

**Appendix 1: Review of Toilet Services, Interim Report**



**Armagh City  
Banbridge  
& Craigavon**  
Borough Council

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**People Directorate**

**Toilets**

**REVIEW OF TOILET SERVICES  
INTERIM REPORT**

**October 2019**



## **TABLE OF CONTENTS**

- 1. Introduction**
- 2. Objective**
- 3. Visitor Usage**
- 4. Responsibility & Staffing Resources**
- 5. Cleansing Frequency**
- 6. Expenditure**
- 7. Quality of Service Delivery**
- 8. Audit of Individual Premises**
- 9. Toilet Provision in the Borough**
- 10. Other Considerations**
  - a. Future Proofing**
  - b. Automatic Opening**
- 11. Portaloo provision by the Council**
- 12. Recommendations**
  - 12.1 Toilet visitor usage monitoring programme**
  - 12.2 Future managerial responsibility and staffing resources**
  - 12.3 Cleansing frequency & bench marking**
  - 12.4 Costs for maintaining the service**
  - 12.5 Quality of service delivery**
  - 12.6 Audit of individual premises**
  - 12.7 Toilet provision in the Borough**
  - 12.8 Other considerations**
    - 12.8.1 Future proofing**
    - 12.8.2 Automatic opening**
  - 12.9 Portaloo provision**
- 13. Annual Review**

**Appendix 1: List of Council Toilet Facilities**

**Appendix 2: Toilet Visitor Usage Survey Spring 2019**

**Appendix 3: Toilet Facilities Location and Expenditure**

**Appendix 4: Interim Results of online questionnaire**

**Appendix 5: Portaloo Usage May 2017 - August 2018**

## **1. Introduction**

The role of the Environmental Services Department is to work in partnership with the other departments to improve everyone's quality of life, opportunity, safety and wellbeing. The Environmental Services Department coordinates essential services such as Waste Management, Grounds Maintenance, Cleansing Operations and Cemeteries, as well as covering Sustainable Development, Biodiversity and Capital Schemes.

There are a total of 147 public conveniences in the Armagh City, Banbridge and Craigavon Borough Council Borough, in 40 separate locations as detailed in **Appendix 1**.

The last review of toilet services in any of the legacy Council Boroughs was conducted approx. 20 years ago.

Following the approval of the Terms of Reference at the Environmental Services Committee in November 2018. The next stage was the production of an interim report detailed herein.

Once the information has been verified, proposals will be formalised into the final report due for publication in September 2019.

The timeline for this is set out below:

- Committee approval of Terms of Reference November 2018
- Interim Report, May 2019
- Present to EMT July 2019
- Consultation with Unions/Facility Staff July 2019
- Final Report Published, September 2019
- Implementation of agreed actions will start Autumn 2019

## **2. Objective**

The objective of this Interim Report is to assess the adequacy, condition, provision and standard of public toilets in our Borough, this includes analysis of the following items taken from our Terms of Reference:

1. Toilet visitor usage
2. Responsibility and staffing resources.
3. Benchmark cleansing frequency / cost
4. Expenditure
5. Gauge quality of service delivery
6. Audit individual premises
7. Toilet provision in the Borough by Council
8. Portaloo Provision
9. Other Considerations, Future Proofing and Automatic Opening.

The review identifies and set out options to improve the toilet service to the public throughout the Borough while harmonising councils working practices and ensure efficient futureproof service delivery.

## **3. Visitor Usage**

In order to gauge the effectiveness of this service we must first look at usage, the tables in **APPENDIX 2** lay out examples of information that was captured by Healthmatic over a 6 week period starting on 01/04/19 and finishing on 12/05/19 (including weekly daily and hourly usage). Whilst the information below is just a snapshot of the usage of facilities it will assist in

making any decisions around reconfiguration or upgrades to current facilities in addition to highlighting any areas of peak demand.

The average weekly visitor numbers for each of the facilities surveyed are detailed below:

<b>Toilet Footfall Survey</b>	
<b>Location</b>	<b>Avg. Visitor numbers/wk</b>
Edenvilla Park Unisex	190
Dobbin St Disabled	337
Dobbin St Unisex 1	390
Dobbin St Unisex 2	445
Dobbin St Unisex 3	280
Killylea Disabled	87
Killylea Gents	149
Killylea Ladies	70
Middletown Disabled 1	34
Middletown Disabled 2	42
Pontzpass Unisex 1	394
Pontzpass Unisex 2	333
Richhill Disabled	105
Richhill Ladies	142
Richhill Gents	177
Tandragee Disabled	430
Tandragee Unisex	288
Tandragee Gents	200
Dromore Disabled	60
Cush Pavilion Disabled	41
Cush Pavilion Gents	263
Tannaghmore Gents	262
Tannaghmore Ladies	241
Rathfriland Disabled	82
Rathfriland Unisex 1	549
Rathfriland Unisex 2	440
Scarva Park Disabled	14
Scarva Park Gents	224
Scarva Parks Ladies	238



#### 4. Responsibility and Staffing Resources

The majority of toilets are opened, cleaned, maintained and closed by Council staff. Outside contractors were previously employed to maintain and clean two Automatic toilets, Lurgan (Castle Lane) and Banbridge (Kenliss Street). These external contracts with Healthmatic, namely Kenlis St Banbridge and Castle Lane Lurgan have now been terminated as at (31/03/19).

Council staff cleaning toilets are organised through various Departments, including the Estates and Asset Management Dept. the Environmental Services Dept. and the Leisure Services Dept. In addition, there is a separate service level agreement for the cleaning of facilities at Millennium Court run by Portadown 2000 along with some semi-permanent portaloos which are currently being reviewed.



#### 5. Cleansing Frequency

The toilets in Banbridge and Craigavon Boroughs are cleaned once per day (excluding permanently manned sites, Castle Lane, Lurgan and Kenliss Street Banbridge) whilst those in Armagh are cleaned twice per day.

#### 6. Breakdown/comparison of costs for maintaining the service

In 2018/19 Council spent approximately £148,335 on labour and approximately £96,457 on external contractors. The opening and closing times which vary in sites across the Borough are also detailed in **Appendix 3**.

From the information contained in **Appendix 3** we can see that there are an average of 4 toilets at each location, which take on average 2 hrs/day to clean.

From the table below, we can see that the avg. costs of cleaning a block of 5 toilets is £926/cubicle/yr. compared to a single cubicle per year is £5,427/cubicle/yr,

This demonstrates that it is cheaper (pro-rata) to clean facilities with more than 1 cubicle. The effects of economies of scale are clearly demonstrated in facilities with at least 5 cubicles.

