


**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel  
Recommendation Action Plan – Annual Report – 28 January 2015**


<b>Scrutiny Report Recommendation No. 1 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recommends that Brighton &amp; Hove City Council develops an action plan for publicly accessible toilets in the city. This plan should be led by Cityclean, but draw on contributions from services such as Property &amp; Design, Licensing and Planning where appropriate. While the plan is held by the council it will also be a partnership document which sets out how they will work with public sector partners, the community and businesses to maintain the capacity of this service.</p> <p>The action plan would cover both toilets owned directly by the council and other facilities which are publicly accessible, such as those in our Use Our Loos scheme. The action plan would come under the oversight of the Assistant Chief Executive, to ensure that all the relevant council services contribute to this plan.</p>	Jan Jonker	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b></p> <p>The provision of public toilets will continue to face budget pressures. The scrutiny has identified that the current provision in the city is good with the council topping the national awards for provision of public toilets. It has also identified the importance of good provision to residents and visitors to the city.</p> <p>The challenge is how to maintain provision, improve or change the provision through engagement with the business community, in particular the hospitality, tourism and health sectors. The question has been asked if/how provision can be extended, in particular in relation to the night time economy.</p> <p>The Action Plan will review the current provision of public toilets and as far as possible identify the resources required to retain provision and alternative ways of providing in future. The Action Plan needs to be flexible as any recommendations accepted in principle are subject to future challenge under the ongoing strategic review of our property assets and services.</p> <p>The scrutiny has identified a number of alternative options for future provision. The feasibility of these will be tested as part of the action plan which will inform if and how they can help reduce the pressure on the service in future.</p> <p>The time-scale for the completion of the action plan is June 2014.</p>		
<p><b>Progress at January 15 – short commentary by service lead:</b></p> <p>Work on the action plan is progressing as set out in this document.</p> <ul style="list-style-type: none"> <li>• Trialling chargeable toilets on the seafront</li> </ul>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Amber</b>  </p>	

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<b>Scrutiny Report Recommendation No. 1 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<ul style="list-style-type: none"> <li>• Trialling water efficient flushing systems in the toilets in Pavilion Gardens</li> <li>• Commencing structural and access surveys of all facilities to inform future decisions regarding the service, including investment decisions</li> <li>• Reviewing alternative provision, eg pop up urinals</li> </ul> <p>Feedback on these actions is set out in detail under the relevant recommendations.</p> <p>The action plan, which will inform the future delivery of the service will be completed by June 2015. The delay is due to the scope of work being more significant than originally anticipated.</p> <p>The extent of toilet provision is being reviewed as part of the budget setting process.</p>		

<b>Scrutiny Report Recommendation No. 2 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recommends that this action plan contains, or is based upon a business plan for the toilets which are directly owned by the council. This business plan would need to:</p> <ul style="list-style-type: none"> <li>• Clarify what revenue and capital expenditure is required per toilet for the next 15 years. This should cover as a minimum the cost of management and day-to-day maintenance (including responsive maintenance and cleaning) and future planned maintenance. This should include in-house costs and contractor costs. This would enable the council to identify the most cost-effective way of managing these assets.</li> <li>• Clarify what was the cost of providing publicly accessible toilets in 2012/13, including both the capital and revenue expenditure and which service, and budget heading, is responsible for each key aspect of the service.</li> <li>• Ensure a stock condition survey is carried out by Property &amp; Design of all the toilets directly owned by the council to identify a</li> </ul>	Jan Jonker /Angela Dymott	Geoff Raw

