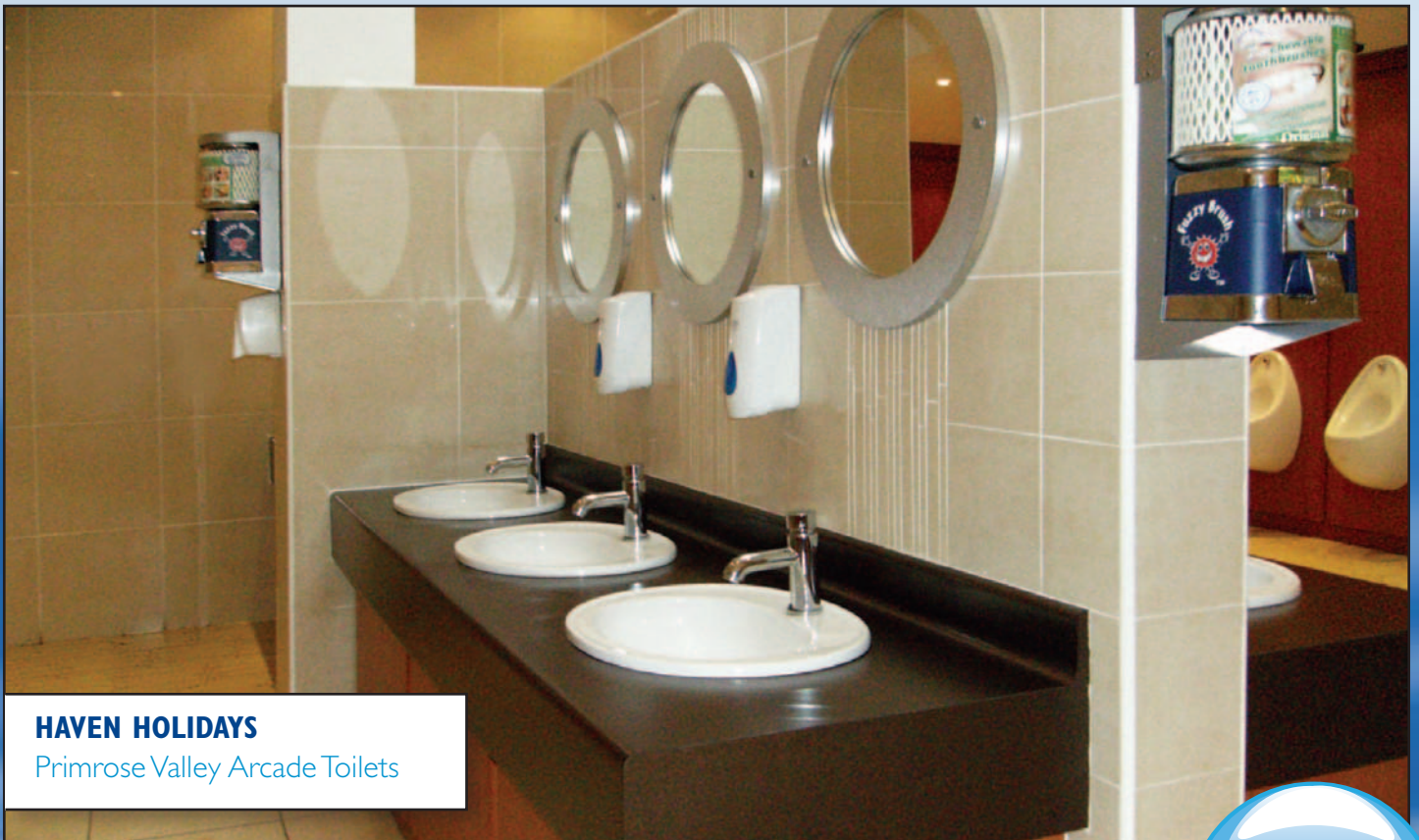


SUMMER 2010 • SUMMER 2010 • SUMMER 2010 • SUMMER 2010



HAVEN HOLIDAYS

Primrose Valley Arcade Toilets

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This issue of the BTA News is kindly sponsored by:

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BE THE VERY BEST...



Many councils use their entries in the Loo of the Year Awards as a proven, cost effective and independent annual assessment of the standard of their publicly accessible toilet provision and to receive proper recognition through our annual grading scheme. Good loos are proven to be good for tourism and local trade as well as for Britain.

Every entry receives a dedicated unannounced inspection visit and entries gaining three, four or five stars are awarded with a Grading Certificate to help promote the Award winning facilities to the toilet users and council's staff. A range of National Awards and Trophies will be presented at the prestigious Awards Event on Friday 3rd December.

There are National Awards for England, Ireland, Scotland and Wales and UK Trophies awarded to the providers of the very best toilets. The inspection criteria include Disability Discrimination Act (DDA) compliance, cleanliness and overall standard of facilities provided. The Eco Friendly and Toilets in Education Awards and Trophies are new for 2010.

