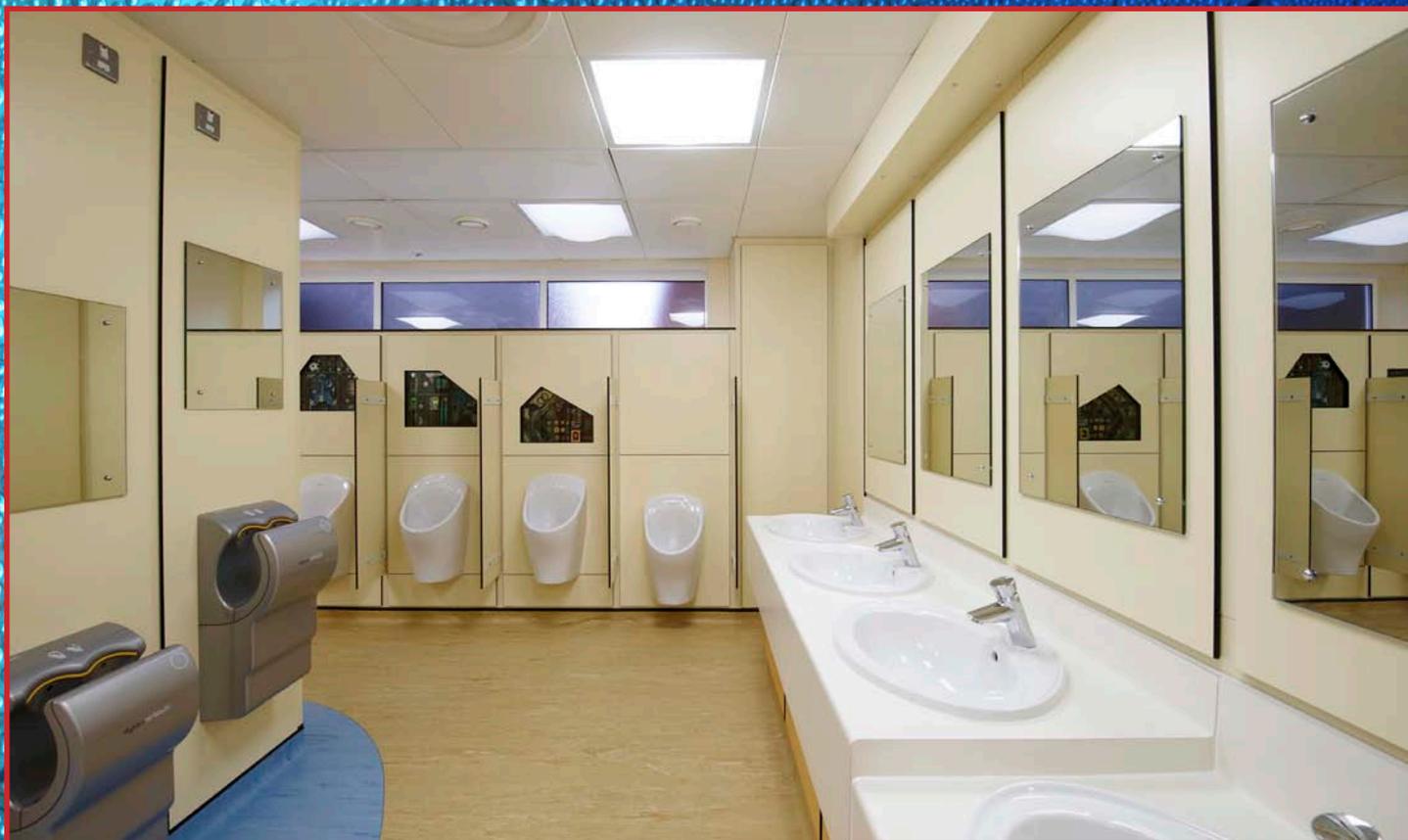


SPRING 2009 • SPRING 2009 • SPRING 2009 • SPRING 2009



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This issue of the BTA News is kindly sponsored by:


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Wettons
Established in 1949


MAGRINI



ONE SIMPLE OBJECTIVE -

'TO ENCOURAGE THE HIGHEST POSSIBLE STANDARDS IN ALL TYPES OF 'AWAY FROM HOME' OR PUBLIC TOILETS

- ENTRIES ACCEPTED FROM ANYWHERE IN ENGLAND, SCOTLAND, WALES, NORTHERN IRELAND, THE REPUBLIC OF IRELAND OR THE CHANNEL ISLANDS.
- ANY TYPE OF 'AWAY FROM HOME' TOILET CAN BE ENTERED IN ANY OF THE SIXTY SEPARATE AWARDS CATEGORIES
- ALL ENTRIES RECEIVE A STAR GRADING, RANGING FROM 1 – 5 STARS, FOLLOWING AN UNANNOUNCED VISIT BY A LOYA INSPECTOR
- ENTRIES AWARDED A 3, 4 OR 5 STAR GRADING RECEIVE AN AWARD GRADING CERTIFICATE
- MAJOR NATIONAL AWARDS AND TROPHIES PRESENTED AT PRESTIGIOUS AWARDS EVENT IN DECEMBER

WHY ENTER?

- LOO OF THE YEAR AWARDS ARE THE RECOGNISED 'NATIONAL STANDARD' FOR 'AWAY FROM HOME' TOILETS
- ENTRANTS ENJOY A COST EFFECTIVE WAY OF RECEIVING AN INDEPENDENT ASSESSMENT OF THE STANDARD OF THEIR LOOS
- AWARD WINNERS BENEFIT FROM NATIONAL MEDIA COVERAGE AND THE PRESTIGE OF PROVIDING THE VERY BEST FACILITIES

HOW TO ENTER

- REQUEST AND COMPLETE AN ENTRY FORM AND POST IT TO LOO OF THE YEAR AWARDS
- ENTER ON'LINE AT WWW.LOO.CO.UK

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DIRECTORS REVIEW

And now something completely different!

It hardly seems possible that I have now been Director of BTA, and Managing Director of Loo of the Year Awards, for almost a year. Although the majority of my working life has included extensive involvement in washrooms, there have certainly been many new experiences, challenges, excitement and regrettably also disappointment.

There has been a net growth in membership in all membership categories. New local authorities ranged from the prestigious and high profile City of London to a small Parish Council in rural Sussex, East Preston. New Commercial Company members included Albany Washroom solutions as a Corporate Champion member. A full list of members is included in this newsletter.

During the year I have been able to develop relationships with all of our Corporate Champions and National Tourist Organisations and have also been fortunate in meeting many members.

The Political Campaign has been extensive. My involvement in fact started while I was preparing to take over the reins of BTA from Richard Chisnell back in March 2008. On 6th March the Department of Communities and Local Government published A Strategic Guide – Improving Public Access to Better Quality Toilets.

The Guide put the case for public toilets, explained the declining public access to toilets, and outlined a new approach. The Conclusion- sets out a new approach – encourages new attitudes – but failed to place any obligation on LAs to provide PCs. The Guide places substantial reliance on partnerships between LAs and local business to provide toilets available to the public as a solution to the lack of Public Toilets. It explained that the exception in the PHA 1936 Act that prevented LAs charging for use of public urinals would be removed.

Mike Desborough, the CLG's main contributor to the Guide, told the April BTA Special Members Meeting that this was 'a landmark document', the first time the government has produced a document of this type. He said that the Government accepted BTA's view that Public Toilet provision required review.

Mr Desborough also said that there would be no single Government approach to public toilets and that the Government's role was partly finished – it was now an issue of local provision .

The DCLG Select Committee agreed with the BTA that the Guide did not go far enough and received written and oral evidence from BTA and others and on 22nd October it published a report – The Provision of Public Toilets. The over-riding recommendation was that the Government imposed a duty on Local Authorities to develop a public toilet strategy.

It took the Government three months to decide that it would not accept and implement the Report's recommendations and

so the fight for more, better public toilets continues. Watch this space!

Publicity for the BTA and its campaigning has been intensive. This has involved regular TV, radio, newspaper and magazine interviews and articles. BTA has also strategically placed advertisements in the media to reinforce its position.

BTA has provided assistance to many Local Authorities and other members during the past year. This has included meetings to provide assistance and advice, correspondence and daily telephone responses to requests for help. There have been presentations to scrutiny committees, advice concerning Partnership Toilet Schemes, advice on the supply of facilities, and full consultations. Consultations included an extensive consultation for London Underground relating to its estate of customer toilets.