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<b>Scrutiny Report Recommendation No. 2 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>plan of future maintenance.</p> <p>The information in the action plan would inform the strategic, and budget, decisions about publicly accessible toilets. It would enable decisions to be made in relevant areas such as:</p> <ul style="list-style-type: none"> <li>• Investment</li> <li>• Disposal of sites</li> <li>• Change of use</li> </ul> <p>Alternative means of provision.</p>		
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted in Principle</b></p> <p>Accurately projecting revenue and capital costs for the provision of public toilets for the next 15 years will be difficult. The main revenue costs are the servicing of the toilets by Wettons and utility costs. The Wettons contract will be re-tendered in 2017 and future costs will not be known until this exercise has been completed.</p> <p>The action plan will however inform the procurement process to ensure that as far as possible it meets the future needs of the service. The procurement process will encourage alternative models of service provision which have investment and income related outcomes to minimise the cost to the authority.</p> <p>Many of the council’s public toilets are in old buildings which will require substantial investment if they are all to be retained for the next 15 years. The council’s asset management plan &amp; corporate property and building maintenance strategy sets out the process and priorities through which properties are reviewed and challenged to ensure they are fit for purpose . The property performance of operational buildings is evaluated on a decision matrix to identify properties for disposal, in poor condition requiring significant investment, unsuitable for current use and alternative/ change of use options.</p> <p>A high level stock condition survey is to be carried out on all the toilets owned directly by the council to assess their property performance and identify which buildings are fit for purpose and those requiring substantial investment. This will inform the future strategic and budget decisions about public toilets.</p>		
<p><b>Progress at January 15 – short commentary by service lead:</b></p> <p>The existing Wettons contract is being reviewed in detail to identify potential efficiency improvements and to inform the procurement process once the existing contract expires in 2017.</p> <p>A stock condition survey under asset management processes has been undertaken of 41 stand-alone toilets to ascertain condition over a 5 year period.</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b></p> 	

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<b>Scrutiny Report Recommendation No. 2 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The overall condition of the toilets is generally satisfactory and a total of planned maintenance investment over this period is estimated at £1.3m.</p> <p>The total for a 10 year period is estimated at £1.9m, although this is likely to increase as more defects become apparent through age and frequency of use over the 5 year period. The panel are reminded that planned maintenance investment for stand-alone toilets has no allocated council budget with redecoration and day-to-day maintenance covered under the cleaning contract. Figures above exclude these costs as well as routine management and utilities.</p> <p>The condition survey information needs to be considered in conjunction with suitability survey information and each public toilet has been given an overall rating based upon suitability and the mean average of planned maintenance costs . This information can be combined with a mapping exercise that considers location and footfall usage of each site to determine whether each site should be considered for disposal, investment or alternative use.</p> <p>The above information will inform the Action Plan which is expected to be completed by June 2015.</p>		

<b>Scrutiny Report Recommendation No. 3 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recommends that this action plan includes a statement of the council’s commitment to enabling public access to toilets in its own properties.</p> <p>The panel believes that providing public access to the toilets in its own buildings should be the default position, where practicable and safe. So the suitability of providing public access to toilets should be assessed when the council either renovates an existing building or opens a new building. Where it is not possible to provide public</p>	Angela Dymott	

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<b>Scrutiny Report Recommendation No. 3 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>access in a council building, a clear explanation of the reasons should be incorporated into the action plan.</p> <p>Where toilets in council buildings are publicly accessible, the panel believe that it is important that they are clearly signposted and advertised so that the public are aware that they can use these facilities (see p45).</p>		
<b>Council Response (July 2013)</b>		
<p>As the council's current Wettons contract is a day to day management contract it does not support the long term maintenance of the council's public toilets stock.</p> <p>Where public toilets are located in main administrative buildings, libraries and the like, the buildings are covered by the council's planned maintenance programmes of work, prioritised through the corporate property objectives and building maintenance strategy. These look at the council's core operational buildings those that contain the priority service functions, ensure maximum return, require minimum maintenance and have a large public footfall.</p> <p>It must be recognised that public toilets fall within the non-core service operational category:- an asset to be in a condition to meet minimum and statutory requirements.</p> <p>Where public toilets are located within the council's main office buildings it will look to support this provision where practicable and safe and this will be assessed on a case by case basis when these buildings are being refurbished and/ or extended. Provision where possible will review relevant signage, as part of the overall building business case which will focus on the significant costs associated with statutory compliance, health &amp; safety, security issues and other relevant impacts on costs.</p> <p>In a climate of acute financial constraints it is necessary for the council to look at its service priorities as a whole and to consider alternative public toilet provision through partnership investment, regeneration sites and local planning requirements.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>As Corporate Landlord , we continue the ongoing assessment of public toilet provision located within council buildings. The previous response above covers the corporate landlord position.</p> <p>Where public toilets are located within the council's main office buildings it will look to support this</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b>  </p>	


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<b>Scrutiny Report Recommendation No. 3 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>provision where practicable and safe and this will be assessed on a case by case basis when these buildings are being refurbished and/ or extended. Provision where possible will review relevant signage, as part of the overall building business case which will focus on the significant costs associated with statutory compliance, health &amp; safety, security issues and other relevant impacts on costs.</p> <p>In a climate of acute financial constraints it is necessary for the council to look at its service priorities as a whole and to consider alternative public toilet provision through partnership investment, regeneration sites and local planning requirements.</p>		