**Table 2: Cost comparison of facility size and mantaince costs**

No of cubicles	Avg. cost per block	
5	£ 4,634	
4	£ 6,985	
3	£ 4,952	
2	£ 4,951	

1	£ 5,427	
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No of cubicles	Avg. cost per block
5	£4,634
4	£6,985
3	£4,952
2	£4,951
1	£5,427

## 7. Quality of Service Delivery – Online Questionnaire

The Environmental Services Department puts the needs, feedback and expectations of its key stakeholder and customers at the heart of its service review. The Environmental Services Department has welcomed this review process as a unique opportunity to question key external stakeholders including customers of our service. We did this through an online questionnaire which ran from 20/03/19 – 20/04/19. The results from 94 respondents are detailed in **Appendix 4 and summarised below:**

### Q: Which facility did you use?

**A:** The majority of respondents did not specify a location, but off those that did the following facilities were the most popular:

- Tandragee – 11%
- McCrum's Court, Armagh – 9%
- Dromore Square, Dromore – 9%
- Solitude Park, Banbridge – 8%
- Castle Lane Lurgan – 18%
- Portadown Peoples Park – 12%

The rest of the respondents questioned had no preference of facility.

### Q: How often would you use these facilities?

**A:** The majority of respondents (42%) said that they would use the facilities less than once per month. Although 26% of respondents said that they would use the facilities more than once

per week, 21% using facilities less than once a week and 12% using facilities more than once per month.

**Q: Are you happy with the opening hours?**

**A:** 73% of respondents said that they were either satisfied or very satisfied with the opening hours, however, 15% were dissatisfied and 12% were very dissatisfied.

**Q: Are you happy with the cleanliness of the facilities?**

**A:** 58% of respondents said that they were either satisfied or very satisfied with the cleanliness of the facilities, however, 23% were dissatisfied and 18% were very dissatisfied.

**Q: Are you happy with the condition of the sanitary ware in the facilities?**

**A:** 50% of respondents said that they were either satisfied or very satisfied with the condition of the sanitary ware in the facilities, however, 32% were dissatisfied and 18% were very dissatisfied.

**Q: Are you happy for the provision for ALL user groups?**

**A:** 56% of respondents said that they were either satisfied or very satisfied with the provision for ALL user groups, however, 26% were dissatisfied and 19% were very dissatisfied.

**Q: Are you happy with the location of the facilities?**

**A:** 79% of respondents said that they were either satisfied or very satisfied with the location of the facilities, however 14% were dissatisfied and 7% were very dissatisfied.

**Q: Other Issues**

**A:** Respondents were given the opportunity to report various other issues here including:

- Request for the provision of free sanitary products – 1
- Request for adequate heating in the winter – 2
- Request for refurbishment – 2
- Request for unisex toilets (gender neutral instead of gender specific) – 1
- Request for changing places within toilet facilities – 2
- Request for extension of opening hours – 5
- Reports of unclean facilities – 5
- Compliments for staff – 2

Examples of the specific comments are detailed below:

*“Muriel the Armagh cleaner does an excellent job and clearly takes great pride in her work. Cleanest public toilets I’ve ever seen.”*

*“The toilets in Tannaghmore pavilion are sub-standard and not suitable for use by anyone.”*

*“Edenvilla Park requires an overhaul”*

*“The toilets in Lurgan Park resemble something that you would have expected to see in the 1960's / 1970's and could do with a complete overhaul”*

This is the first time in 20 years that a review of toilet facilities has been undertaken, The Environmental Services Dept. will use all information provided as a baseline for all future works and improvements.

In order to gauge quality of service delivery it was necessary to look at the number of Complaints/Compliments. No complaints from members of the public have been logged onto Tascomi in relation to the cleanliness of toilets since April 2017. Daily cleansing reports are kept; this is a signature on a log sheet. Individual minor issues are reported to line managers and dealt with as and when they occur. Whilst this could suggest that the service delivery is

of a high-quality standard, further investigation found that not all facilities had adequate signage on display showing the Council's telephone number in order to facilitate contact.

## 8. Audit of Individual Premises

Staff from Estates and Asset Management agreed to undertake a Baseline Condition Survey on a sample of facilities, results being detailed below:

**Table 3: Interim Baseline Condition Survey**

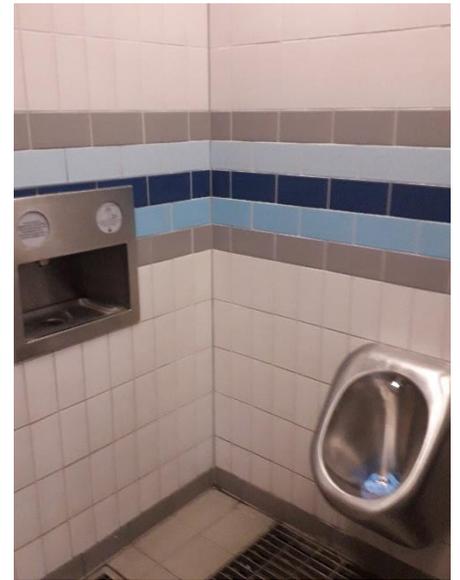
Location	Comments	Estimated Costs
Clare glen toilets	Good condition, fully tiled inside	£ -
Richhill	Good condition, fully tiled inside	£ -
Killylea	Average condition, some internal décor required	£ 500
Lurgan Park	Good condition, spotlessly clean	£ -
Tannaghmore	Average condition, painting and new internal doors	£ 1,500
Edenvilla	Steel container, Internal paint	£ 200
Loughbrickland toilets	These toilets are in very poor condition and present H&S issues.	
	Recommend a complete refurbishment of this block both internally and externally and should be treated as Urgent	
	Work required to external painting and new doors and plaster work	
	Internally toilets need new floors, new urinal, w/c pans and complete redecoration	10,000.00
Katesbridge Toilets	Need internal décor and replacement windows and ventilation	1,500.00
Corbet and Towpath Toilets	Need internal painting	500.00
Scarva toilets	Toilets at tea rooms need painted and new flooring	1,500.00
		£ 15,700

## 9. Toilet Provision in the Borough

The provision of toilets throughout the Borough was examined in light of requests for additional sites. The British Toilet Association Standards and Guidance states that at least one block facility (1 Male, 1 Female & 1 Disabled) should be provided in every settlement with a population of over 5000. Two towns identified by Members, namely Gilford and Dromore fell just short of this threshold at 4749 and 4591 respectively. There are Council run toilet facilities located in Dromore and in Gilford which are located in the Community Centre<sup>1</sup>, (350m from town centre).

The British Toilet Association also recommends that toilets in town centres should ideally be within a short walking distance and be at a max of 300m from centres in the busiest Boroughs - max 500m from centres in villages. As can be seen in **Appendix 3** the majority of Council run facilities are either located on-site or within a short distance of population centres.

When looking at toilet provision in other areas we found that Derry City and Strabane District Council, have launched a Community Toilet Scheme initiative that allows members of the public to access the toilet facilities of local businesses.



