

**Comhairle Ceantair an Iúir, Mhúrn agus an Dúin
Newry Mourne and Down District Council**



Public Toilet Strategy

February 2020

In partnership with the British Toilet Association



INDEX

| <u>Section</u> | <u>Content</u> | <u>Page Numbers</u> |
|-----------------------|---|----------------------------|
| 1.0 | Executive Summary | 3 - 6 |
| 2.0 | Introduction Aims and objectives – the need for Council to provide publicly accessible toilet facilities | 7 - 9 |
| 3.0 | Existing Toilet Facilities and other Council properties under consideration District map and listing of current toilet provision. Additional list of Visitor Attractions, Castles, Parks and Gardens | 10 - 12 |
| 4.0 | Strategic Recommendations and Priorities Considerations and delivery of a balanced approach to Public Toilet provision | 13 – 19 |
| 5.0 | Action Plan and Conclusions Plan for taking the recommendations forward. List of Work Packages for future development | 20 – 21 |
| 6.0 | Equality Screening and Rural Impact Assessment | 21 |
| | Appendix A | 22 – 24 |
| | Appendix B | 25 – 27 |
| | Appendix C | 28 - 32 |

1.0 EXECUTIVE SUMMARY

The Council operates and maintains thirty-one publicly accessible toilets, and these are strategically located across the district. All existed prior to local government reform in April 2015 which resulted in the former Newry and Mourne District Council and Down District Council combining to form the new Newry, Mourne and Down District Council.



There is a significant variance in the style and types of facilities offered. All current units have accessible facilities (for use by less abled user groups) associated with them. Eighteen of the toilet blocks are a brick/tiled construction while the remaining thirteen are primarily aluminium facades covering a central core/block of sanitary appliances.

A condition report on the fabric of all Council Public Toilets was carried out in 2018 by the Council's Estates and Project Management Department and the integrity of the structures (measured from (A) Excellent to (D) Needs immediate repair and or replacement) show that most units are rated A or B. The results of this survey are summarised in Appendix A.

The British Toilet Association (BTA) was commissioned in 2019 by the Council to assess the internal integrity and utility of the Council's Public Toilets, considering their position/location and their vulnerability to anti-social activity. The results of this survey and other research form the basis of the proposals within this Strategy.

The Council has no legal responsibility to provide public toilets, however, across the UK and Ireland the provision of a Public Toilet Service has been a Council function. It is for each local authority to determine the level of Public Toilet provision it provides and whether this service is provided free or if a charge is levied on the user of the facility. This Strategy concludes that the Council should continue to provide a Public Toilet Service and that a range of improvements to this service should be considered including increasing provision, reviewing opening hours, functionality, cleaning practices, maintenance, corporate branding and advertising. There is recognition within the Strategy that such improvements whilst having a value, are at a cost, and so consideration on how such costs can be paid for must be considered and agreed as part of any planned improvements.

The Strategy highlights the importance of a Public Toilet Service for the Council's tourist trade. The user experience of the Council's Public Toilets can influence the drive to make Newry, Mourne and Down a cleaner/safer environment for everyone to work in, live in and visit. The Council seeks to make our town centres, shopping areas and visitor attractions more accessible to visitors of all abilities and Public Toilets play an important role in making such places an inviting experience.

The Strategy recommends upgrading and maintaining the majority of the current Public Toilet provision. The Strategy recommends how the Council should measure whether its current provision of Public Toilets is sufficient for local needs. Referring to British Standard 6465 Part 4 (2010) Sanitary Installations – Code of Practice for provision of public toilets as a guide (Section 11), the Strategy recommends that the Council seek to provide a Public Toilet facility in all settlements with a population exceeding 1000 people (as determined by Census 2011). Using this guide the settlements of Dunderum, Drumaness, Killough, and Mayobridge, which have no Public Toilet facility were identified as having over 1000 residents. The Strategy recommends a methodology that the Council could adopt for determining how such identified need may be met.

The Strategy recommends that the Council adopts a greater focus on the growing range of accessible needs within our communities. Through working with several internal and external groups, the Council can endeavour to address the needs of not just those suffering with a physical handicap, but also be sympathetic to those struggling with other conditions including, Dementia and Autism. The strategy recommends providing a limited number of Changing Places facilities. Changing Places facilities are Public Toilets which are much more spacious than the typical Public Toilet and are designed to accommodate user groups who are unable to use Public Toilets independently. Further information on what a Changing Places facility contains is provided in Section 4 of this Strategy.

The Strategy considers whether the Council should only consider its existing thirty-one Public Toilets as being its Public Toilet provision or if it should seek to include other buildings. The Strategy recommends that the Council seek, where appropriate, to widen the scope of what is a Public Toilet to include other buildings in its own ownership, other public-sector buildings and participating private businesses.

The strategy considers a range of new developments and technologies used within Public Toilets across the UK and Ireland. The introduction of charging for entry has been acceptable for many years in parts of the UK. The Council's Public Toilets are free to enter; however, the use of charging has been used by other local authorities as a means of curtailing the anti-social behaviour and vandalism that frequently is directed at free-access Public Toilets.

The Strategy considers how the current Public Toilet provision is currently managed and notes a disjointed approach which can lead to inconsistencies leading to poor service delivery. The Strategy recommends a review of management of the facilities with the aim of ensuring a more cost efficient and effective service delivery.

The Strategy recommends that the Council's Public Toilet provision is corporately branded as part of future refurbishment plans to achieve a consistent look and feel

for use of materials and décor thereby creating a familiar ambience or its users which creates a sense of security and improves overall efficiency by having increased interchangeability of parts between units.

The Strategy also recommends the advertising of the availability of the Council's Public Toilet provision on a range of media to maximise their potential use and knowledge of availability.

