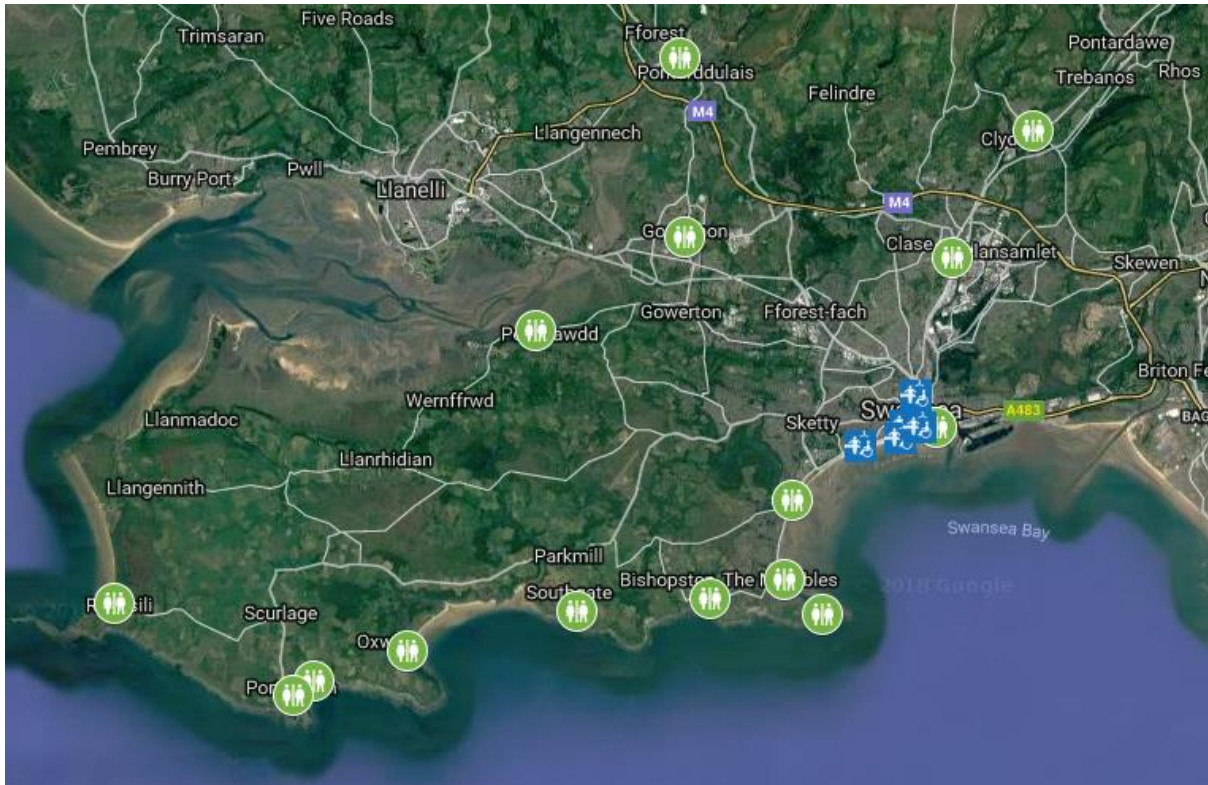
Most of the Changing Places units are only accessible with one of these keys.

RADAR keys are obtainable for £3 from: Civic Centre on Oystermouth Road – Tel 01792 636000.

Each year RADAR publishes a guidebook listing the location of the NKS toilets around the UK, this information is now available as an iPhone App.

Mapping and Website upgrading

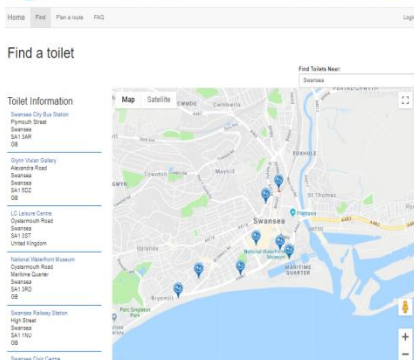
The toilet map shown below is taken directly from the Swansea council website and gives a broad indication of where public toilets can be located across the county. However, this mapping only shows those sites currently promoted as public toilets. The map also only indicates location – and does not specify the type of toilet or the facilities available at this location. Some consideration may be given to an upgraded version of this format as more detailed information could be extremely helpful for individuals and groups planning a visit to the city.



Gap Analysis – Provision

Both the Study Group and the Forum will give further attention to a gap analysis to try and identify the areas of the county that are perhaps suffering in some way from a lack of toilet provision. It could be suggested that perhaps the data regarding any additional provision has not yet been provided or included. This should become

Changing Places Toilet Map



visible when the LLE Geoportal comes on-line with the toilet data installed.

Under review, council might/should also consider the addition of new pins to show the locations of all participating members of the CTS scheme, once recruited, verified and recorded. Additionally, some special controls will need to be addressed as new

developments and participating buildings appear across the county.

Evening and weekend visitors, school trips, external events, runners, dog walkers, special events etc. will naturally require external facilities or facilities that can be accessed after hours when premises are closed. These units need to be well signposted and would require additional supervision/maintenance.

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 - Parts 1-4: 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.

