



Consultation Service Report for  
Weymouth & Portland Borough Council



# Weymouth Seafront Toilet Review

Report Commissioned by  
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## Introduction

While there is no statutory requirement to provide public toilets they improve local amenity and support active participation in social, commercial and recreational activity for residents and visitors.

Furthermore, if government wants people to get out of their cars and back onto public transport then public toilet provision at the local level and in particular within or adjacent to public transport termini and in the main centres of human activity is essential.

Public toilets are especially important for independent groups, such as the elderly or those with certain health conditions, as well as for tourists.

Public toilets can support businesses in boosting footfall, by giving people more confidence to move around the city and helping to keep the immediate area free from street fouling.

The adequate provision of safe, clean, hygienic, publicly available toilets in any major town or city has a hugely significant impact on the life and well-being of its residents, visitors and tourist trade. However, probably one of the most critical factors is strictly commercial.

Toilet provision greatly affects the commercial business activity and in particular the shopper's experience. Not enough toilets and the shopper will become uncomfortable and could leave the area taking their spending budget with them. Worse still if the problem is known then they might simply choose not to visit the town/city at all and local businesses will suffer falling revenue streams. The lack of toilets within the public realm can reflect considerably on the areas reputation, cleanliness and well-being across the whole commercial spectrum even as far as Europe. Within the report a number of business opportunities are highlighted which could be investigated or developed with business partners to counteract this downturn and economic malaise. The recommendations contained could significantly increase the number of toilets open and available to the residents and visitors, yet at a minimal cost to the council directly. The possibility of neutralising both the capital and the revenue costs laid against provision of these facilities and the increased visibility and promotion of this essential factor in Weymouth's growth.

### Why public toilets matter

- To support tourism and increase the areas welcoming appeal
- To support local traders and commercial ventures in the town centre
- The Health & Well-being of all residents and day visitors
- Support older persons and user groups who feel anxious about leaving their homes
- Extending visitor numbers and length of stay in an area (major economic benefits)
- Promotes a councils Equality & Social inclusion provision
- Guards against street fouling and acts of public indecency

Older people do not readily leave their home without reassurance that there will be a public toilet available. The following quotes from extensive research - involving 550 interviews and surveys (with people of all ages and range of abilities) focussing on the design and provision of toilets used when away from home highlight this issue:

Public toilets may appear to be small, insignificant buildings within the area, but their impact on the people living, working and visiting that area is totally disproportionate to their size and structure.

They are essential to enabling people to travel around and stay out, away from home without fear of there not being a toilet available.

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

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

Help the Aged in the UK has research findings citing the impact of on older people's health – physical, social and mental – when they are unable to leave the house because they are fearful about not finding a public toilet.

The Help the Aged paper "Nowhere to Go: Public provision in the UK" (2007), based on a survey of 1,000 older people to get their views on public toilet provision, noted that 12% of older people (1.2m) felt trapped in their own home; 13% (1.26m) do not go out more than once a week and 100,000 had never gone out. Their evidence is that lack of public toilets is a significant contributory factor in the isolation of older people.

As people age chronic health conditions emerge which often lead to increased urinary frequency: medical treatments for circulatory disease (which increases in over 65s) and for heart disease and cancer (which increase in over 70s) have the side effect of increasing urinary frequency; the connective tissue to the bladder also weakens which lowers the capacity of the bladder and reduces capacity for emptying the bladder leading to increasing need to use the toilet and get there faster.

### **People with accessibility needs**



People with a disability and their carers also lack the freedom to leave their homes without the reassurance of adequate toilet facilities being available.

For example, there are approximately 90,000 persons in the UK suffering from Crohn's disease or ulcerative colitis (otherwise known as Inflammatory Bowel Symptom or IBS); the symptom is the sudden and uncontrollable need to use a toilet.

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

"Day to day living is affected by a constant anxiety about suddenly needing a toilet and having very little time to find one, and this can have a devastating impact on the ability to engage in activities away from home. The provision of public toilets is, therefore, an issue of great concern to people living with irritable bowel disease."...

The importance of public toilet provision to people living with IBS is very clear. Crohn's and Colitis survey results show very little change in the attitude of the public with many businesses denying people with IBS access to their toilets. 61% reported difficulty accessing toilets and 41% were denied access. 70% of respondents stayed at home during an IBS flare up.

The BTA is a member of the Changing Places Consortium (UK) a group of organisations working to support the rights of people with profound and multiple learning disabilities to access their community. They have argued that the absence of suitable provision such as Changing Places toilets prevents many disabled people from travelling into town centres and spending money to boost the local economy. The Changing Places campaign was launched to call for these facilities to be available in every major public space in the UK. There are now nearly one thousand (976) of these units across the country.

## Tourism

A nation can be judged by its toilets and public toilets are often the first and last thing a tourist experiences. Their impact on a tourist's perception of whether a place is worth visiting can therefore be highly significant.



In a submission to the 2008 House of Commons report 'The Provision of Public Toilets' the Director of British Resorts and Destinations Association noted that "If you are a visitor and there on a temporary basis, provision of public toilets becomes absolutely fundamental...most journeys start and finish with people going to the loo." In an omnibus survey conducted by the Tourist Board results indicated that whilst visitors enjoyed the local attractions, food and friendliness of the both residents and company representatives, their primary complaint was the complete lack of or the perceived poor state of that areas public toilet provision.

From a tourism perspective public conveniences are very often the first and last experience of any city, borough or district and will have a significant effect of the visitor's perception of that area. Visitors to the Town Hall or Visitor Information Centre frequently ask for the location to the nearest toilets.

Careful consideration should be given to all Key Locations, transportation Hubs and more especially forthcoming Events and their attraction/impact for day visitors.

## Public Health

Street fouling is unanimously regarded as appalling and disgusting. This anti-social behaviour is common yet can be almost completely mitigated by the appropriate provision of public toilet facilities coupled with strong enforcement of anti-public urination laws.

The provision of an adequate supply of public toilets and improving the perceived comfort, cleanliness and safety of these is an important public health issue. Without public toilets councils would be faced with enormous clean-up costs each morning. There could be a significant increase in public decency offences and potentially with street fouling we could see a worrying increase in slipping incidents that might lead to costly legal actions.

## Night-time Economy

Every town and city across the UK and Ireland faces a series of questions and responses to the problems incurred from this element. The more popular the destination the greater the problem faced. Centres face a strain on resources and quite often this can be considerably disproportionate to the sudden influx of users. However the critical point is reached at the point when pubs and night-clubs are closing and very significant numbers of revellers are being forced to leave the premises en-mass. Hundreds of mainly young person's spilling onto the streets at a very late hour – coming from heat into cold and with no previous thought of going to the toilet before facing a long wait for a taxi or longer walk home.

However we still need to consider those persons who have respect for our provision and facilities and who are helping to boost the local economy. Most publicans and restaurant owners have installed sufficient toilets to cope with their own customer's needs.

If consideration is being given to drive to improve toilet provision then a considered campaign with the food & licensed trade could become an integral part of the overall.

## “Away from Home” toilets – Publicly Accessible

In looking at the provision of public toilets the definition needs to be extended beyond council-provided facilities to include all “away from home” toilets which are, or could be made, available to the public.

Many people already consider toilets in places like food courts as “public” toilets. In certain instances they have been known to regard them more highly and prefer to use them over council provided public facilities.



The potential supply of public toilets is therefore quite large. The challenge is to tap into this additional provision on a formal basis and this has been done very effectively across the UK where Community Toilet Schemes (CTS) have been growing in number rapidly. A CTS however should always be seen as a supplement to, not in lieu of, current public toilet provision as they are not appropriate everywhere and do not cater well for young people, increasing night time activity, large groups of visitors, ethnic differences and cannot obviously be of any significant public benefit over bank holidays or when premises are shut.

### EXTRACT: Taken from the City of London Community Toilet Scheme:



The aim of the City's Community Toilet Scheme (CTS) is to improve the provision of toilet facilities available to the public by working in partnership with local businesses that are prepared to contribute to the community. The Community Toilet Scheme supplements the City's facilities. In exchange for providing members of the public with free access to clean safe toilets the City pays a contribution to participating businesses. Businesses often allow people to use their toilets without necessarily buying anything, so the contribution they receive from the City can be looked upon as recognition of this public service. As a CTS member, a business still retains the right to refuse admission in exceptional circumstances. Members

of the CTS scheme report that people using their toilets often do make a purchase and therefore takings increase as a result of membership. In addition to advertising the scheme and creating publicity material such as location maps, leaflets, etc. the City has a dedicated area on this website giving details of participating businesses with direct links to their websites. The free advertising together with free window signage encourages potential customers to go into members' businesses

## Aims and objectives of this study

BTA is helping Weymouth & Portland Borough Council to complete a “sufficiency & quality review” of current toilet provision along the seafront & promenade area. Considering:

- The provision of safe, accessible, clean and environmentally friendly public toilets
- Maintaining the quality of public toilet stock and ensuring toilets are placed at locations that best meet community and visitor needs
- Ensuring, where possible, toilets are available during times required by the public.

The purpose of the main study is to identify all publicly accessible toilet facilities found within and servicing the seafront and promenade areas. The BTA has also identified particular issues which it hopes the Council will consider addressing. These are:

- |                             |  |
|-----------------------------|--|
| 1. Signage                  | - Lack of public on-street directional signboards    |
| 2. Anti-Social behaviour    | - Alcohol, substance abuse, homelessness & vandalism |
| 3. Cleaning Schedules       | - Effective maintenance, timings and rotation        |
| 4. Equality Order           | - Accessible standards of provision                  |
| 5. Using 106 Provision      | - New buildings/developments                         |
| 6. Miscellaneous Provisions | - Section 20 food establishments                     |

Nationally, it is clear that the public regard all publicly accessible toilets as public toilets. That is, toilets provided by department stores like M&S or within shopping / community / visitor centres, within major fast food outlets (McDonalds, KFC) within public buildings (Libraries, Museums) and at transport hubs.