Key Recommendations arising from the Strategy are that the Council will:

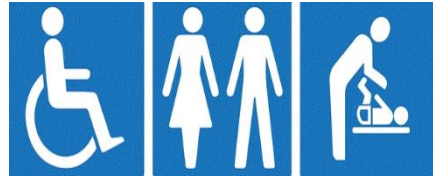
1. Remain committed to providing a Public Toilet Service across the district.
2. Undertake identified capital and revenue works to improve its existing Public Toilet provision and where feasible meet newly identified need.
3. Consider corporate branding facilities as part of future capital and revenue works to improve existing Public Toilet provision. Ensure the needs of people with Autism, Dementia and other health conditions are considered as part of future capital and revenue works to improve existing Public Toilet provision.
4. Review the opening/closing times of its Public Toilets and consider extending these to meet identified need.
5. Review how its Public Toilets are managed, cleaned and maintained with the view of reducing inconsistencies and providing an improved service.
6. Consider including other suitable Council facilities, Public buildings and private businesses as part of the overall Public Toilet provision.
7. Consider providing Changing Places facilities as part of its Public Toilet provision.
8. Investigate the introduction of charging at some facilities as a means of reducing vandalism and anti-social behaviour.
9. Consider how information concerning the location and availability of its Public Toilet provision can be made available to all user groups.

It is considered that taking forward these recommendations will require the rollout of a number of Work Packages each involving a range of work activities and approval procedures within the Council and also externally. This will inevitably take time to deliver but it is expected, if approved to proceed, that significant progress can be

made in all these identified areas during the course of the current Council, 2019 to 2023.

The Council has agreed a capital budget of £1.2 million towards capital work improvements to its Public Toilet provision. There is no “ring fenced” revenue budget for any maintenance works or other defined projects falling within the scope of improvement works. For such projects without a defined budget, their progress will be subject to approval by Council and obtaining the required funding to progress them.

2.0 INTRODUCTION



This strategy was commissioned by Newry, Mourne and Down District Council to review current toilet provision within the Council. The department has prepared the toilet strategy document by undertaking a complete review of the its public toilet provision across the district, reviewing the condition and benefit of the thirty-one public toilets that currently exist in the Council and assessing the need for any publicly accessible toilets in other areas within the district.

The three main sources of input to the strategy were:

- A condition report on the fabric of all Council public toilets was carried out in 2018 by the Council's Estates and Project Management Department.
- Assessment by the British Toilet Associations (BTA), including an inspection of each public toilet unit, to survey and provide feedback on the condition, viability and perceived need for each. BTA has worked with and for a number of similar sized councils across the UK and Ireland to help upgrade their current toilet provision and to assess any future developments and planning issues that might be arising. BTA has shared a number of procedures and methodologies that should be of value in the evolution and implementation of the strategy for the Council.
- A study group from within the Council, representing all departments with control, input or management of any of the Council's public toilets was convened to discuss and identify common issues and to scope a management structure or brief relating to all these sites.

Of the thirty-one public toilets in the council area, BTA highlighted that a number of units were not accessible to the general public during the evening/weekends when there is generally a greater need; some units were also not even accessible to the general public during the working day.

The BTA survey also indicated that Newry city centre in particular was suffering from a lack of adequate public toilet provision for the numbers expected to visit the city each week. Additionally, looking to the future, if the city desires to host major events or activities, the lack of freely available toilets would be a concern.

BTA is conscious of the tight financial constraints within Council and sought to identify and embrace new ways and methodologies to increase the available provision within the district without significantly increasing either capital or revenue spending.

The Council Study Group applied in-depth knowledge of their departments and the relevant localities to draw up and assess existing and future requirements for public toilet facilities within the Council. With considerable inward investment already agreed

by Council and an ever-increasing desire to attract both visitors and commercial traders the Council Study Group considered it extremely important to focus significant attention on providing an increased level of clean and hygienic toilet provision.

Additionally, the group recognized the responsibility that this Council has to its citizens and rate payers and to the many social groups who live and work within the district boundaries. The health and well-being of all user groups working in or visiting the district must be of paramount importance.

Many commercial and private properties contain public toilet facilities and if agreement and favourable conditions were reached it was felt that a reasonable number of these facilities could be made freely available to the general public to help increase the overall provision. This report includes some basic proposals to further develop this approach.

Consideration has been given to inviting a number of commercial companies and private individuals to participate in the potential development of a Council Toilet Stakeholders Group. The remit was to discuss and identify potential partnerships that could be considered if this strategy is accepted

This Strategy will revise and review the information gained and the thoughts of the Council Study Group to assimilate a series of actions that could be instigated to upgrade the current provision. This information will be refined and help the Council to set down a forward thinking strategy to provide the best level of service to all the residents and welcome tourist trade and visitors to the district.

It is hoped that the Strategy will:

- Clearly identify all the Council sites and review the current levels of provision
- Gain support for the outline and future adoption for the strategy proposals
- Act as a catalyst for discussions and thought through other Council departments and stakeholders
- Provide individual focus on the locations and positioning of our facilities
- Give guidance for all immediate and longer term remedial action identified and required
- Review new technologies and safe practices regarding future toilet provision
- Create a review of the opening hours and our levels of cleaning and maintenance

- Review the use of external contractors to provide cleaning and maintenance services
- Discuss corporate branding, advertising and information for public access toilets across the Council district.
- Seek to identify solutions for many anti-social activities and incidents
- Investigate, review and evaluate “pay to enter” schemes, barriers and control
- Seek to identify other Council and public buildings that have publicly accessible toilets
- Help to identify any private and commercial businesses who might offer additional provision
- Enable identification of community partnerships and charitable groups who could support this initiative (to discuss opening/closing, security and maintenance issues)

This section is not intended to be an exhaustive list but merely a working brief to give constructive guidance to Council to seek approval for officers to proceed to develop a business case for future submissions and adoption by the Council.

3.0 EXISTING TOILET FACILITIES and OTHER COUNCIL PROPERTIES UNDER CONSIDERATION

Council currently controls the running of 31 publicly accessible toilet blocks across the district.

The Council is committed to providing Public toilets throughout the year, which are clean, stocked with appropriate materials and open at reasonable hours. All the Council's Public Conveniences have accessible facilities.

