

Management Committee

10th July 2018

Weymouth Seafront update on Public Conveniences

For Information

Portfolio Holder(s)/ Briefholder

Cllr K Wheller, Community Facilities

Cllr J Orrell, Social Inclusion

Senior Leadership Team Contact:

M Hamilton, Strategic Director

Report Author:

Sarah Cairns, Interim Head of Assets and Infrastructure

Statutory Authority

Purpose of Report

- 1 To update members with progress to date on bringing the seafront toilets to an improved standard including the design of enhanced facilities in the central seafront area.

Recommendations

- 2
 - (i) To note the preferred design option for the enhanced central seafront facilities
 - (ii) To note the progress made with introducing a community toilet scheme and approve the introduction of such
 - (iii) To note the progress made with introducing charging for facilities

Reason for Decision

- 3 A survey by the British Toilet Association in 2017 highlighted the need for improvements to the seafront toilets in Weymouth. In August 2017 WPBC Management Committee allocated £400,000 from reserves to improve public toilet facilities along Weymouth Seafront.

Background and Reason Decision Needed

- 4 Since the Committee decision in August 2017 a dedicated Surveyor has been employed to deliver the improvements to the Weymouth Seafront Toilets. The workstreams that the surveyor has worked on are redecoration, minor repairs and deep cleaning of existing facilities as well as developing a new facility in the central seafront area

- 5 Central Seafront Facilities (Kings Statue)
The existing toilets are the main provision for the seafront, although predominately located underground. At footway level there is currently a disabled toilet, a changing places facility and unisex toilets within the beach office building. Also located in the building are the Beach Operations team –office space, meeting room, stores, and staff toilets; Haven Ltd sales office; and a beach café including kiosk, store and outside seating area.
- 6 Approximately half of the ground floor is currently leased with the earliest that vacant possession can be achieved being the end of September 2020.
- 7 Architects have been engaged to produce outline designs remodelling the existing beach office to provide increased and better toilet facilities. The brief to the architects required there to be unisex facilities; provision of a family room; beachside showers; an increase in the number of toilets and still accommodate the Beach Operations team with the option of providing additional lettable space. Seven design options were considered and are detailed in Appendix A along with cost estimates.
- 8 Informal consultation with Development Management and Conservation officers indicates that planning consent will be required. Any application to extend the existing building would probably be favourably considered providing it is in keeping with the existing built form and is a one-off comprehensive application. Alteration to the existing building is preferred to providing an additional building, as this will reduce the amount of clutter on The Esplanade
- 9 There are other considerations to be taken into account with any of the design options.
- Loss of existing rental income for all except options 1 and 2
 - Potential for increased income in future with options 6 and 7
 - Need to accommodate Beach Operations team – all options
 - Number of additional toilet facilities at ground level – all options except 1 and 2
 - New above ground shower facilities reducing drainage maintenance costs – all options except 1 and 2
 - Potential to remodel underground facilities to allow for lockers and changing rooms – subject to additional funding
- 10 The design options that provide an increase in facilities and are around the approved budget are options 4 and 5. Redecoration and repair of the existing underground facilities at £25,000 will also be required. However, with the risk of price inflation and the need for a contingency option 4 is, therefore, the preferred design option.
- 11 Community Toilet Scheme
Community Toilet Schemes (CTS) are in place in many towns and cities, whereby members of the CTS allow the public to use their toilets. Typically it is cafes and shops who are members of such schemes but can also include stations, sports providers and other community facilities. The toilets need to meet certain criteria to ensure they are available to all

- 12 An information pack is being prepared by the Town Centre Manager who plans to deliver this to town center shops and cafes and discuss the merits of joining the scheme with business owners. The scheme is being supported by Weymouth BID. The scheme will promote more toilets as being available for public use and over a longer opening period
- 13 All the businesses involved in the scheme are happy to allow non-customers to use their toilet facilities during their normal opening hours. They will display a sticker in their window. They will be provided with free advertising or a mention as supporting the scheme on the dorsetforyou and visitdorset websites, posters, leaflets and on other promotional materials.