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Email information@loo.co.uk or phone 01403 258779 for an entry form. Or enter online @ www.loo.co.uk

DO IT NOW!

ATTENDANT
OF THE YEAR
Awards
2010

LOO
OF THE YEAR
Awards
2010

2010 SPONSORS





DIRECTORS REVIEW

Another year and many more challenges!

Now in my third year as Director of BTA a whole new series of challenges have arisen including the severe economic climate, the change of Government and the universal obsession with budget cuts. These factors all impact BTA and its members and sponsors.

Despite the need to economise, the level of BTA membership has remained virtually static since the previous review despite some churn between gains and losses. New local authorities ranged from the prestigious and high profile Cardiff City Council to a small Parish Council in rural Sussex, Linfield. New Commercial Company members included Airdri Ltd as a Corporate Champion member. Regrettably we lost the support of Corporate Champions Albany Washroom Solutions, Armitage Shanks and Premier Hygienic through budget cuts. We thank all of these fine companies for their past loyal support. A full list of members is included in this newsletter:

There has only been one change in BTA Management Committee Membership with John Tweddle, Supplier Relationship Manager for Westminster City Council, replacing Jon Griffiths. We thank Jon for his enthusiastic and complete support to BTA for several years and wish him every success in his new role at Westminster Council.

The national Political Campaign has stalled following the Labour Governments decision not to accept and implement the DCLG Select Committees Report recommendations, detailed in my previous report. I have written to David Cameron and welcome the opportunity of dialogue with the new government.

The new 'Where can I go?' Campaign was launched at the BTA Conference in September 2009 and recognises the need for BTA to change focus from a 'top down' approach -directed primarily at Central Government, to a 'bottom up' approach' – directed primarily at local government – (and commercial providers) the actual source, and we believe, the authority responsible for provision of publicly accessible toilets.

There had been a realisation that a 'call to action' was needed with the support of other associations and organisations that would add more than the sum of the constituent parts to the force of a new campaign. The result is a campaign that we believe is changing attitudes to meeting a basic human need – provision of clean, hygienic and safe publicly accessible toilets that are available where and when needed for all types of users.

This is a campaign that considers the needs of all types of toilet users who all need somewhere to go: the old, those with special needs, babies and children, women, visitors to the UK and those with anxieties about using public toilets.

The campaign targets are local authorities who fail to provide adequate public toilet facilities, all local authorities without a Public Toilet Provision Strategy, Commercial publicly accessible toilet providers who fail to provide adequate facilities for their customers and other users, and the Media.

The benefits include toilet facilities for all, better environments, reduced health risks and total cost savings versus provider inactivity.

The Campaign strategy is to involve all associations and organisations who have an interest in the provision of publicly accessible toilets and other groups who have particular interest in the well being of their

members or followers (e.g. residents associations, Woman's Institutes, Old Peoples Associations, Parents Associations, Tourist Organisations, and Consumer Associations etc). We also involve workers in the night time economy (e.g. police, drivers, taxi drivers, road workers, NHS mobile staff etc) who have particular difficulties in locating 'out of hours' toilet facilities. All of these groups become the Campaigners.

The Campaign tactics include: 'WHERE CAN I GO?' section on BTA website, press releases, issue of Campaign Toolkit to campaigners, encouragement to campaigners with ideas and support, providing guidance and advice to BTA Member toilet providers, publicity for supporters of the Campaign, monitoring and publicising provider success (and failure!)

Media interest in BTA remains proportional to providers and BTA activities. The press, radio and TV are interested in toilet related issues and BTA also strategically places advertisements and editorials in the media to reinforce its position. I was one of the first 'mystery guests' at the start of the Chris Evans BBC2 breakfast show back in January 2010 which generated significant media interest when Chris agreed to be our 'toilet champion'.

BTA was also featured in an NHS 24TV documentary on the topic of infection control in healthcare toilets.

We continue to provide advice and assistance to members (and non-members) on a daily basis. This has included specific advice on such diverse topics as hand drying options, access systems and charging, consumable suppliers, squat toilets, cleaning definitions, toilet refurbishment, public consultations, minimum standards for toilets, calculation of toilets required, and of course dealing with complaints about toilet closures.

Among users of the BTA Consultation Service were two major cities who sought independent review and recommendations for improvement of their public toilet provision with input towards creation of public toilet provision strategies. BTA also provided other LAs with evidence for scrutiny committee meetings.

In addition to regular meetings as members of BCC, Bog Standard and TACT3, and as a contributing member to the British Standards BSI 6465 panel, BTA also attended many meetings with other organisations including meetings with ABCD, Changing Places, LOCOG (to discuss toilet provision for London 2012) and Purple Flag.