These all need to be regarded as part of the areas overall public toilet provision. Cafes, pubs, restaurants, industrial/commercial premises, petrol/service stations etc... that provide toilets for patrons may also be regarded as part of any potential scheme.

This report contains an insight from local businesses to the overall provision available within the Weymouth seafront area. The Council would need to consider if it is willing to support this by instigating a series of measures to help promote local providers. This could be as simple as producing a paper give-away toilet map showing the locations of local businesses participating. They might also consider the substantial benefit to the town of these premises or facilities and offer some financial support to cover cleaning and supply of materials.

## Methodology

To undertake the study the BTA consulting team adopted the following study methodology:

- Phase 1 – Identify locations and map these to plan access and routes
- Phase 2 – Log personal site visits and carry-out independent verifications
- Phase 3 – Survey, recording of facilities and photographic identification & evidence
- Phase 4 – Preparation of the Draft & Final Reports
- Phase 5 – Submission to Council

Works to be completed before the end of May 2017

## Executive Summary

The Council currently oversees the control and cleaning of five public toilets, located along or adjacent to the main seafront and has a third party arrangement for the provision of a further toilet provision at the Alexandra Gardens. The Council has acknowledged that as it continues to promote the town as a major UK holiday destination and good clean, publicly accessible



toilet facilities will play a major role in their efforts to increase visitor numbers. Therefore, it needs to devise and consider how best to meet the increasing demand going forward and may have to undertake a wider range of options other than direct provision. These options are a priority as the town continues to develop as a great place to live, work and visit.

Whilst there are no statutory requirements upon the council to provide any type of public facilities, they accept that it has a significant role to play in the provision of public toilets to support active participation in community life and visitor enjoyment within the town centre and main seafront areas. Members and officers clearly recognise that the provision of clean, safe, accessible public toilets greatly affects all local people and tourists visiting this beautiful stretch of coastline. They also play a major role in the lasting image of an area and how the visitor experience is passed on.

Whilst the majority of toilets visited were in reasonable working order, the overall perception felt was that these toilets were from an older era and were crying out for some form of modernisation; and for someone to address a number of inherent problems. Each of the facilities visited has a detailed data sheet included later in the report.

This survey was carried out over a bank holiday weekend, when visitor numbers were expected to be significantly higher than the daily norm. However, cloudy conditions and a cool breeze probably had a substantial impact on numbers visiting the beach and the adjoining attractions. There was still sufficient footfall and ingress to allow us to make a reasonable study and assumptions about how these facilities would cope in major holiday periods. Whilst we also took into account bus stops, coach parks, visitor parking, other amusement arcades and visitor attractions, the main body of this report is looking primarily at the area between Pier Bandstand and Pavilion. A reasonable study was also undertaken in the main shopping areas to understand traffic flow and areas where visitors might also be expecting to find relief or other facilities.

The survey commenced at Overcombe car park and in addition to the public facilities we identified a number of potential sites that were either, at present already helping to support the on-going visitor requirements or might be potentially open to a future partnership agreement. Additionally along the main seafront there were a number of beach huts / retail kiosks that were helping to keep visitors from leaving the area and therefore playing an important role in the overall visitor experience.

Also noted was the number of 'Victorian' style sheltered seating areas, that whilst attractive probably no longer supported the significant numbers of tourists and visitors wishing to rest and enjoy the scenic views. It was also indicated to me that these were being utilised by vagrants and rough-sleepers, and many felt that these could be repurposed to reduce this reoccurring antisocial activity. One instant solution might be to retro-fit arm rests.

Significant visitor numbers including persons coming from the main shopping thoroughfares were witnessed using the facilities at both the King Statue and Alexandra Gardens. Without the temporary facilities provided by the Council at the Pavilion to alleviate the pressure there would be a need to further address the levels of provision. I also believe that the



Council must now react and seize the opportunity to address the levels and quality of provision, if it wishes to attract larger numbers and increased income/revenues to the town.

Generally it was felt that the distance between each of the facilities was consistent and patrons had reasonable access to these units. What appeared to be most troublesome was the number of persons misusing or abusing these facilities, for example washing sand off their feet and limbs straight into washbasins, using cubicles as changing areas, using open areas as children's changing areas and thereby reducing the number of facilities available. We also witnessed flooding in the main King's Statue toilets that caused the 'ladies' unit to be closed for up to two hours because of the potential slipping hazard. This would, of course be more problematic at peak season times.

Directly beside the Pavilion theatre, the council has established a set of two portakabin toilets, to support the perceived number of visitors that are expected during peak periods. Through observation it would appear that these were extensively visited and although slightly hidden behind a funfair ride, they were quite easy to locate or identify whilst driving past. A number of other councils successfully use this type of facility to cover peak periods and major events and most are extremely pleased with the effects/results of this strategy during seasonal or weekend peaks.

The major provision for the town is obviously the King's Statue underground facilities. I have no doubt that these were fit for purpose when first installed, however with the current emphasis on health and safety around these types of facilities, the general consensus would appear to be that this type of underground facility should be replaced with units that are considerably more visible and accessible to all users. Bringing this type of facility above ground would also help to alleviate many of the antisocial problems, normally associated. Obviously there is a substantial building directly above the toilets, which already contains 24hr facilities and a Changing Places unit, in addition to the Haven Sales Lounge and the Café. It is my understanding that this building may already have been subject to a 'change of purpose' proposal which failed at the funding stage. However, this would seem to be a natural progression in a quest to provide facilities for the benefit of all users.

In addition to the beach, the two main areas attracting major footfall appear to be Greenhill Gardens and Alexandra Gardens, each for a slightly different reason. The toilets servicing the Greenhill Gardens area are poorly sighted and insufficient to cover the substantial visitor numbers during peak times and concerts. Consideration should be given to a new development to improve the visitor experience or the provision of an enhanced option that event organisers could supplement to meet additional influx. Alexandra Gardens appears to be the main attraction for families with young children and whilst the facilities in here are very well provisioned and maintained, they cannot continue to cope with the increasing number of visits, and strain that is currently being placed on them, even with the existing temporary portable provision available at the Pavilion.

With the design of many modern facilities, there are a number of areas on the seafront that could be utilised to host a structure/kiosk which has integral toilet facilities, built into the rear. These dual-purpose facilities are being widely adopted primarily because of their neutral running costs and potential additional sources of revenue. This type of (attended) facility also minimises the potential incidences for any type of anti-social activity.

In summary, our feeling would be that there currently is a good spread of facilities. However, many of these are showing extreme signs of age, wear and a clear lack of sufficient maintenance from the current service provider. On two occasions, over the course of two days, I had to call Churchill's to report blocked toilets / urinals and extensive littering.

## General Guidance

The following recommendations have arisen directly from the survey, consultation, research, inspection and assessment of Weymouth & Portland Borough Council's seafront public toilet provision. Further site specific information is contained within the individual data sheets and recommendations that immediately follow this section.

Whilst no time was allocated during this survey to visit hotels, pubs, clubs, restaurants and shops within the town and surrounding area, a number of establishments were recorded and management approached to gain an understanding of customer behaviours and their willingness to allow public use of their internal facilities.

The following recommendations are not placed in order of priority or importance. It is purely our hope to provide Council with a platform to develop future improvements.

Overall the Council should develop a planning framework for public toilets which looks to address the issues of location, provision, safety and design as contained within the report. To inform this framework the Council will need to consider the following strategic options:

- To initiate an upgrade programme for all existing facilities within a planned timeframe;
- To investigate the best means to enhance upon the permanent facilities including continued use of temporary units or introduction of a community based toilet scheme;
- Consider closing the underground facilities at King's statue and replacing these with modern overground units with kiosks or to enhance upon the underground facilities through additional above ground provision within the main promenade building
- Introduce chargeable entry to contribute towards on-going maintenance and future upgrades
- Investigate outsourcing of all facilities and reset all current in-house cleaning schedules and methodologies including options for re-provision and investment.
- All accessible units need to be DDA compliant or achieve a higher standard and avoid any potential conflict with users, their carers or any potential legal challenges

## Signage & Promotion

During the survey the inspectors were expecting to find Information boards and fingerpost signage. Unfortunately, there was very little evidence of any encountered. Those that were found did not contain any location points for the current toilet facilities.



At present there appears to be very little promotion due to the Council's limited provision. However if the Council is willing to investigate or fully adopts the (CTS) option then the production of a Toilet Map would become an extremely valuable tool to promote the town's warm and welcoming drive to attract visitors. This could also be a continuing source of revenue generation if advertising space or sponsorship was to be sought.

Additionally, information boards along the promenades (refer to page 36) and around the town centre would highlight local amenities and toilet locations. If local businesses were to embrace the promotional opportunities then these sites could generate revenues that could be reinvested in the CTS costs or used for providing better public toilet facilities.

## Community Toilet Scheme (CTS)

This type of scheme **MUST NOT** be adopted as a complete replacement for Council provision as it has a number of frailties; and the types and quantity of provision continuously change. It has proved most successful where Councils work in tandem with local companies to secure an overall provision. The BTA would be keen to support the Council in developing this initiative. If retailers and commercial providers feel that the Council is simply trying to negate its responsibility then they are less likely to have any enthusiasm for the scheme to succeed. Signage can be designed and distributed to allow participants to promote.

## Public Information and Communication

The Council website could be better utilised to host information on the current provision of publicly accessible toilets and any potential CTS scheme. This would allow visitors to download and preplan their visit. All that is required would be simple information covering opening times, accessibility, baby-change and parent/family facilities and 24 hour provision.