Other activities have included attendance at meetings with associated organisations e.g. BCC, Bog Standard and PSE, meetings with GLA and LDA and input into the British Standards for Public Toilets. BTA also provided input to the London Underground Toilet Action Group meetings.

In November 2008 BTA was represented at the World Toilet Summit in Macau and I gave a presentation on the Three Ps Partnership – Public Provision, Private Provision and Public use. In January BTA also assisted the founders of the Dutch Toilet Organisation which was created on 7th January.

The challenge for 2009 will be to maintain the momentum that has been created despite the credit crunch. We must continue to provide value to members and support them in their aims to provide clean, safe and hygienic toilets that meet the needs of all users; males, females, the physically and mentally disabled and families.

BTA had a stand at The Cleaning Show 2009 at the NEC from 10th to 12th March. This was an opportunity to present the aims and benefits of BTA to 'Away from home' toilet providers, suppliers and users of all types.

The 2009 Loo of the Year Awards was also launched at The Cleaning Show. 2008 was a record year for LOYA and there is already substantial interest in this years Awards.

I must thank our Chairman Richard Chisnell, the Corporate Champions and the BTA Management Committee for their support throughout my first year as Director of BTA. I also welcome Gillian Kemp and Jenny Cooke as new Management Committee Members. Gillian is a personal member and is also a Trustee of the Gut Trust. Jenny is a Local Authority representative and is employed as Contacts Manager for Brighton & Hove City Council, responsible for a large number of award winning toilets.

Thank you all for your continued support.



Mike Bone
Director
British Toilet Association
March 2009





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CORPORATE CHAMPION MEMBERS

BTA take pride in and appreciate our Corporate Champion members (below) who help fund our campaign, in return for very visible brand association on all our publicity material and website. They deserve fulsome recognition for helping us maintain a high campaigning profile.

There are opportunities for additional Corporate Champion Members, so please contact BTA enquiries@britloos.co.uk or 01403 258059 if you are interested.



We have just launched a new design for the BTA website. First introduced in 2000 the website's primary aim is to raise the awareness of the Association and its mission and highlighting and promoting the Associations campaign reinforcing the Association's activities and events.

The new website has a fresh look but retains its position as an invaluable provider of independent, valuable content and resources to appeal to a wide target audience including:

- 'Away from home' toilet providers and service providers (including local authorities, leisure and retail facilities)
- Equipment suppliers (manufacturers, designers, contractors and service companies)
- 'Away from home' toilet users (particularly the disabled and infirm and those with small children)
- Influencing organisations and individuals (for example Tourist Associations, MPs, Help the Aged, The Gut Trust, Changing Places Campaign, Bog Standard)
- The media

Information includes News, Events, About BTA, Membership, Sponsorship and much more.