The Community Toilet Scheme permits members of the public to use the facilities for free during normal opening hours without having to make a purchase.

Participating businesses receive an annual fee from Council based on the facilities they have available.

## 10. Other Considerations,

### 10.1 Future Proofing

The Estate Department currently have no future planned maintenance or refurbishment action plans in place for facilities in the Borough. All maintenance and refurbishment works are conducted on a reactive basis. However, the results of the Baseline Condition Survey (detailed above) provides very useful information from which future planned maintenance or refurbishment plans can be developed.

### 10.2 Automatic Opening

Information was obtained from suppliers to provide automatic opening devices for toilets in our Borough, this technology also provides information on visitor numbers. This would mean that toilet facilities would be cleaned and locked in the evening with automatic opening in the morning.

The installation of these units could be used to reduce the labour costs and Carbon footprint of staff driving long distances to open toilets especially at remote locations.

It was noted that the majority of staff who undertake the opening of toilets in the morning also undertake cleaning and litter picking duties whilst on site.

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<sup>1</sup> Members of the public can access any Council facility during business hours to use the toilet facilities

Whilst the provision of automatic opening devices for certain outlying toilets would be beneficial, the price may not necessarily be offset against savings in labour costs as the majority of staff undertake additional tasks after opening facilities in the morning.

Ten facilities in the Borough currently have toilets which are opened by a timer mechanism in the mornings, however these have proven to be troublesome and need to be checked on a regular basis.

## **11. Portaloo Provision by the Council**

Whilst the provision of this service is complementary to permanent facilities, their temporary nature means that they are considered separately and have been separately investigated and reported to Council (through a prior report to the Environmental Services Committee). This looked at the criteria needed in order to request the provision of portaloos. It should be noted from this prior report that there are some permanent portaloos at the following locations:

- Kernan Lake - permanent during fishing season
- Dromore Park - permanent
- Coach Car Park - permanent
- Riverside Car Park – permanent
- Gilford car park.

The provision of these portaloos along with the temporary event portaloos are being investigated at the moment and approval will be sought from Members at a later date.

## **12. Recommendations:**

### **12.1 Toilet visitor usage monitoring programme**

From the toilet visitor usage monitoring programme, we can see that all surveyed facilities in the Borough are used on a regular basis, we have also gained a useful insight into the areas and times of low, high and peak demands, with results being given to managers to regulate cleansing rotas and opening/closing times.

It is recommended that managers continue to monitor usage at all sites using the available technology and building on the baseline data captured during this report as this will assist in making any reconfiguration or upgrades to current facilities, highlighting areas of peak demand.

### **12.2 Future Managerial Responsibility and Staffing Resources**

In order to deliver an effective, efficient, customer-focused service it is recommended that the managerial responsibility for toilet services should be under the remit of one department, rather than the current 3-way split. It is anticipated that this unification of responsibility will provide a single, clear, consistent and accessible process for dealing with service requests. It will also provide clarity and consistency for staff and public alike, through the development and implementation of joined-up practices and procedures to enable the delivery of high standards of service for customers across three geographical locations.

It is recommended that the maintenance of the fabric of all facilities be transferred to the Estates and Asset Management Department and the operational management of staff and cleansing be centralised in Environmental Services. The Environmental Services Department will conduct further ongoing discussions with HR to progress on the development and implementing of updated job descriptions for cleansing staff. There will be a need to carefully coordinate the process of streamlining functions in the most effective and efficient way.

It is worth noting at this stage that there is currently no budget available in the Estates and Asset Management Department to undertake any additional works. This needs to be addressed as a priority in order to fulfil any subsequent recommendations contained herein.

### **12.3 Cleansing frequency & Bench Marking**

Whilst the British Toilet Association does recommend that toilets are cleaned twice per day, it is recommended that managers in Banbridge and Craigavon should review each individual facilities cleansing frequency based on the results of the toilet visitor usage monitoring programme as any change will have financial and staffing implications.

In relation to Benchmarking it is recommended that the Council join the British Toilet Association (fee £492/year) in order to access their vast knowledge base and best practice guidance.

## 12.4 Costs for maintaining the service

As noted previously the external contracts with Healthmatic, namely Kenlis St Banbridge and Castle Lane Lurgan have now been terminated as at (31/03/19). Healthmatic are currently drafting proposals on refurbishing these 2 facilities along with semi-automatic functionality (24hr access), this will be reviewed by management with due consideration to the costs contained in this report given the £32,000 saving that could be made by bringing this service in-house.

Whilst there are slight variations in maintaining the service. The expiry/removal of external contracts along with the centralisation of operational management will help to reduce costs and increase efficiencies. As a front line, customer facing service, we must continue to deliver, effectively and efficiently to meet our customers needs and demands. It is recommended that managers continue to investigate possible efficiencies whilst maintaining standards.

## 12.5 Quality of service delivery

From the results of the public consultation questionnaire we can see that the facilities in the Borough are used on a regular basis by those customers surveyed.

The majority of customers are either satisfied or very satisfied with the opening hours, the location of the facilities, the cleanliness of the facilities and with the provision for all user groups.

Whilst the condition of the sanitary ware was either satisfactory or very satisfactory for 50% of respondents, 32% were dissatisfied and 18% were very dissatisfied.



It is recommended that both Estates and Asset Management and Environmental Services utilise the information gathered during this survey to inform decisions around refurbishment, maintenance and any future capital plans, with due regard for budgetary constraints mentioned previously.

Whilst the majority of facilities do have adequate signage, some do not. It is recommended that signage be placed on all facilities (inside and out) to direct users to the Council telephone number 0300 0300 900 in the event of cleansing issues or reporting faults.

## 12.6 Audit individual premises

The results of the baseline condition survey contained in **Table 3** indicate that 7 out of the 10 facilities surveyed require internal maintenance at a cost of £15,700. If this figure was to be extrapolated for the purposes of future planning it would suggest that £62,800 should be budgeted for future planned internal maintenance of all facilities in the Borough.

It is recommended that Estates and Asset Management utilise this information and develop a budgeted schedule of future planned maintenance works after finalising the baseline survey for *all* facilities, with due regard for budgetary constraints mentioned previously.

## **12.7 Toilet provision in the borough**

It is recommended that the Estates and Asset Management and Environmental Services Department continue to monitor the provision of toilet facilities in the Borough with due regard to updated population statistics provided by NISRA. In addition, it is recommended that managers investigate the possibility of starting a Community Toilet Scheme initiative in our Borough.

## **12.8 Other Considerations**

### **12.8.1 Future Proofing:**

It is recommended that Estates and Asset Management develop the information gathered during this review to form the basis of a future scheduled plan for refurbishment and maintenance. In addition, managers should also have due regard for the aging population of the Borough when considering any upgrade or new development along with adequate baby changing and disabled facilities.