Throughout the next year we must maintain the momentum that has been created despite the credit crunch. We must also continue to provide value to members and sponsors and support them in their aims to ensure provision of clean, safe and hygienic toilets that meet the needs of all types of users; males, females, the disabled and those with severe and multiple learning difficulties.

In order to reduce costs BTA has decided not to have a stand at the 2011 Cleaning Show which it supports as a member of BCC.

Entries for the 2010 Loo of the Year Awards are flooding in as many providers value the benefit entry provides (www.loo.co.uk).

I must thank all of our members, our Chairman, the Corporate Champions and the BTA Management Committee and staff for their continued support.



Thank you all for your continued support.

Mike Bone

Director
British Toilet Association
July 2010

www.britloos.co.uk

PENNY FOR YOUR THOUGHTS PUBLIC TOILETS CONSULTATION IN BATH & NORTH EAST



Penny for your thoughts...

This is your chance to help the Council make a plan for where and how many toilets for residents and visitors are needed, who should provide and manage them and what they should be like.

Anyone wanting to know more about the proposals and have their say can go to www.bathnes.gov.uk and under the 'Of Interest Link' click on 'Public Convenience Provision - Consultation'

You can access this at our libraries or on the self-service computers at Council Connect in:

The Guildhall, Bath

The Hollies, Midsomer Norton

Riverside, Keynsham

This consultation ends on 3pm Friday 5th February 2010.

For further information, contact Council Connect:

Tel 01225 394041

Email councilconnect@bathnes.gov.uk

**Bath & North East
Somerset Council**



Most of the background context will be familiar – a non-statutory service under increasing budget pressure with high expectations from the public sums it up. But we also recognised there was an opportunity to start changing the way people think about publicly-available toilets and to set a framework for how they might be provided in future – putting forward a range of possible options.

We particularly wanted to follow the model of our already adopted Green Spaces Strategy in consulting and then setting locally derived standards relating to quality, quantity and

distribution. This has proved very successful in drawing in developer contributions towards new or upgraded green space and play facilities and it is one of the strands of this Council's Planning Obligations Statutory Planning Document.

I had originally been involved with implementing a previous Public Toilets report and plan (from 2004) and was asked by our Neighbourhoods Service area to carry out this consultation which was itself the outcome from a strategy framework report in January 2009. Many other Council officers were contacted to feed in to the consultation for their service area, as it was being produced, which partly shows the complex nature of public toilets, not only providing them but also cleaning them, keeping them safe and secure and letting people know where they are.

With 29 Council-run public toilets across the district of Bath and North East Somerset, one of the first areas of work we decided was necessary was a full independent survey report of them all to form part of the evidence base. Mike Bone of the British Toilet Association came forward with a scope for this and was able to carry it out with relatively short notice.

We also used the BTA's recommendations on toilet to population numbers, male/female cubicle ratios and walking distance as at least the starting point for our local standards. But we also needed to take B&NES' individual characteristics into account, such as the city of Bath being a World Heritage Site and with about 50% of our total population of residents, as well as the large numbers of tourists and visitors it attracts. Also a fairly large proportion of our area is rural and under some designation like Green Belt or AONB, with populations centred in small towns and villages.

We also recognised that many other local authorities had been through or were preparing to go through similar processes, so contact was made with other authorities to see what good practices and lessons we could glean – thanks to anyone reading this who did help out in this way.

So having written the main consultation document, which included an overarching aim and 12 headline objectives, it needed to be opened up to the public and all interested



parties. The Council has an excellent online consultation system which was used as the core reference place where a range of consultation and background documents and response questionnaires were available to read, download or complete. Printed copies were available on request by emailing or contacting our Council Connect call-centre and face-to-face offices where our staff were briefed to take these enquiries and calls.

I carried out a substantial amount of promotional activity to raise awareness of what was taking place, working with our Comms & Marketing team to issue press releases and deal with media enquiries, plus an extensive email and post distribution to Parish and Town Councils, residents associations and groups, Ward Councillors, our Interagency Forum, Equalities groups, Special Interest and Community groups. Other Council service areas were also emailed with requests to pass on the information to colleagues and contacts who might be interested.

This is all outlined in the Consultation report that was presented to our Safer and Stronger Communities Overview & Scrutiny Panel on 25th March, some eight months or so since I began the work. The public consultation itself ran from mid November to early February, and although the actual numbers responding were quite low, we have been pleased with the range of people and groups responding as well the time and thought that had clearly been given to the responses.

There was some lively and interesting debate about the consultation and the results at the Overview & Scrutiny meeting but we were pleased to get full support for our recommendations with some extra helpful additions. This will

enable the next stage to move forward with a commitment to presenting an actual draft provision strategy early in 2011, to be followed by approval by the Cabinet Member.

Supported by an action plan for implementation, an adopted strategy will bring strategic, economic and clear timescale benefits and contribute to the Council's vision and priorities. It will help to avert failure to manage the existing assets and resources and achieve the overarching aim:

To provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors at key locations across Bath & North East Somerset.

