

# A provision strategy for public toilets in Bath & North East Somerset

## 2011 – 2026

(to be reviewed every 5 years)

December, 2011

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**Bath & North East  
Somerset Council**

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# 1 Introduction

In an area of 570 square kilometres, Bath & North East Somerset is home to about 179,700 people (2010 mid-year estimate) with over 50% living in the towns and countryside areas outside Bath. The district is made up of different settlements each with their own character and function, as well as an attractive and distinctive surrounding countryside. A significant proportion of the district is designated as an Area of Outstanding Natural Beauty (AONB) and is in the Green Belt.

The city of Bath is a [World Heritage Site](#) in which tourism is a major economic activity, (worth around £450m a year). Nearly 8,500 jobs are supported by the 759,000 staying visitors and 3.7 million day trips made by people to the area, many of whom are from overseas. There is a concentration of jobs in other service industries, including central government offices and several higher education establishments.

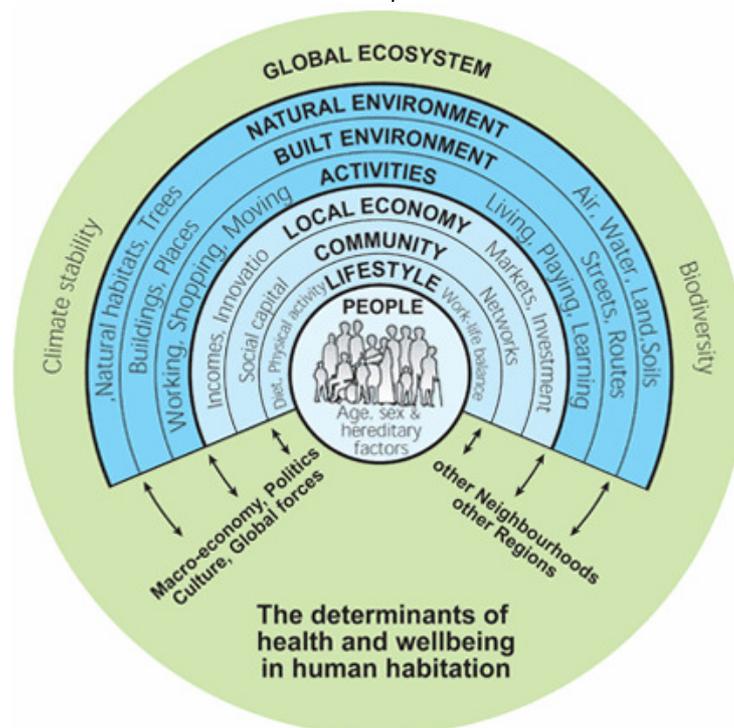
Further information on the district's key characteristics can be found in the [Core Strategy](#) documents.

# 2 Why do we need toilet facilities?

Wherever people go, outside of their own home, toilet facilities are needed for the enjoyment of the area by visitors and also residents who may be some distance from their home. They can make a significant impact upon the comfort of individuals and families who visit public spaces and their perception of the area as a desirable place to visit.

## Diagram – determinants of health and wellbeing

Source: Bath & North East Somerset NHS and Local Development Framework



The provision of public conveniences has implications for public and individual health, transportation, crime prevention, urban design, economic and cultural development and

social equity and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who goes to shopping centres, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who moves about on foot, or bicycle, car, van, lorry or public transport, whether for work or pleasure.

In summary, everyone who goes "away from home" for some reason. And of course that includes those with particular needs like babies and children, older people, people with disabilities or poor health, and also overseas tourists and visitors to our villages, towns and city.

You can find more information on the Communities and Local Government document "Improving Public Access to Better Quality Toilets - a strategic guide" (March 2008) via this [web address](#).

### **3 Who provides public toilets?**

Local councils are no longer the only providers of toilet facilities and the below describes other providers and options. A combination of these forms part of this provision strategy to help achieve the aim and objectives outlined later on page 8.

#### **A - Council-owned**

##### *Stand-alone – council-managed or outsourced*

These are what many people would consider traditional public toilets. They have usually been stand-alone, purpose-built buildings providing separate areas for Ladies, Gents and more recently an accessible unit for disabled people. The local council has usually been responsible for the maintenance, management and cleaning, either by in-house staff or a contractor and often across different services, for example Property and Street Cleansing.

We have a portfolio of mature public toilets which, while generally satisfying user basic needs historically, are not now all best equipped for current needs, according to the recent British Toilet Association (BTA) survey report. Details of the facilities like this provided by the Council can be found on [this web page](#) and a list in Appendix 2.

##### *Within council facilities and offices*

Toilet facilities may be made available to the general public where the individual location access and circumstances allow, such as libraries, sports centres and ordinary council offices. This has often been part of a wider need to ensure that all services offered are accessible by all members of the community.

#### **B - Commercial / Retail sector provision**

Many toilet facilities provided by commercial and retail businesses have been primarily or solely for use by customers in the past. Some larger shops in city and town centres understand that people come in to use the toilets and recognise that this may lead to people buying goods whilst inside. Out of town shopping centres and new mixed retail developments now generally make provision for toilet facilities for all visitors and

shoppers. Most visitor and tourist attractions and entertainment venues such as cinema complexes provide toilet facilities. Bus and railway stations often provide toilet facilities as do many car parks.

### **C - Partnership/Community Toilet schemes**

These have been set up by a number of local authorities in partnership with local businesses in a wide variety of places eg Brighton, Sheffield, Chester, Richmond (upon Thames), Oxford, Lewisham, Waltham Forest, Camden and other London Boroughs, Perth & Kinross, Eden (Lake District), York, Cambridge and Cardiff.

There is no recognised standard of provision – local circumstances have dictated how the scheme evolved and budget available to support the initiative.

Some of the common features are:

- Local retailers and other services make toilets accessible to both customers and other members of the public
- Available in addition to existing council-run or other public toilet facilities
- Proprietors reserve the right of admission in exceptional circumstances
- District wide, but particularly city and town centres and other areas where people stay for 2 or more hours
- Safe, clean and accessible toilets, available during the partners' opening hours
- Toilets can be used without having to make a purchase
- Regularly inspected by council officers to ensure they meet appropriate standards
- Marketing and stakeholder provision skills required
- Partnership based communication programme necessary

## **4 The Future**

Providing toilet facilities in separate buildings (and mainly by local councils), has been the model for many decades. This may still have a role in certain circumstances, where there are already facilities there and where a local community wants the facilities.

However there may be increasing benefits from co-located provision in existing buildings wherever possible to reduce some of the negative aspects such as anti-social behaviour and vandalism and the associated costs.

Alongside commercial providers in significant retail centres with extended opening hours and in entertainment venues and visitor attractions, the case for publicly accessible toilets in a wider variety of community buildings and service centres will become stronger, drawing in a wider range of potential partners to fund and manage them.

## **5 Why do we need this strategy for providing toilet facilities?**

The Parliamentary Select Committee on Communities and Local Government recommended that Local Authorities develop a strategy for the provision of public conveniences in consultation with their local communities. You can read the full Select Committee Report (October 2008) via this [web address](#).