Public Conveniences are located at:

| | |
|-----------------------------------|---------------------------|
| Bloodybridge, Annalong | Bessbrook, The Square |
| Central Promenade, Newcastle | Cranfield Blue Flag Beach |
| Downs Road, Newcastle | High Street, Killyleagh |
| Castle Park, Newcastle | Lislea Drive, Crossgar |
| Islands Park, Newcastle | Loughross, Crossmaglen |
| Donard Park, Newcastle | The Square, Crossmaglen |
| South Promenade, Newcastle | New Line, Saintfield |
| Upper Square, Castlewellan | The Square, Rostrevor |
| Quoile Road, D'patrick | Rostrevor Road, Hilltown |
| Market Street, Downpatrick | Spelga, Hilltown |
| Struell Cemetery D'patrick | Murlough, Dundrum |
| Lough Inch Cemetery, Ballynahinch | Newry Market |
| Windmill Street, Ballynahinch | Rocks Road, Ballyhornan |
| Marine Park, Annalong | The Square, Warrenpoint |
| Queen Street, Warrenpoint | The Quay, Ardglass |
| Bridge Street, Kilkeel | |

LIST OF HISTORIC SITES AND TOURIST ATTRACTIONS

| Castles, Parks and Gardens | |
|------------------------------------|----------------------------|
| Kilbroney Forest Park | Delamont Country Park |
| Killyleagh Castle | Rowallane Gardens (NT) |
| Castlewellan Forest Park | Slieve Gullion Forest Park |
| Tollymore Forest Park | |
| Municipal Parks/Open Spaces | |
| Killough Road Recreation Area | Nursery Area, Downpatrick |
| Shrigley Community Garden | Cushowen Place, Drumaness |

| | |
|--------------------------------------|---|
| Ballyrussell Park, Burren | Clonallon Park, Warrenpoint |
| Town Park/Stream Street, Downpatrick | Clanrye Park, Newry |
| Corry Park, Newry | Fisher Park, Newry |
| Heather Park, Newry | McClelland Park, Newry |
| St Colman's Park, Newry | Newry Canal and Towpath |
| Beaches | |
| Cranfield | Dundrum |
| Murlough | Kilkeel |
| Newcastle Strand | Tyrella |
| Other Visitor Centres | |
| Victoria Lock | Seaforde Gardens and Tropical Butterfly House |
| Downpatrick and County Down Railway | |

Tourism is a key component of the Council's economy and a major source of both employment and revenue; generating around £50m to the area's economy in 2018. In 2017 visitor numbers increased by 6% to 0.5m. The tourism industry supports more than 5,000 jobs in the council area. Effective partnership working is essential to manage and present the council destination in an integrated way and to ensure that the visitor is considered and planned for at the earliest stages of any new development. This may mean changes to traditional ways of working to enhance transparency of decision making, wider strategic thinking and a more active engagement between private, public and third sector partners.

Other Council buildings and properties to be reviewed and considered for inclusion (all contain toilets which can be accessed by the public)

- Newry Town Hall
- Warrenpoint Town Hall
- Newry Arts Centre
- Bagenals Castle, Newry
- Council Buildings - Monaghan Row, Newry
- Council Buildings – Greenbank Industrial Estate, Newry
- Council Buildings – Downshire Civic Centre, Downpatrick
- Down County Museum, Downpatrick
- Down Arts Centre, Downpatrick
- St Patricks Centre, Downpatrick

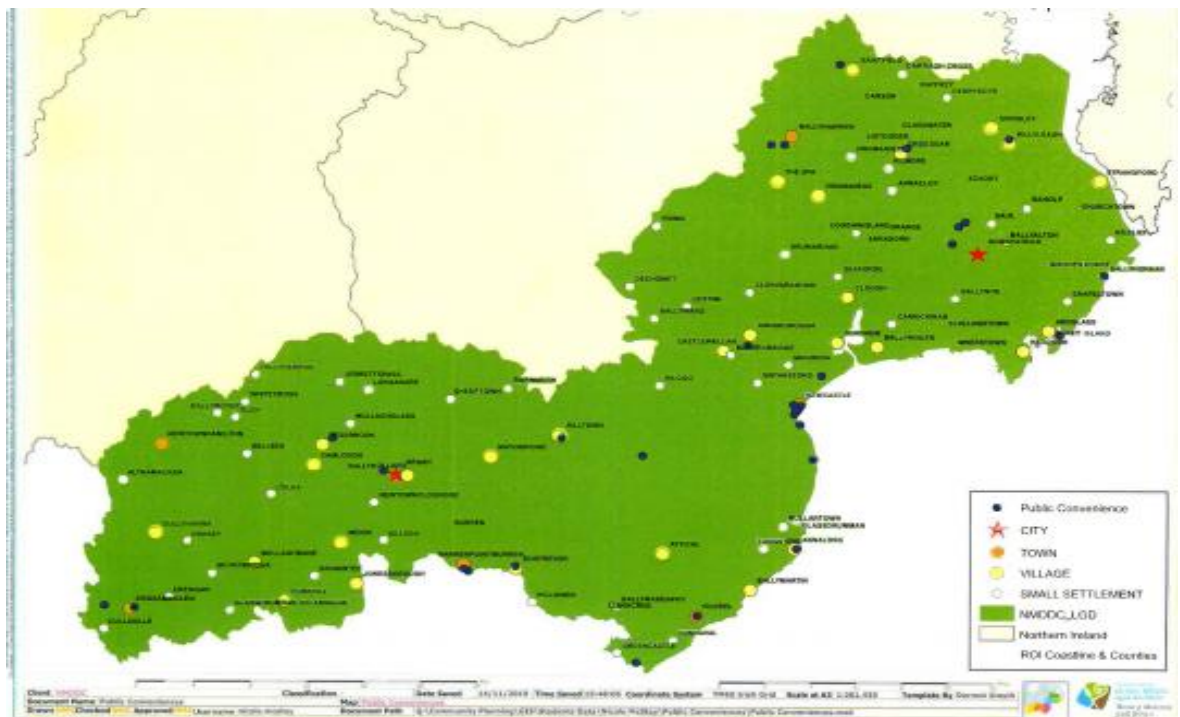
Community Centres (Managed by the Council)

- Ballynahinch Community Centre
- Bessbrook Community Centre
- Bridge Community Centre, Killyleagh
- Cloughreagh Community Centre
- Crossmaglen Community Centre
- Dan Rice Hall, Drumaness
- Market House, Ballynahinch

Leisure Centres and complexes:

- Newry Leisure Centre
- Downpatrick Leisure Centre
- Kilkeel Leisure Centre
- Newcastle Centre
- Ballymote Sports and Wellbeing Centre, Downpatrick
- St Colman's Sports Complex, Newry

Below is a map showing the location of all Council 31 Public Toilets with reference to Newry City, other towns, villages and settlements.