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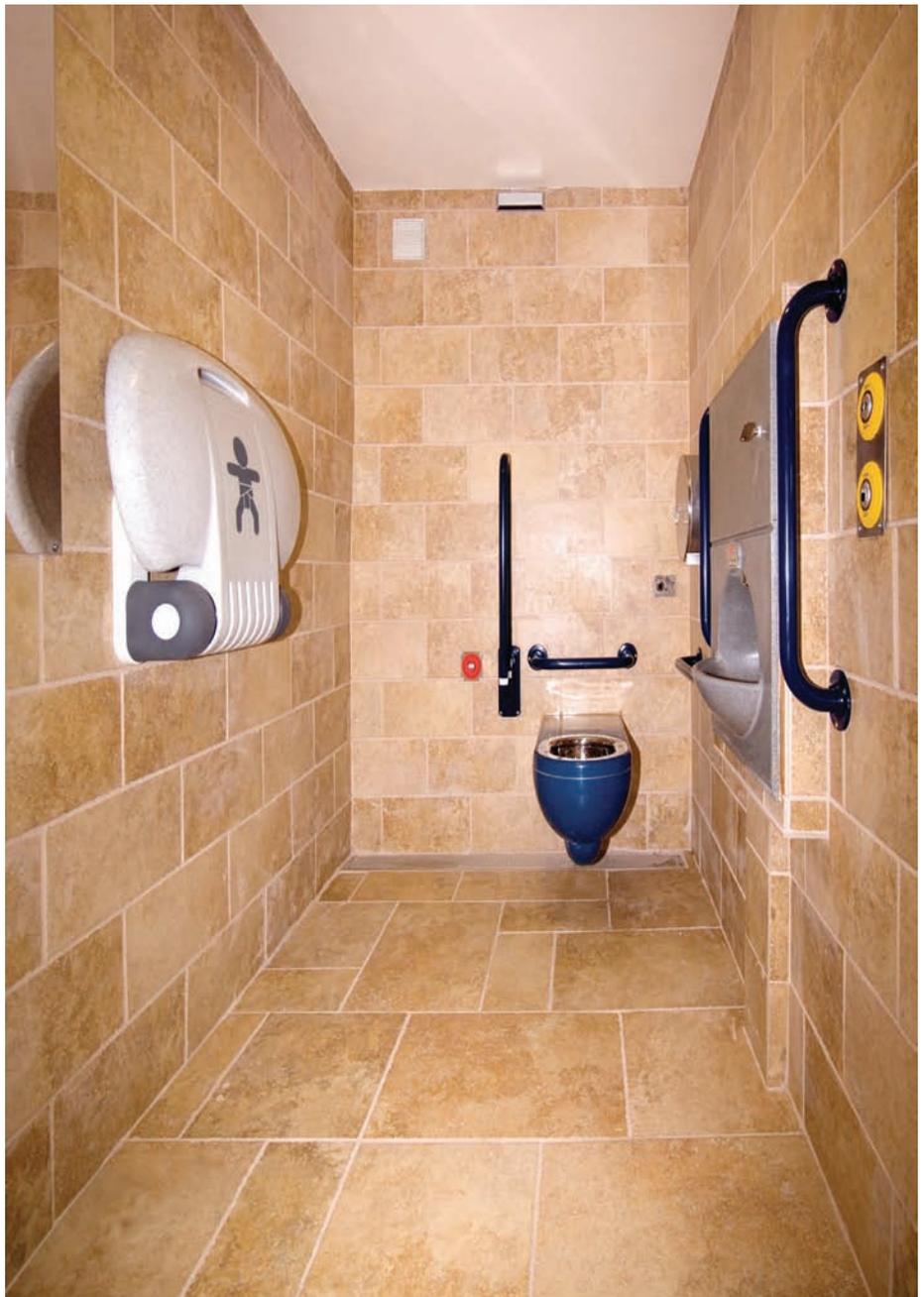
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...smarter public toilets

WILL I HAVE TO STAY AT HOME TODAY?

The impact of inadequate toilet provision on those with bladder and bowel disorders.
Not many people escape a tummy bug. Most people contract one at some point in their lives and find themselves weak and exhausted until the effects pass. During this time, home is the place to be, where one can take comfort and reassurance in having a toilet close at hand.

But imagine if you had to live with that kind of problem permanently. Imagine being out somewhere and feeling that unwelcome sensation of needing a toilet – NOW! Imagine going to buy a newspaper, walking the dog, picking up your children from school, getting stuck in a traffic jam, having to participate in an important meeting or speak to a high profile visitor - then suddenly feeling the urge to go to the toilet? What would you do? Where would you go? How would you cope?

For many of us with problems 'below the waist and above the knees' this feeling of urgency is a fact of our life. But any discussion of these conditions outside of the medical environment is fraught with the embarrassment of the toilet taboo. We happily talk about other areas of our body. The media delightedly report on various improvements made to them, but toileting needs and toilets feature only occasionally - discussing problems with bottom is still considered 'not nice'. Therefore when an urgent need to use a toilet arises, it is difficult to ask for help. Yet the consequences of not asking are even worse and being in an area with no toilets around is really frightening. Every day those of us with bladder or bowel conditions live in dread of losing control. But everyone has to use the toilet and yet, when we venture outside of our home we know that public toilets are few and far between and for many of us our freedom is curtailed. This dearth of public facilities means that for those of us who need frequent access to toilets have to plan visits and activities away from the home with almost military precision – or not go out at all. The first question when invited to go anywhere is 'is there a toilet?' The fact that so many away from home toilets have been closed severely limits the outings enjoyed by others not so afflicted. We know that life isn't fair, but staying at home in social and cultural isolation brings with it additional health problems which add to the costs of an already stretched health service. Yet the lack of toilets affects more of the population than just those of us with bowel and bladder conditions.