Management needs to ensure that the map/web-site content is updated and that any changes to provision be communicated to agencies/departments/others who report or deal directly with public toilet provision. The leading officer could potentially develop a strategy, to improve communications, signage, service delivery and if tasked, work with agencies and partners to plan, prepare and develop an increased toilet strategy for the town & borough.

## Planning & Health

Many future provision decisions can now be brought under this review and hopefully the additional information contained may be of help in the planning and final process

**Section 106** of the Town and Country Planning Act 1990 allows a local planning authority to enter into a legally binding agreement or planning obligation with a land developer over a related issue. This opens up the possibility of the council stipulating that any new build would have to consider and plan for the addition of an integral public toilet facility.

**Section 20** of the Local Government (Miscellaneous Provision) Act 1976 states that a local authority may require an owner or occupier to provide sanitary appliances of such kinds and numbers as are so specified. This section mainly refers to premises serving food and in most councils will be enforced by the environmental health officers or department.

All future planning developments should take into account the provision of public toilets in accordance with the above ratified policies and design guidelines.

The Council will already be aware of the Equality Act 2010 and must give some careful consideration and perhaps a review to both its own provision and the inclusion of additional toilets – if they fall within the CTS scheme.

## Automatic Public Toilet

Consider the provision of the new Automatic Public Toilets (APT's), to help with 24 hour access and increase the provision of accessible access in certain locations. Primarily, these units have wide doors, significant internal dimensions and use a RADAR Key entry or charging mechanism. Hence they provide immediate accessible provision with additional revenues going towards the running costs. They can make a definitive contribution to reducing anti-social behaviour and can significantly reduce the amount of street fouling.



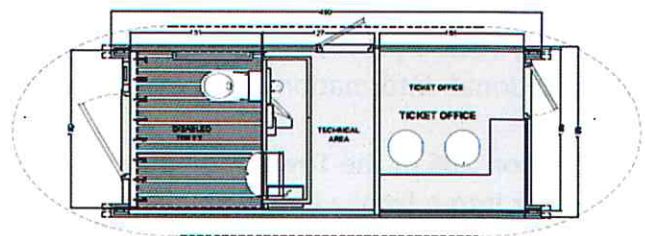
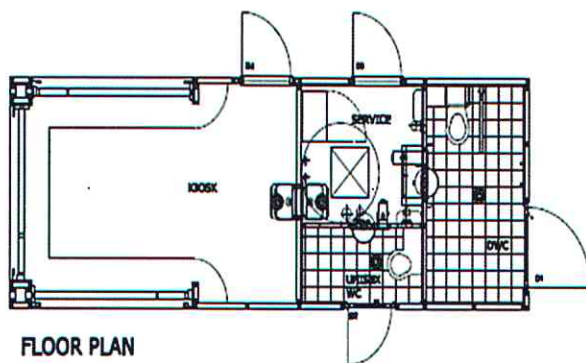
## Kiosks

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

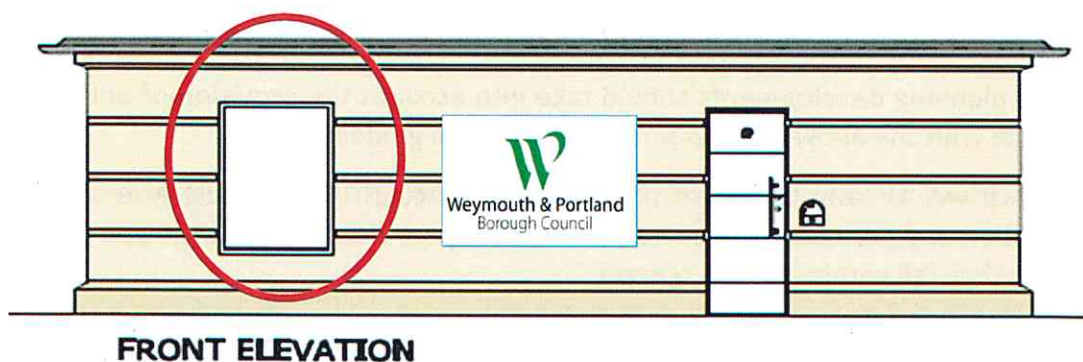


These facilities were run and serviced by the council and while revenues were subject to seasonal variations it was generally accepted that these facilities were run on a cost neutral basis. Some consideration had been given over to leasing these facilities out to local entrepreneurs but as yet no plans had been accepted.

The designs below give an indication of the type of kiosk that might be considered for parks and gardens – as well as town centre and promenade locations.



These schematics simply show unisex & accessible fittings and a service area

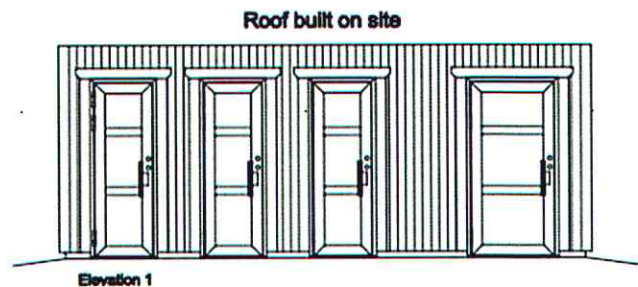
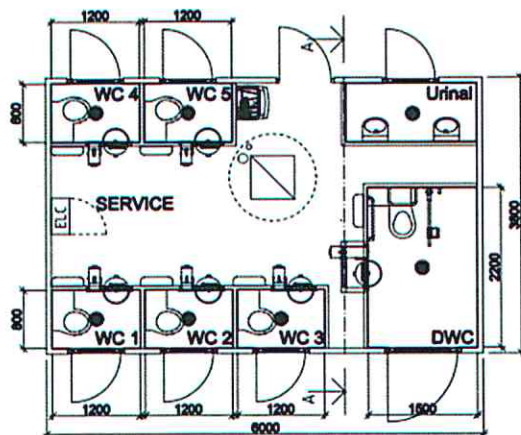


This variation has a Digital Advertising Panel located on each side. The panel would be utilized to generate a substantial revenue stream that would easily cover all the revenue costs for this unit. The Kiosk could also be leased to also allow an additional annual revenue stream. Some potential uses could be as a tourist information point, a ticket office for shows, souvenir shop, charity shop, taxi stand/transport hub or even a cycle hire store.



The buildings would be totally bespoke and can be adapted to fit the needs of individual requirements. The daily servicing of the facilities would become part of the annual contract and therefore not cause any additional pressure on the councils cleaning teams. The toilets could also be utilized as 24hour facilities to service the night time economy. Street urination at night in the nightclub/restaurant areas of most UK cities and towns is also regarded as a major problem that needs to be addressed.

### Tetragon-type Unisex Toilet Block



Right across the country, the current preferred option for most councils is to replace existing public toilet facilities with the new modern Tetragon-type Unisex toilet block. This unit can be assembled in the factory to exact specifications and then dropped onto a specific location as required. The exterior of the building can be customised to fit the needs of the location and blend in so that the unit does not stand out like an eyesore. A standard block would comprise of 5 x Unisex WC's, 1 x Twin Urinal and 1 x Accessible Unit.

**Illustrations and pictures kindly supplied by:  
BTA Corporate Champion Sponsors**

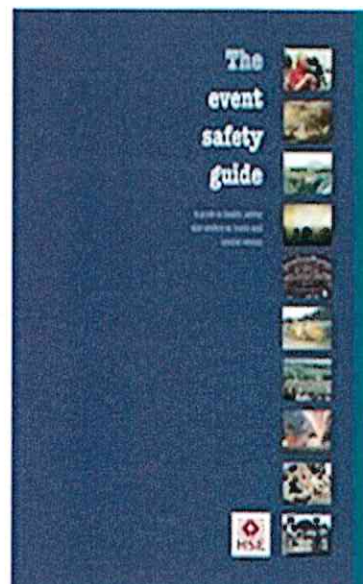


## Events & Portable Toilet Provision

Whilst there is a significant provision for most of the year, special consideration is needed for the summer months, peak periods and for any future events programme. Major events will bring substantially increased numbers of visitors and therefore demand will suddenly become concentrated on the seafront areas. As previously indicated, portable units can always be utilised for these circumstances to bolster existing provision.

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

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



The Event safety guide aims to help everyone who organises major gatherings so that they run safely. The guide will enable organisers to anticipate or try to understand the needs of others concerned with the event, such as local authorities and the emergency services, so that they can all work together to improve all the related health and safety issues.

### Location

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

The table below shows a general guideline for a music event, though these figures may be too high for short duration/'non peak' period events such as country fairs and garden parties, or too low for events with high levels of fluid consumption or where camping will occur.

#### For events with a gate opening time of 6 hours or more

Female	Male
1 toilet per 100 females	1 toilet per 500 males, plus 1 urinal per 150 males

#### For events with a gate opening time of less than 6-hours duration

Female	Male
1 toilet per 120 females	1 toilet per 600 males, plus 1 urinal per 175 males

The experience of a competent consultant or responsible contractor could prove invaluable when determining numbers of sanitary conveniences.

## OVERCOMBE – Data Sheet

This modern building is situated at the far end of the Promenade, however there is very limited parking close by. Currently pedestrian visitors reaching this point would be unsure/unaware that the building exists. Some additional signage would be helpful.



### The following facilities were identified upon inspection:

<b>Male facilities:</b>	1 x cubicles	3 x urinals	2 x washbasins
<b>Female facilities:</b>	3 x cubicles	3 x washbasins	
<b>Accessible facilities:</b>	1 x 24 hr Accessible unit		
<b>Baby change facilities:</b>	1 x Fold down Baby change bed		

### Observations:

The facilities are modern, warm and fairly well appointed. Fourteen visitors were witnessed entering the facilities over a 30 minute period that morning.

The block is situated on a major junction and stopping to use the toilets would appear to be difficult, a small car park is situated close by – but this requires an 80p parking tariff.

These facilities are reasonably well positioned and appear to be well maintained. Their position seems to serve the casual walkers and beach users and will facilitate those visiting the area outside normal working hours and during peak holiday periods.