This should contribute toward achieving accessible and clean toilets wherever people live, work or visit. The district is set to grow through new housing developments and through tourism. This is an opportune time to set a framework for providing toilet facilities where they are needed and wanted.

## **6 How has this strategy been developed?**

The Council's Safer & Stronger Communities Overview & Scrutiny (O&S) panel agreed recommendations about carrying out consultation in a report presented to it in January 2009. You can read the whole report via this [web address](#).

A public consultation exercise was carried out between November 2009 and February 2010. The main public consultation was set up on the Council's [online consultation](#) system with a range of documents accessible to read or download and several ways to respond.

The Safer & Stronger Communities O&S panel considered a report on the results of the consultation in [March 2010](#) and agreed recommendations to progress this strategy development.

More recently in [September 2011](#), a draft version of this document was considered by the Planning Transport and Environment Policy Development and Scrutiny Panel, and its comments and clarifications have been included.

## **7 What is the strategy and what will it do?**

This strategy for public toilet provision sets the standards of provision required by the Council and its residents through the public consultation (2009-10), related to quality, quantity and distribution. Any new toilet provision, however it is to be delivered, needs to be demand-driven with the local community involved in the assessment and decision-making.

This strategy will enable resources to be targeted at the areas where public customer satisfaction needs to be improved and where the local community is involved in identifying a need. It will also establish a framework for future provision in a range of ways and by a range of providers.

**It will support and facilitate changes to the way publicly accessible toilets are funded in the following ways, sometimes in combination:**

- developer funding towards major refurbishments of existing toilet facilities
- developer provision of new sets of toilets in or near appropriate housing or commercial (retail, entertainment) developments
- local partnership and sponsorship working with retail, hospitality and other businesses
- innovative solutions in joint arrangements with toilet industry providers
- business case-supported capital/revenue investment by the Council
- extended use of planning and licensing policies

When we say provide or facilitate in the aim and objectives on the following page, we mean that the Council will give leadership and support where possible to enable publicly accessible toilets to be in place. The strategy will undergo a review every 5 years to ensure it remains up-to-date and valid.

## **8 How does it fit with other Council priorities and services?**

The Council is committed to a clear [vision](#) in which Bath and North East Somerset is a distinctive place with vibrant communities and equal opportunity for everyone to fulfil their potential.

This public toilet provision strategy can contribute to that, supporting a number of the Council's priorities to make the vision a reality, such as:

- Better lives for young people
- Climate change
- Independence for older people
- Feeling safer
- Sustainable growth
- Transport & public spaces

More than that, as described earlier, publicly accessible toilets are needed by every one of us at some point when we're "away from home" and so provision touches on every other area of the Council in some way and to some degree.

As part of the national healthcare changes, there is a closer relationship between the Council and NHS B&NES (the new name for the Primary Care Trust) and the new social enterprise for health care delivery, Sirona Health & Care.

The joint [Health and Wellbeing Partnership Board](#) is responsible for the development of strategy and performance management of adult health and social care, children's health and social care and public health. In anticipation of the future transfer of responsibility for public health to the Council, a clear policy will also contribute to improving public health and reducing health inequalities through the priority of:

- Health and wellbeing

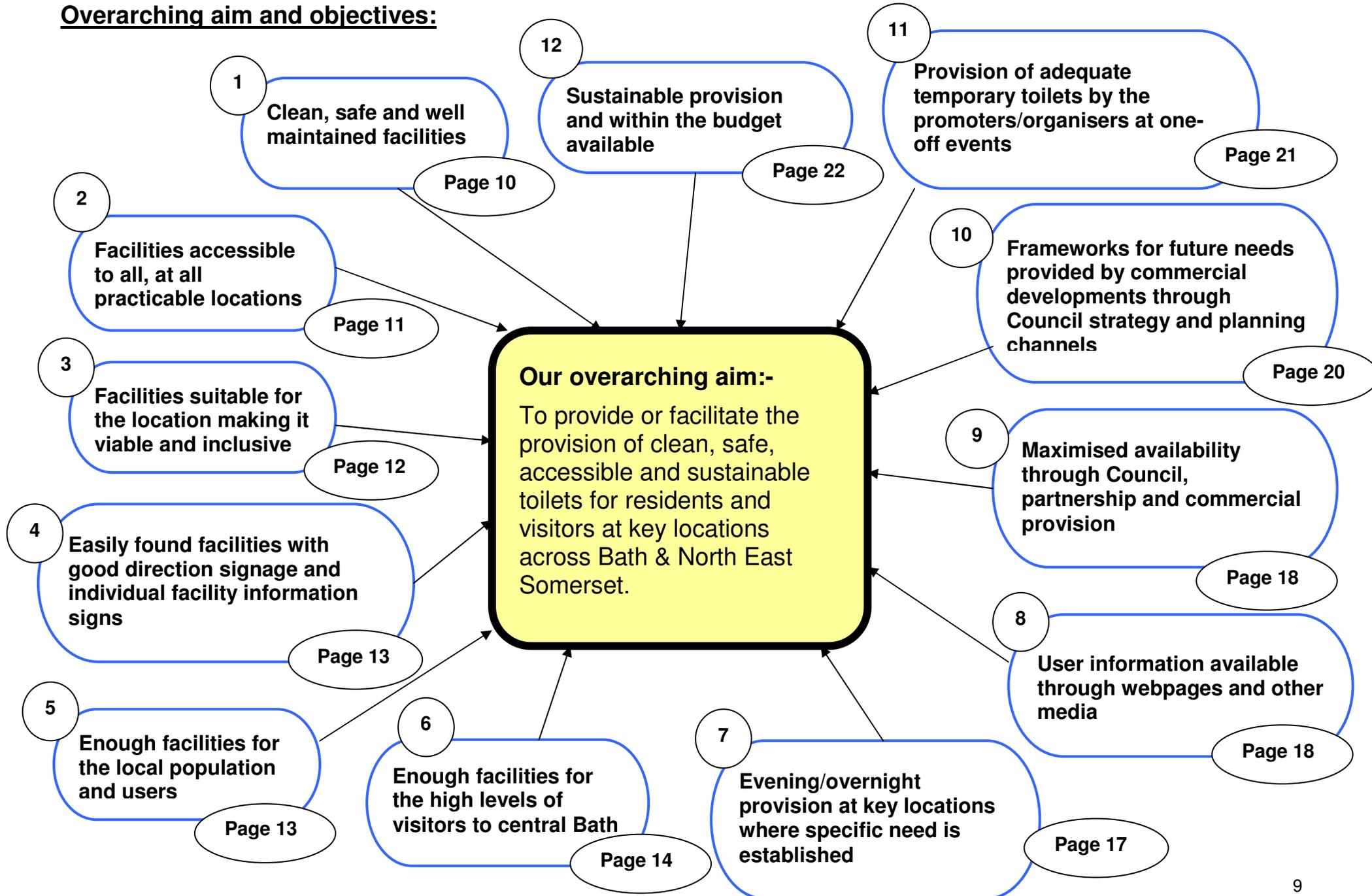
Value for Money, Resources and Delivery are the core values which support the Councils' vision and priorities. The [Corporate Plan](#) represents the Council's high level strategic plan and sets out the Council's objectives and targets to achieve its vision and priorities.