4.0 STRATEGIC RECOMMENDATIONS AND PRIORITIES

This Strategy calls for a review of the Council's vision for publicly accessible toilets across the districts. It is recommended that a working programme to address the following key issues should be implemented and periodically assessed and tailored for ongoing improvement:

(1) Understanding the legal and strategic case for public provision

While there is no legal or regulatory obligation on councils across the UK to supply, provide or even maintain publicly accessible toilet facilities, it has always been the directive of successive governments and their departments that each local authority is responsible for deciding a set level of public toilet provision that it feels is appropriate and ensuring their upkeep.

Toilets are important to health and well-being, social inclusion, equality, public decency and public safety, and play a vital role in making our cities, counties and districts warm and welcoming areas to live, grow, work, visit and stay. They are essential for the growth of local business and supporting the social interactions of groups and communities. They empower tourism and visitors who bring much needed revenue into the district. They support an aging populous who want to shop locally and visit local amenities. They play a major role in supporting everyone suffering with or caring for a person with severe accessibility issues; this would include Autism, Dementia, Ostomy sufferers and those with severe bowel conditions or limited mobility. Whilst encouraging greater numbers of our residents and visitors to enjoy the wealth of outdoor activities that area provides, it makes perfect sense that the Council should identify and plan for the needs of those persons when they seek to use a Public Toilet.

The Strategy recommends that the Council continues to provide a Public Toilet Service.

(2) Deciding on the correct levels of provision

The Council, like many large Councils, has many remote locations, parks, coastal drives and recreational areas that have benefited from the toilet facilities already installed. Most of these units clearly show evidence of sustained wear and tear from repeated visits, others would benefit from being repaired or replaced. A review of the visitor levels and the seasonal requirements would perhaps highlight the problems that some units face from incoming visitors. Many units have been in situ for over twenty years and as the demographics of some areas have changed, this review would help understand and recognise future needs, continuing with strong focus on the major visitor and holiday attractions such as Newcastle, Spelga and Cranfield, but also assessing requirements for toilets in all towns and densely populated areas.

Despite already having a significant number of Public Toilets, the Council needs to look at its Public Toilet provision, and whether there is any shortfall. There is no legal framework to provide this but British Standard 6465 Part 4 (2010) Sanitary Installations – Code of Practice (COP) for provision of public toilets has been used as a guide.

As a code of practice, this part of BS 6465 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and care should be taken to ensure that claims of compliance are not misleading.

This part of BS 6465 gives recommendations on the location, numbers, siting, design and management of public toilets. It is applicable to the provision of new facilities and to the retention and refurbishment of existing facilities.

Section 11 of the COP provides guidance and recommendations on determining the level of Public Toilets which should be provided. In drawing up this Strategy Officers within the Study Group have considered several measures. They are drawn to the recommendations within the COP under Section 11.2.2.3 as quoted below.

11.2.2.3 The British Toilet Association recommends that “a Local Authority should provide no fewer than one cubicle per 550 women and girls and one cubicle or one urinal per 1100 men and boys dwelling in the area”. Any large number of people visiting the area regularly would have to be added to these population numbers. These figures might not apply to every situation, but they can be used as a guideline when assessing whether overall toilet provision is likely to be adequate or not.

In interpreting this recommendation, it is proposed that the standard that the Council will seek to achieve is to provide a Public Toilet in all settlements which have a population exceeding 1000. If this is accepted, then by examining the populations of the Council’s various settlements and having regard to current Public Toilet provision it is possible to determine settlements exceeding a population of 1000 which do not have a Public Toilet.

A framework will help Council to address this issue and using the population density (figures obtained from 2011 census contained within Appendix B: Population and Household Figures) will assist in identifying any shortfall there may be within the district. As previously discussed within this strategy, towns and villages with a headcount of over one thousand persons should be an automatic benchmark for provision.

Taking this recommendation and referring to the population density (figures obtained from 2011 census contained within Appendix B: Population and Household Figures)

the following settlements are identified as not having a Public Toilet but having a population over 1000 - Dundrum, Drumaness, Killough, and Mayobridge.

In determining how to meet such identified needs, this Strategy proposes the following thought process be undertaken.

1. Is there another Council facility within the town/village that could be used?
2. Is there another public building that could be used, and that the authority is willing to put forward its facility as a Public Toilet during its opening hours?
3. Is there a commercial business locally that is willing to put forward its facility as a Public Toilet during its opening hours?
4. If none of the above are options within the town/village listed, then consideration to be given for development of a new public toilet facility (subject to a Business Case / Finance approval).

(3) A review of Internal and External condition and readiness

A full review of the structural integrity of each building has been commissioned and carried out for this Strategy and the results are attached (Appendix A). Furthermore, a complete Scoping Review was completed by the BTA showing the condition of the internal fixtures and fittings. Information has been collated regarding anticipated usage and known levels of damage or vandalism from varying degrees of anti-social behaviour. All this data can now be combined to allow the Council to devise a business case for each individual site and agree a management plan on a series of maintenance and remedial works.

The proposed programme for each of the facilities is provided at Appendix C.

(4) Cleanliness and Maintenance Issues and Opening/Closing of Facilities

Having to provide and maintain a regular and consistent level of cleaning and servicing of the Council's Public Toilets has proved to be an extremely difficult task. There is also a variance in opening hours which has been a cause for complaint.

The Strategy proposes a review of these issues. Such review should identify how each of the issues; opening/closing regimes, cleaning, and maintenance are currently managed and how such systems meet the Council's expectations for this public service. Feedback to date would indicate that there are shortfalls in each of these areas. Should this be confirmed from the review then the report arising from the review will clearly define these and provide costed options for how improvements may be achieved.