We would recommend some additional signage at the end of the promenade and perhaps at the approach to the junction.

If a Community Toilet Scheme was to be considered then the adjacent Oasis Restaurant could be approached to support with their facilities.

## OVERCOMBE TOILETS – Overview & Considerations

These toilets are very well situated at the end of the promenade and obviously are a welcome bonus for all types of users.

The toilets are well equipped and appear to be well maintained, and during the inspection all elements were found to be in full working order.

The nearby Oasis café probably takes some of the pressure away from these facilities, whilst it is open. The nearby car park is associated with the café and car parking charges are refunded with purchases inside.

There was very little or limited free parking anywhere close to this toilet block. This mainly indicates that it serves pedestrians and casual passers-by rather than those approaching it by road. I would be fairly sure this unit would be extremely beneficial to commercial drivers entering or leaving the town, however, the lack of parking or directional road signage certainly reduces the number of daily visits.

I believe this toilet block should be retained – as it serves a very vital function to residents, beach users and holiday makers approaching the town from this point.

The internal decoration is completed to a fairly high standard and the sanitary fittings are well presented and functional.

The location is unobtrusive, and the corner site, I would perceive as being a bit of a wind trap and therefore needs to be kept clear of litter and debris to avoid it becoming a dumping/throw-down area. The unit was warm and had no apparent odour.



## OASIS BEACH RESTAURANT - OVERCOMBE

This modern building is situated at the end of the promenade and offers very limited parking. Whilst the parking is chargeable – this fee is refunded - by the restaurant - if you are purchasing food or beverages. Use of their in-house toilets is FREE for customers.



### The following facilities were identified upon inspection:

<b>Male facilities:</b>	1 x cubicles	0 x urinals	1 x washbasins
<b>Female facilities:</b>	1 x cubicles	1 x washbasins	
<b>Accessible facilities:</b>	None		
<b>Baby change facilities:</b>	1 x Fold down Baby change bed		

### Observation:

There are no actual public toilets signposted or promoted at this location. Limited facilities are available only with access into the main restaurant. Two single unisex units are located on the lower ground floor.

If the council was to consider putting forward any strategy for the introduction of a Community Toilet Scheme then this would certainly be a property for consideration.

### Consideration:

### Details given for future reference only

## LODMOOR PARK – MALE TOILET FACILITIES – Data Sheets

A substantial block of toilets servicing this major park and adjacent seafront. The exterior walls and doors paintwork needs attention and signage is poor and potentially confusing. The area around the block is very poorly kept and is heavily littered in places.



The following facilities were identified upon inspection:

**Male facilities:** 3 x cubicles 2 x 4bay S/S urinals 3 x washbasins  
**Accessible facilities** 1 x accessible unit  
**Baby change facilities:** 1 x Baby change unit

### Observation:

These facilities are fitted with stainless steel fixtures to prevent anti-social activity or reduce the effects of misuse during peak holiday periods or out of hours. The lack of proper toilet seats is causing some concern and is often off-putting for many older persons and children. A number of faults were detected on my visit, for example... lights out, soap dispensers empty, handdryers not functioning. A constant stream of visitors was observed approaching these facilities – however due to the reasons stated above, many were also turning away to go in search of alternative conveniences.

This is an extremely busy - open public access building, as this is a major parking area for park visitors, beach and seafront users as well as tourists arriving into Weymouth. The facilities are old and tired and certainly would benefit from a substantial makeover and refit. The only other toilets within the park are located in the SeaLife centre and the management and staff expressed extreme concern that a considerable number of day visitors were arriving at the park looking only for direct use of the toilet facilities, because of problems with the main block. Should this franchise decide to refuse entry except for customers then the block in its current condition might struggle to cope with demand.

## LODMOOR PARK –FEMALE TOILET FACILITIES – Data Sheets

Like the Male units on the reverse side these facilities are struggling to cope with the volume and demands of their current usage. In addition to the need for an upgrading of fixtures - the installation of a bin or bins would seriously help to control the build-up of substantial debris and dirty nappies outside the units. Better signage is also required.



### The following facilities were identified upon inspection:

<b>Female facilities:</b>	8 x cubicles	8x washbasins
<b>Accessible facilities:</b>	None on this side	
<b>Baby change facilities:</b>	None on this side	

### Observation:

These facilities welcome a substantial number of visitors each week and significantly help to ease the town's burden. However they appear to be forgotten or not correctly scheduled for the cleansing squads - as repeated visits were made and little change observed.

This is an extremely busy - open public access building, as this is a major parking area for park visitors, beach and seafront users as well as tourists arriving into Weymouth. The facilities are old and tired and certainly would benefit from a substantial makeover and refit. The only other toilets within the park are located in the SeaLife centre and the management and staff expressed extreme concern that a considerable number of day visitors were arriving at the park looking only for direct use of the toilet facilities, because of problems with the main block. Should this franchise decide to refuse entry except for customers then the block in its current condition might struggle to cope with demand.

## LODMOOR PARK – Overview & Considerations

This appears to be a major car parking area, not only for people visiting the park but as a long-stay park for families intending to spend the day in and around the town. Therefore it sets the tone for your visitor experience. Most individuals alighting after a car journey would have the immediate intention of using the toilet prior to commencing their walk round or specific activity. As such these toilets are then the very first greeting that every visitor will receive. The litter bins at the ticket machine were full to overflowing at 10am – not emptied from the previous evening – so before I get to the toilets I have to wade through detritus.

The main toilet block appeared ‘tired’ and in urgent need for both refitting and repainting. Signage would appear to be confusing - as we were approached by members of the public seeking directions and information. The lack of any bins close to this block is creating a significant problem with litter and detritus, and the build-up of this detracts from the overall impression of the facilities provided.

The internal fittings are mainly stainless steel and we would understand that this had been requisitioned to cope with an anti-social problem – if these units are left unattended for long periods and the park is easily accessed even after the hours of darkness. There are a number of new materials that are being used to replace the original stainless steel, which serve a similar function but with a more pleasing finish.

The local café and other attraction owners all appear to be extremely supportive and appreciate this toilet block and the function it provides. However, each has expressed their dismay that the units and the surrounding area are not being fully maintained to a sufficient standard and one which is welcoming to tourists, visitors and residents alike.

## SEALIFE PARK & CHILDRENS PLAY AREA

During the time spent at the Lodmoor Park, we became aware of customers turning away from the facilities and entering into one of the local attractions in search of clean toilets and additional facilities. We met with SeaLife management to discuss.



### Observation:

This particular park appears to be the only additional toilets located at this site. It contains 3 separate toilet blocks each with male, female, accessible and baby change facilities.

Management and staff confirmed that there was a constant flow of people entering the attraction with the sole purpose of using the toilets located close to the front door.

The photographs above show these to be warm, colourful and welcoming and well-equipped in a complete contrast to the facilities provided by Council in the main park. Staff also confirmed that many residents and regular visitors appear to use these facilities more frequently and might only visit the main block as an emergency.

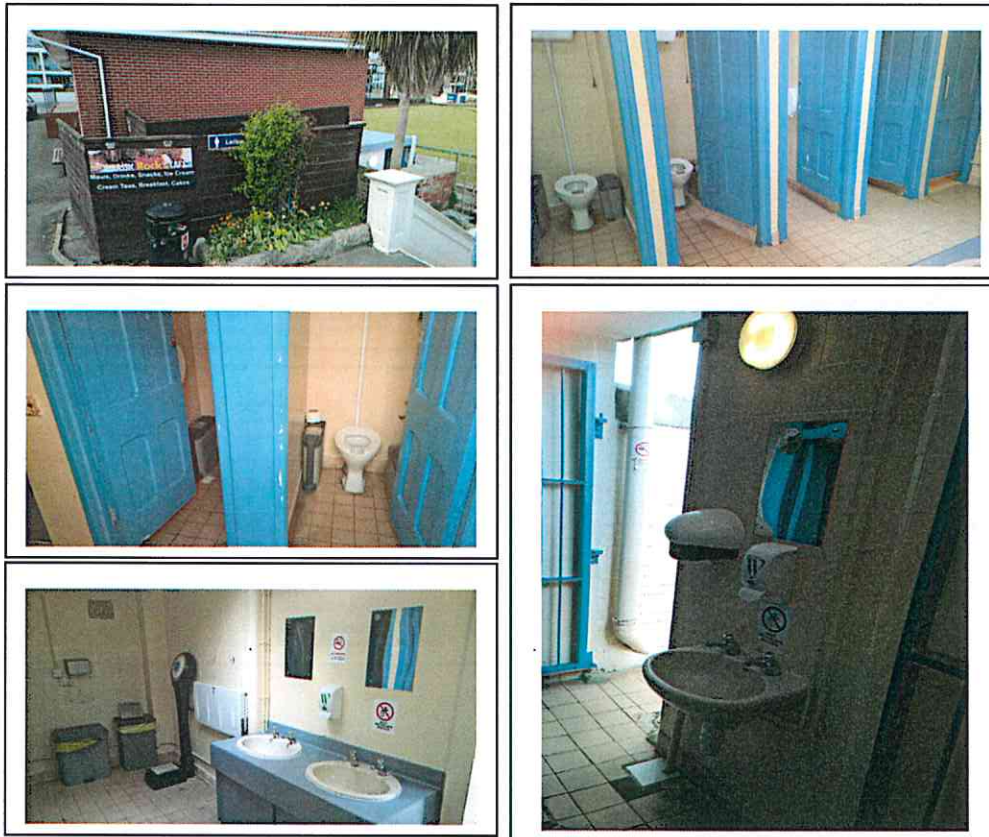
Parents with young families who were visiting the play park located at the rear of the car park would apparently use these facilities both prior to and before leaving the area. When questioned some of the parents raised safety concerns and felt that these toilets were much safer places for their children to visit unaccompanied.