The Equality Act 2010

The Equality Act 2010 says that you must not be discriminated against because:

- you have a disability
- someone thinks you have a disability (this is known as discrimination by perception)
- you are connected to someone with a disability (this is known as discrimination by association)

It is not unlawful discrimination to treat a disabled person more favourably than a non-disabled person.

Failure to make reasonable adjustments

Under the Equality Act employers and organisations have a responsibility to make sure that disabled people can access jobs, education and services as easily as non-disabled people. This is known as the 'duty to make reasonable adjustments'.

Disabled people can experience discrimination if the employer or organisation doesn't make a reasonable adjustment. This is known as a 'failure to make reasonable adjustments'. For example:

- an employee with mobility impairment needs a parking space close to the office. However, her employer only gives parking spaces to senior managers and refuses to give her a designated parking space

What is reasonable depends on a number of factors, including the resources available to the organisation making the adjustment. If an organisation already has a number of parking spaces it would be reasonable for it to designate one close to the entrance for the employee.

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.

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 graffitiing or vandalising property such as public toilets.

The Health and Safety Executive's Purple Guide

Covers health, safety and welfare for users of portable toilet units at music, festivals and similar larger events.

This includes a complete section giving advice on the correct 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.

This Service Plan is extremely flexible and can cover some or all 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 contractors and 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.

If implemented, the service would aim to make significant improvements to the quality of services involved in the delivery of key activities around the public realm of Swansea. 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. It may also help with engaging the community to develop and maintain clean neighbourhoods.

Key Objectives – in delivering this strategy our prime objectives should be to:

- help residents and visitors understand and feel their local environment is healthier and cleaner
- provide efficient toilet facilities and services based on identified user needs
- ensure continuous improvement to the public toilet realm throughout our county
- dramatically reduce the levels and perceptions of misuse, abuse and disorder
- conserve the natural beauty of the whole county whilst enhancing the built environment
- provide an attractive, high-quality county-wide environment
- enhance the feeling of well-being and social inclusion across the county

Strategically promoting Swansea as a welcoming, healthy, caring place to live work and visit.

WAYS OF WORKING DIFFERENTLY

The Well-being of Future Generations (Wales) Act 2015 ('WFG Act') aims to improve the social, economic, environmental and cultural well-being of Wales. It makes those public bodies, such as LAs, Local Health Boards, Public Health Wales NHS Trust and the Welsh Government think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.

It means these public bodies must do what they do in a sustainable way. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. To make sure we are all working towards the same vision, the WFG Act puts in place

seven well-being goals. Together they provide a shared vision for the public bodies listed in the WFG Act to work towards.

Throughout our own Well-being Plan, our Public Services Board has laid down the principle of five ways of working that this council should follow when carrying out sustainable development. These are:

- looking to the long term so we do not compromise the ability of future generations to meet their own needs;
- taking an integrated approach;
- working with others in a collaborative way to find shared sustainable solutions;
- involving a diversity of the population in the decisions affecting them;
- acting to prevent problems from occurring or getting worse.

Following these strategic aims will help us work together better, avoid repeating past mistakes and tackle some of the long-term toilet challenges that Swansea is facing.

Acknowledgements

The following represent a selection of the resources that have proved useful in compiling this report. There is a large array of material available via the internet, and that 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 Standards – Sanitary Installations (BS6465-Part 1-4)
Public Conveniences: Policy, Planning, Provision, April 2001
Inclusive Mobility – access to pedestrian and transport infrastructure Department for Transport
Knowledge Bank on Toilets ENCAMS

General Studies and Reviews

An urgent need – London’s public toilets - London Assembly Health & Public Services Committee.
Who Put the P in Policy? 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 & healthy living – the need for accessible loos Prof J Hanson LA 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
Health impact assessment – Draft Older People’s Strategy - Clara Fletcher April 2007
Taking control of incontinence, 2007 - Help the Aged
Nowhere to go – public toilet provision in the UK, 2007 - Help the Aged
Danfo (UK), Mr Ross Longbottom - www.danfo.co.uk
Healthmatic, Mr Piers Dibben - www.healthmatic.com
Improving Public Access to Better Quality Toilets, Westminster 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

British Toilet Association:	www.btaloos.co.uk
Changing Places:	www.changing-places.org
Crohn's & Colitis UK	https://www.crohnsandcolitis.org.uk
Muscular Dystrophy UK	https://www.muscular dystrophyuk.org
ENCAMS:	www.encams.org
Chartered Institution of Wastes Management:	www.ciwm.co.uk
Age Cymru:	www.ageuk.org.uk/cymru
Department for Transport:	www.dft.gov.uk
British Standards Institute	https://www.bsigroup.com
National Consumer Council:	www.ncc.org.uk
World Toilet Organisation:	www.worldtoilet.org
Danfo UK	www.danfo.co.uk
Healthmatic	www.healthmatic.com

Grateful thanks are extended to all the officers and management of councils and private organisations and also to the members of the BTA who gave freely of their time, knowledge and expertise to assist in the completion of this study. Their invaluable guidance and input was much appreciated.

Council would like to express its thanks to the BTA Management Team for collating and verifying a significant amount of content, ideas and suggestions to help council formulate this strategy. This organisation has also expressed a keen interest in working with council, and their partners, in the development of the working groups and supporting our strategy's initial inception.

Further information and clarification can be sought from:

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