(5) Identify and encourage other Council facilities to become more publicly available

The Council has identified other potential Council facilities that could be included as

part of its Public Toilet provision and proposes to seek to include these sites subject to assessment and agreement. These would potentially include Leisure, Recreation and Community Centres, Parks and Gardens, Museums and Town Halls, and all publicly accessible buildings.

To take this forward a management plan would need to be initiated and designed to encourage and utilise Council owned/run facilities to make their toilet blocks available for the general public. This should be achievable for a relatively small investment of money, time and materials.

NB: Community Centres would need to be carefully considered and treated as a special case study because of their use as creche and or child and family friendly areas.

(6) Establish partnership links with public/private companies and organisations

During comparative studies it was noted many Local Authorities engaged with local traders and commercial vendors who were keen to achieve a higher footfall. Visitor numbers were substantially increased when these public buildings promoted their in-house toilet facilities to the public. It was also noted that these units are usually very well kept and maintained – drawing in significant numbers of visitors and tourists.

The Strategy proposes that the Council identify sites within the district and work to establish a network of links or partnerships with the management of these public and commercial providers to increase the availability of Public Toilets across the district.

(7) Providing Changing Places toilets

Changing Places toilets are designed so that they are completely accessible and provide sufficient space and equipment for people who are not able to use the toilet independently. They must be an extra facility, in addition to the accessible toilets for independent use.

There must be adequate space in a Changing Places: three metres by four metres is the recommended minimum, with a ceiling height of at least 2.4 metres.

Equipment that should be included is: changing bench, hoist, toilet, washbasin, curtain or screen, non-slip flooring, large waste bin (for disposal of pads etc), grab rails and emergency alarm.

Currently, there are only three custom Changing Places toilet facilities operated by the Council: Newry Leisure Centre, Downpatrick Leisure Centre and Downshire Civic Centre, Downpatrick.

Over 1440 Changing Places facilities have been installed across the UK and Ireland, with a total of thirty-five sites now operating across Northern Ireland. A socially

inclusive and equality driven Council needs to strategically consider this type of facility as part of its overall Public Toilet provision.

(8) Measures to eradicate or control persistent social misuse and vandalism

The Councils Public Toilets are provided on a free of charge basis. Many UK authorities have already embraced the concept of charging a small fee for entry.

Paddle gates and single user units with coin operated locks are now very commonplace throughout the UK. Charges vary from 20p to £1.00 depending on the volume of traffic and the location of the toilet block. The majority of installations using any of these types of charging mechanisms are reporting considerable drops in congregation, loitering and serious misuse within these toilet areas. Incidents regarding anti-social behaviour appear to be considerably reduced and the toilets are reported easier to keep clean and in a serviceable condition. In addition to the revenue income and the revenue saved by fewer replacement items being fitted there is a significant reduction in the cleaning schedules. Persons having to pay seem to respect the units and therefore substantially less incidents are recorded.

The latest advancement has now seen the introduction of “swipe-card” technology. Many Councils have already embraced card payments instead of cash. This new payment method has a number of immediate and direct advantages. No collection process required, no measurable risk of theft (cash-less) and greatly reduced levels of damage (removal of the temptation/reward). Some Councils are operating a local Council Card for visitors and persons with special needs.

The Strategy recommends that the Council consider the installation of paddle gates in sites that have experienced high levels of anti-social activity and misuse – perhaps beginning with the minimum 20p charge.

(9) Developing a corporate design or identity

Using a generic colour scheme and design for the toilet facilities would greatly enhance the visitor perception and feeling of safety with these units. Interchangeable panels and sanitary fittings can significantly reduce down-time and units being out of service. With corporate identity comes corporate responsibility - a feeling of being part of the greater whole. Council would benefit from embracing a common colour scheme, fixtures and fittings and psychologically users would feel safer and more willing to use these publicly accessible units.

Most of the major toilet provision organisations across Europe and globally have a consistent theme and colour branding for their realm of toilets. This can be achieved reasonably cheaply with an inhouse design and agreed colour scheme. The corporate identity should be carried through to the council webpage for toilets and could be used for all mailings and servicing requirements. If local toilet maps, or

even an electronic mapping system, is introduced these would also require corporate branding identity.

The Strategy recommends that the Council consider corporate branding of its facilities as part of future capital and revenue works to improve existing Public Toilet provision.

(10) Improve Communication and Information on available Toilet Facilities

There is little or no street signage for the public toilets in the district. This is an issue for visitors to our area who do not know where Council's Public Toilets are located.

Annalong is a prime example, it is a substantial building, but set well back from the main road and hidden by the local community centre. Newcastle has no signage to direct anyone towards the 6 units that provide public toilet facilities across the town – this is less of an issue for local residents, but cause non-residents significant difficulties in locating the facilities.

The Strategy recommends that the Council consider signposting its Public Toilet provision by use of physical signs, printed material, Council Website and other media. The installation of multi-use information boards giving tourism and event information alongside public notices and Council advertising could achieve savings and heighten public/visitor awareness.

Summary of Recommendations

The recommendations arising from the twelve key issues discussed above can be summarised in the nine recommendations below.

1. The Council will remain committed to providing a Public Toilet Service across the district.
2. The Council will undertake identified capital and revenue works to improve its existing Public Toilet provision and where feasible meet newly identified need.
3. The Council will consider corporate branding of its facilities as part of future capital and revenue works to improve existing Public Toilet provision. It will ensure the needs of people with Autism, Dementia, and other health conditions are considered as part of future capital and revenue works to improve existing Public Toilet provision.
4. The Council will review the opening/closing times of its Public Toilets and consider extending these to meet identified need.

5. The Council will review how its Public Toilets are managed, cleaned and maintained with the view of reducing inconsistencies and providing an improved service.
6. The Council will consider including other suitable Council facilities, Public buildings and private businesses as part of the overall Public Toilet provision.
7. The Council will consider providing Changing Places facilities as part of its Public Toilet provision.
8. The Council will investigate the introduction of charging at some facilities as a means of reducing vandalism and anti-social behaviour.
9. The Council will consider how information concerning the location and availability of its Public Toilet provision can be made available to all user groups.