### Consideration:

**Details given for future reference only**

## GREENHILL GARDENS – FEMALE TOILETS – Data Sheet

These toilets are located underground and although signposted from the lower promenade, serve only a small number of passing visitors. Their main function is to facilitate the small drinks kiosk and the large putting green adjacent in addition to the beach front area.



The following facilities were identified upon inspection:

Female facilities:                      6 x cubicles    3 x washbasins

### Observation:

The toilets appeared to be reasonably well maintained, however there were a number of littering and cleaning issues observed. Access was gained via a set of steep stairs, and this would always be of concern regarding health and safety (slips, trips and falls).

These toilets may have served a reasonable purpose over the years. However, with the increasing use and popularity of the gardens nearby some consideration should be given to either the siting of additional temporary facilities to increase the provision when events or scheduled activities lead to increased demand or totally replacing these facilities with a ground level block, in a much more favourable location.

## GREENHILL GARDENS – MALE TOILETS – Data Sheet

These toilets are located underground and although signposted from the lower promenade, serve only a small number of passing visitors and beach front users. Their main function is probably to facilitate the small drinks kiosk and the large putting green adjacent.



The following facilities were identified upon inspection:

**Male facilities:**                      2 x cubicles    5 x urinals    2 x washbasins

### Observation:

Being underground these toilets are away from the public gaze, and therefore it was of no surprise to find them being used for the consumption of alcohol and the target for vandalism and graffiti. The poor state of decoration and the fact that the graffiti has been present for quite some time points to a general lack of service, care and attention.

These toilets may have served a reasonable purpose over the years. However, with the increasing use and popularity of the gardens nearby some consideration should be given to either the siting of additional temporary facilities to increase the provision when events or scheduled activities lead to increased demand or totally replacing these facilities with a ground level block, in a much more favourable location.

## GREENHILL GARDENS – Overview & Considerations

A sizeable café / restaurant is located at the southerly entrance to the Gardens, and there appears to be no provision for anyone utilising this much more popular area. One of the features of this area is a bandstand which attracts substantial numbers of visitors when concerts or music events take place.



This area appears to be a favourite spot of visitors and tourists, however it is totally lacking in reasonable toilet provision. Directly above the café we discovered a small block building that is being utilised as a maintenance store for council equipment. The current café owner suggested that this building had previously been a toilet block servicing the park, although no other evidence of any previous usage could be gained. Consideration could be given to investigating if this building could be better utilised as a public amenity, as the demand for public relief is probably considerably greater here, than at the other end of the park.

This could also be another area where a portable unit could be brought in to service the demand during concert or festival periods. It was noted that the promenade widened considerably at the Gardens entrance and could facilitate portakabin-type toilets; providing these were self-sufficient and did not require any mains connections, although a more permanent arrangement would always be preferred.

A seated pavilion was observed; however, the unit was barred and gated. It is assumed that this is to prevent rough-sleeping. This space would be an ideal location for a tetragon structure to service the gardens and substantial visitors gathering in this area



## PIER BANDSTAND TOILETS – Data Sheets

An Art-Deco building situated at the North end of the main promenade. The toilets are located on the L/H side of the building on the ground floor level. These facilities are still reasonably serviceable – but would greatly benefit from an upgrade and redecoration.



### The following facilities were identified upon inspection:

<b>Male facilities:</b>	2 x cubicles	4 x urinals	2 x washbasins
<b>Female facilities:</b>	6 x cubicles	4 x washbasins	
<b>Accessible facilities:</b>	1 x accessible unit		
<b>Baby change facilities:</b>	2 x solid beds - 1 in each Male & Female		

### Observation:

This unit is very well used and a constant stream of visitors was observed during my survey time. The internal fittings are well worn and probably not sufficient for the volume of traffic being experienced. As with many other units there appears to be a substantial number of SD bins from multiple suppliers – this element needs reviewing. The baby change bed is only accessible by leaning directly over a couple of large Nappy bins – this needs rethought.

Directly outside this unit are multiple entrances to underground facilities that have obviously been replaced. Some consideration might be given to using these old facilities to feed a new overground toilet block at this location.

## PIER BANDSTAND TOILETS – Overview & Considerations

Here we encountered a very busy toilet block, which was actually struggling to cope with the number of visitors that were observed during my visit. Although it was a bank holiday, poor weather had kept visitor numbers well below those expected – and taking this into consideration I would have grave reservations as to whether this facility will be able to cope with the number of users at peak periods over the summer months.

Additionally, there appear to be a number of entrances to a previous underground facility. As with a number of other sites across the UK, the BTA is working with Councils and private contractors to review and revamp underground toilets by placing a permanent structure or kiosk above the original services. We would perceive a need to increase the available number of toilets by at least 50% at this location to cope with peak periods and holiday weekends and thereby create an additional modern functioning toilet block at street level. This may be an option if there was rejection or no appetite for extending the existing facilities.

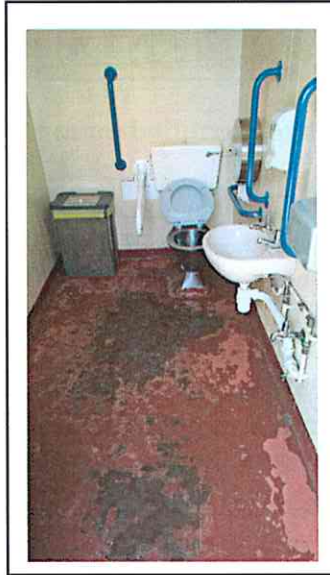
At time of writing, I am unsure if this is a protected building, but my immediate sense was that an extension to the side of the building, creating additional space and facilities would be a very welcome upgrade.

Within this report a recommendation will be made for Greenhill Gardens which includes the provision of a new facility close to the café and summer bandstand area. Council may wish to balance this recommendation with the one being made for Greenhill Gardens when deciding what might be the best course of action for the Pier Bandstand. However it should be understood that the level of provision would need to be increased, by a greater coefficient, if it was hoped to service both areas from this point.

## KING'S STATUE TOILETS – 24HR AND ACCESSIBLE – Data Sheet



As part of the main Promenade building that contains a Café, Haven sales Lounge and a beach observation tower, these toilets are located L/H side at ground level with an access ramp.



The following facilities were identified upon inspection:

- Accessible facilities:** 2 x accessible unit on ground floor
- Baby change facilities:** 1 x fold down bed in accessible unit

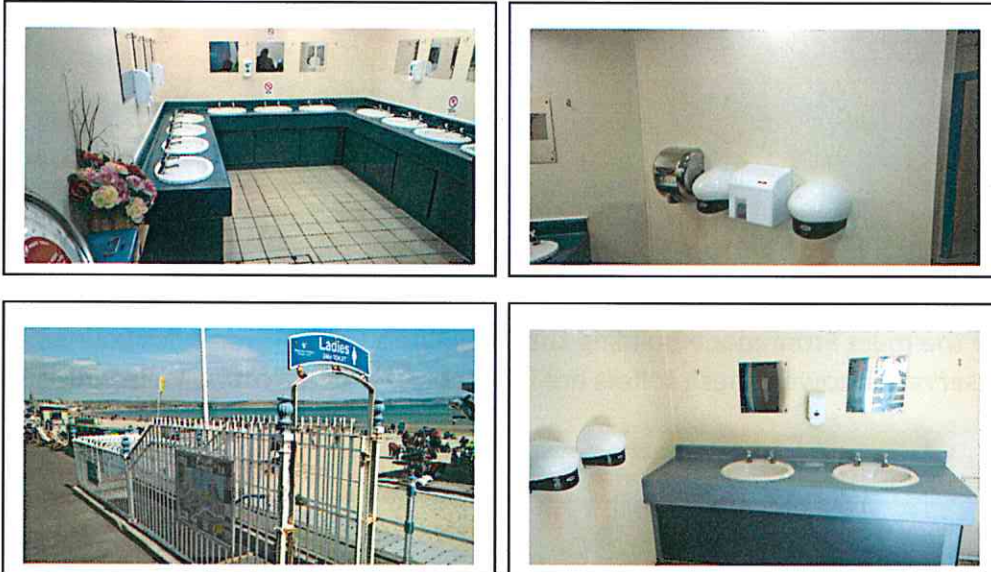
**Observation:**

Positioned directly behind the main Bus/Coach Stops these units are under constant traffic pressure and are certainly showing clear signs of needing upgrading and extra attention.

Any alterations to these units should be considered as part of an overall refurbishment project to all the toilet facilities located at this point. Special consideration needs to be given to the large volumes of visitors and tourists arriving by bus/coach at this precise point.

## KING'S STATUE TOILETS – FEMALE (ATTENDED) – Data Sheets

This is a substantial underground unit with a dual set of facilities that can be segregated to allow for 24 hour access to a partial set of units. Two separate entry points.