Kate Hobson

Waste Management Officer
Bath & North East Somerset Council



Weblinks:

<http://www.bathnes.gov.uk>
<http://consultations.bathnes.gov.uk/consult.ti/PCs.Standards.2009/consultationHome>
<http://www.bathnes.gov.uk/BathNES/environmentandplanning/parksandopenspaces/consult.htm>
<http://www.bathnes.gov.uk/BathNES/environmentandplanning/planning/localdevelopmentscheme/obligationsspd.htm>
<http://www.bathnes.gov.uk/BathNES/councilanddemocracy/consultations/default.htm>

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PARKS: PARADISE OR PURGATORY?



The sun is shining and it's an ideal day to take your children to the park. It's a car ride away, but there's plenty of opportunity for exercise when they get there. You arrive and then you hear those four little words "I need the toilet!"

The play area is set in beautiful surroundings set on the outskirts of a new village with a school and a shopping parade. The apparatus is new and exciting and caters for a wide range of ages, but where are the toilets? You notice bins for dog waste, but for human needs there is nothing. Not even a sign telling you the location of the nearest public toilet.

You are therefore left with two options: [1] pack everyone back into the car and leave immediately or [2] take your child behind a bush. Both options cause distress - and going behind a bush is not only socially unacceptable and unhygienic but against local byelaws.

Of course it's not just your children who need the toilet when they're out. What happens if you need the toilet as well? Do you dare to try and go behind a bush? Do you try and 'hold on' rather than spoil the outing? Expecting anyone to 'hang on' because of the lack of toilets can result in health problems – defeating the object of healthy living! We are being encouraged to go out and exercise but providing toilets for us appears to be way down the list of priorities in the eyes of planners and some local authorities. Yet we all need to use the toilet and one in ten of us need to use a toilet more frequently for a range of reasons. So why are there so few in parks?

One of the reasons we are given is vandalism and the associated repair costs. But there are ways to reduce such problems. The British Toilet Association www.britloos.co.uk offers consultation on public toilet provision – not just in play areas - at a very reasonable cost. Staffordshire Police authored a guide about dealing with problems in public toilets [currently under revision] free of charge. The benefits of having well maintained public toilets are clearly reflected in the organisations rewarded for their efforts in the annual Loo of the Year Awards.

Health is important. Quality of life is important. The need to reduce obesity, particularly in children is a subject undergoing considerable debate. But how can our children be encouraged to take exercise and keep healthy when there is a lack of away from home toilets in play spaces and parks?

Seeing a dilapidated and graffitied building that was once a public toilet in a local park is very discouraging. Yet research has shown that a facility that is well maintained gets used and deters vandals. A facility that is allowed to fall into disrepair deters users and attracts undesirable attention instead.

How do you encourage children and families to stay in your parks?

Gillian Kemp, MA

Management Committee Member: BTA
Trustee, The Gut Trust



NOTICEBOARD



BTA CONFERENCE

WEDNESDAY 15TH SEPTEMBER 2010

This year we will be returning to the Stratford Hotel at Stratford on Avon for our annual conference and AGM.

The agenda is currently being finalised but will include presentations on the new British Standard for Public Toilets BS6465 Part4 and Changing Places Changing Lives in practice. Critically there will also be an essential conference discussion to find real solutions to the real issues that the impact of the current economic situation is producing for public toilet providers.

This is an ideal opportunity for members and non-members to meet the BTA team, other members, speakers and sponsors, network with others who experience similar challenges, and importantly, be part of the public toilet closure debate.

An agenda and full details will be sent to all members soon and displayed on the BTA website.

Please support your association at this critical time

BTA INNOVATION AWARD

The BTA Innovation Awards are re-introduced for 2010. Refer to page 18 for full details.

BTA CONSULTATION SERVICE

Over sixty local authorities and other key toilet providers have used the BTA Consultation Service in recent years to assist their own initiatives in raising standards of this vitally important quality of life issue.

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

The BTA is able to offer a range of consultation services to providers of public or 'away from home' toilets. These include:

- A review of some or all toilets provided and a follow up report on each facility inspected with recommendations for improvements.
- Discussions with relevant management on toilet related issues, if required at specific toilet locations.
- Assistance with new toilet design and equipment specification, with contact referrals to BTA approved suppliers / contractors.
- Assistance with identification of appropriate cleaning materials and methods.
- Assistance with issues relating to security and social misuse
- Presentation of BTA best practice proposals relating to 'away from home' toilets.
- Attendance at provider management / review group meetings to discuss issues and answer questions.
- Assistance with Disability Discrimination Act compliance for accessible toilets.
- Assistance with issues relating to Gender Equality Act and other legal obligations viz-a-viz the provision of public access toilets.
- Assistance with the development and implementation of commercial / community toilet schemes involving other, existing toilet providers within the local community area.