It also refers to its available resources and how they will be managed, using a robust and systematic approach to managing and using our resources to deliver value for money and better and sustainable outcomes for local people. All Council spend and including that on its public toilets through Neighbourhoods and Property Services will be subject to the annual revenue budget and medium term service and financial planning processes.

## **9 What are the overarching aim and objectives?**

We consulted on the overarching aim and headline objectives shown in the chart on the following page, and which gained support.

**Overarching aim and objectives:**



## 10 Description of objectives and actions to deliver

1	<b>Clean, safe and well maintained facilities</b>
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Table A is a summary of the star grading of each Council-run facility as assessed by the British Toilet Association (BTA) in August 2009. It used a similar scoring method as for the Loo of the Year awards (which the BTA runs). Further information on the BTA can be found on their [website](#).

This part of the survey reviewed the main features of the signage, building and equipment – what there is and what condition it is in. The grading scale is from 5 Star (excellent standard) to 1 Star (very poor). Overall the BTA's conclusion was that the Council-provided toilets compare reasonably favourably with other areas. This table has been updated with the accurate BTA gradings across the 3 areas of the district.

We have carried out works on some of these Council toilet facilities since the BTA survey and more are programmed this year 2011/12. We would anticipate a positive change in these star gradings if the survey was repeated particularly in the West & South area.

**Table A: Summary of BTA Grading results**

Grading-Location	Central Bath	Outer Bath	West & South	Total
5 Star	1	1	1	3
4 Star	8	7	3	18
3 Star	1	2	3	6
2 Star	0	0	0	0
1 Star	0	0	0	0

The BTA survey also reviewed other internal features of the toilet facilities which indicate cleaning and maintenance standards, including such items as dispensers and availability of soap and toilet tissue, hand washing and drying facilities and other comfort fixtures and fittings etc. Responses through the public consultation in 2009/10 suggested that people are prepared to pay for entry to good quality, clean facilities if the income is used to support the facility ongoing.

As key members of the [Local Strategic Partnership](#), the Council has developed excellent relationships with the Police in a number of areas including [Community Safety](#) and through Neighbourhoods working. Working with the local Beat Managers and PCSOs and the Council's Property Services department, measures to reduce vandalism and abuse have been introduced ranging from the use of anti-graffiti paint to targeted surveillance and there are existing legislative powers which can help prevent anti-social behaviour.

<b><u>Actions to deliver</u></b>	<b>Work with Property Services to develop a rolling programme to maintain Council-run facilities at a minimum 3 Star grading or higher where possible.</b>
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<b><u>Objective 1:</u></b>	<p><b>Review cleansing operations and standards on a periodic basis to ensure most efficient and effective within allocated resources</b></p> <p><b>Review existing access fees and introduce entry charges at key public toilets to support the cleansing operations, based on benchmarking with other councils</b></p> <p><b>Carry out a study of the benefits and cost-effectiveness of attended public toilets and including increasing the locations with entry charges</b></p> <p><b>Continue to work with the Police, Community Safety and residents, community groups and others</b></p>
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<b>2</b>	<b>Facilities accessible to all, at all practicable locations</b>
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Within the Council's Equal Opportunities Policy (adopted in 2006) this aim is contained within our commitment to provide services:

- To provide appropriate, accessible and effective services and facilities to all sections of the community without prejudice or bias;

Bath & North East Somerset Council and the Health and Wellbeing Partnership's Single Equalities Scheme has now been developed and can be found via this [web address](#).

The BTA survey reviewed the level of accessibility of the Council's toilet provision and this is reported in Appendix C – Accessible toilets key features matrix (part of the BTA report). The Council has invested considerable funds in a DDA improvement programme including its public toilets over the last 7 - 8 years with works carried out on 19 of its public toilets plus the 3 Automatic Public Convenience (APC) installations.

The APCs are fully compliant units which have the added benefits of deterrents against vandalism and abuse, self-cleaning and automatic locking mechanisms, 24 hour opening, and the income from the entry charge contributes to supporting the technical maintenance and utilities costs.

Discontinuing any further works on the remaining Council public toilets would mean that the DDA Improvement programme would not be completed, to the detriment of disabled groups and other stakeholders.

The BTA report acknowledged that a Changing Places facility ([www.changing-places.org](http://www.changing-places.org)) will be provided at the new Southgate Railway Vaults set of toilets (due to open in Autumn 2012), which is a suitable and recommended location for such a facility.

<b><u>Actions to deliver Objective 2:</u></b>	<b>Work with Property Services to bring forward DDA compliance to the remaining public toilets</b>
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	<p><b>Maintain the profile of the need for accessible toilet facilities wherever practicable in small and large retail, leisure and office developments</b></p> <p><b>Explore the opportunities with Parking and with organisations like Crohn’s and Colitis UK and its Can’t Wait card, and Blue Badge schemes to provide better emergency and urgent access to particular illness-sufferers.</b></p>
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<b>3</b>	<b>Facilities suitable for the location making both viable and inclusive</b>
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A previous Executive Member report in 2004 (the [decision entry](#) summary can be found here, the full report is available on request) set out policy and criteria for this – that the Council provision would be primarily for shoppers and visitors in areas of high volume and that all existing public conveniences located in Parks would be retained. Parks attract tourists and residents and can often include childrens’ play areas; it is unlikely that there will be other facilities close by which people can use, whilst enjoying the park.

Local shopping centres/precincts generally include mixed retail shopping which are often small/medium local businesses (rather than large retail chains) and are areas where people are encouraged to stay for a length of time.

Transport interchanges and key entry points like bus stations and intersection points with numerous bus stops should also be criteria, and this links with [Sustainable Transport](#) and [Tourism](#) initiatives.

In linking with the Public Realm & Movement programme, a design-led approach can be developed to ensure that any new facilities are built and located sensitively to the immediate surroundings.

<p><b><u>Actions to deliver Objective 3:</u></b></p>	<p><b>Maintain the profile of the need for publicly accessible toilet facilities in specific locations and circumstances</b></p> <p><b>Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets where appropriate and desirable</b></p> <p><b>Carry out periodic reviews of the Council-run facilities to take account of changes in the surrounding area affecting the case for provision</b></p> <p><b>Work with the Public Realm &amp; Movement programme and Planning to support suitable and appropriate designs and locations</b></p>
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<b>4</b>	<b>Easily found facilities with good direction signage and individual facility information signs</b>
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One of the areas for improvement, highlighted by the Bath Visitor Survey 2010, is the “availability of public conveniences” and the same survey shows that “signage” was also quoted as a cause for concern previously. This indicator has seen an improvement from previous years’ surveys. This issue was also noted in the BTA survey (2009). You can read more information about tourism in the area via this [link](#) to the Visit Bath official tourism website, where public toilets are included on city centre and parking maps.