<b>Scrutiny Report Recommendation No. 4 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel welcomes the intention of Cityclean to refocus the Use our Loos scheme in order to link it to the Can't Wait Card.</p> <p>The panel agrees with the service's plan to start by exploring the possibility of re-launching this scheme in partnership with GPs surgeries, then work to spread this scheme out across other suitable outlets in the city</p>	Jan Jonker	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b></p> <p>The Council has been running the Use our Loo scheme for several years. It currently has 21 businesses and organisations taking part in the scheme. In 2012 a concerted effort was made to increase the number of businesses taking part in the scheme, however, the level of interest was low.</p> <p>The scrutiny panel heard evidence from small businesses explaining some of the issues that prevent them from joining the scheme.</p> <p>Officers will consult with colleagues in Public Health to explore use of the 'Can't Wait Card' to allow people access to their toilets as well as looking at other outlets.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>Informal discussions held with Public Health</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p>	


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<b>Scrutiny Report Recommendation No. 4 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>suggest many NHS sites would be able to provide access to their toilets to people with the 'Can't Wait Card'.</p> <p>Further work required to assess scope and how this service can be publicised.</p>	<p><b>Amber</b>  </p>	

<b>Scrutiny Report Recommendation No. 5 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recommends that effective consultation is carried out with service users before building new toilets. This is especially true when building toilet provision for people with disabilities, for example to ensure that the location and type of toilet will meet their needs</p>	<p>Jan Jonker</p>	
<p><b>Council Response (July 2013)</b></p>		
<p>All new toilets will be wheelchair accessible and officers will work with stakeholders such as the Federation for Independent Living when designing new facilities.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>Two new sites have been opened since the scrutiny report, the West Pier Arches and the toilets on The Level which include a Changing Places toilet.</p> <p>The West Pier Arches toilets have one fully accessible unit which is accessed by RADAR key separately. No charge is made for use of the accessible unit, there is a charge for the main toilets.</p> <p>The toilets were designed jointly between the architects and BHCC using national guidance to ensure the accessible toilets were DDA compliant</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b>  </p>	

<b>Scrutiny Report Recommendation No. 6 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>


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<b>Scrutiny Report Recommendation No. 6 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recognised the importance of the Changing Places provision to provide toilets for those with profound and multiple disabilities.</p> <p>They recognise that the council is not likely to be able to provide any more Changing Places toilets itself, since they have built one of these toilets and are currently building another. So the panel would like to see Changing Places toilets, or other kinds of wheelchair accessible toilets, included where possible in private developments.</p> <p>The council should work with work with partners such as Network Rail to identify further funding opportunities to develop these kinds of provision. Examples include European Funds, organisational funds related to Corporate Responsibility and the City Plan. The aim should be, where possible, to situate such toilets in high use areas such as Churchill Square and railway stations.</p>	Liz/ Rob	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted in Principle</b></p> <p>The panel recognises the importance of changing places toilets for people with profound and multiple disabilities. Installing these facilities is costly, has specific requirements eg in terms of space and need to have an attendant on site to allow access.</p> <p>As part of the action plan opportunities for funding will be explored and potential partners approached regarding the possibility of installing more Changing Places facilities.</p> <p>In the current economic climate funding opportunities for Changing Places facilities are likely to be limited.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>No further funding opportunities have been identified for Changing Places toilets.</p> <p>As part of the i360 development public toilets will be provided which include accessible toilets.</p> <p>Strategic opportunities to provide changing places toilets (which are likely to be associated with larger publicly accessible developments) will be identified in Part 2 of the City Plan (which deals with specific</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b></p> 	



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<b>Scrutiny Report Recommendation No. 6 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
sites and site requirements). Sites close to the Town Centre and the Eastern seafront will be prioritised. Specific opportunities may be identified during production of planning briefs		