Charges are extremely competitive.

www.britloos.co.uk

HIGH TECH TOILETS

Healthmatic has been working with a number of local authorities to provide chargeable entrance gates to their public conveniences. Gates have been installed at 2 locations in the Cotswolds and also in Bridgnorth as well as a large project in the City Of London. What makes these 'smarter' gates interesting is that whilst clearly they comply with the Turnstile Act, they also, count, audit by coin, and print collected totals. In addition the GSM element of the installation allows for real time number analysis as well as cleaner visits, inspection visits and such like to be recorded and displayed on a web based recording system.

A tender won for a large number of gates in London, also has a possible requirement for identified free entry with the use of a Council issued pass. If the Council decides to go ahead with this addition then such 'smart' free entry provision will also be offered to elements of the resident population within the Council area.

As budgets get tighter and Councils are required to deliver revenue per use from discretionary services, such as public toilets, such systems will be much more in demand as a less expensive way of deriving per use income from front line services. Figures derived from before and after data indicate clearly that the take rises by over 75% in comparison to an attendant asking for money from people using the facilities. This is indicative of the tendency that attendants, when faced with a person looking for a comfort break, understandably empathising, allow entry even if the right amount is not tendered, after all we are all human! But, of course, a paddle gate takes out the human factor, which can cost several thousand pounds in lost revenue a year.

One thing that is worth a note is that an external operator of public toilets, where a charge goes to the commercial operator, has to pay VAT, whereas a Council offering the same service and keeping the cash does not pay VAT. An interesting inequality!

As part of these and other installations Healthmatic is also pioneering a Service Satisfaction Indicator, where users of any point of use service can record their sense of value for the service provided. Such GSM based web displayed feedback can indicate whether the service employed by a Council (wherever it is experienced) is perceived as acceptable. The timed sample as recorded by the member of the public is ideal for Service



Delivery Audits and value for money indices employed by Councils in this tough and well scrutinised environment.

Simplest of all is a web based GSM counter (long term battery operated) which counts heads in a usage audit for Public Conveniences, Parks, or any such difficult to monitor service to allow Council officers to show Members accurate real time usage levels for services provided to the public. This can easily be used to justify the closure of under used Public Loos and the maintenance of well used services. It also is a great precursor prior to making the decision to fit paid access systems as described above.

Roger Berry
Managing Director
Healthmatic
www.healthmatic.com


healthmatic



LOO OF THE YEAR AWARDS

★ 2 0 0 9 ★

I was once told that you don't always notice great cleaning and great facilities but you do notice the bad. But this isn't the case at the Loo of the Year Awards, an awards ceremony entirely devoted to the top toilets in the UK.

I was lucky enough to attend the event, which saw us impressed, wined, dined and even entertained by the legendary magician Paul Daniels. It was a fabulous day enjoyed by all and I was very happy to witness the

many winners and achievers who believe that a toilet is more than just a place to go.

The British Toilet Association enforces this message in the "Where can I go?" Campaign which gives the "bottoms up" approach to public toilets, ensuring that anyone, of any sex, age or disability can find relief in times of need that don't find them struggling, or in any pain or discomfort.

It was a pleasure to see so many companies, organisations and councils awarded 3, 4, and 5 stars for their hard work and standards in their respective categories. The overall 2009 Loo of the Year Award Winner went to fast food favourite McDonald's, who were perceived to have the very best 'away from home' toilets in the UK.

For the full results of the 2009 Loo of the Year Awards visit www.loo.co.uk

Now, let's have a look at the rest of the cup winners...



OVERALL 2009 UK LOO OF THE YEAR AWARD WINNER McDonald's



Cup INDIVIDUAL CATEGORIES
TC Contractors



Cup PUBLIC TOILET ENTRIES
Brighton & Hove City Council



Cup CORPORATE PROVIDER ENTRIES
Wetherspoons



Cup ACCESSIBLE TOILET ENTRIES
Sanderson Wynd Primary School
East Lothian Council



Cup AGE FRIENDLY FACILITIES ENTRIES
Staffordshire County Council



Cup FAMILY FRIENDLY FACILITIES
Camping & Caravanning Club



Cup ADULT/CHILD CHANGING FACILITIES ENTRIES
Fairhills Lifestyles –
South Lanarkshire Council



Cup BABY CHANGING FACILITIES ENTRIES
Asda Stores

While the Loo of the Year Awards recognise the quality of the various toilet facilities, the Attendant of the Year Awards recognise the dedicated staff who look after toilets all over the UK.

Attendant of the Year Awards are presented to both in-house as well as external contractor cleaning staff.