The [Public Realm and Movement Strategy](#) Supplementary Planning Document (SPD) adopted by the Council earlier in 2009, includes **Revealing the City through a new Wayfinding and City Information System** - for which the strategy is to develop an integrated, multimodal, user-friendly information and wayfinding system which transforms the user's experience of the city centre both before and during their visit.

This will be articulated through a series of physical and virtual products ranging from online information maps to physical maps and information sheets, to on-street signage and panels, and potentially, to downloadable information accessed via mobile phone technology.

This project is now being delivered on a phased basis over the next 10 years. There have already been 10 way-finding signs installed, with 28 more to follow in early 2012. This links with Objective 8.

The BTA also recommends individual facility signs be fitted on the outside with information like opening hours, contact information for reporting problems and the specific facilities provided inside, such as if there is a baby-changing room.

<p><b><u>Actions to deliver Objective 4:</u></b></p>	<p><b>Continue to liaise with the Public Realm &amp; Movement project</b></p> <p><b>Keep the Council’s webpages up-to-date for access to accurate information by guide and map publishers, residents and visitors</b></p> <p><b>Monitor technology developments for new ways, when and how to convey information</b></p> <p><b>Develop a plan for renewing and updating on-site information signage</b></p>
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<b>5</b>	<b>Enough facilities for the local population and users</b>
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**Population-related provision**

The BTA makes recommendations on the number of toilet facilities needed in an area based on population density, gender mix and footfall. The ideal level is recommended as

1 cubicle per 550 females and 1 cubicle or urinal per 1100 males, which is a ratio of 2:1 in favour of women. One accessible toilet and also one baby change facility should be provided for every 10,000 population.

For Bath & North East Somerset, based on a population of 176,390, as used in the BTA report, and a split of 50% males and 50% females, the calculations of ideal levels are as follows:

**Table C: Council female to male cubicle and baby-changing ratios, Bath & North East Somerset overall:**

	BTA	Actual	New Southgate
Female Cubicles	160	96	107
Male cubicles/urinals	80	157	165
Baby-change	18	10	12

This imbalance of cubicle type against the BTA recommendation is a historic element due to the design and build of the Council's toilet buildings mostly some decades ago. For more detailed information on individual towns in the area, please see Appendix 2.

Any new facilities or substantial remodelling of existing toilets would seek to address the gender imbalance on cubicles, partly through modern design with unisex cubicles.

### Distance-related provision

An additional method of estimating toilet need is through another recommendation that people should not have to walk more than 500m to a toilet facility. The 400m radius was chosen to interpret the BTA recommendation of 500m to a more conservative measure.

Using a 400m radius makes allowance for people not being physically able to walk from one place to another as the crow flies, instead you have to follow the streets and paths around buildings and other structures.

<b><u>Actions to deliver Objective 5:</u></b>	<b>Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets, including unisex facilities, male/female cubicle ratios, and walking distance to access, wherever possible.</b>  <b>Consider cubicle ratios and facilities during Property Services refurbishments of existing Council facilities</b>
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<b>6</b>	<b>Enough facilities for the high levels of tourist visitors to central Bath</b>
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### Tourist/visitor effect – central Bath focus

These are visitor statistics for the area in recent years.

## **Visitors to Attractions - Bath & surrounding area**

	2008	2010
Total visitors to all attractions	<b>1,886,199</b>	<b>2,168,253</b>

*Source: Bath Attractions Survey 2008 and 2010, Heritage Services*

The Roman Baths and Bath Abbey attract the highest numbers of visitors, totalling about 1.2m per year. There are another 9 or 10 attractions in the city and the rest of Bath & North East Somerset which receive substantial numbers of visits per year, between 50,000 and 200,000 each. It is not possible to estimate the ratio between our residents visiting these places and visitors from outside the area, which means there is an element of crossover with the local population numbers.

<b><u>Total Visitor Statistics - Bath &amp; North East Somerset</u></b>	2007	2009
<b>Total Visits</b>	<b>4,425,000</b>	<b>4,467,000</b>
Day visits	3,579,000	3,708,000
Total staying visitors trips	846,000	759,000

*Source: Economic Impact Survey 2007, Value of Tourism Survey 2009, South West Tourism*

These day and staying visitor statistics include at least some of the same people counted as Visitors to attractions above, so again an element of crossover occurs which is difficult to unpick.

### **Population-related provision:**

These statistics clearly demonstrate that there are very significant numbers of people who will have a need for "somewhere to go" whilst visiting our area. The significant number of tourists visiting Bath and the surrounding visitor attractions throughout the year also places considerable additional demands for toilets in central Bath particularly. Using a standard based on resident population only is clearly not applicable for such a situation.

There is a further recommendation that the size of facilities should be adequate for the number of people expected to use the toilets without overcrowding or undue waiting times. The relevant 'population' in an area, when calculating toilet need, should include commuters, tourists and visitors as well as residents. This can be especially pertinent where a facility such as Riverside Coach Park toilets sees peaks and troughs of use according to the arrival of coaches and the time of year.

Therefore, a standard based on Pedestrian flowcount figures with the BTA female to male toilet ratios is applied. Pedestrian flowcounts have been carried out regularly for the Council, commissioned by the Development & Regeneration section of Development & Major Projects. The data has been collected in a certain way to be consistent over a number of years.

## Pedestrian flowcount results with BTA female to male toilet ratios applied, Central Bath

Month/Year	Pedestrian flowcount	BTA - Female cubicles	BTA - Male cubicles
May 2009	37,790	34	17
Feb 2009	49,120	45	22
Dec 2008	75,310	68	34
Aug 2008	42,090	38	19
May 2008	41,750	38	19
Feb 2008	47,360	43	22
	Actual	52	79
	New Southgate	63	87

This shows that current Council provision has a female to male imbalance, with male cubicles and urinals always well-provided. The table also shows that at a peak time of year for visitors - December - when the Christmas market is on, female cubicles are under-provided. This is now addressed by temporary facilities being set up close to the market area, supported by the Bath Tourism Plus funding pot.

In summary, this supports the relatively higher number of Council public toilets in the central Bath area – see Map 1 in Appendix 2, where the quality and distribution standards are also key factors in meeting the expectations of visitors who are being encouraged to visit and importantly re-visit through tourism, leisure and culture festivals, events and other special occasions, for example the [2012 Olympics](#).

### Distance-related provision

The standard of a 200m radius is selected for the city centre of Bath, as being a more appropriate distance, taking account of the city's and relevant population characteristics.

<p><b><u>Actions to deliver Objective 6:</u></b></p>	<p><b>Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets, including unisex facilities, male/female cubicle ratios, and walking distance to access, wherever possible</b></p> <p><b>Input to major redevelopment &amp; infrastructure projects brought forward by the Council to influence appropriate toilet provision</b></p> <p><b>Consider cubicle ratios and facilities during Property Services refurbishments of existing Council facilities</b></p>
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<b>7</b>	<b>Evening/overnight services at key locations where specific need is established</b>
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Anti-social and drug-related misuse, vandalism and graffiti damage to Council public toilets in the past have led to most facilities being locked up at a scheduled time in the early evening to prevent this. Facilities provided by shops and others are normally limited to the place's opening hours for safety and security reasons.