<b>Scrutiny Report Recommendation No. 7 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel felt that evidence submitted to them highlighted a number of reasons why small businesses in the city, such as independent retail outlets, are not likely to be suitable for inclusion in the Use our Loos scheme.</p> <p>However the panel feel that it was important to explore whether other businesses, such as cafes and pubs, could be encouraged called upon to contribute to publicly accessible toilet provision</p>	Jan Jonker	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b></p> <p>Please refer to response to Action 4 above. Officers have actively tried to recruit businesses including cafes and pubs to the Use Our Loo Scheme but many of them are reluctant for a range of reasons which have come to light as part of the scrutiny. Based on discussions with businesses in the hospitality sector they wish to retain their toilets for the exclusive use of their customers.</p> <p>Officers will explore use of the ‘Cant Wait’ card to allow holders access to toilets in GP surgeries and other buildings (Action 4). Other businesses will continue to be encouraged to join the scheme although uptake is expected to be low.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>Efforts have been made to recruit new businesses to the Use Our Loo Scheme, but with no significant success for the reasons highlighted as part of the evidence gathered during scrutiny.</p> <p>As an example, the café in Stoneham Park which was part of the scheme experienced problems with the numbers of non-customers wanting to use their toilets highlighting some of the issues experienced.</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b>  </p>	


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<b>Scrutiny Report Recommendation No. 8 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>Evidence to the panel demonstrated the impact of the night time economy and the potentially unmet needs that arise from it in relation to toilets. The panel understood why traditional publicly accessible toilets were not open 24 hours, for reasons of cost and vulnerability to anti-social behaviour (ASB).</p> <p>However the action plan should consider what kind of provision is needed after public toilets close and the ways of securing funding for this. Innovative ways of meeting the need could include temporary toilets or ‘pissoirs’</p> <p>The council should meet with the hospitality and retail sectors to explore if there are any means to grow night time provision. It is also crucial for the council, particularly Regulatory Services, to liaise with the police to assess the potential of the Late Night Levy.</p>	<p>Tim Nicholls</p>	<p>Tom Scanlon</p>
<p><b>Council Response (July 2013)</b></p>		
<p><b>Recommendation Agreed in Principle but implementation dependent on decision to implement levy by full Council and prioritisation of limited resources should it be implemented.</b></p>		
<p>The decision to introduce the levy is for the full Council of the licensing authority to make. The licensing authority is expected to consider the need for a levy with the chief officer of police and police and crime commissioner (“PCC”) for the police area in which it is proposed the levy will be introduced. When considering whether to introduce a levy, licensing authorities should note that any financial risk rests at a local level and should be fully considered prior to implementation.</p>		
<p>The levy may not generate enough revenue to make it cost effective to collect as a viable option. The Council as licensing authority can deduct the costs it incurs in connection with the introduction or variation, administration, collection and enforcement of the levy, prior to the levy revenue being apportioned. Before formal consultation the licensing authority should discuss the need for a levy with the relevant PCC and the relevant chief officer of police. The net levy revenue must be split between the licensing authority and the relevant PCC. The licensing authority must pay at least 70 per cent of the net levy revenue to the police. There are no restrictions on what the PCC’s portion of the levy revenue can be spent on, in line with standard practice on the allocation of police funds. The Home Office recommends that the PCC</p>		


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<b>Scrutiny Report Recommendation No. 8 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>should consider allocating the funds raised from the levy back to local commanders to allow the revenue to be spent on tackling alcohol-related crime and disorder in the area in which the levy was raised. The licensing authority will be able to retain up to 30 per cent of the net levy revenue to fund services it provides to tackle late night alcohol-related crime and disorder and services connected to the management of the night-time economy. Specifically, these activities must have regard to the connection with the supply of alcohol during the late night supply period and related to arrangements for:</p> <ul style="list-style-type: none"> <li>• the reduction of crime and disorder;</li> <li>• the promotion of public safety;</li> <li>• the reduction or prevention of public nuisance; or</li> <li>• the cleaning of any relevant highway or relevant land in the local authority area.</li> </ul> <p>Identified local priorities include taxi marshalling and “Safe Space”. There would be competing priorities for limited funds, if the decision was made to introduce.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>There is no funding within base budgets for temporary toilets or ‘pissiors’. The cost for the installation of ‘pop up’ urinals is around £50,000 per unit.</p> <p>Licensing Committee has received two reports on the late night levy.</p> <p>The Alcohol Programme Board has kept the levy under review in strategic domain group 3 (managing the night time economy led by Sussex Police Chief Inspector for Operations).</p> <p>Sussex Police are reviewing other areas where the levy has been introduced, primarily to identify a secure funding stream for taxi marshalling rather than funding public conveniences.</p> <p>It is recommended that this action is not pursued any further as it is unlikely to be successful due to other resource pressure in managing the night time economy.</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Red</b>  </p>	