14 Charging

A public survey was carried out in April 2018. 813 responses were received. One of the questions asked respondents whether they would be prepared to pay to use a clean, well-cared for facility. 556 responded to this question, with 63% indicating they would be prepared to pay up to 20p, 9% between 20p and 50p and 21% 50p or over [the other 7% chose an alternative amount or arrangement] Charging had quite strong mixed views both ways. Many people felt if charging was introduced it needed to be easy, quick and modern

15 Other improvements

Various repairs, redecorations and deep cleans have been carried out in the seafront toilets as shown in the table below. All seafront toilets were deep cleaned prior to Easter and are due for another deep clean prior to the summer holidays.

There is potential to carry our further works to the toilets subject to budget

Toilet Block	Works Carried out	Cost	Potential future works and cost estimates
Overcombe	Internal & external redecoration, replacement doors, fascia cladding, new locks, new signage, rebranded as unisex facilities	£5,600	None other than maintenance
Lodmoor	Ceiling replacement, internal redecoration, door replacement, new ventilation, new lighting, new locks, new signs, rebranded as unisex facilities External redecoration to take place Autumn 2018	£22,000	Ramp to hotel side of building – £5,000 Conversion of store to create family room – £10,000 Conversion of 2 nd store to improved disabled facility –£16,000
Greenhill	Internal and external redecoration	£2,500	Full refurbishment – £25,000 to £30,000 Provision of new facility i) Modular unit £35,000 to £40,000 ii) Adaption of existing building on site £15,000 to

			£20,000
Pier Bandstand	Full internal redecoration, new signs, new locks, external railings repainted	£3,250	Modular unit above old underground toilets - £35,000 to £40,000
Kings Statue underground	Partial refit and redecoration following fire in gents toilets	Insurance	Potential to use as showers and beach lockers
Cove Street	Ceiling repairs, internal and external redecoration, new signs, new locks	£3,250	

Implications

16 Corporate Plan

A4. Regenerating and supporting vibrant town centres

C2. Protecting and enhancing the built and natural environment

17 Financial

The cost of the improved facilities is expected to be £364,000 plus design and planning fees will be met from the £400,000 budget agreed at August 2017 Management Committee. The costs of deep cleaning, redecoration and minor maintenance as detailed above have been met from existing revenue budgets

If option 4 is the approved design there will be a loss of revenue income as the lettable spaces will be lost. Options 6 and 7, whilst more expensive to deliver, will allow for an income stream

There may be an increase in running costs with any of the options as there will be more toilets to clean and service along with an increased use of utilities such as water.

18 Equalities

Improved accessibility for public toilet users, including disabled toilet facilities and unisex facilities.

19 Risk Management (including Health & Safety)

It is likely that these toilet blocks will transfer to Weymouth Town Council and there is a risk that all the works may not be complete prior to this taking place.

There is an additional risk that the new Shadow Authority may restrict capital expenditure on assets prior to the creation of the new unitary authority.

20 Human Resources

The construction works will be managed by the Buildings and Facilities team. The Community Toilet Scheme will be managed by the Town Centre Manager

Consultation and Engagement

- 21 A public survey was carried out in April 2018 and 813 responses were received. One of the questions asked respondents whether they would be prepared to pay to use a clean, well-cared for facility. 556 responded to this question, with 63% indicating they would be prepared to pay up to 20p, 9% between 20p and 50p and 21% 50p or over [the other 7% chose an alternative amount or arrangement]. Charging had quite strong mixed views both ways. Many people felt if charging was introduced it needed to be easy, quick and modern.

Of the respondents the majority were residents of Weymouth with the breakdown as follows

- 671 (83.4%) Residents
- 102 (12.7%) Visitors
- 12 (1.5%) Local Business owners
- 10 (1.2%) Holidaymakers
- 10 (1.2%) Workers

Overall results indicate that cleanliness, condition and general appearance are the main concerns. The results are attached in Appendix C

Appendices

- A Design options for central seafront facilities
- B Updated Action Plan
- C Results of on-line survey

Background Papers

August 2017 Management Committee report
Weymouth Seafront Public Toilet Improvements Feasibility Report

Footnote

Issues relating to financial, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.

