



2013 LOO OF THE YEAR AWARDS SUMMARY OF BRIGHTON AND HOVE CITY COUNCIL ENTRIES

1. The 34 B&HCC entries visited this year (The Level not ready in early September), have left a lasting impression of quality and commitment to a vital public service, which should be seen and shared by every UK Local Authority.
2. Where many, perhaps most LA's would have abandoned/closed much of their ageing stock of PC's, B&HCC have taken the opposite course of action and put the toileting needs of residents and visitors at the top of their municipal Agenda. For this, the Council deserves much credit and recognition.
3. Our comprehensive inspection forms frequently pointed to a much lower Grading for many entries, based on first impressions, but, once the 100+ tick boxes had been checked and scores calculated, Gold and the top Platinum Gradings were achieved in all 34 entries inspected.
4. The LOYA is essentially a hygiene competition and, ageing buildings apart, B&HCC has really focussed on satisfying the toileting needs of all members of society – young and old.
5. If we could wave a magic wand, we would wish to see many more of the toilet buildings upgraded to a 21st century standard. This not being a reality in the current economic climate, perhaps some all-weather, non slip, sprayed on flooring would enhance the visual appearance of many of the blocks with obvious signs of worn out or poor quality flooring.
6. In addition, the high quality of the hygiene equipment specs. could possibly be matched by painting the outside of the PC blocks in bright B&HCC colours, to announce to all comers that this is a public toilet and fit for customer use. The excellent interiors need to be supported by the first impressions gained from the outside.
7. External building signage is really excellent everywhere and user symbols very informative. Additional WC directional signs, particularly for road users, would be helpful in many locations.
8. Minor equipment maintenance issues could be quickly dealt with by a full time maintenance person attached to Wettons. (Not sure whether this is the case already!). This person/two person team could also carry out building painting/decorating - certainly all the entrance doors, to reflect the B&HCC corporate identity. This is partly a pride branding exercise, to reflect the quality of the toileting experience within. The banner flags down at the beachfront loos give that "I am here and come and use me" statement – a reassuring visuality for toilet users.
9. The extensive use of sanitiser units close to the WC bowls is welcome but these need to be regularly checked and filled. Also, most had no explanatory stickers on their fronts, or on the adjacent wall, so users might not realise their purpose!
- 10 We were impressed by the commitment and positive attitude of the Wettons staff we met whilst judging. They all deserve the highest praise, not only for keeping toilets clean and sparkling but also for helping manage some elements of a modern City society which many Councils find quite challenging and the reason so many have given up providing adequate public toilet facilities.