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<b>Scrutiny Report Recommendation No. 9 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recommend that the City Plan is updated to include a statement of priority regarding publicly accessible toilet provision. This is seen by the panel as a key means of securing new provision of this service.</p> <p>The City Plan could specifically outline the expectation that appropriate developments, such as large tourist developments or supermarkets, enable general public access to their customer toilets. This would not be additional provision, but designing the toilets which were already built so that they are publicly accessible.</p>	/ Rob Fraser Liz Hobden	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted in Principle</b> A policy on the provision of public toilets will be considered for Part 2 of the City Plan work on which will commence towards the end of 2013.</p> <p>It may be more appropriate to include requirements for public toilet provision in development briefs for a specific location and scale of development.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>The infrastructure delivery plan (which is Annex 2 of the City Plan Part 1) identifies Public toilet facilities as important infrastructure which should be secured on site where appropriate through developer contributions (S.106) agreements.</p> <p>The proposed removal of the recession measures (see committee report to EDC committee January 2015 ) may enable a requirement for appropriate developer contributions for new developments to be introduced. The technical guidance paper on S.106 Developer contributions is due to be updated in 2015. If this is undertaken a contribution toward, or provision of, public toilets and/or changing places toilets could be considered in appropriate locations.</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Amber</b> </p>	
<b>Scrutiny Report Recommendation No. 10 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
The panel was pleased that the council had succeeded in leasing a number of park cafes to include either new toilet provision within the café building or to incorporate existing adjoining public toilets into the lease.	Jan Jonker	Geoff Raw

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<b>Scrutiny Report Recommendation No. 10 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>This then releases funds to be used elsewhere on the toilet service. The panel recommends that the action plan sets out the intention of the council to work towards a situation where all park cafes take on the responsibility for the toilets, where this is practicable and would not jeopardise the leasing of the café.</p>		
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b> Including the requirement to provide toilets in café leases is a cost effective way to maintain provision. This has been successfully achieved in Park, Wild Park, Aldrington Recreation Ground</p> <p>Locations will be assessed for suitability :- whether it is technically possible ie access to drainage or nearby sewers , footfall, the café opening times and the proximity of the toilets to the café. The option will be evaluated for all sites as and when leases come up for renewal or when options for renegotiation arise.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>The number of cafes in parks which are suitable for taking over public toilets are limited, and it is unlikely further sites will come up in future.</p> <p>The model does not work for all sites, as evidenced by the recent problems in Stoneham Park, where high demand for the toilet by children in the park is having an impact on the running of the café.</p> <p>This recommendation will be kept under review and if new opportunities arise these will be pursued. It is however unlikely that many more suitable sites will become available.</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b> </p>	


<b>Scrutiny Report Recommendation No. 11 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel welcomed the toilet provision that was to be secured by the Community Interest Company, in the renovation of the Open Market, and expects other innovative, partnership solutions to be sought by the council to either improve, or increase, toilet provision in the city.</p>	Jan Jonker	Geoff Raw

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<b>Scrutiny Report Recommendation No. 11 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
Any programme of such schemes should be included in the action plan.		
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted in Principle</b> Implementation of this recommendation is subject to incorporation of a new policy in the City Plan (see 9 above). Until or unless such a policy is in place implementation will be subject to voluntary co-operation and negotiation at the early design stages.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>The Open Market toilets are now open and include one accessible toilet. The site is maintained by the management company.</p> <p>Please refer to action 9 for progress on City Plan</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Red</b> – Off target and not likely to come back to on target performance by year end without intervention  <b>Amber</b> – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)  <b>Green</b> – On or above target</p>	


<b>Scrutiny Report Recommendation No. 12 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel recognises the importance of providing the best and most up-to- date information on the publicly accessible toilets in Brighton &amp; Hove. The panel would like to see resources allocated for providing local data on this service to facilitate the collation of national or international online information.</p> <p>In addition, enabling VisitBrighton and other</p>	Jan Jonker	Geoff Raw