INDIVIDUAL ATTENDANT TEAM TROPHY
Brighton & Hove City Council



IN-HOUSE CLEANING TEAM TROPHY Butlins



EXTERNAL CONTRACTOR CLEANING TEAM TROPHY
Healthmatic



CORPORATE CHAMPION MEMBERS

BTA take pride in and appreciate our Corporate Champion members (below) who help fund our campaign, in return for very visible brand association on all our publicity material and website. They deserve fulsome recognition for helping us maintain a high campaigning profile.



healthmatic



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The First Choice for Public Toilets

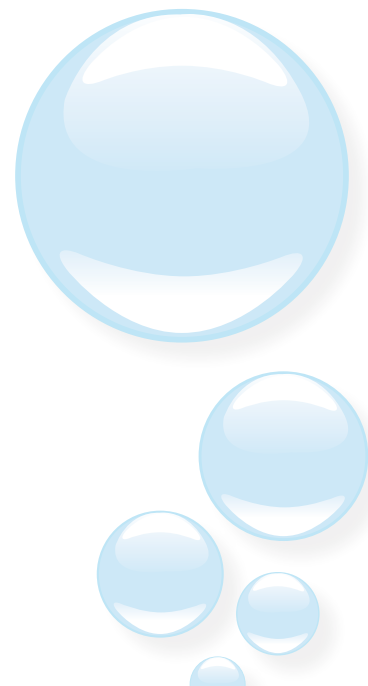


Initial
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Solutions

There are opportunities for additional Corporate Champion Members. Benefits include:

- Prominent display of their branding on all BTA communication material
- Connection with a vibrant network of active members involved in developing the 'away from home' toilet market
- Priority involvement in BTA projects and research
- Priority lead referrals for Corporate Champions products or services following enquiries to BTA
- Use of BTA Corporate Champion Logo on members promotional material

For more information contact Mike Bone, Director:
mike@britloos.co.uk or 01403 258059



LOO
OF THE YEAR
Awards
2010
SPONSOR



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Wettons continues to assist clients to achieve Loo of the Year Awards

Wetton Cleaning Services Ltd were established in 1949 as an office and window cleaning company and have very successfully diversified and expanded since this time. They offer a wide range of specialist services including public convenience cleaning, railway sector clients, graffiti removal teams, local authority estate cleaning contracts, school cleaning, traditional office cleaning as well as window cleaning contracts.

Wetton Cleaning Services Ltd currently have contracts with a number of local authorities covering a large proportion of London and the South Coast and this includes Brighton & Hove, Christchurch, Poole, Chichester, Eastbourne, London Boroughs of Bexley, Bromley, Brent, Lambeth, Kensington & Chelsea, Westminster and Tower Hamlets and other contracts that include Law Society, Southeastern Railway and Eastman Dental Hospital.

Wettons' experience, expertise and workload ensure that as a company they strive to remain at the forefront of new and developing technology in terms of machinery, methods and chemicals whilst remaining committed to their Environmental Management System.

As one of the largest independent family owned and run businesses within the industry the Directors pride themselves on their commitment to their clients and their record of expansion and client retention clearly demonstrates this.

For further information on the services we provide, please contact Mr Mark Hammerton, Marketing Director, email mark.hammerton@wettons.co.uk or 020 7237 2007.

Wetton Cleaning Services Ltd
Wetton House
278-280 St James's Road
London SE1 5JX

E-mail: wcs@wettons.co.uk
Website: www.wettons.co.uk

Wettons
Established in 1949



Total commitment to a quality service and a cleaner environment

ALL INCLUSIVE!



Toilet attendants and cleaners in Brighton & Hove were delighted to be voted the best in England for the third year running at last year's annual Loo of the Year Awards.

But maintaining their position in the UK Premier League of Local Authority toilets means high standards have to be maintained and facilities constantly upgraded and improved. And with limited budgets, it's not an easy task.

Working with contractors Wettons, the city council has a rigorous maintenance programme which includes complete redecoration of 10 sites every year. In addition, facilities are being modernised and upgraded and this year work will include providing low level wash basins for children in many of the council's sites. In addition, individual urinals which improve privacy are replacing the traditional troughs.

Contracts manager Jenny Cooke explained: "We are delighted to have achieved such consistently good results in the Loo of the Year Award, but we refuse to rest on our laurels. We are constantly looking for ways to improve our facilities, in particular making them more family friendly and inclusive."

She added that last year the council was particularly proud to open new Changing Places toilet at The Collanade public loos on Madeira Drive. Designed for people with profound and multiple learning disabilities and their carers, the facility includes a height adjustable bench and sink, ceiling hoist, privacy screen and audio and visual alarm. This is the first Changing Places toilet in Sussex and represents part of the council's commitment to recognise the diverse needs of residents and visitors to our city.

In addition, all accessible toilets have been brought up to DDA standard where size allows. This has been a major undertaking and has included:

- New sanitary fittings including toilets with back rests and correct cistern handles and contour toilet seats.
- New visual and audio alarms.
- New contrasting coloured grab rails.
- Colostomy shelves.