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Date: 28 June 2018

APPENDIX A
DESIGN OPTIONS

	Description	Estimated cost range
Option 1	Do nothing, maintain facilities as they are	£0
Option 2	Redecorate, repair and refurbish existing facilities	£25,000
Option 3	Demolish the existing building and rebuild purpose designed facilities	Additional £125,000 to £150,000 demolition costs
Option 4	Repurpose existing building and extend toilet facilities, provide new family room, new accessible toilet and 22 No new unisex toilets, improved accommodation for beach operations team. New external beach showers	£320,000 to £364,000
Option 5	As option 4 but new extension at ground floor level to provide additional 12 unisex toilets	£427,000 to £510,000
Option 6	Repurpose existing building and provide new family room, new accessible toilet and 9 new unisex toilets. New two storey extension to provide café/shop space for rent on both levels. Improved accommodation for Beach Operations team. New external beach showers	£552,000 to £699,000
Option 7	Repurpose existing building and provide extended beach office facility, new two storey café/shop for rental, new family room, new accessible toilets, 34 new unisex toilets. New external beach showers	£798,000 to £1,020,000

APPENDIX B

ACTION PLAN UPDATE

Location	BTA report Condition	Accessible	24hr	Recommendation – August 17	Priority Aug 17	Action to Date
Overcombe	Good	Y	N	Retain	3	
Lodmoor	Poor	Y	Y	Deep Clean Full refurbishment Investigate introduction of charging Link to local businesses for monitoring and fault reporting	1 2 1 1	Deep clean carried out spring 18 Redecoration and minor maintenance spring 2018
Greenhill Gardens	Inaccessible	N	N	Close and relocate Or Temporary Units	2 2	Feasibility carried out into relocation
Pier Bandstand	Insufficient number	Y	N	Monitor usage when other priority 1 improvements are implemented	1	
Kings Statue	Inaccessible	Y	Y	Provide new toilet block Investigate introduction of charging Investigate feasibility of attendant or link to local business for monitoring	1	Preferred design produced including links to local businesses
Alexandra Gardens	Good	Y	N	Investigate and improve drainage Improve signage Investigate provision of additional facilities on site	2 1 2	
Pavilion	Good	Y	N	Retain until Peninsula redevelopment Improve signage Improve cleaning	3 1 1	New cleaning contract in place with increased number of daily cleans
The Promenade	NA	Y	N	Introduce toilets incorporated into café/retail units	3	
Community Toilet Scheme	NA	NA	?	Investigate feasibility of introducing a scheme	1	** Businesses approached and ** signed up. Agreements and

						signage drafted. PR plan in place
Signage	NA	NA	NA	Improve signage on location maps and generally	1	
Beach standpipes	NA	NA	NA	Survey and carry out any minor repairs Improve signage	1 1	Repairs done

Weymouth Seafront Toilets Refurbishment Consultation Summary Response Report

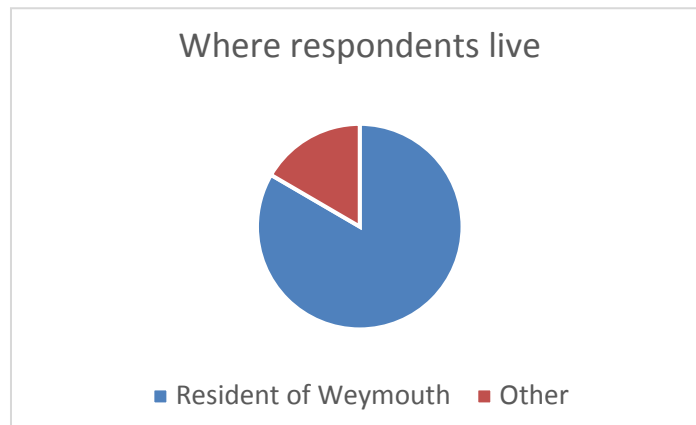
What was the consultation about?	Weymouth and Portland Borough Council are looking to carry out improvement work to a number of public toilet facilities along the seafront in Weymouth. This survey was to help inform that improvement process, in conjunction with other professional advice.
What form did the consultation take?	The consultation was launched on 8th April and closed on 30 April 2018. An online and paper survey were available. Promotion was done through the local news network and social media.
How many responses were received overall?	813 overall responses were received, with 83% of those responding being residents of Weymouth, 17% being visitors, local workers or businesses. Around 15% (119) of the respondents were disabled.
Where will the results be published?	Results will be published on the council's website www.dorsetforyou.com
How will the results be used?	The results will be used to help the council better understand the need and requirements in the provision of toilet facilities on the seafront on Weymouth.
Who has produced this report?	Mark Simons, Consultation Officer DCP June 2018

Analysis Method: The main method of analysis is looking at the percentage of respondents who expressed a view on each question. For each open question the text comments have been studied and coded depending on what issues were raised. The coded comments are then reported on based on the amount of times those individual issues have been raised.