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<b>Scrutiny Report Recommendation No. 12 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>services to provide up to date information on this service to tourists and residents in a range of formats (for example social media, websites, apps and printed material if practicable).</p> <p>The panel also recommend that the signage to, and at, toilets is as clear as possible, while at the same time recognising the need to reduce street clutter and utilise existing ‘finger signage’.</p>		
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b></p> <p>There is a significant amount of information already available regarding toilet provision in the city:</p> <ul style="list-style-type: none"> <li>• A list of facilities with opening times is available on line</li> <li>• There is a mobile phone app which holds a national database of public toilets includes facilities in BHCC and is regularly updated</li> <li>• Location maps in central parts of the city include toilet locations</li> <li>• On the sea-front ‘tear drop’ flags are used to highlight toilet locations, particularly on busy days.</li> <li>• Many pedestrian directional signs (including in parks) already contain information about toilet locations</li> </ul> <p>Further work will be undertaken with partners including VisitBrighton to promote the locations of public toilets.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>An up to date list of toilets was included in the City Map for this year and we are in contact with the Changing Places national database and the Great British Public Toilet Map.</p> <p>A trial of pavement vinyls is being carried out on the seafront to direct users to our Colonnade toilets on Madeira Drive, we hope to trial these before the busier Summer months and the design is being finalised by DPS. They will incorporate the Changing Places facility.</p>	<p><b>Status</b></p> <p><b>Green</b></p> 	

<b>Scrutiny Report Recommendation No. 13 (Jan 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel suggest that the council assesses the practicability of charging for toilets, either across the whole city or identifying any sites where it would be possible and/or worthwhile. This could</p>	Jan Jonker	Geoff Raw


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<b>Scrutiny Report Recommendation No. 13 (Jan 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>involve examining areas such as the seafront or Pavilion Gardens where this model could work, rather than just individual sites as this may not prove effective. The assessment could be then be referred to when building new sites or renovating existing sites so that the necessary equipment could be fitted, if it was financially viable.</p>		
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b></p> <p>The council previously charged for toilets at the bottom of West Street on the sea front. A second attendant was required to collect the monies and the cost exceeded the income.</p> <p>Automated payment entry systems are now becoming more common, for example at stations. Their use is dependent on there being enough room to install them and ensuring the toilets remain accessible for wheelchairs and buggies. They do require an attendant for these reasons and are only cost effective at busy sites.</p> <p>Many of the council’s current facilities would be physically unsuitable for the installation of payment barriers or require extensive modification.</p> <p>New toilets are being installed under the arches by the West Pier and the feasibility of and business case for installing charging mechanisms will be considered along with other sea front toilets and Pavilion Gardens.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>The West Pier Arches toilets on the sea front opened in June 2014. Following the scrutiny charges were introduced for these toilets (with the exception of the accessible toilets).</p> <p>The charge was set at 30p and between June-September this generated £3,573 in income. The toilets have been closed temporarily during the construction of the i360, but based on the income generated to date the annual income from this site is likely to be around £8,000 per year, taking in to account usage will be significantly lower in the winter months. However, other sites do have more footfall and have the potential to raise significantly more income.</p> <p>The cost of installing the barriers was £25,000, and toilets with barriers do require an attendant on site or an attendant able to reach the site quickly to</p>	<p><b>Status - (note status indicates progress by January 2015)</b></p> <p><b>Green</b></p> 	



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<b>Scrutiny Report Recommendation No. 13 (Jan 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>deal with access problems/ customers not being able to get out which increases revenue costs. The toilets also need to remain accessible, which means not all sites will be physically suited to the installation of barriers.</p> <p>The feasibility of installing charging mechanisms in some other busy sites, like Royal Pavilion Gardens is being investigated.</p> <p>Based on the evidence collected to date, introduction of charges can help reduce the cost of providing public toilets, but for the reasons set out above, charging will not cover the whole cost of toilet provision.</p>		

<b>Scrutiny Report Recommendation No. 14 (July 2013)</b>	<b>Service Lead</b>	<b>ELT Lead</b>
<p>The panel were impressed by the work of the BHLINK Toilet user group and hope that this kind of consultation with service users can remain under Healthwatch.</p>	Jan Jonker	Geoff Raw
<b>Council Response (July 2013)</b>		
<p><b>Recommendation Accepted</b> Council officers work closely with stakeholders including BHLINK who provide valuable information.</p>		
<p><b>Progress at January 2015 – short commentary by service lead:</b></p> <p>BHLINK no longer exists as an organisation. Work is underway to re-establish a stakeholder group for consultation and engagement purposes with a view to achieving this through Healthwatch.</p>	<p><b>Status - (note status indicates progress by</b></p> <p> <b>Amber</b></p>	