Last year the city celebrated its best ever result in the Loo of the Year competition winning 32 awards, including 19 five stars, 12 four stars and one three star award

Councillor Geoffrey Theobald, Cabinet Member for Environment said: *“Success in the annual Loo of the Year Awards is always fantastic news, not just for the council, but for all our residents, people who work here and those who visit our city.”*

“To be recognised as the best in England and be placed second in the UK league table last year, was a remarkable achievement, especially as councils with much bigger budgets and fewer facilities were placed well below Brighton & Hove.”

“But all credit must go to the dedicated team of staff from Wetton Cleaning Services who work so hard to achieve these constant high standards which continue to rise year after year.”

PEARL'S A WINNER!



Top toilet cleaner Pearl Short has hung up her mop and bucket after reaching the top of her trade.

Pearl, who won the coveted national Attendant of the Year award last year, has been keeping the loos on Hove seafront spotless for the last 14 years, and is a previous winner of the Area Attendant of the Year award.

An employee of Wetton's Cleaning Services, Brighton & Hove City Council's contractor, Pearl has welcomed thousands of

customers through the doors of one of the city's busiest toilet blocks. And the secret of her success? Just keeping the loos as clean as the one at home is all that's needed says Pearl.

Claire Cooper

Press officer

Brighton & Hove City Council

Pedestrian Payment Solutions.

Our vast knowledge of coin handling equipment and access control products has enabled us to develop revenue collection systems for both vehicle and pedestrian applications.

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Motorised gate versions, provide the ideal solution for local authority public toilets as the gates do not contravene the 1963 turnstile act.

All our control systems can be supplied separately and configured to interface with most makes of physical access control equipment.

For more information please contact:-

Mr Andy Brown

Tel:-
01264 334786

Email:-
Installations@willings.co.uk



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agents for :



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Willings was established in 1989, to repair electronic coin validators used in parking, amusement and vending machines.

Over the years we have been appointed as approved service agents for several leading coin validator manufacturers.

These approvals allow us to repair and re-program coin validators using manufacturers software, data files and, of course the requisite know-how.



Our aim has always been to provide a high quality fixed price repair service .

Data files and calibration coin sets are subjected to strict controls.

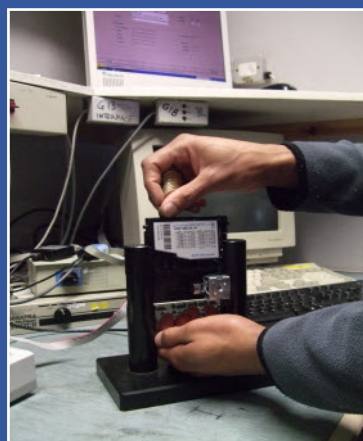
Every coin validator is cleaned and re-programmed using the latest manufacturer approved data files.

For more information please contact:-

Mr Nigel Port

Tel:-
01264 334786

Email:-
Workshop@willings.co.uk



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agents for :



wh münzprüfer
berlin gmbh



Funding your convenience.

Although local authorities are not legally obliged to provide public toilets, many recognise that they are an important local amenity, especially in areas that attracts large numbers of tourists.

However, because its a non-statutory service, it is generally affected by budgetary cuts, resulting in 'run-down' facilities.

Most authorities would like to provide more and better facilities, but find themselves faced with a huge infrastructure, refurbishment, repair, and staffing costs.



Many realise that one way of reversing the decline, is by increasing staffing levels. More attendants mean:-

- Reduced vandalism,
- Reduced anti-social behaviour,

- Improved security,
- Cleaner facilities, which
- Improves toilet hygiene.

However, the only way most authorities can afford to increase staffing levels, is by making a small charge.



When a cost/benefit analysis is carried out it nearly always shows that the benefits of charging include: -

- Higher standards of cleanliness,
- Higher public satisfaction levels,
- Reduction in anti-social behaviour and vandalism.

The 1936 public health act and the 1963 turnstiles act, has restricted the ways in which authorities can implement a charging system.

Earlier this year, legislation was changed, giving authorities the right to charge for the use of urinals.

Nevertheless, authorities are still not allowed to use turnstiles.

Some authorities have found ways around the turnstile act, such as:-

- By using automatic access gates,
- Leasing out the facilities to a management company, who are allowed to use turnstiles.

Those that have been charging, find:-

- The public accept the charge, provided they see an improvement in the facilities, and
- Re-investment of the income generated, leads to improved facilities and improved staff moral.



Many of the 2009 Loo of the Year Awards winners were local authorities that charge for the use of public toilets.

This is clear proof that when managed correctly, charging for the use of public toilets really does work.

Written by, Andy Brown.
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WHY?