### **12.8.2 Automatic Opening:**

Whilst the prices returned for these automatic opening devices for toilets may seem high, managers are asked to consider this technology for future installations and the possibility of retrofitting during major refurbishment works as the installation of these devices would facilitate longer opening hours. It is recommended that the Environmental Services Department should continue to explore new ways of working, innovation and technologies to support customers needs and expectations of a modern, efficient and streamlined service.

## **12.9 Portaloo Provision**

It is recommended that the criteria needed in order to request the provision of porta-loos be developed and implemented as soon as possible in order to provide clarity and consistency. Through the development and implementation of joined-up practices and procedures this will enable the delivery of high standards of service for customers across three geographical locations. Due regard should be given to the adequacy of the service for the evening economy and future tourism events. A decision on the provision of permanent porta-loos should help inform the Estates and Asset Management Department when reviewing their maintenance plan.

## **13 Annual Review**

It is recommended that the information gathered in this report be utilised by managers in the Estates and Asset Management and Environmental Services Departments and be developed into an annual review of all facilities in the Borough.

## **APPENDICES**

Appendix 1	1. List of council toilet facilities.
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There are a total of 147 public conveniences in the Armagh City, Banbridge and Craigavon Borough Council Borough, in 40 separate locations as detailed below:

<b>List of Council Toilet Provisions 2019 (toilets per block)</b>		
Dobbin St (4)	Solitude Park (7)	Edenvilla Park (1)
McCrum's Court (3)	Kenlis Street (14)	Portadown Peoples Park (8)
Shambles (3)	Dromore Square (3)	Brownstown Park, Portaloo on 3g (1)
The Mall (1)	Downpatrick Street, Rathfriland (4)	Farm Building, Tannaghmore Gardens (5)
Palace Stables (3)	Loughbrickland Park (3)	Pavilion building, Tannaghmore Gardens (5)
Markethill (3)	Corbet Lough (2)	Cush Pavilion, Lurgan Park (3)
Richhill (3)	Katesbridge Park (4)	Gate-Lodge, Lurgan Park-Disabled Toilet (1)
Middletown (2)	Scarva Park (3)	Castle Lane, Lurgan (11)
Tandragee (3)	Scarva Tearooms (4)	Portadown 2000, Millennium Court (9)
Clare Glen (2)	Portaloo Beside The Coach Banbridge (2)	Portaloo on 3 g, Lurgan Junior High School (1)
Poyntzpass (2)	Banbridge Cemetery (3)	Carn Cemetery (3)
Killylea (3)	Dromore new Cemetery (3)	Seagoe Cemetery (3)
Ardmore Cemetery (3)		Lurgan Cemetery (3)
Balinahone Cemetery (3)		
Loughgall (3)		

**Appendix 2: Toilet Visitor Usage Survey Spring 2019, Example Results**

**Footfall Survey**



Thursday 9 May 2019 - 13 44

**ABC Survey: EdenVilla Park Uni (PPT2930)**

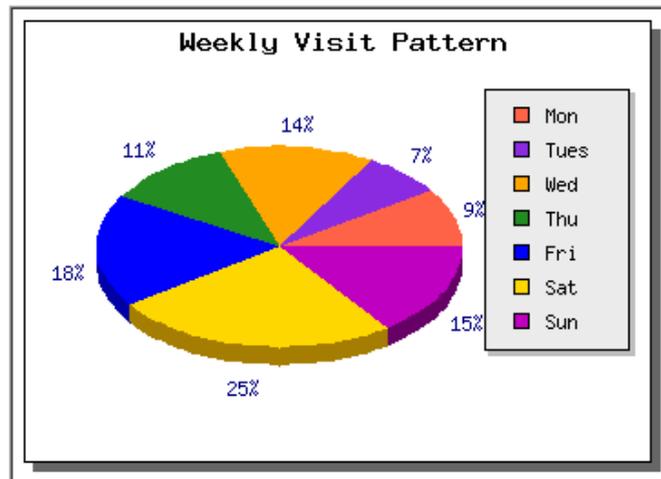
[Back to index](#)

**Actual counts**

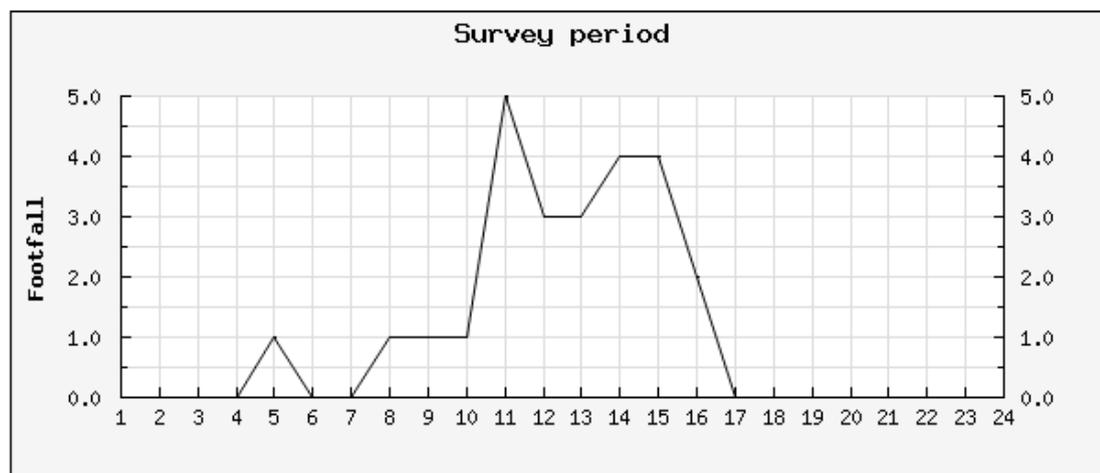
Week beginning	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
1 Apr 2019	-	9	20	14	26	65	35	<b>169</b>
8 Apr 2019	30	21	34	29	43	32	22	<b>211</b>
15 Apr 2019	6	-	-	-	-	-	-	<b>6</b>

**Daily Averages**

<b>Weekdays</b>	110	
<b>Weekends</b>	78	
<b>Mon</b>	<b>Tue</b>	<b>Wed</b>
18	15	20
<b>Thu</b>	<b>Fri</b>	<b>Sat</b>
22	35	49
<b>Sun</b>	<b>Full week</b>	
29	188	



