



## Appendix 4 Full Equality Impact Assessment Record

### Section 1:

**Service:**

Environmental and Consumer  
Protection Services

**Title of strategy, policy or service:**

Community Toilet Scheme

**Officers involved in the EQIA:**

Susan Mihelic

**Type of strategy, policy or service (delete below as appropriate):**

Existing:

New/proposed:

Changing/Update/ revision

**Q1 – What is the aim of your strategy, policy, project or service?**

In 2011 a review of public toilets was undertaken and subsequently a phased closure of public funded toilets started. (see cabinet minutes 9/2/16 for the most recent phase in the town centre)The MTFP agreed in February 2014 to reduce the budget for public toilets by £293,000 which resulted in a programme to close 20 toilets. Leaving the beach toilets (7) and Upton Country house (2) and facilities at Dolphin Quays provided as part of a planning obligation. These closures are off set, where possible, by the introduction and promotion of the Community Toilet scheme. This scheme is seen as a viable alternative for residents and visitors to access safe and clean toilets. These toilets to be available for as broad a time range and across the town to ensure as broad a 'service' as possible.

**Q2 – Who is it going to benefit and how? If this is a changing function say who it will affect or no longer benefit**

The scheme is to make available to the public (residents, tourists and visitors) accessible toilet facilities at times and locations to address demand. To publicise these facilities in easy to access locations and on websites. The Borough of Poole will no longer provide or manage the same number of public toilets.

**Q3 – What outcomes do you want to achieve?**

To provide safe, clean and accessible alternative toilet facilities through a partnership agreement with private premises including public buildings, community buildings, churches and local business premises.

**Q4 – How will you put this into practice? Who is involved in this?**

There are presently 20 participants in the CTS. Agreements are in place with these partners which allow the public to use their facilities free of charge. Signs are displayed on shop doors and front windows to indicate they are part of the scheme. The CTS is currently being promoted to expand the membership. The scheme will also be marketed widely using leaflets, posters newsletters and by engaging with community groups and businesses in the borough. The Poole.gov.uk website will be updated to reflect new members along with other relevant websites. The intention is to seek further partners across the town in the most appropriate areas e.g. town centre and Ashley Cross

**Q5 – Are there barriers to doing this?**

There has been a tradition for local authorities to provide public toilets; there is some opposition from the public at the closure of these facilities and a request for alternative facilities to be provided in the appropriate locations.

**Section 2: Information gathering and judging impact**

**Q6 - What does the existing information and data tell us about the likely impact on different groups?**

**General/all equality groups**

All the council operated town centre public toilets have now been closed (since April 2016). Visitors, tourists and residents are directed by poster to toilet facilities in private business's and the Lighthouse theatre. The website <http://www.poole.gov.uk/environment/environmental-health/public-toilets/community-toilets/> also has participants in the CTS listed on shown on a map of the town.

The national picture shows a similar trend with some local authorities closing all public access toilets over the past 10 years. With reduced funding local authorities are making difficult decisions to stop funding non statutory services to focus on their statutory services.

Anecdotally less people use public toilet facilities unless there is no alternative, due in part to fear of anti social behaviour and poor levels of cleanliness. The community scheme will broaden what has become a preferred option for many.

There has been comments and complaints received since the public toilets particularly in the town centre at the bus station and at Poole Quay. This feedback is predominantly from people describing themselves as 'older' or with medical conditions stating the need to use a toilet quickly. The expansion of the community toilet scheme will work to address these issues by finding as many participants to offer appropriate facilities and at times that reflect any increased footfall.

As more organisations and premises join the scheme the website will be updated with an email address included in the narrative to enable feedback and for interested

businesses to contact the relevant member of staff.

Literature is being developed to market these toilet facilities and will be distributed widely and in the relevant formats.

Contacted Poole Forum for advice in the wording of the literature and to encourage feedback from users of the CTS.

Contacted other schemes for best practice examples – Ashford, Bournemouth, Portsmouth, Brighton and Oxford.

### **Age**

There is no data to inform about the split in ages using the toilets. There will be toilets available through the Scheme in the areas of greatest footfall in the town centre.

Particularly vulnerable age groups, such as the elderly and young children, will benefit from the scheme due to increased management of the facilities and therefore improved consideration for safeguarding and health and safety.

