

Supporting Information and Impact Assessment

Proposal:	Improve the provision of public toilets through the Healthmatic contract
Cabinet Member:	Councillor Morey – Cabinet Member for Infrastructure, Environment and Culture
Director / Assistant Director:	Kevin Mowat – Director of Place

Version:	2	Date:	31.1.20	Author:	Ian Hartley
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Section 1: Background Information

1.	<p>What was the initial the proposal / issue?</p> <p>There would be an investment of up to £0.5 million in public toilet provision at Meadfoot, Broadsands, Goodrington North, Abbey Meadows and Preston Bus Shelter. (This is in addition to the investment already underway at Preston Beach Central.)</p> <p>This investment will be funded from the closure of the toilets at Preston (North and South) and Goodrington South (once the new provision is in place in Preston Beach Central and Goodrington North, respectively) and the closure of the toilets at Corbyn Head (if third party redevelopment proposals are not forthcoming.)</p> <p>Negotiations are underway in relation to a third party taking over provision of the toilets at Fishcombe.</p>
2.	<p>What is the current situation?</p> <p>Since 2018, Healthmatic has operated 16 public toilets across Torbay. Healthmatic were also asked to manage the proposed transfer of seven further toilets to adjacent businesses. If an alternative provider was not found, it was expected that these toilets would remain open and be maintained at current levels by Healthmatic.</p> <p>Four other toilets were retained by the Council with the view to a future alternative operator being identified by the Council.</p> <p>The toilets which are proposed to be closed are in a poor condition and would need significant investment (over and above that which is proposed for the new toilets) to be bring them up to a good quality standard.</p>
3.	<p>What options have been considered?</p> <p>The work by the Council and Healthmatic to identify alternative operators for the toilets has, in the main, been unsuccessful for a number of reasons although negotiations are continuing in relation to an alternative provider for the public toilets at Fishcombe.</p>

	<p>In identifying areas where the Council could make savings, consideration has been given to the future operation of the 11 toilets outside the main Healthmatic contract. These could have been transferred to any town council that the Council could have established. This option is no longer being recommended by the Cabinet. A further option would be to close these toilets with no alternative provision being in place.</p>
<p>4.</p>	<p>What is the relationship with the priorities within the Partnership Memorandum and the Council's Principles?</p> <p>The proposal is part of the Partnership's commitment to ensuring a thriving economy and to tackling climate change.</p> <p>The investment in public toilets will ensure sufficient capacity at all major resort areas as well as offering much improved facilities for both residents and tourists. Six of the new toilets have won Platinum awards at a national Toilet awards ceremony and Torbay's toilets as a whole are ranked in the top 20 of all facilities in the country, giving more prestige to the resort concept.</p> <p>Investment in public toilets has seen reduced usage of water and energy at the new or refurbished facilities, giving not only cost savings but significant environmental benefits.</p> <p>The proposal ensures that the Council is using its reducing resources to best effect.</p>
<p>5.</p>	<p>Who will be affected by this proposal and who do you need to consult with?</p> <p>Residents and visitors to Torbay will be affected by this proposal. Consultation will take place with the general public, community groups and trade organisations (including the Chambers of Trade and the English Riviera BID Company).</p>
<p>6.</p>	<p>How will you propose to consult?</p> <p>This consultation will be promoted across Torbay – through our networks and those of our partners and through the mainstream and social media.</p> <p>The consultation process will include:</p> <ul style="list-style-type: none"> • Online and paper budget questionnaire • Cabinet Conversation • #YourTQs Facebook Live • Direct Mail to stakeholder organisations • Offers of presentations to Community Partnerships and other stakeholder organisations

Section 2: Expected Implications and Impact Assessment

7. What are the expected financial and legal implications?

The borrowing costs associated the proposed investment would be met from the reduction in revenue costs from the closure of the toilets identified in Section 1.

There are no associated legal implications.

8. What are the expected risks?

There could be negative feedback from the public although the number of complaints since Healthmatic took over toilet cleaning are considerably lower.

9. What evidence / data / research have you gathered in relation to this proposal?

The information that has been gathered during the consultation is set out in Section 10 below.

10. What are key findings from the consultation you have carried out?

The following question was asked within the questionnaire on the Cabinet's budget proposals:

We are proposing to invest an additional £0.5 million in public toilet provision at Meadfoot, Broadsands, Goodrington North, Abbey Meadows and Preston Bus Shelter.

We are already investing in new public toilets at Preston Beach Central. This investment will be funded from the closure of the toilets at Preston (North and South) and Goodrington South.

We will also look for a partner to continue to run the toilets at Corbyn Head but if there are no viable proposals, these toilets will also close.

This is a proposed investment of £0.5 million in 2020/21.

The response to this question was:

	Number	Percent
I agree with this proposal	518	59.1%
I disagree with this proposal	318	36.3%
No answer	41	4.7%
Total	877	100.0%

	<p>A summary of the comments received on the questionnaire and through social media channels are included in the consultation report which is available separately. These included comments relating to:</p> <ul style="list-style-type: none"> • The charge for using the toilets • Public toilets should be kept open • Closures and charges will deter visitors • The level of cleanliness of the existing toilets • Need for more toilets • Need for better facilities for those with disabilities <p>Consideration was also given to the proposal by the Overview and Scrutiny Board's Priorities and Resources Panel. The recommendation in relation to this proposal was:</p> <p style="padding-left: 40px;">That the Cabinet be requested to ensure that toilet provision is maintained at Goodrington South Sands, Preston North and South and Corbyn Head.</p>
<p>11.</p>	<p>Amendments to Proposal / Mitigating Actions</p> <p>Having considered the feedback from the consultation, the proposal has been amended to increase the investment in public toilets to £0.6 million.</p> <p>This will enable a new pay-per-use single pod to be installed at Goodrington South, with the existing block at that location being demolished. The existing block is in extremely poor condition. This revised proposal will ensure that there is a sustainable, fit-for-purpose facility in this location.</p> <p>The toilets at Corbyn Head will remain open during 2020/2021 whilst a third party delivery partner is sought to run the facility moving forward.</p> <p>As a result of the change to this proposal, the revenue budget for public toilets the 2020/2021 financial year will increase by £50,000.</p>

Equality Impacts

12.	Identify the potential positive and negative impacts on specific groups			
		Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people		With the majority of the new facilities being single door entry cubicles it would provide a safer environment.		Modern refurbished toilets would benefit all residents and visitors to Torbay.
People with caring Responsibilities		With the majority of the new facilities being single door entry cubicles it would provide a safer environment.		Modern refurbished toilets would benefit all residents and visitors to Torbay.
People with a disability		All designs will be Disability Discrimination Act compliant.		Torbay now has an exclusive use changing places toilet on Paignton sea front with 24 hour access and longer opening accessibility toilets in nearly all of the toilets around Torbay.
Women or men				Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>				Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
Religion or belief (including lack of belief)				Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.

	People who are lesbian, gay or bisexual			Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
	People who are transgendered			Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
	People who are in a marriage or civil partnership			Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
	Women who are pregnant / on maternity leave	All new toilet cubicles will have baby changing facilities.		
	Socio-economic impacts (Including impact on child poverty issues and deprivation)			Modern refurbished toilets would benefit all residents and visitors to Torbay. With the majority of the new facilities being single door entry cubicles it would provide a safer environment for all.
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	All new toilets will have hand washing facilities with soap dispensers and hot water. It will also be easier to maintain a clean environment with new modern facilities.		
14	Cumulative Impacts – Council wide (proposed changes elsewhere which might	None identified		

	worsen the impacts identified above)	
15	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	None identified