Development of the night time economy and changes in demographics and human activity in city and town centres means they have now become leisure and entertainment hubs rather than predominantly centres for retail/commercial trade. The centre of Bath also has a high number of residential properties in the core of the city in many of the heritage buildings that are such a key feature.

The Purple Flag accreditation scheme is the national 'gold standard' for entertainment and hospitality zones - incorporating aspects of safety, cleanliness and creating more easily accessible city and town centres at night. The Council achieved Purple Flag accreditation in January 2010 and this was retained in [August](#) 2011.

Night time economy growth has led to an increase in alcohol-related anti-social behaviour (acts) which includes 'street fouling' and the need for night toilet facilities. The trial of temporary portable WCs installed by The Abbey/Orange Grove taxi rank 3 nights per week has proved very successful, and received specific recognition in the Purple Flag inspection. Its success is measured by the quantity of urine collected and also decreased disturbances in and around the taxi rank.

However, this arrangement is not considered sustainable in the longer term, and the situation should be addressed to support the night-time economy and the Council's Purple Flag and [Cultural Strategy](#) aspirations, including tourism and leisure activities.

**Population-related provision:** Night-time population has cross-references with resident and visitor data as under Objectives 5 and 6, although there is little separate data available. Information has been gathered by Community Safety related to the Orange Grove taxi rank which recorded 140,000 users, during 2010, during the time periods the taxi marshals were on duty.

**Distance-related provision:** This standard needs to be more closely related to key features that become more prominent during the evening and night. Publicly accessible facilities need to be in close proximity to key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops – see Map 2 in Appendix 2.

<p><b><u>Actions to deliver Objective 7:</u></b></p>	<p><b>Engage in the Local Development Framework and Community Infrastructure Levy programme to influence increased and appropriate night-time provision</b></p> <p><b>Explore opportunities for meeting night-time requirements with the Night-Time Economy Working Group, Community Safety, Tourism, Leisure and Culture, residents, relevant NTE-based</b></p>
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	<p><b>businesses and linkages with the Public Realm &amp; Movement programme</b></p> <p><b>Liaise with Town Councils, business groups and other stakeholders regarding the needs in other towns such as Keynsham, Midsomer Norton and Radstock.</b></p>
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<b>8</b>	<b>User information available through webpages and other media</b>
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Also within the Council's Equal Opportunities Policy is this aim within our commitment to provide services:

To provide accessible information about our services on request;

There is a link here with Objective 4 and the Public Realm & Movement programme which will be bringing forward online information maps, physical maps and information sheets, and potentially, to downloadable information accessed via mobile phone technology.

Our [website](#) includes a public toilets section where you can find a list of the Council-provided toilets and information about the individual facilities. These webpages include a link to the interactive mapping to help people find the exact location if they are travelling to an unfamiliar area.

This information is kept up-to-date for use by other service areas such as Parks & Green Spaces which has links from relevant webpages. It can also be used by the Council and independent publishers of visitor guides, tourist maps etc.

When a Partnership/ Community Toilet Scheme is set up in the future, many of those publicly accessible toilets could also be listed or shown in all these webpages and publications too.

<p><b><u>Actions to deliver Objective 8:</u></b></p>	<p><b>Keep the Council's webpages up-to-date</b></p> <p><b>Liaise with Bath Tourism Plus and guide and map publishers to make sure the most accurate information is used</b></p>
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<b>9</b>	<b>Maximised availability through Council, partnership and commercial provision</b>
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These are some extra ways of facilitating publicly accessible toilet provision:

**Partnership/Community Toilet Scheme** – This has already been referred to on page 5 at the beginning of this document. A scheme like this is to be developed in Bath & North East Somerset.

**Parish/Town Council lease agreements** – Two of the existing public toilets continue to be managed under lease agreements with Parish Councils (Batheaston and Paulton) with financial contribution from the Council. There may be further scope for similar agreements in future.

**Public Protection / Local Government (Miscellaneous Provisions) Act 1976 section 20** - Under this Act, a local authority may require any business classed as a place of entertainment or selling food and drink to the public for consumption on the premises, to provide public toilets. Relevant officers can use powers (if the Act has been adopted) to ensure that public toilets are provided and maintained for public use in relevant commercial premises.

**Public Protection / Late Night Levy** (an emerging power for licensing authorities in 2011) ([weblink](#)) – the intention is for a power to introduce a charge for premises that have a late alcohol licence. Whether or not to implement the levy will be left entirely at the discretion of the licensing authority that will make the decision based on the situation in their local area. In the areas that it is introduced the levy will be collected annually and the revenue will be split between authorities and the police. This is subject to further development here.

**Localism Bill** (due to be granted Royal Assent in 2011/12) ([weblink](#)) - Part of the national Big Society agenda, this new legislation gives local authorities a general power of competence which may allow them to carry out different activities than previously, as long as it's not prohibited by existing national legislation. This may create opportunities to be developed, once it is passed by Parliament.

**Letting policies** – Where the Council is letting its own property to a suitable business like a shop or café, it could include public access to toilet facilities within the lease agreement. This needs to be developed with Property Services to ensure the full implications for the Council are established and understood prior to implementing.

<p><b><u>Actions to deliver Objective 9:</u></b></p>	<p><b>Set up a focused Community Toilet Scheme, working with the Bath BID, City Centre Management and other business organisations in the district</b></p> <p><b>Identify and work with local communities to facilitate Partnership/community toilet schemes, potentially using neighbourhood allocations of Community Infrastructure Levy revenue</b></p> <p><b>Liaise with Parish or Town Councils, businesses and other community stakeholders regarding the needs in other towns such as Keynsham, Midsomer Norton and Radstock.</b></p> <p><b>Identify the scope and priority for future Parish/Town Council lease agreements and progress negotiations</b></p> <p><b>Work with Public Protection to identify opportunities for increasing availability through relevant legislative approaches</b></p> <p><b>Work with Property Services to assess the implications of appropriate changes to lease agreements in future</b></p>
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There are a variety of different tools that local authorities can use as a lever to promote the provision of toilet facilities as part of our support to the local community through, for example, Sustainable Community Strategies, Local Development Frameworks and Planning policy channels.

**Community Infrastructure Levy (CIL)** (*service responsible: [Planning Policy](#)*). The new [CIL Regulations](#) came into force in April 2010 and largely replace the previous way of creating planning obligations ('S.106 Agreements' or simply 'Planning Agreements') from April 2014.

The publicly accessible toilets in the SouthGate Plaza (and to follow in the SouthGate Railway Vaults redevelopment) and in The Podium are part of successful S106 agreements. The ones in the new bus/coach station were not part of a S106 but are being provided by the bus operator at opening hours it sets, as publicly accessible for bus, coach and café users, as well as the general public, with an entry charge payable.

CIL enables local planning authorities to raise funds from developers undertaking new building projects in their area. The funds can be used for a wide range of infrastructure costs, such as education, healthcare, police and fire rescue, that is needed as a result of new housing for example. This may be one way to secure funding for future public toilet provision within or near new developments, on a need and demand-driven basis and depending on the prioritisation between new infrastructure needs.