We are an ageing population and with age comes the need for more frequent use of the loo. Many people require access to a toilet because of the effects of certain medication. Those with disabilities – not necessarily in a wheelchair – need toilet facilities to enable them to cope with their needs. Pregnancy often means frequent trips to the loo. Families with babies and children need somewhere to change a nappy or respond to a child's plea for the toilet. 'Holding on' whilst a search is made for a toilet can cause health problems for anyone. All of us need the toilet several times a day whoever we are; it's just that some need it more than others.

In the nineteenth century the Victorians were proud to provide toilet facilities and the means to dispose of waste. Away from home toilets were a feature at The Great Exhibition in 1851. Why is it then that, over 150 years later, we are not making progress in this area? We have so much in this country to encourage visitors to our shores but we fail dismally to provide facilities in many of our villages, towns and cities to help them – and ourselves - participate in what we have to offer. And visitors do remark on this.

In March 2008 the Government's Strategic Guide on the provision of public toilets was published. This was followed in October by a Select Committee Report that recommended that the Government 'imposes a duty on local authorities to develop a public toilet strategy'. Regrettably the Government refused to accept this.

The Loo of the Year Awards, supported by the BTA, demonstrated that there are some very enlightened Councils in the country already, although a lot needs to be done to educate and encourage less enthusiastic authorities.

Now is just the right time to work together with like-minded associations and speak as one voice to improve toilet provision in this country. In the meantime, whilst the Public Health Act 1936 Section 87 sub section 3 remains in force and continues to give local authorities the right to provide public toilets, but does not make it mandatory to do so, the quality of life of a large proportion of the population continues to be restricted.

Gillian Kemp, MA
Management Committee Member. BTA
Trustee, The Gut Trust



LOO OF THE YEAR Awards 2008

2008 LOO OF THE YEAR



THE YEAR AWARDS

ATTENDANT OF THE YEAR *Awards* 2008



Wettons continues to assist clients to achieve Loo of the Year Awards

Wetton Cleaning Services Ltd were established in 1949 as an office and window cleaning company and have very successfully diversified and expanded since this time. They offer a wide range of specialist services including public convenience cleaning, railway sector clients, graffiti removal teams, local authority estate cleaning contracts, school cleaning, traditional office cleaning as well as window cleaning contracts.

Wetton Cleaning Services Ltd currently have contracts with a number of local authorities covering a large proportion of London and the South Coast and this includes Brighton & Hove, Christchurch, Thanet, Poole, Chichester, Eastbourne, London Boroughs of Bexley, Bromley, Brent, Lambeth, Kensington & Chelsea, Westminster and Tower Hamlets and other contracts that include Law Society, Southeastern Railway and Eastman Dental Hospital.

Wettons' experience, expertise and workload ensure that as a company they strive to remain at the forefront of new and developing technology in terms of machinery, methods and chemicals whilst remaining committed to their Environmental Management System.

As one of the largest independent family owned and run businesses within the industry the Directors pride themselves on their commitment to their clients and their record of expansion and client retention clearly demonstrates this.

For further information on the services we provide, please contact Mr Mark Hammerton, Marketing Director, email mark.hammerton@wettons.co.uk or 020 7237 2007.

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Wetton House
278-280 St James's Road
London SE1 5JX

E-mail: wcs@wettons.co.uk
Website: www.wettons.co.uk

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Changing Places

IS THERE A CHANGING PLACES TOILET IN YOUR VENUE?

'Sometimes you just need to change one thing to open up a world of possibility...'

Does your accessible toilet meet the needs of all disabled people?

People with profound and multiple learning disabilities need support from one or two carers to use the toilet or have their continence pad changed. Standard accessible toilets do not meet their needs. They need Changing Places toilets – with a height-adjustable adult-sized changing bench, a hoist and plenty of space.

Without Changing Places toilets carers are often forced to change severely disabled family members on a dirty toilet floor with little or no privacy. This is dangerous, unhygienic and undignified. However the alternative is to limit outings to a couple of hours or to not go out at all.