The following facilities were identified upon inspection:

**Female facilities:** 14 x cubicles 13 x washbasins  
**Baby change facilities:** 1 x fold down bed

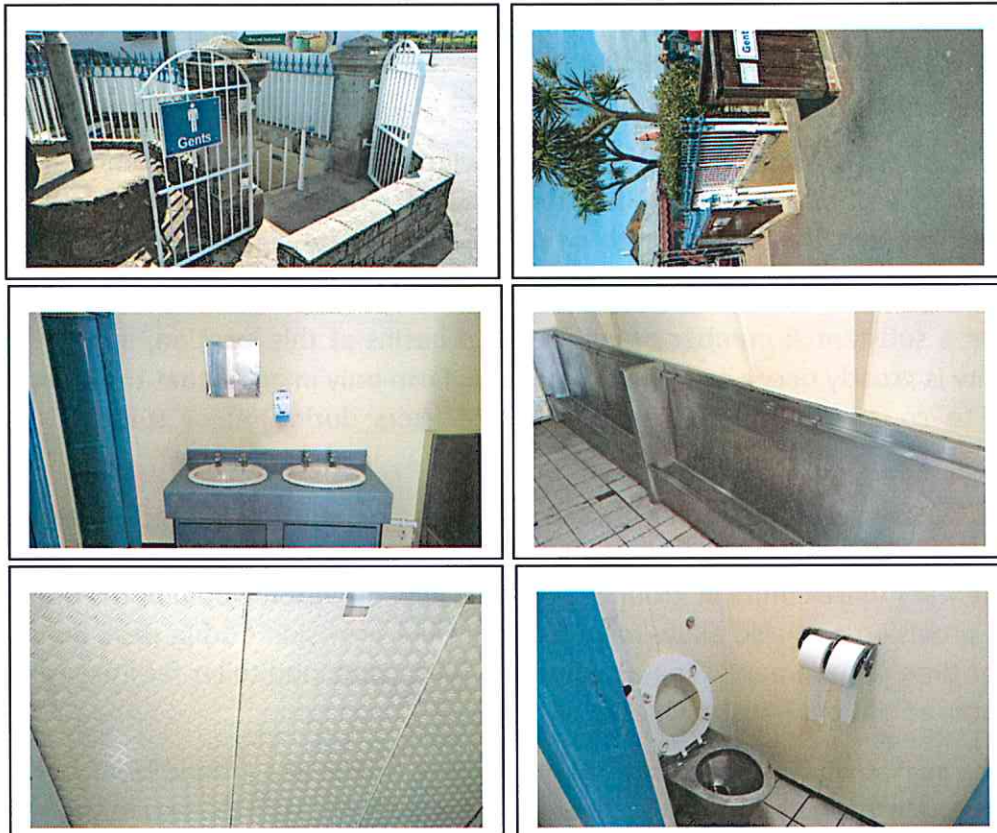
### Observation:

As the main toilet blocks these facilities are under enormous pressure – particularly from beach users. The main problems observed were flooding – apparently caused by bathers washing off sand directly into the sinks and showers. Additionally, some evidence of anti-social behaviour was noted. The toilets are very well presented and maintained and have served the town well to date.

Any alterations to these units should be considered as part of an overall refurbishment project to all the toilet facilities located at this point. Special consideration needs to be given to the large volumes of visitors and tourists arriving by bus/coach at this precise point.

## KING'S STATUE TOILETS – MALE (ATTENDED) – Data Sheet

This is a substantial underground unit with a dual set of facilities that can be segregated to allow for 24 hour access to a partial set of units. Two separate entry points.



### The following facilities were identified upon inspection:

**Male facilities:**                      5 x cubicles    12 x urinals    4 x washbasins  
**Baby change facilities:**            NONE

### Observation:

These toilets are under considerable pressure with a high volume of footfall observed. The attendants seemed to be in constant demand to both clean and keep the individual units free from blockages. There is a distinct odour from the urinals, much as expected from this type of open trough. Problems relating to homeless sleepers and the misuse of drugs were reported at this location – this often renders the 24hr facilities, out of commission.

Any alterations to these units should be considered as part of an overall refurbishment project to all the toilet facilities located at this point. Special consideration needs to be given to the large volumes of visitors and tourists arriving by bus/coach at this precise point.

## KING'S STATUE TOILETS – Overview & Considerations

There can be no doubt that this set of facilities is well placed and serves a huge number of visitors arriving into the town, at this precise location, by bus or coach. Additionally the units are the main focus for everyone visiting the beach, both bathers and sunbathers. Families with young children and unaccompanied children also appear to be using this facility to robe and disrobe away from public gaze. Flooding seems to be a regular occurrence, and this may be caused by the removal of sand and other beach debris, directly into the sanitary units, primarily by children – not understanding the consequences.

The toilets are fairly robust design and have obviously stood the test of time very well. They are extremely well maintained by the attendant staff who have to contend with a myriad of issues that present themselves each day. Some additional signage in the units may help prevent conflict and help users to understand the consequence of their actions.

There are a substantial number of cubicles and basins at this location, and without doubt this facility is greatly needed on the promenade. I can only imagine that these facilities must struggle to cope with the intense volumes of users during major summer and holiday breaks.

The building above seems under-utilised and plans / proposals should be considered for renovating or even extending this building to facilitate the installation of several single supplementary unisex units at ground level. This new provision would both compliment the existing provision and also allow for a more flexible provision during peak holiday periods and night time requirement.. The use of kiosks with combined toilet facilities is becoming a most favoured option. (Kiosks pages 11 & 12).

Failing the availability or desire to re-establish these toilets at a ground level, our suggestion would be to place a number of 24hr Automatic Public Toilets (APT's) within the vicinity to be able to undertake an overnight closure of the "underground" facilities at a designated times (seasonal) to try and minimise or remove the anti-social element. Many of these ATP's are fitted with a 15 minute door opening procedure so that homeless sleepers would be regularly disturbed and observed. Additionally they can be fitted with sensors to eliminate smoking or drug abuse. These units if properly positioned could also help with the numbers arriving by coach and bus during peak periods.

On our data sheet – PROMENADE – we have identified some areas where the promenade is substantially wider and may be viable for further consideration. Some additional thought needs to be given towards individual or group showers at the edge of the promenade to allow visitors to remove sand and debris from themselves before visiting the facilities.

## KING'S STATUE – CHANGING PLACES TOILET – Data Sheet

We were extremely pleased to find a Changing Places facility at this location.



The following facilities were identified upon inspection:

<b>Hoist &amp; Track system</b>	fully functional
<b>Adjustable bed</b>	operational
<b>Accessible facilities:</b>	Full

### Observation:

The unit is controlled by a Key-Fob system, rather than a RADAR key and therefore entry is restricted / controlled by the toilet and beach attendants. This probably helps keep the unit in pristine condition for those who really need this type of facility. All equipment appears to be in good working condition but needs to be included in the regular cleaning schedule.

Opening the door requires a Key-Fob which is currently held by the Female Toilet Attendant. Signage needs to be erected to advise families and users how to gain access. We understand that access can also be gained through the beach observation tower staff – who have a door release system installed.

A good reason for this extra security would also appear to be the number of homeless or rough sleepers that were observed in the area – who if gained entry, might prove problematic to remove once installed.

## KING'S STATUE – CHANGING PLACES TOILET – Recommendations

Needs to be instated within a regular maintenance and cleaning schedule.

Additional signage should be sited to avoid conflicts and confusion.

Consider difficulty of users arriving and gaining access particularly because of the underground toilets staff - who currently have possession of the key-fob.

## ALEXANDRA GARDENS TOILETS – Data Sheet

Situated in the middle of an Amusement Park and Children’s Funfair, these toilets are extremely busy and well appointed.



### The following facilities were identified upon inspection:

<b>Male facilities:</b>	4 x cubicles	2 x 3bay S/S urinal	2 x washbasins
<b>Female facilities:</b>	7 x cubicles	2 x washbasins	
<b>Accessible facilities:</b>	1 x accessible UNISEX unit		
<b>Baby change facilities:</b>	1 x fold down bed in Female toilet		

### Observation:

This is a very well appointed set of facilities which has been recently refurbished. All the units are fitted to a very high standard and are very well maintained by the in-house staff. The Male facility could benefit from the installation of a baby change bed, but staff alludes to limited space. Staff and Management report that the facilities are struggling to support the high demand and sewers are constantly blocked because of the volume of daily uses.

The toilets are located inside an amusement arcade, towards the rear entrance door. The toilets were under constant use with a steady stream of visitors to both the male and female facilities. Staff report that back pipes are constantly becoming blocked with sanitary waste being flushed. We understand that the toilets are fitted with eco-valves for low and slow fill, and as such cannot easily cope with the demand being placed upon them. A greater understanding of the management’s decision to fit these special adaptations could be sought and further advice sought from drainage engineers to try and alleviate this ongoing problem.

When spoken to, management confirmed their willingness to allow public access. They also reported that they have problems relating to beach users and the removal of sand regularly found inside the units.



## ALEXANDRA GARDENS TOILETS – Overview & Considerations

There appears to be no internal room for any type of expansion to these facilities.

However, to the rear and side of this building are some extensive grassed areas. These might be considered suitable for siting portable or temporary units during the summer season or bank holiday periods. I could understand some resistance from local residents whose homes would be overlooking this area.



These two grassed areas could be of significant benefit if the council was looking to position additional seasonal portable units, where there already is a very high traffic flow, and particularly because toilets are already known to be located in this area.

If feasible, this might also reduce the perceived local resentment against the portable units that are located at the Pavilion.

## PAVILION – EXTERNAL PORTABLE CABINS – Data Sheet

Situated close to and in front of the Pavilion



**The following facilities were identified upon inspection:**

- Male facilities:** 5 x cubicles 1 x 3 bay urinal 1 x 3 bay washing trough
- Female facilities:** 5 x cubicles 1 x 3 bay washing trough
- Accessible facilities:** 1 x accessible units
- Baby change facilities:** None

**Observation:**

These units attract a fairly high volume of traffic – but appear to be very poorly maintained by Churchill’s, the service provider. All were heavily littered, floors wet and bowls blocked at around 9.15am in the morning. No evidence of cleaning observed within the next 2 hours. Several users were very critical of the state and condition that these units were found in.

## PAVILION – PORTABLE TOILETS - Overview & Considerations

A growing number of councils are now favouring this type of portable unit to bolster the overall provision over peak periods, events and festivals. At present, most are favouring the rental options as opposed to the outright purchase. However, this could be a much preferred option for Weymouth as these units could then be utilised at various locations along the promenade to satisfy demand at specific locations and peak periods.

We were aware of the negative publicity that had been reported through the local media but were unsure of the source and overall levels of local feelings towards these units.