Planning Policy have prepared a plan for the preparation of CIL and this is closely linked to the Council's [Local Development Scheme](#).

**Major Development proposals internal consultation process** (*Planning conditions*) (*service responsible: [Planning, Major Developments](#)*)

Some large-scale commercial developments that are going to include cafes, bars, shops, entertainments for example, could be required, as a Planning condition, to allow general public access to any toilet facilities that are being built in the premises.

### **Linked Council Strategy:**

*Core Strategy (Local Development Framework) and Infrastructure Delivery Plan*  
(*service responsible: [Planning Policy](#)*)

Under the new planning regime brought in during 2004 the Council is preparing a new generation of development plans for our district - a new suite of documents known as the Local Development Framework (LDF). The key document in this process is the Core Strategy which will become the main planning document for B&NES. New housing areas and other types of development may trigger a need and demand for more publicly accessible toilets. You can find more information on the Core Strategy and the future process via this [web address](#).

*Sustainable Community Strategy* (*service responsible: [Policy & Partnerships](#)*)

The Sustainable Community Strategy (SCS) sets out a high level aspirational vision for the area and provides a framework for how the Local Strategic Partnership will work to

achieve that vision, moving towards 2026. The vision for the area is "Making Bath & North East Somerset an even better place to live, work and visit".

The strategy will be a living document subject to regular reviews and refreshes to ensure that it remains valid and that it captures the changing needs of the area. You can find more information on the [Sustainable Community Strategy](#) and the future process.

*Economic Regeneration Delivery Plans (service responsible: [Development & Regeneration](#))*

The Council's [Economic Strategy 2010-2026](#) and action plan aims to create the conditions for jobs growth across the district, leading to a more diverse, productive and resilient economy which provides better opportunities for all. In addition a clear [Vision](#) for the district was developed and supported by an evidence base to underpin the corporate economic policy.

Following on, Economic Regeneration Delivery Plans for [Bath](#), [Keynsham](#) and [Midsomer Norton](#) town centres have been prepared which identify potential development sites, set out appropriate uses, design principles and infrastructure requirements.

*Green Space Strategy, March 2007 (service responsible: [Environmental Services](#))*

This strategy was driven by a number of factors at both national and local levels and includes consideration of a number of factors including:

- Quantity
- Need
- Policy
- Value
- Distribution
- Quality

Green Space & Play was adopted as one of the policy areas under Planning Obligations and this has already proved successful in securing funding for new or improved facilities in the area through contributions by housing and other developers.

As referred to under Objective 3 above, there are strong links established for the need for toilet facilities in parks including play areas and more informal green spaces. The [Green Space Strategy](#) is being reviewed during 2012/13 and will be integrated with the Council's emerging Green Infrastructure Strategy.

<b><u>Actions to deliver Objective 10:</u></b>	<b>Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets</b> <b>Maintain the profile of the need for publicly accessible toilet facilities in specific locations and circumstances</b>
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<b>11</b>	<b>Provision of adequate toilet facilities by the promoters/organisers at one-off events</b>
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Toilet facilities for people attending special, one-off outdoor events need to be considered, whether through temporary installations or through the use of existing facilities at or near the event location, by agreement with the Council.

An Events Policy is to be adopted by the Council to provide a framework and guidance for events organisers and including the use of land for events in the open, including highways under the direct control of Bath and North East Somerset Council.

The associated [Events Toolkit](#) includes advice and guidance on temporary toilet facilities as part of a consistent, proactive and integrated approach to the provision of support services and regulatory functions for events and a sound financial framework for this support, as well as ensuring compliance with Health & Safety standards.

<b><u>Actions to deliver Objective 11:</u></b>	<b>Provide input to the Events Toolkit, including referrals to other sources of advice and guidance and suppliers of temporary toilets.</b>
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<b>12</b>	<b>Sustainable provision and within the budget available</b>
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The Council is committed to [sustainability](#) in its own operations as well as across the district more widely through [climate change](#) and carbon management plans. There is potential for investment in water and / or electricity saving measures which make for efficient running and reducing costs, in addition to contributing to climate change targets.

For example there has been a programme of installing PIR (Passive Infra-Red) light fittings and urinal water-saving devices. Safeguarding this type of budget saving is to be introduced to reallocate towards ongoing cost-value assessment work and investment outlined above. Related to public health and sustainability, an improved feature of a modern publicly accessible toilet would be access to public drinking water. This may be considered in future remodelling and new designs, as it may be relatively low cost, giving the benefit of a separate hygienic water supply.

The current national and local financial position is under increasing pressure and will remain so for a number of years. There is little prospect of the Council being able to allocate any substantial increase in capital or revenue funding to this non-statutory service. Any capital or revenue commitment will need to be supported through a business-case approach, taking account of full costs and possible income sources, such as access fees.

<b><u>Actions to deliver Objective 12:</u></b>	<p><b>Work with Property Services on a development programme for water- and electricity-saving measures</b></p> <p><b>Monitor toilet industry developments to seek areas for future improvement and efficiencies</b></p> <p><b>Reinvest budget within Neighbourhoods' public toilets area where any reductions in spend are achieved, to safeguard and improve current provision</b></p>
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## 11 Delivery actions over 3 year provisional timetable

These have been identified as the key delivery actions prioritised into a provisional timetable over the next 3 years.

Year 1 – 2012/13

Year 2 – 2013/14

Year 3 – 2014/15

Objective 1	Clean, safe and well maintained facilities
<u>Year</u>	<u>Actions to deliver</u>
Years 1 & 3	Work with Property Services to develop a rolling programme to maintain Council-run facilities at a minimum 3 Star grading or higher where possible
Years 1 & 3	Review cleansing operations and standards on a periodic basis to ensure most efficient and effective within allocated resources
Year 1	Review existing access fees and introduce entry charges at key public toilets to support the cleansing operations, based on benchmarking with other councils
Year 2	Carry out a study of the benefits and cost-effectiveness of attended public toilets and including increasing the locations with entry charges
Ongoing	Continue to work with the Police, Community Safety and residents, community groups and others

Objective 2	Facilities accessible to all, at all practicable locations
<u>Year</u>	<u>Actions to deliver</u>
Years 1, 2, 3	Work with Property Services to bring forward DDA compliance to the remaining public toilets
Ongoing	Maintain the profile of the need for accessible toilet facilities wherever practicable in small and large retail, leisure and office developments
Year 1	Explore the opportunities with Parking and with organisations like the NACC and its Can't Wait card, and Blue badge schemes to provide better emergency and urgent access to particular illness-sufferers.