For the last 2 years the BTA has given a Loo of the Year Award to venues which provide a Changing Places toilet. Install a Changing Places toilet in your venue and enter for a Loo of the Year Award 2009!

To find out more about installing a Changing Places toilet in your venue, visit www.changing-places.org or call the Changing Places consortium on T: 020 7696 6019.

RIGHT - The Trafford Centre, which has a Changing Places toilet, won the overall Loo of the Year Trophy in 2007



BEWARE THE HIDDEN DANGERS



Poor hand and washroom hygiene are serious problems which continue to go largely unnoticed in the UK. Yet every year more and more cases of sickness and infection are reported. And every year, millions of workdays are lost as a result of avoidable illness.

Last year alone, the cost to the UK economy of productivity lost through avoidable illness was £4bn. But what's even more worrying is that very few people can see it.

That is why Albany has created a short film to raise awareness of the hidden dangers in Britain's washrooms - dangers to individual users and to businesses themselves. The film, a useful training resource, uses brightly coloured paints to demonstrate how poor hand hygiene and inadequate cleaning and maintenance can lead to cross contamination in washrooms.

Albany is investing in research and leading a mission to raise awareness and standards in UK washrooms. That mission began two years ago when we contacted the University of East London to see if they could help us with our research into environmental sustainability. We quickly concluded that an environmental solution on its own would not be enough. To make a real difference, we needed to offer best practice in terms of hygiene.

We wanted to base our solutions on an independent clinical evaluation of the hidden dangers in washrooms, particularly, the effectiveness of different methods of hand drying, including the new low energy hand dryers. We wanted to see how effective they were at reducing the spread of disease in the washroom so in 2007 we commissioned leading microbiologist, Dr Ron Cutler, to undertake an intensive study.

This study is still ongoing and has now been extended to include soaps and soap related products.

We have also been working with UEL's Product Design department to develop concepts for the ultimate washroom - combining sustainable environmental practices in designs that are functional and enhance the users' experience.

This work has helped us identify three main impacts that washrooms have upon us all: social, economic and environmental.

The social implications of a badly designed and poorly maintained washroom are immense. The washroom is the one room everyone in an organisation has to visit. It's the place where you come into contact with your fellow workers or strangers, on a regular basis. So if one of your colleagues is unwell, it won't be long before they share their germs with you and the rest of your organisation.

The economic issues are also immense. The buying of ineffective products, wasting money on excessive water, electricity and paper consumption and using hazardous, inappropriate cleaning practices, culminate in significant collateral damage. With the right advice people can save money and moderate the risks associated with poor hygiene.

Finally, the environmental implications of poor washroom facilities don't just affect one organisation, they affect us all. Typically, energy can be reduced by 80% and water can be reduced by 75% by installing the right equipment.

These three factors all have a major bearing not just on the health of the washroom, but the fundamental health of your organisation.

Cleaning is a science and people belittle it at their peril.

Albany works closely with both the bio-sciences department at The University of East London and leading industry bodies, such as The British Institute of Cleaning Science, to understand how cleaning should be done properly. This allows us to pass on knowledge and share innovation with our clients, so that we continually offer them the latest best practice techniques and solutions.

We are developing a series of educational packages with partners such as Max4Health, The British Institute of Cleaning Science and Bog Standard and we will be continually testing, evaluating and researching different approaches, so that we provide real solutions that improve the environment within Britain's washrooms.

Good Toilets are good for business and are a critical success factor to any modern organisation.

Mike Burton
Managing Director, Albany Washroom Services
For further information and to view the Hidden Dangers film, please visit www.albanyfacilities.com or call 0870 366 5778.

albany 
washroom services



THE BTA CONSULTATION SERVICE – READY TO HELP RAISE TOILET STANDARDS IN YOUR AREA

Over fifty local authorities and other key toilet providers have used the BTA Consultation Service in recent years to assist their own initiatives in raising standards of this vitally important quality of life issue.

Each year we visit many hundreds of public toilets throughout the UK, provided by both local authorities and other operators. Over the years we have built up a unique fund of practical experience, covering every aspect of toilet provision and operation - and most importantly this knowledge is centred on the views and requirements of the user.

The BTA is able to offer a range of consultation services to providers of public or 'away from home' toilets.

