



Glasgow City Council

Environment and Liveable Neighbourhoods Committee

Report by George Gillespie, Executive Director of
Neighbourhoods, Regeneration and Sustainability

Item 7

25th April 2023

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UPDATE REGARDING PUBLIC TOILET PROVISION WITHIN GLASGOW

Purpose of Report:

To provide an update regarding public toilet provision within Glasgow.

Recommendations:

The Committee is requested to note the contents of the report.

Ward No(s): N/A

Citywide: ✓

Local member(s) advised: Yes No ✓

consulted: Yes No ✓

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1. Purpose of the Report

- 1.1. The purpose of this report is to provide the Environment and Liveable Neighbourhoods Committee with an update regarding public toilet provision within Glasgow.
- 1.2. This report follows the last Committee updates which were provided in response to a petition – “Glasgow Parks and Public Spaces Need Public Toilets” - which was referred for consideration to the Wellbeing, Empowerment, Community and Citizen Engagement City Policy Committee (WECCE CPC) of 12th August 2021¹, and subsequently to the Environment, Sustainability and Carbon Reduction City Policy Committee (ESCR CPC) of 23rd November 2021².

2. Current public toilet service provision

- 2.1. Glasgow City Council maintains a page on the Council website dedicated to public toilet provision which can be accessed at:
<https://glasgow.gov.uk/index.aspx?articleid=18229>
- 2.2. The website provides all key information with respect to public toilets operated by the Council within publicly accessible buildings (across approximately 60 locations) and includes location, opening times, disabled access provision, usage charge, etc. The website also highlights which public toilets are accessible by RADAR key³.
- 2.3. Public toilets in Glasgow are operated by Neighbourhoods, Regeneration & Sustainability as well as Glasgow Life. Improvements to these facilities are undertaken periodically; ordinarily, as part of a wider refurbishment of the property where the toilets are located.
- 2.4. The majority of these public toilets are free-to-use with exception of 4 units operated by Healthmatic Ltd - a private supplier providing public toilet services to the Council - which charge 20p (cash only) per use.

3. Healthmatic Ltd contract

- 3.1. The Council has a public toilet contract with Healthmatic Ltd which runs until 31st March 2024.
- 3.2. Committee are asked to note the above contract expiry date supersedes the previously reported end date of September 2024, following a period of clarification with the supplier and review of historical correspondence. This expiry date has now been agreed with the supplier.

¹ <https://www.glasgow.gov.uk/councillorsandcommittees/agenda.asp?meetingid=17814>

² <https://www.glasgow.gov.uk/councillorsandcommittees/agenda.asp?meetingid=17823>

³ The Royal Association for Disability and Rehabilitation (RADAR) – a skeleton key which unlocks over 10,000 disabled toilets in the UK

3.3. The Automated Public Conveniences (APCs) are currently provided at four locations in Glasgow:

- Stevenson Street
- Collins Street
- St Vincent Place
- Pollokshaws Road

3.4. The APCs are unlike any other public toilets operated by the Council as they use mechanical and electrical components to automate cleaning, door opening and dispensing of toilet paper. Regardless of the automation, however, the units are still frequently inspected and serviced by Healthmatic Ltd staff who also provide a regular manual clean to complement the automated cleaning process.

3.5. The APC units are modular and can be re-located to other locations if desired.

3.6. As the Council's contract with Healthmatic Ltd nears an end, a new procurement tender is being prepared to replace this outgoing agreement.

4. New public toilet tender

4.1. The council recognises that, whilst a non-statutory service, the provision of public toilets is important to many different groups of society and intends to enhance future service provision by learning from the outgoing contract and responding to the needs which have been highlighted by local communities, working within the allocated budget.

4.2. The specification for the new public toilet tender, which will replace the outgoing agreement with Healthmatic Ltd, is still being developed and therefore subject to change; however, a summary of the likely features of the new agreement are as follows.

4.3. Public toilet locations will be reviewed as part of the specification process.

4.4. Anti-social behaviour and vandalism continues to be a problem within several of the public toilets. Mitigation measures will feature within the new tender, which may include, for example, cashless transactions.

4.5. It is understood the industry within the UK has moved away from fully automated public toilet units in favour of semi-automatic units (i.e. which feature an automated door system and payment, complemented by manual cleaning, servicing and toilet paper dispensing). Such feedback will be considered as part of the specification for the new tender.

4.6. Lessons learned from the Covid-19 pandemic – in particular the importance of good hygiene – will influence how the future public toilet facilities are designed.

5. Conclusions

5.1. The Council will continue to provide in-house public toilet facilities which are free-to-use. Improvements to these facilities will be made periodically and as required, often as part of wider refurbishment works within the property where the toilets are located.

5.2. The Council has a public toilet contract with Healthmatic Ltd which expires on 31st March 2024.

5.3. A tender to replace the outgoing contract with Healthmatic Ltd is currently being prepared.

5.4. The new external public toilet service will utilise the existing budget.

5.5. Public toilet locations will be reviewed as part of the specification process.

6. Policy and Resource Implications

Resource Implications:

Financial: It is proposed that the existing public toilet budget is retained and used to fund the new public toilet contract.

Legal: There are no legal implications.

Personnel: There are no direct personnel implications.

Procurement: A new tender is required to replace the outgoing public toilet contract which expires 31st March 2024.

Council Strategic Plan: The proposal is aligned with Strategic Plan, Grand Challenge 4, Mission 1, recognising that effective public toilet facilities contribute towards creating safe, clean and thriving neighbourhoods.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's The proposal recognises the impact of public toilet provision on different user groups and, in

Equality Outcomes 2021-25? Please specify.

accordance with supports the Strategic Plan Grand Challenge 1, Mission 3, to improve the health and wellbeing of our local communities.

What are the potential equality impacts as a result of this report?

In line with the Strategic Plan Grand Challenge 1, Mission 3, the City Council fully supports that all individuals are given access to safe, clean and dignified public toilet facilities capable of meeting any specific needs, including those with specific medical conditions.

It is also acknowledged that public toilet provision can have a disproportionate impact on individuals in particular females, children and older people.

Please highlight if the policy/proposal will help address socio-economic disadvantage.

Not applicable.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Not applicable.

What are the potential climate impacts as a result of this proposal?

Not applicable.

Will the proposal contribute to Glasgow's net zero carbon target?

Not applicable.

Privacy and Data Protection Impacts:

No privacy and data protection impact identified.

7. Recommendations

The Committee is requested to note the contents of the report.