Objective 3	Facilities suitable for the location making it viable and inclusive
<u>Year</u>	<u>Actions to deliver</u>
Ongoing	Maintain the profile of the need for publicly accessible toilet facilities in

Years 1 & 2	specific locations and circumstances Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets where appropriate and desirable
Year 3	Carry out periodic reviews of the Council-run facilities to take account of changes in the surrounding area affecting the case for provision
Ongoing	Work with the Public Realm & Movement programme and Planning to support suitable and appropriate designs and locations

<b>Objective 4</b>	<b>Easily found facilities with good direction signage and individual facility information signs</b>
<u>Year</u>	<u>Actions to deliver</u>
Ongoing	Continue to liaise with the Public Realm & Movement programme
Ongoing	Keep the Council's webpages up-to-date for access to accurate information by guide and map publishers, residents and visitors
Ongoing	Monitor technology developments for new ways, when and how to convey information
Year 1	Develop a plan for renewing and updating on-site information signage

<b>Objective 5</b>	<b>Enough facilities for the local population and users</b>
<u>Year</u>	<u>Actions to deliver</u>
Years 1 & 2	Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets, including unisex facilities, male/female cubicle ratios, and walking distance to access, wherever possible.
As appropriate	Consider cubicle ratios and facilities during Property Services refurbishments of existing Council facilities

<b>Objective 6</b>	<b>Enough facilities for the high levels of visitors to central Bath</b>
<u>Year</u>	<u>Actions to deliver</u>
Years 1 & 2	Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets, including unisex facilities, male/female cubicle ratios, and walking distance to

Ongoing As appropriate	access, wherever possible  Input to major redevelopment & infrastructure projects brought forward by the Council to influence appropriate toilet provision  Consider cubicle ratios and facilities during Property Services refurbishments of existing Council facilities
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<b>Objective 7</b>	<b>Evening/overnight provision at key locations where specific need is established</b>
<u>Year</u>	<u>Actions to deliver</u>
Years 1 & 2	Engage in the Local Development Framework and Community Infrastructure Levy programme to influence increased and appropriate night-time provision
Year 1	Explore opportunities for meeting night-time requirements with the Night-Time Economy Working Group, Community Safety, residents, relevant NTE-based businesses and linkages with the Public Realm & Movement project
Year 2	Liase with Town Councils, business groups and other stakeholders regarding the needs in other towns such as Keynsham, Midsomer Norton and Radstock.

<b>Objective 8</b>	<b>User information available through webpages and other media</b>
<u>Year</u>	<u>Actions to deliver</u>
Ongoing	Keep the Council's webpages up-to-date
Ongoing	Liase with Bath Tourism Plus and guide and map publishers to make sure the most accurate information is used

<b>Objective 9</b>	<b>Maximised availability through Council, partnership and commercial provision</b>
<u>Year</u>	<u>Actions to deliver</u>
Year 1	Set up a focused Community Toilet Scheme, working with the Bath BID, City Centre Management and other business organisations in the district
Year 3	Identify and work with local communities to facilitate Partnership/community toilet schemes, potentially using neighbourhood allocations of Community Infrastructure Levy revenue

Years 2 & 3	Identify the scope and priority for future Parish/Town Council lease agreements and progress negotiations
Year 2	Work with Public Protection to identify opportunities for increasing availability through relevant legislative approaches
Year 2	Work with Property Services to assess the implications of appropriate changes to lease agreements in future

<b>Objective 10</b>	<b>Frameworks for future needs provided by commercial developments through Council strategy and planning channels</b>
<u>Year</u>	<u>Actions to deliver</u>
Years 1 & 2	Engage in the Local Development Framework and Community Infrastructure Levy programme to influence provision of toilets
Ongoing	Maintain the profile of the need for publicly accessible toilet facilities in specific locations and circumstances

<b>Objective 11</b>	<b>Provision of adequate temporary toilets by the promoters/organisers at one-off events</b>
<u>Year</u>	<u>Actions to deliver</u>
Year 1	Provide input to the Events Toolkit, including referrals to other sources of advice and guidance and suppliers of temporary toilets.

<b>Objective 12</b>	<b>Sustainable provision and within the budget available</b>
<u>Year</u>	<u>Actions to deliver</u>
Ongoing	Work with Property Services on a development programme for water- and electricity-saving measures
Ongoing	Monitor toilet industry developments to seek areas for future improvement and efficiencies
As appropriate	Reinvest budget within Neighbourhoods' public toilets area where any reductions in spend are achieved, to safeguard and improve current provision

## **Appendix 1 List of current Council public toilets (27) as at Nov 2011**

<b>Site Code</b>	<b>Site Name</b>	<b>Ward</b>
WC07	Charlotte Street, Bath	Kingsmead
WC27	Shaftesbury Road, Bath	Oldfield
WC55	The Island, Midsomer Norton	MSN North
WC51	London Road car park, Batheaston	Bathavon North
WC56	High Street, Paulton	Paulton
WC26	Seven Dials, Monmouth Street, Bath	Kingsmead
WC24	Riverside Coach Park, Bath	Kingsmead
WC52	Ashton Way car park, Keynsham	Keynsham North
WC57	Greenlands Road, Peasedown St John	Peasedown
WC19	Monksdale Road, Bath	Oldfield
WC54	Gullock Tying, Midsomer Norton	MSN North
WC29	Royal Victoria Park Play Area, Bath	Kingsmead
WC53	Memorial Park, Keynsham	Keynsham East
WC01	Alexandra Park, Bath	Widcombe
WC02	Alice Park, Bath	Lambridge
WC14	Henrietta Park, Bath	Abbey
WC21	Parade Gardens, Bath	Abbey
WC28	Sydney Gardens, Bath	Bathwick
WC31	Royal Victoria Park Pavilion, Bath	Kingsmead
WC60	The Shallows, Saltford	Saltford
WC08	Charlotte Street Car Park, Bath	Kingsmead
WC05	Bradford Road, Bath	Combe Down
WC15	Dominion Road, Twerton	Twerton
WC16	High Street, Weston	Weston
WC18	Larkhall Square, Bath	Lambridge
WC03	Approach Golf, Bath	Lansdown
WC61	Odd Down Park and Ride, Bath	Bathavon West

### **Redundant toilet buildings:**

Most Council public toilets that have been closed in the past have been sold and are now in private ownership or already demolished (Ham Gardens for example to make way for the SouthGate development).

Property Services are carrying out works in 2011/12 at two remaining redundant toilets under the Council's control at Rainbow Woods and Bear Flat/Wellsway. This is to include infilling the subterranean toilets at Bear Flat/Wellsway, removing the surrounding walls & railings and generally tidying the area up. Rainbow Woods is to be demolished and landscaped. Redundant toilets at Roseberry Place off the Lower Bristol Road are in an area earmarked for future redevelopment.

The position in relation to the location commonly known as Bog Island at Terrace Walk in the city centre of Bath is complex and is to be reviewed by Highways in the first instance because of the underlying vaults and the current highway support arrangements.

## Appendix 2 Summary of quality, quantity and distribution standards

### **A Quality - star grading of Council facilities (Sept 2009): Refers to Objective 1**

Grading-Location	Central Bath	Outer Bath	West & South	Total
5 Star	1	1	1	3
4 Star	8	7	3	18
3 Star	1	2	3	6

**Target: 3 Star or above for all facilities**

### **B Quantity - Council female to male cubicle and baby-changing ratios, overall, Outer Bath, Keynsham, Midsomer Norton, Radstock:**

**Refers to Objective 5**

**Target: BTA ratios per head of population  
1 female cubicle per 550  
1 male cubicle per 1,100**

**Overall position:**

	BTA	Actual	New Southgate
Female Cubicles	160	96	107
Male cubicles/urinals	80	157	165
Baby-change	18	10	12

Note: Population statistics to be updated with 2011 data once available.