### **Disability**

There are accessible toilets during the opening hours of the participating premises..

All public buildings are required to conform to the DDA and as part of the CTS registration process will be required to show what facilities are available. These details are then shown on the Poole website.

The CTS is expected to have more accessible toilets than have been historically provided by the borough of Poole thereby providing a wider choice than have been previously provided. These facilities are able to support those with medical conditions that result in a sudden need to use a toilet. The literature will be widely circulated and may give a broader choice.

The officer will consider the footfall at different times of the day to encourage participation with the broadest range of times and locations, obtaining a timetable of buses to understand any peak and flow.

*The British Standards Institute in their code of practice for the provision of public toilets (2010) recommends that local authorities ensure toilets can be easily found by users, and that they are situated on frequently used routes and in areas such as city centres and parks. (Taken from a report in the nursing times August 2014).*

The Borough of Poole has incorporated this feedback to ensure signage is designed to support people to find the nearest toilet location.

### **Gender**

### **reassignment**

Some of the premises in the CTS already offer unisex toilets which has been shown to improve the experience for people undergoing gender reassignment. Members of the CTS with unisex facilities will be identified on the website and where possible on

any literature.

**Pregnancy and maternity**

The present members of the CTS have baby changing facilities in some form. This provision will be identified on the website.

**Race**

There is no information to suggest this scheme will impact on different racial groups.

**Sex**

There will be no negative impact from this scheme on different sexes. There is still a predominance of baby changing facilities in women's toilets. There is a growing trend for family changing rooms allowing for unisex use, where this is available it will be included in the information available on any literature.

**Religion or belief**

The premises available do not impose any restrictions that would prevent people of any religion or belief from entering.

**Sexual orientation**

This scheme is not expected to impact on any different sexual orientation. With an increased trend for unisex toilets enabling those individuals who are transgender and gender neutral to be better able to make personal choices.

**Socially excluded groups**

The CTS offers a broader choice of locations and as these premises are effectively attended the scheme reduces (and continues) the fear of intimidation of the traditional isolated public toilet.

**Q7 – Does this have any impact on the workforce or other Human Resources issues in relation to equality?**

Yes/ (delete as appropriate). Please give explain your answer.

None known

If this is negative discuss it with your HR advisor.

**Q7 - Is there any potential for direct or indirect discrimination? No  
If yes, please use the action plan below to say how this will be mitigated**

## Section 3: Action planning

Issue	Objective/ Intended outcome	SMART action	Performance Target	Lead	Deadline
<b>General equality issues</b>	<p>Ensure scheme is working well for all users</p> <p>Premises have adequate consideration for equality and diversity</p> <p>Consider different methods and styles of communication</p>	<p>Check all customer reports sent through to <a href="mailto:communitytoilets@poole.gov.uk">communitytoilets@poole.gov.uk</a>.</p> <p>Continual annual contact with community groups e.g. Dorset Healthwatch to provide feedback.</p> <p>Include links in the CTS agreements and on website that identify diversity and equality training. To include Dementia Friends.</p> <p>Ensure that all methods are used to communicate effectively e.g. easy to read literature; keep website up to date. Ensure established community engagement links communicate any issues and concerns to Borough of Poole. In particular informing carer groups and local groups for people with disabilities.</p>	<p>Address any identified equality issues or concerns immediately by using the Borough of Poole Equality and Diversity strategy and fairness for All.</p>	Su Mihelic	<p>weekly</p> <p>Start of CTS agreements</p> <p>Regular (annual) checks with different community groups.</p>
<b>Age</b>	<b>See above</b>				

<b>Disability</b>	<b>See above</b>				
<b>Gender reassignment</b>	<b>See above</b>				
<b>Pregnancy and maternity</b>	<b>See above</b>				
<b>Race</b>	<b>See above</b>				
<b>Religion or belief</b>	<b>See above</b>				
<b>Sex</b>	<b>See above</b>				
<b>Sexual orientation</b>	<b>See above</b>				
<b>Socially excluded groups</b>	<b>See above</b>				

**EQIA approved by:**

**Date:**

**Contact number:**

**Review date:**

Send a copy of your completed screening to your Unit's Equality Rep for publication