5.0 CONCLUSIONS AND ACTION PLAN

The Council seeks to provide or facilitate the provision of clean, safe, accessible and sustainably functional toilets for both residents and visitors to the district. It aims to deliver a Public Toilet service that can meet the expectations of everyone, and to ensure facilities are available at key locations in high demand areas throughout the district.

This review of service provision currently provided would indicate that the Council is falling short of achieving this aim. The recommendations as presented within this Strategy-provide a pathway to achieving this aim.

It is important that the Council take account of its communities' views and so prior to finalising the Strategy it is proposed that there is a period of consultation (12 weeks) with the public on the recommendations within this Strategy.

Recommendations and comments from the public consultation will be taken into consideration prior to approving the Strategy.

The Strategy has identified twelve recommendations. These recommendations may be best taken forward through the rollout of defined work packages (WP) as detailed below:

- **WP1** – A study on how the Council can extend its Public Convenience service, e.g. CTS, use of other Council facilities, public buildings, and new build facilities (Killough). This work package will require detailed research and consultation with a number of Stakeholders. A Business Case is then required to be presented to Council.
- **WP2** – Capital Works and Revenue Works Programme – Details already provided within this strategy document should follow with a detailed Business Case to be presented to Council.
- **WP3** – Review of how the Council clean and maintain their Public Conveniences – Detailed Business Case to be presented to Council.
- **WP4** – Review of opening hours of all Public Conveniences – Business Case presented to Council with view of amalgamating opening hours for all facilities.
- **WP5** – Review of Changing Places need within the district – Research needed to exact requirements of Changing Places facilities and consultation with all Stakeholders to ensure correct locations are found.

Detailed Business Case to Council following this research and consultation.

- **WP6** – Combating anti-social behaviour and vandalism – More detailed research into facilities which have high anti-social behaviour, and consultation with Elected Members and PSNI to identify a way forward. Business Case to Council providing costed options on identified solutions.
- **WP7** – Improving Communication and branding of the Council’s Public Convenience Service – Liaison with the Council’s Marketing/PR Department to identify the best way forward. Business Case to Council on identified solutions.

6.0 EQUALITY SCREENING AND RURAL IMPACT ASSESSMENT

This Strategy has been equality screened and signed off and approved by the Senior Manager responsible for this area of work. It has also been subject to a Rural Needs Assessment.

The findings of the assessments are summarised below.

The Public Toilet Strategy has been equality screened and the outcome is that it not be subject to an Equality Impact Assessment (with no mitigating measures required).

Due regard to rural needs has been considered and a rural needs impact assessment has been completed.



Public Toilet Strategy

STRATEGY DOCUMENT

APPENDIX A

ESTATES DEPARTMENT REPORT
STRUCTURAL INTEGRITY OF MAIN TOILET BLOCKS

| Public Convenience list | | | |
|--------------------------------|--------------------------------------|-------------|-----------------------|
| NUMBER | NAME | CODE | ESTATES RATING |
| 1 | Annalong Bloody Bridge | PC NM005 | B |
| 2 | Annalong Marine Park | PC NM004 | A |
| 3 | Ardglass Harbour | PC DDC400 | B |
| 4 | Ballynahinch - Lough Inch Cemetery | PC DDC019 | B |
| 5 | Ballynahinch Community Centre | PC DDC014 | B |
| 6 | Ballyhornan | PC DDC009 | B |
| 7 | Bessbrook The Square | PC NM028 | B |
| 8 | Castlewellan, Upper Square | PC DDC038 | B |
| 9 | Crossgar, Lislea Drive | PC DDC045 | C |
| 10 | Crossmaglen Lough Ross Amenity Area | PC NM058 | C |
| 11 | Crossmaglen The Square | PC NM055 | B |
| 12 | Downpatrick, Market Street | PC DDC067 | B |
| 13 | Downpatrick Quoile Recreation Area | PC DDC074 | B |
| 14 | Downpatrick Struell Cemetery | PC DDC083 | B |
| 15 | Dundrum Bay Recreation Area | PC DDC104 | B |
| 16 | Hilltown, Rostrevor Road | PC NM084 | B |
| 17 | Hilltown Spelga Dam | PC NM086 | B |
| 18 | Kilkeel, Lower Square | PC NM118 | B |
| 19 | Cranfield Blue Flag Beach | PC NM201 | B |
| 20 | Newcastle South Promenade | PC DDC159 | B |
| 21 | Newcastle Castle Park | PC DDC145 | B |
| 22 | Newcastle Centre, B6 | PC DDC157 | B |
| 23 | Newcastle Donard Park | PC DDC148 | B |
| 24 | Newcastle Downs Road Recreation Area | PC DDC149 | B |
| 25 | Newcastle Island Park | PC DDC154 | B |
| 26 | Newry, The Market | PC NM195 | B |
| 27 | Rostrevor, The Square | PC NM245 | C |
| 28 | Saintfield, New Line | PC DDC169 | B |
| 29 | Warrenpoint, Park | PC NM276 | B |
| 30 | Warrenpoint, The Square | PC NM278 | B |
| 31 | High Street, Killyleagh | PC DDC 133 | A |

| | |
|--------------------|--|
| <p>Condition A</p> | <p>As new condition - Typically build within the last five years or may have undergone a major refurbishment within this period, maintained/serviced to ensure fabric and building services replicate conditions at installation, no structural, building envelope, building services or statutory compliance issues apparent, no impacts upon operation of the building.</p> |
| <p>Condition B</p> | <p>Sound, operationally safe, and exhibiting only minor deterioration - Maintenance will have been carried out, minor deterioration to internal/external finishes, few structural, building envelope, building services or statutory compliance issues apparent, likely to have minor impacts upon the operation of the building.</p> |
| <p>Condition C</p> | <p>Operational but major repair or replacement needed in the short to medium-term (generally 3 years) - Requiring replacement of building elements or services elements in the short to medium-term, several structural, building envelope, building services or statutory compliance issues apparent, or one particularly significant issue apparent, often including identified problems with building envelope (windows/roof etc.), building services (boilers/chillers etc.), likely to have major impacts upon the operation of the building, but still allow it to be operable.</p> |

Public Toilet Strategy

STRATEGY DOCUMENT

APPENDIX B

POPULATIONS AND HOUSEHOLD FIGURES
(Census 2011)