In our opinion the units were well positioned and played a significant role in satisfying the demand for toilets close to one of the major car parking areas and primarily at this end of the beach and seafront area. It is assumed that this was a piloting solution and the units were under scrutiny by the council to assess the levels of usage, effectiveness & practicality. Clearly there is a significant demand for toilet facilities at this location and whilst a permanent building would always be the preferred option these portable units were deemed to be a welcome addition to the Weymouth plan. Going forward the council must remain conscious of the lack of alternatives that this area offers. Westminster, as an example, brings into the city: ten units – each containing twelve individual cubicles – every Friday/Saturday/Sunday – to cope with the massively increasing numbers of visitors to the centre and theatre districts. Use of these units is chargeable at 50pence per visit and consequently the provider does not charge the Council for either siting or removal of these units. The Council merely indicates where the units can be dropped and enjoys the benefit of an extra 120 toilets to cover peak periods.

Other councils tend to hire in portable units for major events and in most instances don't then add a separate charge for their use. They merely provide the additional units to appease management and residents, avoid congestions and probably most important of all is to eradicate or significantly reduce extensive street fouling and public urination or even worse defecation. Counts of public indecency and "flashing" are definitely on the increase and BTA are working with major organisations to address these issues.

Toilets were located inside the Pavilion Theatre, immediately adjacent to these portable units. Management displayed a willingness to allow public access to the ground floor facilities; however they reserved the right to refuse admission, especially to anyone covered in sand coming directly from the beach.

## THE PROMENADE – Overview & Considerations

Whilst traversing the full length of the promenade we became aware of a number of areas where the promenade's width extends considerably.



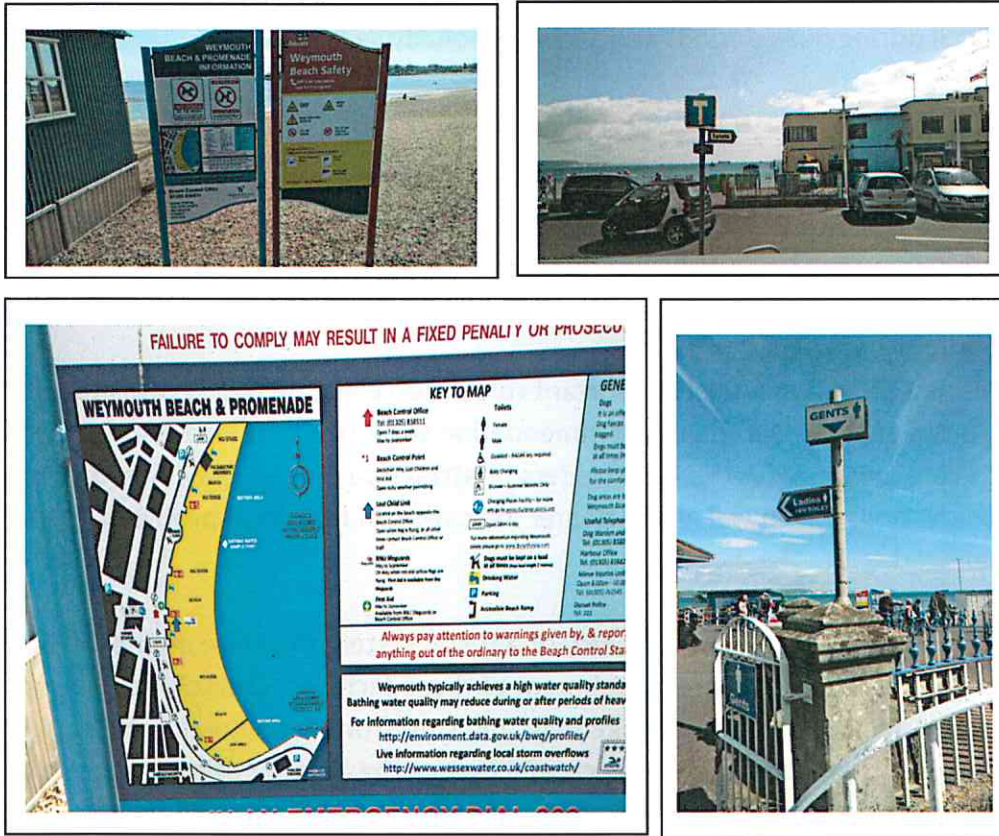
Consideration could be given to the positioning of either temporary portable units or indeed permanent 24hr Automatic Public Toilets (APT's), at these extended sites.

The beach area already contains a reasonable number of KIOSKS – selling everything from hot dogs to ice cream – rides and slides and even sand castle art. Cleverly many of these kiosks have been ascetically designed to have a nautical theme or recognisable shape and they fulfil a need to satisfy customer demand whilst walking the promenade.

Without the portable units beside the Pavilion, the number of publicly accessible toilets available is going to be insufficient for the demand across the summer and other peak periods. It would be extremely difficult to understand how King's statue and Alexandra Gardens facilities would then cope without being enhanced to meet the increased demand. Consideration would need to be given to the current franchisees or contract holders to try and relocate these businesses to allow for an expansion of the current facilities at ground level. This could be either a permanent in-built or a single/multiple temporary portakabin type arrangement. The areas photographed above also highlight some under-used space that the council could consider placing new or additional temporary structures on. This would allow them to keep the toilets close to the beach areas, yet still servicing the needs for visitors using the promenade and nearby shopping areas.

## BEACH SIGNAGE – Overview & Considerations

The following examples were observed at various locations along the promenade.



### Observation:

Close inspection of the sign immediately alerted us to the fact that although toilets were mentioned in the KEY, no icons had been placed on the map to indicate actual location. This can only lead to frustration & confusion and should be rectified as soon as possible.

Although it was generally felt that there is a reasonably sufficient provision along the promenade, a review should be undertaken as to the location, size and frequency of signage to ensure all visitors to the town are fully aware of all the available provision.

Before any new signage was commissioned, a major consideration would be the introduction of a Community Toilet Scheme. Firstly, marking these new facilities directly onto beach boards and other signs would need to be agreed. Secondly, if larger display or directional boards were to be utilised then additional revenues could be forthcoming to Council, from participating businesses advertising on the promenade.

## WEYMOUTH PUBLIC TOILETS – SUFFICIENCY REVIEW

### Summary Conclusions and suggested recommendations

Whilst the overall conclusions of this report indicate that there is currently a welcome level of provision being provided by the council – we would be keen to highlight a number of potential issues that could easily lead to the overloading of some of these facilities. Our inherent concern would be that these could result in a significant strain on individual toilet blocks and breakdowns and closures would undoubtedly cause substantial embarrassment to the council during peak periods and summer holiday seasons.

#### 1. Overcombe

These toilets are well positioned and in fairly good decorative order. It would be recommended that the council retain these facilities to service the needs of visitors, pedestrians and runners accessing the promenade from this northerly point.

#### 2. Lodmoor Park

This unit plays a massively important role in servicing the needs of visitors arriving into Weymouth. Our main recommendation would be to refurbish the block and if possible engage with the local traders or attraction owners, paying attention to their observations which will give a clearer indication of how local problems might be managed.

Perhaps a chargeable fee for entry or a token system might be employed to gain revenue for the regular refurbishment of these facilities. Council may even consider a guardian scheme with management and staff from the adjoining café to help control entry and consequently greatly reduce the amount of antisocial behaviour that might otherwise occur. Alternatively, this could be linked to parking charges within the main car park area.

We believe these toilets are well-positioned, much-needed and closure or removal would cause a major problem for the huge number of people arriving at this point to enjoy the many attractions nearby. With the substantial number of units provided at this location, attention should be given to the number of service visits per day – both maintenance and cleaning. And please get someone to empty the bins before the visitors arrive !

#### 3. Greenhill Gardens

The current toilet facilities are two small underground units located at the northern end of the gardens that mainly serve a small tea bar and some local amenities. However, the majority of the visitor activities are focussed on the southern end of these gardens which actively contains, a café and seating area that services and holds large visitor numbers and a bandstand which is understood to attract a considerable number of visitors during the peak summer months. The gardens at this point also attract a considerable number of older residents, picnickers and families with young children.

Our main observation would be that the current toilets, servicing these gardens, are to all intents “hidden” and previous evidence shows that they are frequented by some persons partaking of anti-social activities (alcohol & drugs.) With the significant numbers of families and older persons visiting these gardens - consideration should be given to the re-siting of facilities to the southern end of these gardens to support the needs of a much larger volume of tourists and residential visitor and subsequently cater for the needs arising from the increased consumption of food and drink. According to the café owner - the adjacent toilet block to this area appears to have been closed some years ago and is now being utilized as a council maintenance store. Unfortunately, no entry could be gained to verify the internal facilities. It would be deemed very worthwhile for the council to investigate the current use for this building and the associated costs of redesignating the use or any potential conversion. Alternatively, the use of temporary portakabin type units could be easily sited to cover the demand for additional facilities during events.

#### 4. [Pier Bandstand](#)

Considering the volume of traffic experienced, the overall provision appears insufficient. The BTA’s view would be to not only retain but to try and find a solution to increasing the number of toilets and family friendly facilities at this location. We believe that this block of facilities is going to be under immense pressure during the peak holiday periods and a review of the functionality would probably lead to a conclusion that these toilets should be increased in size and number by at least 50%.

During the survey it was noted that this area was previously serviced by a set of underground facilities, similar in style to Kings Statue. It would be interesting to know how many cubicles and urinals these previous facilities supported. No entry could be gained during this visit.

As the Pier building is probably “listed” we must assume that no further alteration could be made to the existing structure and therefore the only solution offered at present would be to add a set of portable units “directly over” the underground facilities and thereby utilise the existing services to add a further provision.

Alternatively, if any resistance was felt from local residents, because of proximity, then: (1) an extension to the current building or (2) a beach KIOSK could be installed to increase the provision at this vital point at the entrance to the promenade.