These include:

- A review of some or all toilets provided and a follow up report on each facility inspected with recommendations for improvements.
- Discussions with relevant management on toilet related issues, if required at specific toilet locations.
- Assistance with new toilet design and equipment specification, with contact referrals to BTA approved suppliers / contractors.
- Assistance with identification of appropriate cleaning materials and methods.
- Assistance with issues relating to security and social misuse.
- Presentation of BTA best practice proposals relating to 'away from home' toilets.
- Attendance at provider management / review group meetings to discuss issues and answer questions.
- Assistance with Disability Discrimination Act compliance for accessible toilets.
- Assistance with issues relating to Gender Equality Act and other legal obligations viz-a-viz the provision of public access toilets.
- Assistance with the development and implementation of commercial / community toilet schemes involving other, existing toilet providers within the local community area.

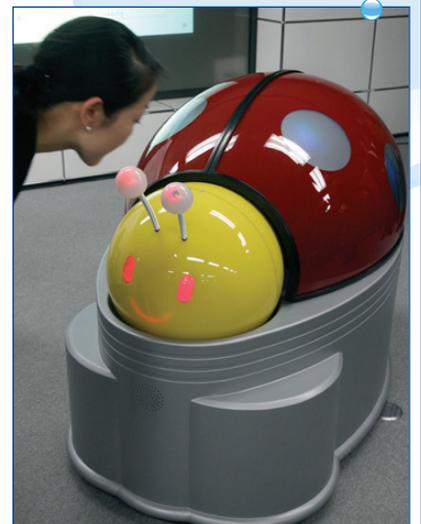
Charges are extremely competitive.

**For further information contact:-
01403 258779 or Email: enquiries@britloos.co.uk**

LADY BIRD ROBOT CLEANS THE TOILET AND CAN GIVE YOU DIRECTIONS.

Cleaning grimy highway rest stops is a job barely fit for humans, but never fear: the disturbingly cute, talking Lady Bird robot will begin scrubbing Japanese public toilets in 2009!...

Like the better robot vacuums, Lady Bird features obstacle sensors that help it avoid collisions with restroom fixtures and the occasional user. Speaking of the latter, Lady Bird is designed to be cute, friendly and helpful - this is Japan, after all. It displays a smiling face and a pair of stubby antennae that enable a very unique feature: speech recognition capability via a built-in voice synthesizer. Lady Bird can make conversation if spoken to!





MEMBERSHIP LISTING AS AT MARCH 2009

(Excludes Honorary and Personal categories)

COMMERCIAL COMPANIES

Aaztec Cubicles
Adshel More Group
Albany Washroom Services
Armitage Shanks
Blyth Valley Toilets
Bourne Leisure Limited
Carlisle Facilities Services
Castledara Developments
Cranbrook Consultants
Danfo UK
Faceo FM UK
Gentworks
Healthmatic
Initial Washroom Solutions
Hering UK
Hydro Nova Europe
Interpublic Urban Systems
J C Decaux UK
J D Wetherspoon PLC
JMG Toilet Solutions
Manchester Panel Products
Magrini
Metsa Tissue
Ocean Contract Cleaning Ltd
Paperstream
Phlexicare
PHS Washrooms
Portakabin Portaloo
Premier Hygiene
Premier Luxury Loos
Stevens Services
Swisher Hygiene Services UK
Urifit International BV
Wallgate
Willings Services

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Bute Victoriana
The National Trust

HOLIDAY & CARAVAN PARKS

Coast & Country 2006 Ltd

HOSPITALITY

The Evesham Hotel

TRANSPORT

Transport for London

RETAIL

McKillens, Ballymena

LOCAL AUTHORITIES

Aberdeenshire
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Belfast
Blackpool
Brent
Brighton & Hove
Bristol
Cambridge
Ceredigion
Cherwell
Chichester
City of Lincoln Council
City of London
Clackmananshire
Colchester
Crawley
Dacorum
Denbighshire
Dudley
East Hants
East Lindsey
East Lothian
East Preston
Edinburgh
Gravesham
Greenwich
King's Lynn & West Norfolk
Luton
Maidstone
Manchester
Medway
Mendip
Newcastle
New Forest
Northampton
Nottingham
Nuneaton & Bedworth
Oxford
Peterborough
Portsmouth
Powys
Reading
Redbridge
Richmond upon Thames
Rochford District Council
Sheffield
South Bedfordshire
Staffordshire
Staffordshire Moorlands
Stratford on Avon
Stroud
Swindon