Population and Households Review

HEADCOUNT AND HOUSEHOLD ESTIMATES NMDDC - 2011 CENSUS DATA

CROTLIEVE DEA

| Location | Settlement Type | Population | Households |
|----------------------|-----------------|--------------|-------------|
| BALLYHOLLAND | Hamlet | 664 | 215 |
| BARNMEEN | Hamlet | 136 | 54 |
| HILLTOWN | Village | 1698 | 588 |
| LURGANARE | Hamlet | 294 | 118 |
| MAYOBRIDGE | Village | 1068 | 359 |
| ROSTREVOR | Settlement | 2788 | 1087 |
| SHEEPTOWN | Hamlet | 333 | 112 |
| WARRENPOINT / BURREN | Town | 8721 | 3296 |
| TOTAL | | 15702 | 5829 |

DOWNPATRICK DEA

| Location | Settlement Type | Population | Households |
|--------------|-----------------|--------------|-------------|
| ANNACLOY | Hamlet | 318 | 105 |
| ARDGLASS | Village | 1643 | 640 |
| BALLYALTON | Hamlet | 132 | 49 |
| BALLYHORNAN | Hamlet | 369 | 166 |
| CONY ISLAND | Hamlet | 57 | 25 |
| DOWNPATRICK | Town | 10874 | 4192 |
| KILCLIEF | Hamlet | 191 | 74 |
| KILLOUGH | Hamlet | 843 | 346 |
| SAUL | Hamlet | 97 | 35 |
| STRANGFORD | Hamlet | 495 | 232 |
| TOTAL | | 15019 | 5864 |

NEWRY

| Location | Settlement Type | Population | Households |
|-----------------|-----------------|--------------|--------------|
| NEWRY | City | 26893 | 10136 |
| NEWTOWNCLOGHOGE | Hamlet | 457 | 169 |
| TOTAL | | 27350 | 10305 |

ROWALLANE

| Location | Settlement Type | Population | Households |
|---------------|-----------------|--------------|-------------|
| BALLYNAHINCH | Town | 5715 | 2329 |
| CROSSGAR | Village | 1892 | 726 |
| DARRAGH CROSS | Hamlet | 490 | 172 |
| KILLYLEAGH | Settlement | 2928 | 1196 |
| SAINTFIELD | Settlement | 3406 | 1322 |
| SHRIGLEY | Hamlet | 437 | 175 |
| TOTAL | | 14868 | 5920 |

SLIEVE CROOB

| Location | Settlement Type | Population | Households |
|---------------|-----------------|-------------|-------------|
| ANNSBOROUGH | Hamlet | 767 | 273 |
| BALLYKINLER | Hamlet | 447 | 170 |
| CASTLEWELLAN | Settlement | 2792 | 1026 |
| CLOUGH | Hamlet | 279 | 105 |
| DRUMANESS | Village | 1344 | 497 |
| DUNDRUM | Village | 1551 | 665 |
| KILCOO | Hamlet | 335 | 122 |
| LOUGHINISLAND | Hamlet | 218 | 66 |
| SEAFORDE | Hamlet | 263 | 111 |
| THE SPA | Hamlet | 583 | 203 |
| TOTAL | | 8579 | 3238 |

SLIEVE GULLION

| Location | Settlement Type | Population | Households |
|--------------------------|-----------------|-------------|-------------|
| BELLEEK | Hamlet | 375 | 127 |
| BESSBROOK | Settlement | 2739 | 1059 |
| CAMLOUGH | Village | 1081 | 392 |
| CREGGAN (NEWRY AND MOUR) | Hamlet | 227 | 96 |
| CROSSMAGLEN | Village | 1608 | 641 |
| CULLAVILLE | Hamlet | 232 | 81 |
| CULLYHANNA | Hamlet | 326 | 120 |
| DRUMINTEE | Hamlet | 337 | 125 |
| FORKHILL | Hamlet | 498 | 179 |
| GLASSDRUMMAN (CO. ARMAG) | Hamlet | 165 | 54 |
| JONESBOROUGH | Hamlet | 465 | 163 |
| MULLAGHBANE | Hamlet | 596 | 228 |
| MULLAGHGLASS | Hamlet | 125 | 49 |
| NEWTOWNHAMILTON | Hamlet | 800 | 340 |
| SILVERBRIDGE | Hamlet | 112 | 49 |
| TOTAL | | 9686 | 3703 |

THE MOURNES

| Location | Settlement Type | Population | Households |
|-----------------------|-----------------|--------------|-------------|
| ANNALONG | Village | 1796 | 705 |
| ATTICAL | Hamlet | 171 | 61 |
| BALLYMADEERFY | Hamlet | 69 | 29 |
| BALLYMARTIN | Hamlet | 506 | 175 |
| BRYANSFORD | Hamlet | 306 | 114 |
| DUNNAVAL / BALLYARDLE | Hamlet | 161 | 54 |
| GLASSDRUMMAN / | | | |
| MULLARTOWN | Hamlet | 110 | 42 |
| KILKEEL | Town | 6521 | 2555 |
| LISLEA | Hamlet | 180 | 64 |
| NEWCASTLE | Town | 7743 | 3224 |
| TOTAL | | 17563 | 7023 |



Public Toilet Strategy

STRATEGY DOCUMENT

APPENDIX C
Public Toilets Proposed Works

WORKS RECOMMENDATIONS

The information provided below are recommendations for prioritising the anticipated works and seeks to provide an overview of the changes that will be required to streamline the Public Toilet provision and enhance the visitor experience. Some areas will need considerable thought whilst many units simply need attention and upgrading

Many of the remote units (manufactured by Danfo) have been serving the residents and visitors for over 20 years however they have been showing considerable signs of corrosion, internal wear and in many cases of vandalism and damage. A decision is required to repair, replace or remove these units within this capital budget. The table below gives a guide to the priority of works anticipated.