About respondents to the consultation

The first question asked respondents on what basis they were responding. The table below shows the results:

	Number	%
As a resident of Weymouth	671	83.4%
As a local visitor	102	12.7%
As a holiday maker	10	1.2%
As a worker	10	1.2%
As a local business owner	12	1.5%



Q Please tell us which toilets you have used in the last 12 months

	Number	%
King’s Statue	490	68%
Pier Bandstand	440	61%
Greenhill Gardens	305	42%
Pavilion Temporary toilets	243	34%
Lodmoor Country Park	237	33%
Overcombe	218	30%

The table shows the King’s Statue was the most used facility by the respondents with over twice the use of the least used at Overcombe. Overall though, the respondents were familiar with all the toilets being considered in the consultation.

Current Concerns

Q Please select your current concerns with public toilet facilities along the seafront.

The current concerns are tabulated below. The Kings Statue had the most responses and Lodmoor Country park the least. Most concerns are the issues in the left hand column and the least to the right. For all facilities the key issues vary between **Condition, General Appearance and Cleanliness**. Whilst condition and general appearance feature strongly cleanliness is the main concern for three of the facilities.

Kings Statue (1,491 responses)	Condition	General Appearance	Cleanliness	Opening Times	Lack of Family Friendly facilities	Other
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Pier Bandstand (1,179 responses)	Cleanliness	Condition	General Appearance	Opening Times	Lack of Family Friendly facilities	Other
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Greenhill Gardens (900 responses)	Condition	General Appearance	Cleanliness	Opening Times	Lack of Family Friendly facilities	Other
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Pavilion Temporary Toilets (850 responses)	General Appearance	Cleanliness	Condition	Opening Times	Lack of Family Friendly facilities	Other
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Overcombe (726 responses)	Cleanliness	Condition	General Appearance	Opening Times	Lack of Family Friendly facilities	Other
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Lodmoor Country Park (706 responses)	Cleanliness	Condition	General Appearance	Opening Times	Lack of Family Friendly facilities	Other
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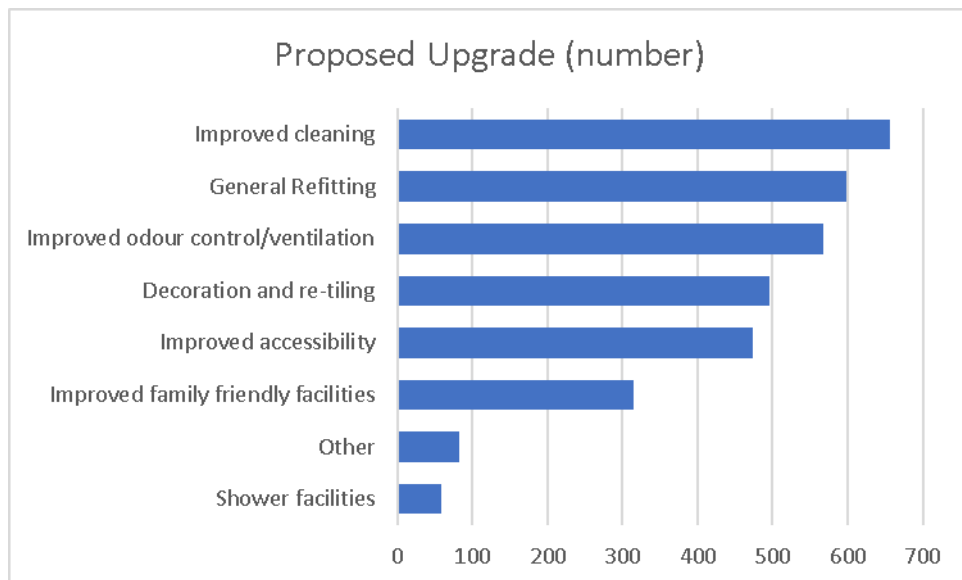
In the section where respondents raised other current concerns the main issue by far for all facilities was the issue of drug use in the toilets. A secondary issue raised was the problem of access with facilities that had to be accessed by steps.

Priority for Upgrading

Respondents were asked what they thought should be a priority for upgrading work. They could choose up to 5 items.