**Pattern through the day**



### Appendix 3: Toilet Facilities Location and Expenditure

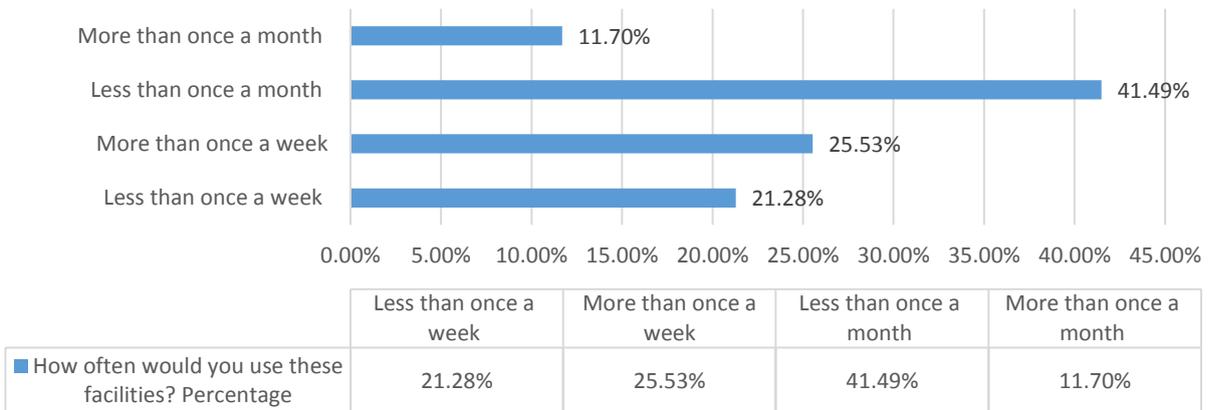
<b>Name:</b>	<b>Distance from Catchment Centre (m)</b>	<b>Opening Hrs: (A)= Auto opening</b>	<b>Toilets per block</b>
Dobbin St, Armagh	<200	6.00am – 6.00pm (A)	4
McCrum's Court, Armagh	<200	9.00am – 6.00pm	3
Shambles, Armagh	250	6.00am – 6.00pm(A)	3
Mall, Armagh	<200	9.00am – 6.00pm	1
Palace Stables, Armagh	<200	9.00am – 6.00pm	3
Markethill, Armagh	<200	9.00am – 6.00pm (A)	3
Richhill, Armagh	<200	9.00am – 6.00pm	3
Middletown, Armagh	<200	9.00am – 6.00pm (A)	2
Tandragee, Armagh	<200	9.00am – 6.00pm (A)	3
Clare Glen, Armagh	<200	9.00am – 6.00pm (A)	2
Poyntzpass, Armagh	<200	9.00am – 6.00pm (A)	2
Killylea, Armagh	<200	9.00am – 6.00pm	3
Ardmore Cemetery	on site	only open when there is a Funeral.	3
Balinahone Cemetery	on site	only open when there is a Funeral.	3
Loughgall, Armagh	on site	9.00am – 6.00pm	3

<b>Name:</b>	<b>Distance from Catchment Centre (m)</b>	<b>Opening Hrs: (A)= Auto opening</b>	<b>Toilets per block</b>
Solitude Park, Banbridge	<200	8am-7pm (A)	7
Kenlis Street, Banbridge	<300	8am-6pm & 24hr unit (pay)	14
Dromore Square, Dromore	20	8am-6pm & disabled available 24/7 (A)	3
Downpatrick Street, Rathfriland	<100	8am-6pm (A)	4
Loughbrickland Park, Loughbrickland	<400	8am-6pm	3
Corbet Lough, Corbet	On site	Fishing season only & disabled 24/7	2
Katesbridge Park, Katesbridge	On site	8am-6pm	4
Scarva Park, Scarva	<300	8am-6pm Winter 8am-9pm Summer	3
Scarva Tearooms, Scarva	On site	8am-6pm & disabled available 24/7	4
Banbridge Cemetery	on site	24hr access	3
Dromore new Cemetery	on site	24hr access	3
Portaloo Beside The Coach, Banbridge	<200	24hrs	2

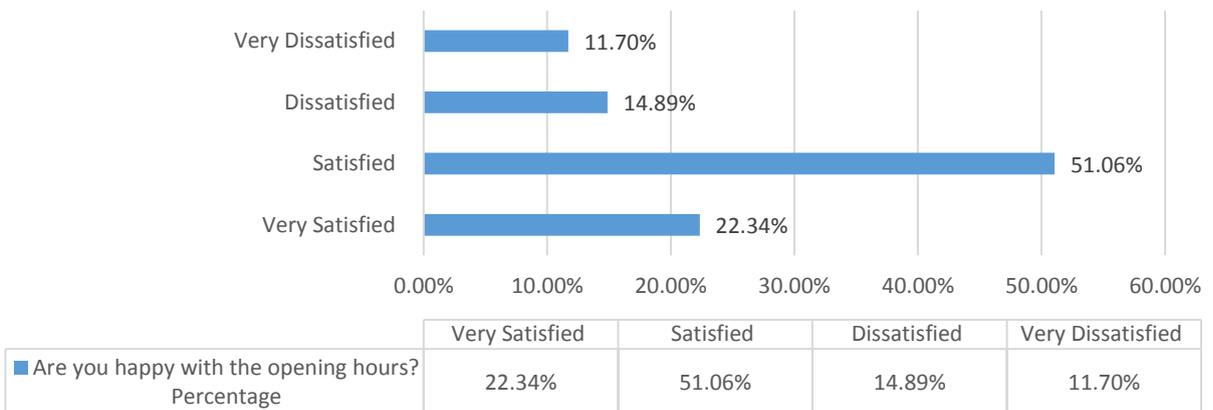
<b>Name:</b>	<b>Distance from Catchment Centre (m)</b>	<b>Opening Hrs: (A)= Auto opening</b>	<b>Toilets per block</b>
Edenvilla Park, Steel container beside walled Garden	50m	10am to 430pm	1
Portadown Peoples Park, Pavilion building, Portadown	less than 200m	8am to seasonal closing times between 5pm and 9pm	8
Brownstown Park, Portadown on 3 g, Portadown	less than 50m	Open when site booked	1
Farm Building, Tannaghmore Gardens, Portadown	less than 200m	10am to 1hr before dusk	5
Pavilion building, Tannaghmore Gardens, Portadown	less than 300m	830am to 6pm	5
Cush Pavilion, Lurgan Park	900m	7am-5pm	3
Gate-Lodge, Lurgan Park-Disabled Toilet	400m	7am-5pm	1
Castle Lane, Lurgan	25m	9.00am – 6.00pm	11
Portadown on 3 g, Lurgan Junior High School	on site	Open when site booked	1
Portadown 2000	300m	Open when site booked	9
Carn Cemetery	on site	8am to 1hr before dusk	3
Seagoe Cemetery	on site	8am to 1hr before dusk	3
Lurgan Cemetery	on site	8am to 1hr before dusk	3

