

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO COMMUNITY SERVICES COMMITTEE

Agenda Item No.

meeting date: 8 NOVEMBER 2011  
title: UPDATE:- REVIEW OF THE PROVISION AND OPERATION OF PUBLIC TOILETS  
submitted by: JOHN C HEAP, DIRECTOR OF COMMUNITY SERVICES  
principal author: TERRY LONGDEN

## 1. PURPOSE

1.1 To update members on progress on the Review of the Public Conveniences Working Group and to seek approvals to proceed with the launch of a Community Toilets Scheme.

1.2 Relevance to the Council's ambitions and priorities:

- Council Ambitions – To be a well-managed Council providing efficient services based on identified customer needs.
- Corporate Priorities:

With respect to PEOPLE:

- Promote community cohesion.
- Encourage more involvement in community participation.
- Maintain the sustainability of the rural community across Ribble Valley.

With respect to PLACES:

- Maintain the sustainability of our towns and villages as service centres.

With respect to PROSPERITY:

- Develop the tourism offer in the area.
- Encourage and support social enterprises.
- Other Considerations – Economic – encouraging greater levels of spend through tourism by attracting visitors into the retail premises.

## 2. BACKGROUND

2.1 The last meeting of this Committee (13 September 2011) agreed that a member working group comprising of three Conservatives and one Liberal Democrat be formed to consider officer proposals for the development of an acceptable and sustainable solution for the provision of the conveniences across the borough that are accessible to the public.

2.3 Two meetings of the working group have been held.

## 3. ISSUES

3.1 Further investigations into the development of tailored solutions for each set or group of toilet faculties operated by the Council need to be completed before a full report on the matter is presented to this committee.

3.2 It is evident however that certain measures could be introduced at an early stage, without compromising the overall outcome or recommendations of the working group that are to be presented to this committee.

3.3 These initial measures are as listed below

### 3.3.1 Introduction of a Borough Wide Community Toilet Scheme (CTS).

It is evident that there will be support from businesses, both in the town centres and in outlying areas for the introduction of community Toilets Scheme (CTS). Business on their part may benefit from increased customer footfall and customer loyalty. Members of the public would have the benefit of an increased number or choice of toilet facilities, particularly in areas that are not served by a set of Council operated toilets. It is proposed to launch this initiative on the 1<sup>st</sup> December 2011 with an initial core of CTS participants so that some extra toilet facilities will be made available on the busy retail period before Christmas. Additional businesses will be encouraged to join the scheme in the coming months.

### 3.3.2 Trial of Automatic Unlocking and Locking Systems

It would be beneficial to develop reliable customer friendly systems for the automated unlocking and locking of selected toilets in readiness for implementation as part of an overall review. The systems would initially be introduced alongside the existing security arrangements until their reliability has been proven. The long term goal would be to remove the need for operational staff to make separate visits at the start and end of each day to isolated toilets in order to secure the facilities.

## 4. RISK ASSESSMENT

### 4.1 The approval of this report may have the following implications:

- Resources – None. The cost of the signage for the CTS and the provision and implementation of the trial of the locking systems can be met from existing revenue budgets.
- Technical, Environmental and Legal – None.
- Political – There are no specific political issues arising out of this report.
- Reputation – There is a risk to the reputation of the Council that any variance of the service may be perceived as a reduction in the level of this valued service. Careful introduction of any variation to the service and extensive communications would reduce this risk.

## 5. **RECOMMENDED THAT COMMITTEE**

5.1 Note that a full report on the matter is to be presented to the January meeting of this Committee.

5.2 Agree to the early launch of a Borough wide Community Toilet Scheme and the development and trial of automated locking systems

DIRECTOR OF COMMUNITY SERVICES

Background Papers

Community Services Committee 13 September 2011 (Min No. 327)

For further information please contact Terry Longden on 01200 414523.