The table below shows the overall results from most selected to least selected. Interestingly improved cleaning was the most selected upgrade. This was selected above any specific refurbishment proposal. However, the structural improvements also all received significant support. Three quarters of people felt general refitting was a priority. Despite being lower down the list improved accessibility for the disabled/small children was supported by nearly two thirds of respondents. Improving family friendly facilities was also supported.

Proposed upgrade	Number	%
Improved cleaning	656	82%
General Refitting	599	75%
Improved odour control/ventilation	568	71%
Decoration and re-tiling	496	62%
Improved accessibility	474	60%
Improved family friendly facilities	314	39%
Other	83	10%
Shower facilities	59	7%



When looking at the priorities from different groups of people they are remarkably similar. Regardless of whether you are a visitor or a resident, male or female, prepared to pay or not prepared to pay to use a facility improved cleaning was top of their list, closely followed by improvements to the facilities themselves. The only group that understandably have slightly different priorities are the disabled. For them improved accessibility topped their list slightly above improved cleaning and general refitting. Some of the comments from the **disabled include:**

“I can only talk about disabled facilities and those in Weymouth are dirty, look terrible and need to show the respect the disabled population deserve. “

“All toilets need better access for the less able (not necessarily disabled) and those situated underground should be moved to a surface position”

“Disabled radar key user toilets often very dirty, smelly, no loo paper, even have found needles. but.....it's a constant job at the height of the season so well done to the guys that try their best.”

“His & Hers separate Disabled toilets if it's good enough for abled then it should be the same for Disabled, plus a separate baby changing facility”

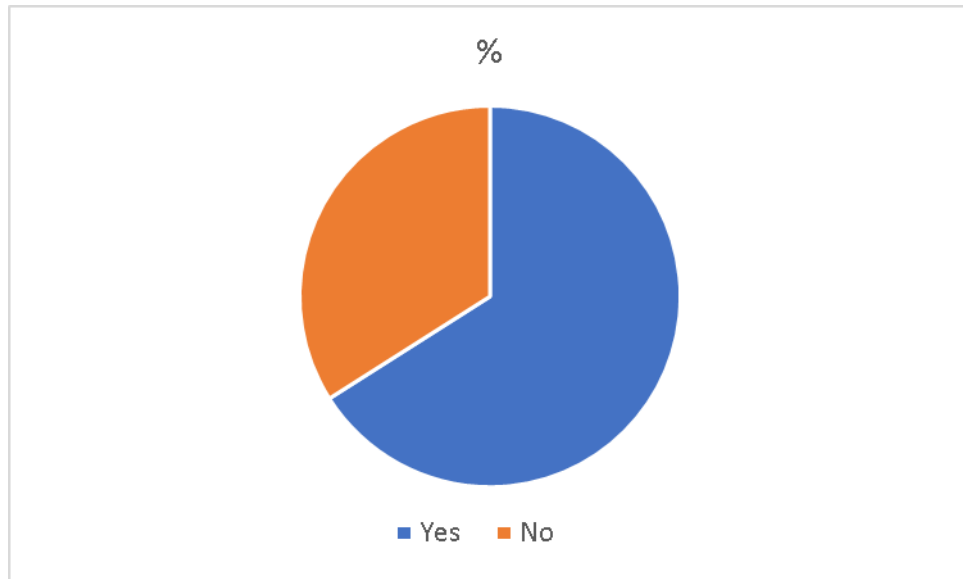
Comments from **Weymouth and Portland Access Group**

“These comments are submitted on behalf of Weymouth and Portland Access Group. There is a need for more and better provision generally and particularly of accessible WCs and Changing Places. The Access Group requests further and more detailed consultation at an early stage when proposals are under consideration. The Group has discussed the subject of extending charges beyond the current system at Lodmoor. There was a difference of opinion on this and Access Group members were encouraged to respond to the consultation as individuals.”

Charging for use of the facilities

Q Would you be prepared to pay for a clean, well-cared-for facility?