#### 5. [King’s Statue](#)

Removal or closure of this facility would have catastrophic repercussions for the whole beach front area. We would have concerns about the entrance stairways (slips, trips and falls) particularly on wet days, and the general consensus around the country is to have these underground facilities sealed off and replaced by street level units or kiosks. Part of this consideration is due to trying to reduce the anti-social behaviour and remove any threat that may be perceived from dealing with this problem.

These toilets are extremely well positioned at the centre of the promenade and play a vital role directly opposite the Bus/Coach arrival stands. The significant amount of traffic observed during our visit showed us that this is the “WELCOME” point for Weymouth. Crowds of day-trippers were observed alighting from the coaches and immediately searching for the toilets. It would be worth the council considering that this building should effectively become Weymouth’s new WELCOME CENTRE and thereby restructure the internal operations to support toilets at/on street level – with perhaps a Tourist Information Point with a café integrated into the plans. Consideration could be given to extending the building to encompass a greater provision at street level. This could be in the form of one or two Kiosk’s so that the extra provision would generate revenues to offset the initial capital costs. It may even be that the seasonal provision of portable units could be utilised to support the increased footfall and toilet requirement during peak periods.

Bringing the toilets up from below ground might also help to eradicate a number of serious antisocial activities that are always inherent with underground facilities. The installation of 24hr facilities at street level should be easier to police for rough sleepers and misuse.

The current Haven Holiday lounge area would need to be re-sited and might easily be accommodated as a fixed or temporary structure further along the promenade.. This floor area could then be used to supplement several new individual unisex units that would increase the capacity and ease the pressure on the current provision. The additional provision might allow for the complete closure of the underground facilities at night time – alleviating the problems caused by anti-social activity.

#### 6. [Alexandra Gardens](#)

The toilets at this location are very well managed and we believe have been fairly recently refurbished. However, as the units have been fitted with Eco-Flush systems this appears to be causing a considerable problem with constant flushing and the tanks were being unable to refill fast enough. Constant blockages are being recorded and the toilets are regularly out of action due to the servicing required to clear the sewers. A greater understanding of the management’s decision to fit these special adaptations could be sought and further advice sought from drainage engineers to try and alleviate this ongoing problem

The survey identified two areas to the rear of this building that could easily be utilised to host single or multiple portable units to bolster the main toilet provision. These portable units could be similar to the Pavilion units or could become a kiosk type franchise that is in keeping with the Park/Play area; offering an attraction at the front and then providing toilets to the rear. This type of arrangement also earns the benefit of being semi-attended as the franchise owner should be recruited to keep an eye on the use of tissue and bins as well as opening and closing. Council would retain responsibility for maintenance & overall cleanliness



## 7. [Pavilion Mobile Units](#)

These were potentially the most significant additional resource we observed during this study. There appears to be a definite requirement for toilet facilities at this location to service the car park and lower promenade/beach area. This type of portable unit were being used by councils and private contractors to fulfil a number of roles such as cover for weddings, major festivals and events.. However, they are now being strategically used to expand the overall provision for local authorities during peak holiday periods/pressure.

These portable units were sited close to a major car park at the Jurassic Skyline and at the time of inspection directly behind a Fun-Fair which was identified to be in full operation.

(a) It should be noted that without these additional facilities that the findings of this report would be that there were probably insufficient facilities to cover the visitor numbers

(b) without these units a considerable additional burden would have been placed upon Kings statue and Alexandra gardens and, as previously explained, this could have led to an extremely serious breakdown of toileting facilities at this end of the Promenade.

(c) The use of these portable toilets could be expanded to support the council in areas like Pier Bandstand or even along the main Promenade during major events like Air-shows etc..

Although the report shows that these units were not particularly well maintained - that is an issue that can be easily addressed and managed with the service provider. A constant traffic both in and out was observed and if additional signage had been erected we felt sure that these facilities would have played a significant role in bringing much needed relief to the revellers enjoying this end of the Promenade.

## 8. [The Promenade](#)

The proposal being forwarded here is following this established protocol and we are inviting you to consider the opportunity of designing and siting a range of modern KIOSKS – situated at intervals along the promenade – franchised out – bringing in additional revenue – potentially cost neutral or even profitable - and at the same time supplying a significant toileting solution that helps to alleviate the intense pressure put on King’s Statue and Alexandra Gardens during the summer and peak months

## 9. [Community Toilet Scheme \(CTS\)](#)

A number of local private and commercial businesses were identified and if council decided to instigate a CTS these could easily be approached to join/participate in the scheme. A few might require Head Office approval but most could be approached locally. A reasonable degree of management is required to initialise and make sure reasonable standards are maintained and the facilities are being promoted to the benefit of the town. In a number of schemes a set fee is paid to providers to compensate for additional supplies used.

## 10. KIOSKS

As a much longer term solution we would recommend that council investigates the provision of a unit that incorporates a retail counter and an integral range of toilets. Examples are given earlier in this report. The main advantages that could be gained would be:

- (1) cost neutral – the franchise rental should offset the overall running costs
- (2) opportunities for external advertising can bring other additional revenues
- (3) kiosks are semi-supervised - as the franchise holder is tasked with overseeing operations
- (4) can be designed to blend-in with existing architecture etc..
- (5) the kiosk can be repositioned if & when necessary
- (6) Council usually retains the property & the service contract

## 11. External Contractors and Providers

In a number of major local authorities the overall responsibility for the provision of public toilets has been contracted out to external contractor/providers. This allows for a greater degree of flexibility when providing services and a significant rise in the management of the day to day running and control of all public toilet related issues. Understandably, the contractor can concentrate their efforts on the single function of providing clean, hygienic, well-appointed publicly accessible facilities – opening, closing & accessibility issues – antisocial activities – damage and repair – charging and collection. Over the course of the contract the provider will refit and may even re-build some provision & will fully service and maintain the toilets to the highest standards possible and deal with all the daily/ongoing issues - as they appear/occur.

The BTA is in contact with a number of these external contractor/providers and would be willing to supply details, if required. Our two corporate champion members are:

### **Danfo UK**

Bespoke Public Toilets make for better installations. With Danfo, your needs are always the starting point. We provide public toilets of the highest quality, designed and built for you. Whatever your circumstances, Danfo can provide a suitable toilet solution. Since the company was founded in 1969, we at Danfo are extremely proud of having delivered thousands of toilet units worldwide. Quality is our keyword and we deliver an unsurpassed product and the best service imaginable, throughout the sales process and afterwards - always with a professional approach and a great commitment.

### **Healthmatic Limited**

With over 1500 Solar Powered Bins, 1000+ Evidence installations and 650 toilets spread across the UK and Ireland, we manage a wide variety of programs for different clients, with each one having some unique twist. Many of the systems we manage have been installed by Healthmatic, but we clean and maintain a wide range of other toilets and assets for Councils, each one controlled through our Moxi Control System. Healthmatic are actively seeking opportunities to clean and maintain toilets for district, town and parish councils as well as other electronically based systems.



WPBC No	Name & Address	Male			Female		Accessible Y/N	Baby Change				Public Access	
		Cubicles	Urinals	Basins	Cubicles	Basins		Y/N	Uni	M	F		A
		22	39	19	49	35	7						
1	Overcombe	1	3	3	3	2	Y	1	0	0	0	N	Y
2	Lodmoor Car Park	3	6	3	8	8	Y	1	0	0	0	Y	Y
3	Greenhill Gardens	2	5	2	6	3	N	0	0	0	0	N	Y
4	Pier Bandstand	2	4	2	6	4	Y	0	1	1	0	N	Y
5	King's Statue	5	12	4	14	13	Y	0	1	1	0	Y	Y
6	Alexandra Gardens	4	6	2	7	2	Y	0	0	1	0	N	Y
7	Pavilion Portable Units	5	3	3	5	3	Y	0	0	0	0	N	Y
<b>The premises listed below were visited and owners / managers questioned about customer behaviours and public access</b>													
8	Oasis Café	1	N	1	1	1	N	0	0	1	0	N	Y
9	The Cactus Tea Rooms	1	2	1	1	1	N	0	0	1	0	N	C/O
11	JD Wetherspoon 'The Swan'	2	5	3	6	4	1	0	0	0	1	N	Y
12	Subway	0	0	0	0	0	1	0	0	0	0	N	C/O
13	Yates	2	6	4	7	3	1	0	0	0	1	N	Y
14	M & S Store, Promenade	2	0	2	2	2	1	0	1	1	0	N	Y
15	Seascape Café	0	0	0	0	0	0	0	0	0	0	N	Y

Additional properties visited / assessed during survey.

These are just a few properties that could be considered going forward if the Council wish to initiate a Community Toilet Scheme.



Toilet Provision Survey for WEYMOUTH & PORTLAND BOROUGH COUNCIL April 2017 produced by Raymond Martin on behalf of BTA

WPBC No	Name & Address	Male			Female			Accessible			Baby Change			Public Access				
		Cubicles	Urinals	Basins	Cubicles	Basins		Y / N	Y	N	Uni	M	F		A	24 Hr		
16	Promenade – Royal Hotel																	
17	Promenade – Gloucester Hotel																	
18	Promenade – 2 x Amusement Arcades																	
19	Roskillys 'The Beach Café' 18m x 15m																	
20	Owner Lounge 15m x 10m																	
21	Wetherspoon 'The William Henry' Westham Road																	
22	The Edinburgh																	
23	Debenhams, New Bond Street																	
24	White Horse Tavern, New Bond Street																	
25	Cineworld																	
26	The Wellington Arms, St Albans Street																	
27	The Golden Lion, St Edmund Street																	
28	The George Bar, Docks																	
29	The Globe Inn, Docks																	
30	Vaughans Restaurant, Docks																	
31	Nautico Lounge Café Bar																	
32	Brewers Quay																	

## BTA COMPANY INFORMATION

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