Tendring
The Highland Council
Wells
West Devon
Westminster
West Oxfordshire
West Wiltshire
Worcester
Wychavon
Wyre Forest

LEISURE

Alton Towers
Chew Valley Hire
Legoland Windsor

ASSOCIATED GROUPS AND ORGANISATIONS

Arthritis Care
Asset Skills
BCC – British Cleaning Council
BICSc – British Institute of Cleaning
Science
Bladder & Bowel Foundation
Bog Standard
Centre for Accessible Environments
Changing Places Campaign
Coach Tourism Council
Continenence Foundation
Dutch Toilet Organisation
Eric – Enuresis Resource and
Centre
Help The Aged
London Travel Watch
Mencap
Mobility Choice
PAMIS – Profound & Multiple Impairment
Service
PSE – Portable Sanitation Europe
RADAR – Royal Association for Disability
& Rehabilitation
The Gut Trust
Tourism for All Consortium
UK Paruresis Association
World Toilet Organisation

AFFILIATED TOURISM GROUPS

Northern Ireland Tourist Board
Sustainable Wales
Visit Britain
Visit Scotland
Wales Tourist Board



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Email: sales@magrini.co.uk Web: www.babychanging.co.uk



PARTNERSHIP TOILET SCHEMES

The British Toilet Association (BTA) has been campaigning for better 'away from home toilets' since 1999 and believes that public toilets should be available to a town or city's residents and visitors and provide facilities for all types of users: ladies, gents, children, babies, the aged and those with physical or mental disability. These toilets should be available when the users need them, as many people with medical conditions must use a toilet facility when they need it, and won't leave home or travel unless they are available.

The basis of a Partnership Toilet Scheme (PTS), between Local Authorities and local businesses, that are prepared to provide access to the public to their toilets, is that members of the public can use the 'partners' toilets throughout their opening hours and the public users do not need to make a purchase.

The BTA believe that provided the Schemes are planned, implemented and monitored in a professional way, this additional provision of accessible toilets will extend the level of facilities to all of a town or cities users. We cannot however accept that the implementation of a PTS can replace the existing LA provided public toilets, which should remain as the main public toilet provision, purpose built to meet the needs of all types of users, providing access to all without any real or imaginary barriers.

The success of the London Borough of Richmond on Thames scheme was undoubtedly dependent on significant management resource (money and time), PR and marketing, signage, consultation etc. Their scheme was managed professionally from the start with some involvement from BTA. Some other LAS have failed when attempting to implement a PTS with limited resources or experience.

BTA can help your council if you are considering or plan to implement a PTS. We can provide advice and or management support on all aspects of a PTS.

- Expert guidance and assistance on Research
- Marketing the PTS to prospective partners
- Printing literature
- The PTS Agreement
- Street and Window Signage
- Inspections of prospective PTS partners toilet facilities
- DDA Compliance
- Promoting the scheme within the town or city
- Ongoing management of the scheme and regular monitoring

A truly professional approach.

Please contact us by email or phone to arrange an initial meeting to establish areas of investigation and agree tasks, timescales and costs.

01403 258779
enquiries@britloos.co.uk
www.britloos.co.uk



LOO OF THE YEAR *Awards* 2008

'CHAMPIONS LEAGUE' - STANDARDS OF EXCELLENCE

Presented to any organisation or local authority with ten or more entries and winning five or more 5 Star Awards and who, in the opinion of the Inspectors, are maintaining a consistently high standard of management in all their Loo of the Year Awards entries.

ASDA



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Interserve

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**GBM
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McDonald's
i'm lovin' it

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COUNTY COUNCIL**
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resource

Sainsbury's

southeastern.

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LANARKSHIRE
COUNCIL**

**Staffordshire
County Council**

**T
C**
SOUTH
YORKSHIRE
COUNCIL

TESCO

**The
Camping and
Caravanning
Club**
UK Club Sites

vacMan
cleaning

WELCOMEBREAK

wetherspoon

**West Wiltshire
DISTRICT COUNCIL**

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Established in 1949

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good services, good value