Strategic development to benefit directly from the Capital budget

| | |
|--------------|---|
| NEWCASTLE | Amalgamate Central Promenade, South Promenade and Islands Park units into Castle Park to create a central Toilet Block in the centre of the town. |
| SPELGA | Requires total refit and added enhancement with barrier (pay entry). Review security, safety and maintenance issues. |
| ROSTREVOR | The Square - Requires total refit and added enhancement. |
| CRANFIELD | Potential to substantially increase the provision for visitors during holiday periods. Extending the footprint and using shutters to control the overall provision offered at peak times. |
| CASTLEWELLAN | Upper Square – replace entire facility, keeping shell of building. |
| DOWNPATRICK | Market Street - replace entire facility, including shell of building. |
| NEWCASTLE | Donard Park - replace entire facility, including shell of building. |
| BALLYHORAN | The Rocks – Replace entire facility, keeping shell of building Investigate community involvement. |
| DUNDRUM | Murlough - Well used by passing traffic. replace entire facility, including shell of building. |
| ARDGLASS | Harbour Quay – replace entire facility, including shell of building. |
| CROSSGAR | Lislea Drive – replace entire facility. |

| | |
|-------------|---|
| SAINTFIELD | Newline – replace entire facility. |
| DOWNPATRICK | Quoile Road – replace entire facility, keeping shell of building. |

A capital budget (£1.2 million) has already been set and agreed by Council and it is expected that the proposals listed above, if approved will be reviewed in detail through the Council's approval system which involves a Business case being drawn up and approved by Council. The Business Case would look at several costed options for addressing the identified need. The Council seeks to ensure that this is a rigorous process to ensure the correct solution is developed which addresses the concern in a manner which is cost effective and efficient.

There is recognition within the Strategy that such improvements whilst having a value, are at a cost, and so consideration on how such costs can be paid for must be given and agreed as part of any planned improvements. Budgets are limited, so every £1 spent on a project is a £1 that cannot be spent elsewhere.



Strategic upgrading to benefit directly from the Revenue budget

| | |
|--------------|---|
| NEWCASTLE | Downs Road - refurbish and upgrade. |
| KILKEEL | Upgrade with coin operated barrier entry and improve security. Encourage community engagement for enhancement and security/control. |
| ANNALONG | Refurbish and upgrade – Investigate community involvement. |
| CROSSMAGLEN | The Square - Repair and ongoing maintenance. |
| KILLYLEAGH | Refurbish and upgrade. |
| ANNALONG | Bloodybridge - Refurbish and upgrade. |
| NEWRY | Market - Refurbish and upgrade. |
| WARRENPOINT | Queen Street and The Square - Repair and ongoing maintenance. |
| BALLYNAHINCH | Lough Inch Cemetery - Refurbish and upgrade. |
| DOWNPATRICK | Struell Cemetery - Refurbish and upgrade. |
| HILLTOWN | Rostrevor Road - Refurbish and upgrade. |

Strategic Review required - units that require ongoing maintenance

| | |
|--------------|--|
| BESSBROOK | Review usage – Community Centre facilities – Accessibility. |
| CROSSMAGLEN | Loughross - Review usage – Signage – ongoing costs. |
| BALLYNAHINCH | Windmill Street – Beside Community Centre – shared facilities. |
| NEWCASTLE | Central Promenade, Islands Park, South Promenade - With the potential development of the Castle Park facility these units could be removed and amalgamated into the new development. |

SUMMARY

| Toilet Block | Funding Stream | Upgrade / Move / Review |
|----------------------------|----------------|-------------------------|
| Cranfield Beach | CAPITAL | EXTENSION |
| Kilkeel, Bridge Street | REVENUE | REPAIR and UPGRADE |
| Newcastle, Castle Park | CAPITAL | EXTENSION |
| Rostrevor, The Square | CAPITAL | REPAIR and UPGRADE |
| Spelga, Kilkeel Road | CAPITAL | REPAIR and UPGRADE |
| Murlough Bay, Dundrum | CAPITAL | REPAIR and UPGRADE |
| Annalong, Marine Park | REVENUE | REPAIR and UPGRADE |
| Ardglass Harbour Quay | CAPITAL | REPAIR and UPGRADE |
| Ballyhornan, Rocks Road | CAPITAL | REPAIR and UPGRADE |
| Castlewellan, Upper Square | CAPITAL | REPAIR and UPGRADE |
| Downpatrick, Market Street | CAPITAL | REPAIR and UPGRADE |
| Newcastle Donard Park | CAPITAL | REPAIR and UPGRADE |
| Newcastle, Downs Road | REVENUE | REPAIR and UPGRADE |
| Crossmaglen, The Square | REVENUE | ONGOING MAINTENANCE |
| Killyleagh, High Street | REVENUE | REPAIR and UPGRADE |
| Hilltown, Rostrevor Road | REVENUE | ONGOING MAINTENANCE |
| Annalong, Bloodybridge | REVENUE | ONGOING MAINTENANCE |
| Newry, The Market | REVENUE | REPAIR and UPGRADE |
| Warrenpoint, Queen Street | REVENUE | ONGOING MAINTENANCE |

| | | |
|-----------------------------------|---------|--|
| Warrenpoint, The Square | REVENUE | ONGOING MAINTENANCE |
| Ballynahinch, Lough Inch Cemetery | REVENUE | ONGOING MAINTENANCE |
| Downpatrick, Struell Cemetery | REVENUE | ONGOING MAINTENANCE |
| Crossgar, Lislea Drive | CAPITAL | LOW USAGE – REVIEW |
| Downpatrick, Quoile Road | CAPITAL | LOW USAGE – REVIEW |
| Bessbrook, Old Town Hall | REVIEW | COMMUNITY CENTRE – Accessibility |
| Crossmaglen, Loughross | REVIEW | LOW USAGE – REVIEW LOW |
| Ballynahinch Windmill Street | REVIEW | DUPLICATION WITH COMMUNITY CENTRE - REVIEW |
| Newcastle, Central Promenade | REVIEW | CLOSE - UPGRADE OF CASTLE PARK PUBLIC TOILET |
| Newcastle, Islands Park | REVIEW | CLOSE - UPGRADE OF CASTLE PARK PUBLIC TOILET |
| Newcastle, South Promenade | REVIEW | CLOSE - UPGRADE OF CASTLE PARK PUBLIC TOILET |
| Saintfield, New Line | CAPITAL | REVIEW LOCATION |