**Appendix 4: Interim Results of online questionnaire:**

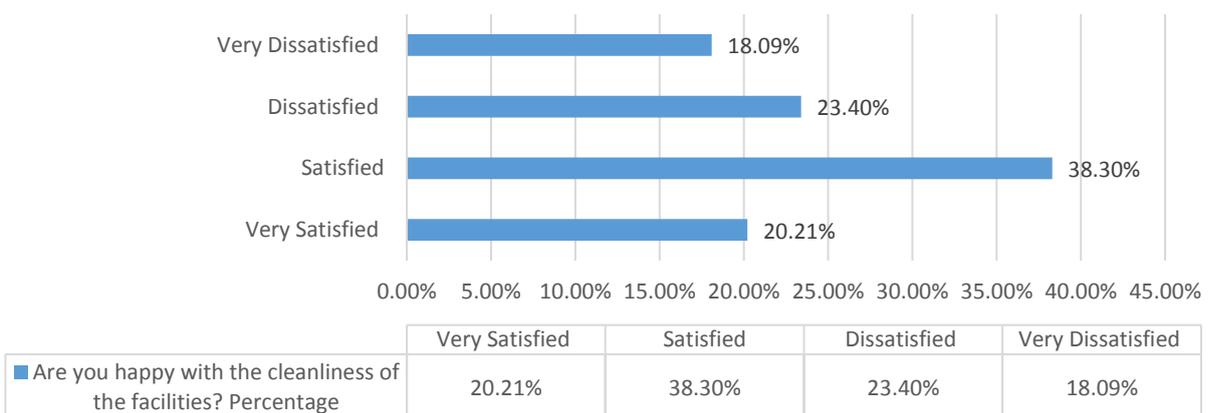
**How often would you use these facilities?**



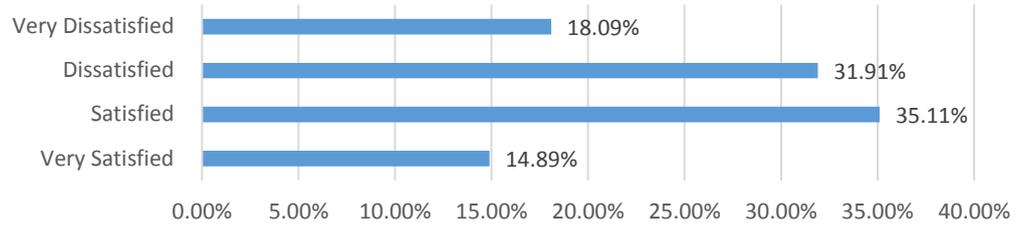
**Are you happy with the opening hours? Percentage**



**Are you happy with the cleanliness of the facilities? Percentage**

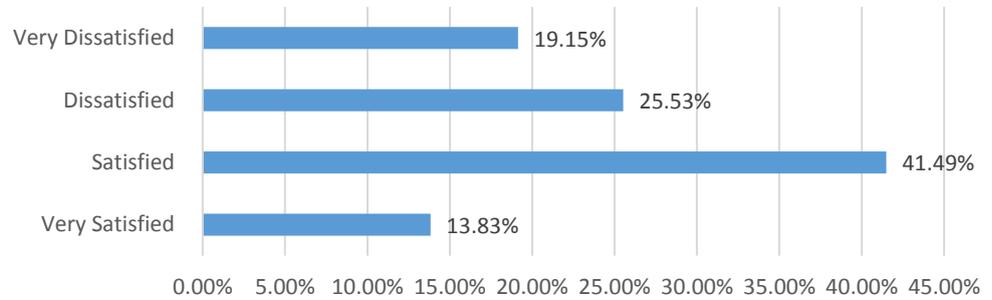


### Are you happy with the condition of the sanitary ware in the facilities? Percentage



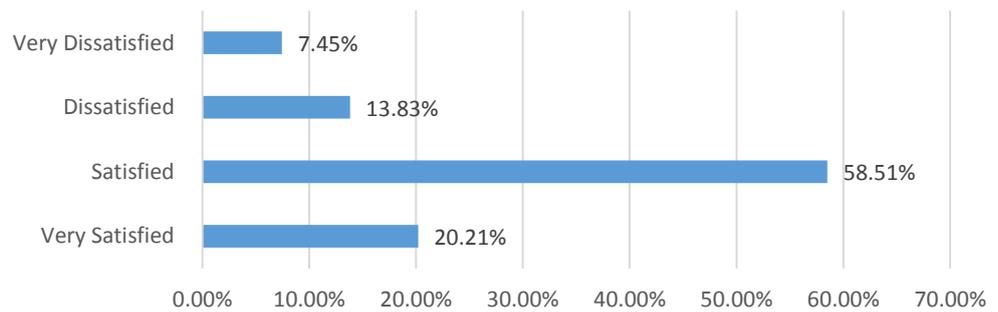
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
■ Are you happy with the condition of the sanitary ware in the facilities? Percentage	14.89%	35.11%	31.91%	18.09%

### Are you happy for the provision for ALL user groups? Percentage



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
■ Are you happy for the provision for ALL user groups? Percentage	13.83%	41.49%	25.53%	19.15%

### Are you happy with the location of the facilities? Percentage



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
■ Are you happy with the location of the facilities? Percentage	20.21%	58.51%	13.83%	7.45%

## Appendix 2: Policy Screening Form

### Policy Scoping

**Policy Title: Review of Toilet Services**

**Brief Description of Policy (please attach copy if available). Please state if it is a new, existing or amended policy.**

A review of toilet services was conducted. The review identifies and sets out options to improve the toilet service to the public throughout the Borough while harmonising councils working practices and ensure efficient futureproof service delivery. There are a total of 147 public conveniences in the Borough, in 40 separate locations.

**Intended aims/outcomes. What is the policy trying to achieve?**

The objective of the review was to assess the adequacy, condition, provision and standard of public toilets in the Borough which included an analysis of the following;

1. Toilet visitor Usage
2. Responsibility and staffing resources
3. Benchmark cleansing frequency/cost
4. Expenditure
5. Gauge quality of service delivery
6. Audit individual premises
7. Toilet provision in the Borough by Council
8. Portaloo Provision
9. Other Considerations, Future Proofing and Automatic Opening.

### Policy Framework

Has the policy been developed in response to statutory requirements, legal advice or on the basis of any other professional advice? Does this affect the discretion available to Council to amend the policy?

No, the review was conducted to improve the service provided to the public

**Are there any Section 75 categories which might be expected to benefit from the policy? If so, please outline.**

There are toilets provided for male, female, unisex and disabled residents/visitors

**Who initiated or wrote the policy (if Council decision, please state). Who is responsible for implementing the policy?**

<b>Who initiated or wrote policy?</b>	<b>Who is responsible for implementation?</b>
Environmental Services Department	The Council is responsible for implementation

**Are there any factors which might contribute to or detract from the implementation of the policy (e.g. financial, legislative, other)?**

Managers have to continue investigating possible efficiencies whilst maintaining standards.