**B (1) Outer Bath** (including Batheaston): Population, 2001 census = 63,000  
(excludes Abbey and Kingsmead ward population, see C – Bath city centre below)

	BTA	Actual
Female Cubicles	57	28
Male cubicles/urinals	29	45
Baby-change	6	4

**B (2) Keynsham:** Population: 2001 Census = 15,530

	BTA standard	Actual
Female Cubicles	14	6
Male cubicles/urinals	7	11
Baby-change	1	0

Note: In 2011/12, Memorial Park to be fitted with baby-changing unit; and Ashton Way car park to receive DDA compliance works and to incorporate baby-changing units where possible.

**B (3) Midsomer Norton:** Population: 2001 Census = (North and Redfield wards) = 10,460

	BTA standard	Actual
Female Cubicles	10	4
Male cubicles/urinals	5	6
Baby-change	1	1

Note: Gullock Tying, Midsomer Norton to be remodelled during 2011/12.

**B (4) Radstock:** Population: 2001 Census = (Radstock and Westfield wards) = 10,865

	BTA standard	Actual
Female Cubicles	10	0
Male cubicles/urinals	5	0
Baby-change	1	0

Note: The Victoria Square public toilets in Radstock were closed at the beginning of June 2011, due to their condition, the previous termination and lapse of agreements with Norton-Radstock Town Council and the Norton Radstock Regeneration Company, and the recent exchange of contracts for the site with a developer.

**C Quantity - Bath city centre**

**Refers to Objective 6**

**Target: BTA ratios per head of population**  
**1 female cubicle per 550**  
**1 male cubicle per 1,100**

The relevant 'population' for Bath city centre includes commuters, tourists and visitors as well as residents, using pedestrian flowcount numbers.

**Pedestrian flowcount results with BTA female to male toilet ratios applied, Central Bath**

<b>Month/Year</b>	<b>Pedestrian flowcount</b>	<b>BTA - Female cubicles</b>	<b>BTA - Male cubicles</b>
May 2009	37,790	34	17
Feb 2009	49,120	45	22
Dec 2008	75,310	68	34
Aug 2008	42,090	38	19
May 2008	41,750	38	19
Feb 2008	47,360	43	22
	<b>Actual</b>	<b>52</b>	<b>79</b>
	<b>New Southgate</b>	<b>63</b>	<b>87</b>

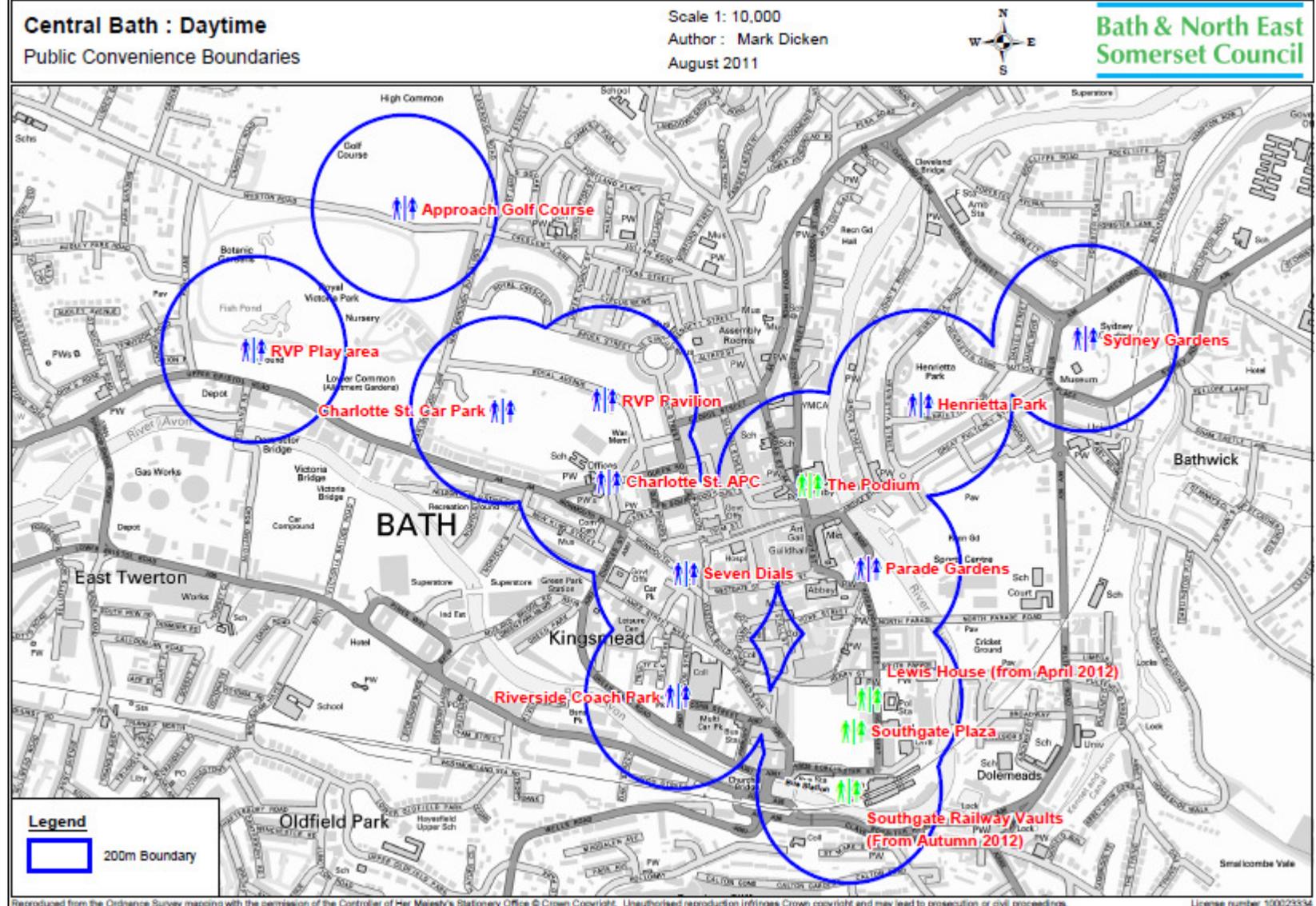
**D Distribution - distance-related provision to/from key feature(s)**

**Refers to Objectives 5 and 6**

- Target: Bath city centre (day-time) 200m radius**
- (night-time) 200m radius overall and immediate proximity**
- Rest of Bath & North East Somerset 400m radius**

The following maps show the city centre of Bath with the current day-time and night-time facilities with a 200m radius drawn which show the main gaps.

# Map 1





**This provision strategy for public toilets in Bath & North East Somerset can be made available in large print, Braille, audio format or your own language.**

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