The BTA Innovation Awards are being re-introduced for 2010 and will recognise innovation in three key areas of 'away from home' toilet provision:

- **NEW PRODUCTS**
- **NEW SERVICES**
- **EFFICIENCY IMPROVEMENTS**

NOMINATION

Anyone can nominate a provider or supplier or their own organisation or company. Send an email to enquiries@britloos.co.uk by Friday 20th August providing details of why you believe the product, service or efficiency should be awarded a BTA Innovation Award.

All nominations will be acknowledged.

JUDGING

A panel comprising members of the BTA Management Committee will judge each nomination and decide who will gain awards. There may be more than one award in each category, dependent on the number and quality of nominations. The decisions of the judges will be final.

THE AWARDS

Each award winner will receive a trophy designed specifically for the BTA Innovation Awards and a framed BTA Innovation Award certificate.

PRESENTATION OF AWARDS

The awards will be presented to the winners during the BTA Annual Conference on Wednesday 15th September at the Stratford Hotel Stratford on Avon. Full details will be sent to all entrants.

For more information contact Mike Bone, Director:
mike@britloos.co.uk or 01403 258059
www.britloos.co.uk





MEMBERSHIP LISTING AS AT JUNE 2010

(EXCLUDES HONORARY AND PERSONAL CATEGORIES)

COMMERCIAL COMPANIES

Aaztec Cubicles
Adshel More Group
Airdri
Albany Washroom Services
Blyth Valley Toilets
Bourne Leisure Ltd
Carlisle Facilities Services
Cubicle Centre Ltd
Danfo UK
Environmental Bio Tech
Gentworks
Gillett Morrissey
Healthmatic
Hering UK
Hydro Nova Europe
Initial Washroom Services
Interpublic Urban Systems
JC Decaux UK
JD Wetherspoon PLC
JMG Toilet Solutions
Manchester Panel Products
Magrini
Metsa Tissue
Ocean Contract Cleaning Ltd
Phlexicare
PHS Washrooms
Premier Luxury Loos
Portakabin Portaloo
Sanitary Safe UK Ltd
Total Hygiene
Urilift International BV
Vectair Systems
Willings Services

HERITAGE

Bute Victoriana
The National Trust

HOLIDAY & CARAVAN PARKS

Coast & Country 2006 Ltd

HOSPITALITY

The Evesham Hotel

LEISURE

Alton Towers
Chew Valley Hire
Legoland Windsor

RETAIL

McKillens, Ballymena

TRANSPORT

Transport for London

LOCAL AUTHORITIES

Aberdeenshire
Aylesbury Vale
Ballymena
Belfast
Blackpool
Brent
Bournemouth
Brighton & Hove
Bristol
Cambridge
Cardiff
Ceredigion
Central Bedfordshire
Cherwell
City of Lincoln Council
City of London
Clackmannanshire
Colchester
Crawley
Dacorum
Denbighshire
Dudley
East Hampshire
East Lindsey
East Lothian
East Preston
Gravesham
King's Lynn & West Norfolk
Linfield Parish Council
Maidstone
Manchester
Medway
Mendip
Morpeth Town Council
Newcastle
New Forest
Nottingham
Nuneaton & bedworth
Oxford
Peterborough
Portsmouth
Powys
Reading
Redbridge
Rochford
Sheffield
Staffordshire
Staffordshire Moorlands
Stratford on Avon
Stroud
Tendring

The Highland Council
Wells City Council
West Devon
Westminster
West Oxfordshire
Wiltshire
Winchester City Council
Wychavon

ASSOCIATED GROUPS AND ORGANISATIONS

Anxiety UK
Arthritis Care
Asset Skills
Association of Professional Tourist Guides
Australian Toilet Organisation
BCC – British Cleaning Council
BICS – British Institute of Cleaning Science
Bladder & Bowel Foundation
Bog Standard
Changing Places Campaign
Civil Service Pensioners Alliance
Centre for Accessible Environments
Coach Tourism Council
Dutch Toilet Organisation
ERIC – Education and Resource for
Improving Child Continence
Help the Aged
London Travel Watch
Mencap
Mobility Choice
PAMIS – Profound & Multiple Impairment
Service
PSE – Portable Sanitation Europe
RADAR – Royal Association for Disability
& Rehabilitation
Restroom Association of Singapore
Russian Toilet Association
Spinal Injuries Association
Sulabh - Delhi
Taiwan Toilet Association
The Gut Trust
Tourism for All Consortium
UK Paruresis Association
Urostomy Association
World Toilet Organisation

AFFILIATED TOURISM GROUPS

Northern Ireland Tourist Board
Sustainable Wales
Visit Britain
Visit Scotland
Visit Wales

LOO OF THE YEAR Awards 2009

'CHAMPIONS LEAGUE' – STANDARDS OF EXCELLENCE

Presented to any organisation or local authority with ten or more entries and winning five or more 5 Star Awards and who, in the opinion of the Inspectors, are maintaining a consistently high standard of management in all their Loo of the Year Awards entries.