### **Main stakeholders in relation to the policy**

Please list main stakeholders affected by the policy (e.g. staff, service users, other statutory bodies, community or voluntary sector, private sector)

Residents, Visitors

**Are there any other policies with a bearing on this policy? If so, please identify them and how they impact on this policy.**

No

### **Available Evidence**

Council should ensure that its screening decisions are informed by relevant data. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories.

<b>Section 75 category</b>	<b>Evidence</b>
Religious belief	An online questionnaire ran from 20/03/19 – 20/04/19. There were 94 respondents. They were asked a number of questions including whether they were happy with the provision for all user groups. 56% of respondents said that they were either satisfied or very satisfied with the provision for ALL user groups, however, 26% were dissatisfied and 19% were very dissatisfied. Respondents were given the opportunity to report other issues. These included;  Request for the provision of free sanitary products -1
Political opinion	
Racial group	
Age	
Marital status	
Sexual orientation	
Men and women generally	
Disability	
Dependants	

	<p>Request for Unisex toilets (gender neutral instead of gender specific) -1  Request for changing facilities within toilet facilities – 2  No complaints had been logged onto Tascomi in relation to the Cleanliness of toilets since April 2017. However, not all facilities had adequate signage on display showing the Council’s telephone number in order to facilitate contact.</p> <p>The provision of toilets throughout the Borough was examined in light of requests for additional sites. The British Toilet Association Standards and Guidance states that at least one block facility (1 Male, 1 Female and 1 Disabled) should be provided in every settlement with a population of over 5000. The Association also recommends that toilets in town centres should ideally be within a short walking distance and be at a max of 300m from centres in the busiest Boroughs – max 500m from centres in villages. The majority of Council run facilities are either located on-site or within a short distance of population centres.</p>
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**Needs, experiences and priorities**

Taking into account the information gathered above, what are the different needs, experiences and priorities of each of the following categories in relation to this particular policy/decision?

<b>Section 75 category</b>	<b>Needs, experiences and priorities</b>
Religious belief	N/A
Political opinion	N/A
Racial group	N/A
Age	N/A
Marital status	N/A
Sexual orientation	N/A
Men and women generally	There is toilet provision for men and women as well as unisex in some locations
Disability	Disabled toilets are provided
Dependants	N/A

**Screening Questions**

**1. What is the likely impact on equality of opportunity for those affected by this policy for each of the Section 75 categories?**

Category	Policy Impact	Level of impact (Major/minor/none)
Religious belief		None
Political opinion		None
Racial group		None
Age		None
Marital status		None

Sexual orientation		None
Men and women generally		Positive minor
Disability		Positive minor
Dependents		None

**2. Are there opportunities to better promote equality of opportunity for people within the Section 75 categories?**

Category	If yes, provide details	If no, provide reasons
Religious belief		No
Political opinion		No
Racial group		No
Age		No
Marital status		No
Sexual orientation		No
Men and women generally		No
Disability		No
Dependents		No

**3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion, or racial group?**

Category	Details of Policy Impact	Level of impact (major/minor/none)
Religious belief		None
Political opinion		None
Racial group		None

**4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?**

Category	If yes, provide details	If no, provide reasons
Religious belief		No
Political opinion		No
Racial group		No

**Multiple Identity**

Generally speaking, people fall into more than one Section 75 category (for example: disabled minority ethnic people; disabled women; young Protestant men; young lesbian, gay and bisexual people). Provide details of data on the impact of the policy on people with multiple identities. Specify relevant s75 categories concerned.

Disabled women and disabled men will benefit from any future provision.

**Disability Discrimination (NI) Order 2006**

Is there an opportunity for the policy to promote positive attitudes towards disabled people?

Disabled toilets are provided throughout the Borough.

Is there an opportunity for the policy to encourage participation by disabled people in public life?

N/A

**Screening Decision**

**A: NO IMPACT IDENTIFIED ON ANY CATEGORY – EQIA UNNECESSARY**

Please identify reasons for this below

**B: MINOR IMPACT IDENTIFIED – EQIA NOT CONSIDERED NECESSARY AS IMPACT CAN BE ELIMINATED OR MITIGATED**

Where the impact is likely to be minor, you should consider if the policy can be mitigated or an alternative policy introduced. If so, an EQIA may not be considered necessary. You must indicate the reasons for this decision below, together with details of measures to mitigate the adverse impact or the alternative policy proposed.

There will be a positive minor impact for men, women and disabled customers/residents.

**C: MAJOR IMPACT IDENTIFIED – EQIA REQUIRED**

If the decision is to conduct an equality impact assessment, please provide details of the reasons.

### **Timetabling and Prioritising**

**If the policy has been screened in for equality impact assessment**, please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3 with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

<b>Priority criterion</b>	<b>Rating (1-3)</b>
Effect on equality of opportunity and good relations	
Social need	
Effect on people's daily lives	

The total rating score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the council in timetabling its EQIAs.

Is the policy affected by timetables established by other relevant public authorities? If yes, please give details.

### **Monitoring**

Effective monitoring will help the authority identify any future adverse impact arising from the policy. It is recommended that where a policy has been amended or an alternative policy introduced to mitigate adverse impact, monitoring be undertaken on a broader basis to identify any impact (positive or adverse).

Further information on monitoring is available in the Equality Commission's guidance on monitoring ([www.equalityni.org](http://www.equalityni.org)).

Identify how the impact of the policy is to be monitored

This is the first time in 20 years that a review of toilet facilities has been undertaken. The Environmental Services Department will use all information provided as a baseline for all future works and improvements. From the toilet visitor usage monitoring programme, we can see that

all surveyed facilities in the Borough are used on a regular basis and have also gained a useful insight into the areas and times of low, high and peak demands, with results being given to managers to regulate cleansing rotas and opening/closing times.

It is recommended that managers continue to monitor usage at all sites using the available technology and building on the baseline data captured during this report as this will assist in making any reconfiguration or upgrades to current facilities, highlighting areas of peak demand.

## Approval and Authorisation

A copy of the screening form for each policy screened should be signed off by the senior manager responsible for that policy. The screening recommendation should be reported to the relevant Committee/Council when the policy is submitted for approval.

Screened by	Position/Job title	Date
Jason Patterson	Technical Officer	October 2019
Approved by	Position/Job Title	Date
Barry Patience	Head of Environmental Services	October 2019

Please forward a copy of the completed policy and form to:

[mary.hanna@armaghbanbridgecraigavon.gov.uk](mailto:mary.hanna@armaghbanbridgecraigavon.gov.uk)

who will ensure these are made available on the Council's website.