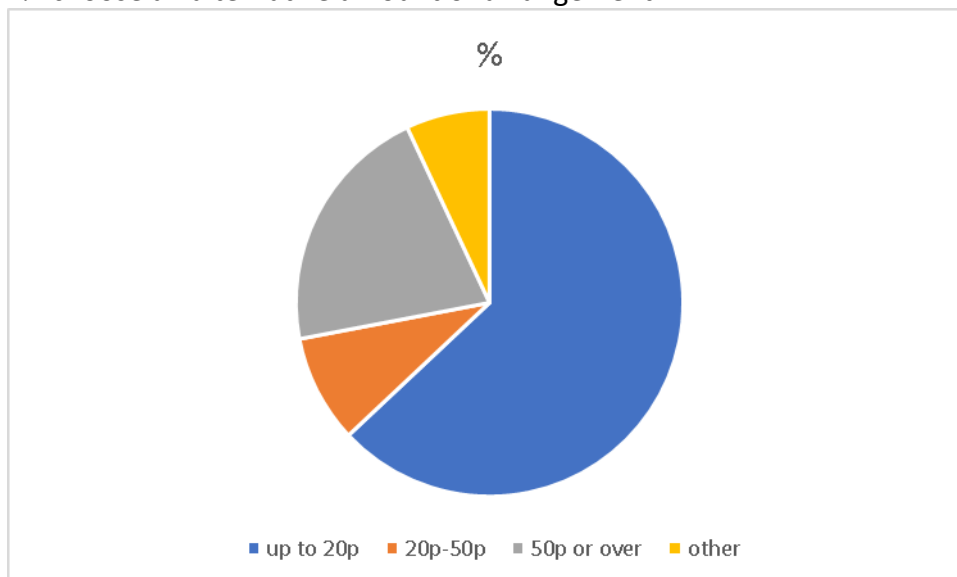
801 people responded to this question with overall two thirds supporting the idea of paying to use a clean, well-cared for facility. There was some variation between respondents. Whilst 60% of males were prepared to pay for females the percentage was higher at 70%. There was little difference between the views of residents and visitors. Disabled people felt stronger with 73% prepared to pay for a better facility.



Q How much would you be prepared to pay?

556 people responded to this question.

- The most popular sum was **up to 20p** with 63% of respondents choosing an amount in this range.
- 9% chose an amount between **20-50p**.
- 21% choose an amount of **50p or over**.
- 7% choose an alternative amount or arrangement.



Overall comments

There were 457 free text comments. These have been analysed and coded into themes. The themes are reported in the table below based on the number of times particular issues were raised. A clear theme running through the comments was the need to not only refurbish the toilets but also to manage and clean them well afterwards. Many people mentioned ways of managing the toilets better such as using cctv but having attendants on the facilities was the most popular proposal. Whilst charging itself created quite strong mixed views both ways, many people felt if charging was to be introduced it needed to be easy, quick and modern. A

number of people were concerned that the recent changes to the provision in Bond Street had left the area poorly served by appropriate conveniences. The full comments are available below.

Issue raised	Times raised
Cleanliness is vital	60
Good public toilets are an essential part of a holiday resort	54
Having the toilets supervised by attendants is the way forward	46
Not enough facilities in the right place in the town now	40
Free toilets are a basic human right so don't support charging	40
Removing Bond Street toilets without replacement was a big mistake	33
Welcome improvements. Get on with them	33
People need quick easy access so any payment scheme needs to be simple and modern (pay with token, card, phone etc)	29
Already pay through council tax so no charges particularly for locals	26
Current facilities are poor for the disabled/less abled and this needs to be improved (particularly around access)	26
Other	26
Problem of drunks, homeless people and drug users	25
Keep charges reasonable	17
The temporary toilets are awful	14
Charging is unfair to people with particular conditions/ illnesses	13
Children shouldn't have to pay to use a toilet	9
Include showers	6
Improved signage would help	6
Upgrade all facilities	5
Donations work elsewhere	5
Below ground toilets raise all sorts of issues for families and less able	4
Use CCTV	4
Get good free toilets elsewhere	4
Lockers would be good	4
Toilets are ok as they are	3
Cost of this survey	2

About the respondents

Age

Under 35	7%
35-64	51%
65+	38%
Prefer not to say	3%

Gender

Male	40%
Female	57%
Prefer not to say	4%

Ethnic Group

White	91.7%
Mixed and multiple ethnic groups	0.3%
Asian or Asian British	0.3%
Black African, Caribbean or Black British	0.4%
Any other ethnic group	0.1%
Prefer not to say	7.3%

Do you consider yourself to have a disability

Yes	15%
No	79%
Prefer not to say	6%

Please specify your disability

Physical impairment	41.5%
Sensory impairment	8.5%
Mental health conditions	14.4%
Learning disability	0.8%
Cognitive impairment	4.2%
Long standing illness or health condition	48.3%
Other	21.2%