The above officer is also responsible for issuing reports on a quarterly basis on those policies "screened out for EQIA". This allows stakeholders who disagree with this recommendation to submit their views. In the event of any stakeholder disagreeing with the decision to screen out any policy, the screening exercise will be reviewed.

# Appendix I - Rural Needs Impact Assessment (RNIA) Template

Appendix 3

## SECTION 1 - Defining the activity subject to Section 1(1) of the Rural Needs Act (NI) 2016

1A. Name of Public Authority.

Armagh City, Banbridge and Craigavon Borough Council

1B. Please provide a short title which describes the activity being undertaken by the Public Authority that is subject to Section 1(1)

Review of Toilet Services

1C. Please indicate which category the activity specified in Section 1B

Developing a	Policy	<input type="checkbox"/>	Strategy	<input type="checkbox"/>	Plan	<input type="checkbox"/>
Adopting a	Policy	<input type="checkbox"/>	Strategy	<input type="checkbox"/>	Plan	<input type="checkbox"/>
Implementing a	Policy	<input type="checkbox"/>	Strategy	<input type="checkbox"/>	Plan	<input type="checkbox"/>
Revising a	Policy	<input checked="" type="checkbox"/>	Strategy	<input type="checkbox"/>	Plan	<input type="checkbox"/>
Designing a Public Service		<input type="checkbox"/>				
Delivering a Public Service		<input type="checkbox"/>				

1D. Please provide the official title (if any) of the Policy, Strategy, Plan or Public Service document or initiative relating to the

Review of Toilet Services

1E. Please provide details of the aims and/or objectives of the

A review of toilet services was conducted. The review identifies and sets out options to improve the toilet service to the public throughout the Borough while harmonising councils working practices and ensure efficient futureproof service delivery. There are a total of 147 public conveniences in the Borough, in 40 separate locations. The objective of the review was to assess the adequacy, condition, provision and standard of public toilets in the Borough which included an analysis of the following:

1. Toilet visitor Usage
2. Responsibility and staffing resources
3. Benchmark cleansing frequency/cost
4. Expenditure
5. Gauge quality of service delivery
6. Audit individual premises
7. Toilet provision in the Borough by Council
8. Portaloo Provision
9. Other Considerations, Future Proofing and Automatic Opening.

1F. What definition of 'rural' is the Public Authority using in respect of the Policy, Strategy, Plan or Public Service?

Population Settlements of less than 5,000 (Default definition). Other

Definition (Provide details and the rationale below).

A definition of 'rural' is not applicable.

*Details of alternative definition of 'rural' used.*

N/A

*Rationale for using alternative definition of 'rural'.*

N/A

*Reasons why a definition of 'rural' is not applicable.*

The British Toilet Association Standards and Guidance states that at least one block facility (1 male, 1 female & 1 Disabled) should be provided in every settlement with a population of over 5,000.

**SECTION 2 - Understanding the impact of the Policy, Strategy, Plan or Public Service**

2A. Is the Policy, Strategy, Plan or Public Service likely to impact on people in rural areas?

Yes  No  If the response is **NO** GO TO Section **2E**.

2B. Please explain how the Policy, Strategy, Plan or Public Service is likely to impact on people in rural areas.

2C. If the Policy, Strategy, Plan or Public Service is likely to impact on people in rural areas differently from people in urban areas, please explain how it is likely to impact on people in rural areas

2D. Please indicate which of the following rural policy areas the Policy, Strategy, Plan or Public Service is likely to primarily

Rural Businesses

Rural Tourism Rural

Housing

Jobs or Employment in Rural Areas

Education or Training in Rural Areas

Broadband or Mobile Communications in Rural Areas

Transport Services or Infrastructure in Rural Areas Health or

Social Care Services in Rural Areas

Poverty in Rural Areas Deprivation in

Rural Areas

Rural Crime or Community Safety Rural

Development

Agri-Environment

If the response to Section 2A was YES GO TO Section 3A.

2E. Please explain why the Policy, Strategy, Plan or Public Service is NOT likely to impact on people in rural areas.

The British Toilet Association Standards and Guidance states that at least one block facility (1 male, 1 female & 1 Disabled) should be provided in every settlement with a population of over 5,000.

### SECTION 3 - Identifying the Social and Economic Needs of Persons in Rural Areas

3A. Has the Public Authority taken steps to identify the social and economic needs of people in rural areas that are relevant to the

Yes  No  If the response is **NO** GO TO Section **3E**.

3B. Please indicate which of the following methods or information sources were used by the Public Authority to identify the social and economic needs of people in rural areas.

Consultation with Rural Stakeholders	<input type="checkbox"/>	Published Statistics	<input type="checkbox"/>
Consultation with Other Organisations	<input type="checkbox"/>	Research Papers	<input type="checkbox"/>
Surveys or Questionnaires	<input type="checkbox"/>	Other Publications	<input type="checkbox"/>
Other Methods or Information Sources (include details in Question 3C below).			<input type="checkbox"/>

3C. Please provide details of the methods and information sources used to identify the social and economic needs of people in rural areas including relevant dates, names of organisations, titles of publications, website references, details of surveys or consultations undertaken etc.

3D. Please provide details of the social and economic needs of people in rural areas which have been identified by the Public Authority?

If the response to Section 3A was YES GO TO Section 4A.

3E. Please explain why no steps were taken by the Public Authority to identify the social and economic needs of people in rural areas?

The British Toilet Association Standards and Guidance states that at least one block facility (1 male, 1 female & 1 Disabled) should be provided in every settlement with a population of over 5,000.

**SECTION 4 - Considering the Social and Economic Needs of Persons in Rural Areas**

4A. Please provide details of the issues considered in relation to the social and economic needs of people in rural areas.

N/A

## SECTION 5 - Influencing the Policy, Strategy, Plan or Public Service

5A. Has the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, been influenced by the rural needs identified?

Yes  No  If the response is NO GO TO Section 5C.

5B. Please explain how the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, has been influenced by the rural needs

If the response to Section 5A was YES GO TO Section 6A.

5C. Please explain why the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or the delivery of the Public Service, has NOT been influenced by the rural

The British Toilet Association Standards and Guidance states that at least one block facility (1 male, 1 female & 1 Disabled) should be provided in every settlement with a population of over 5,000.

## SECTION 6- Documenting and Recording

6A. Please tick below to confirm that the RNIA Template will be retained by the Public Authority and relevant information on the Section 1 activity compiled in accordance with paragraph 6.7 of the guidance.

I confirm that the RNIA Template will be retained and relevant information compiled.

Rural Needs Impact Assessment undertaken	Jason Patterson
Position/Grade:	Technical Officer
Division/Branch	Environmental Services Department
Signature:	
Date:	October 2019
Rural Needs Impact Assessment approved	Barry Patience
Position/Grade:	Head of Environmental Services
Division/Branch:	Environmental Services Department
Signature:	
Date:	October 2019