

SUMMER 2011 • SUMMER 2011 • SUMMER 2011 • SUMMER 2011



JD WETHERSPOON
Justice Mill Pub in Aberdeen

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This issue of the BTA News is kindly sponsored by:



BTA Conference Wednesday 21st September 2011

We will be returning to The Stratford Hotel at Stratford upon Avon for our annual conference and AGM. The agenda will include topics to stimulate discussion and find solutions to the real issues that the impact of the current economic situation is producing for public toilet providers:

- Ten things local authorities need to know to protect public toilets from closures
- Public toilets in London – The London Assembly Update Report which precedes the 2012 London Olympics
- How toilet closures impact the ageing population
- Safety in the washroom
- The commercially funded and operated South Bank toilet project
- New benefit for BTA members, and more.

This is an ideal opportunity for members and non-members to meet the BTA team, other members, speakers and sponsors, network with others who experience similar challenges, and importantly, be part of the public toilet closure debate.

An agenda and full details have been sent to all members soon and displayed on the BTA website.

Please support your association at this critical time and book your tickets now; only £75 plus VAT including lunch and refreshments

BTA Innovation Award

Entries are now being received for the 2011 BTA Innovation Awards. Full details can be found on page 17 of this Newsletter with further details on the BTA website.

BTA Consultation Service

There has never been a better time for public and private toilet providers to gain independent and professional assistance and advice on any aspect of 'away from home' toilet provision.

Many large and small local authorities and other key toilet providers have used the BTA Consultation Service in recent years to assist with or validate their own initiatives in raising standards or improving value in this vitally important quality of life issue.

Charges are extremely competitive.

BTA Website

Want to know what's news in the toilet world? Want to learn more about BTA's activities? Want to know who the BTA members are? All this and more are available at the click of your mouse. New members benefit to be launched at the BTA Conference.

Contact details: 01403 258779

enquiries@britloos.co.uk

www.britloos.co.uk



DIRECTORS REVIEW

A new direction!

The current economic climate, and indicators/ predictions for future years, dictate that all expenditure on items or services that do not immediately add value or reduce cost are under intense scrutiny. Local authorities and many commercial companies are dealing with the impact of extreme budget cuts. As a result the UK's public toilets will continue to decline despite any actions that BTA can take.

In general, the BTA Campaign to halt and reverse the decline in the provision of public toilets cannot succeed when some local authorities are determined to cut rather than build new facilities or renovate existing toilets, and central Government refuse to place any obligation on them to provide facilities. There are local authorities, many of which are BTA members, who do recognise the basic human needs of their residents and visitors and are continuing to provide a high standard of public toilets despite the constraints experienced by all LAs. BTA are continuing to support them in achieving their public toilet provision objectives.

Following discussions at the 2010 BTA Conference and AGM, it was agreed that BTA activities would be directed to informing and advising members on how best to provide 'publicly accessible toilets'. It must also offer this service to non-members on a consultation basis.

BTA have the experience and expertise to provide assistance to member and other LAs and commercial companies to enable them to improve their toilet provision and expand markets for suppliers of toilets, and toilet related products and services.

There has been an inevitable decline in local authority membership of BTA in the past 12 months. This has been partially compensated by the recruitment of new commercial company membership.

We thank all members for their continued support. A list of members is included in this newsletter.

Following the sale of Albany Facilities to PHS, Mike Burton MD has resigned as BTA Management Committee Member and has been replaced by Trudi Osborne who

will represent Airdri. We thank Mike for his enthusiastic and complete support to BTA.

The press, radio and TV have become increasing interested in the demise of public toilets. The closure of all Manchester City Council's public toilets is a memorable example when BTA were represented on The One Show and BBC Breakfast.

TV programmes debating the impact of the closures on this major city's residents and visitors. Many BBC radio interviews have also been completed since the previous newsletter including BBC 2, Radio 5 Live and many regional radio stations.

BTA has been represented at many meetings involving other organisations including the British Cleaning Council, the Changing Places Consortium, LOCOG, ABCD, Partners for England, TACT3 and was part of the panel that produced the new British Standard for Public Toilet BS6465: Part 4 2010. All of these meetings furthered the influence and understanding of BTA.

BTA was also represented at the 2010 World Toilet Summit in Philadelphia last November. In addition to contributing to the many toilet provision discussions involving national and international issues, I also presented a paper on Loo of the Year Awards which is unique and peculiar to the UK.

Looking forward BTA must continue to provide value to members and sponsors and support them in their aims to ensure provision of clean, safe and hygienic toilets that meet the needs of all types of users; males, females, and those with a physical disability or severe and multiple learning difficulties.

Please read the information included in this newsletter relating to the 2011 BTA Conference, BTA 2011 Innovation Awards and a new benefit to commercial company members and toilet providers via the BTA website. All of these activities can benefit members directly.

I must thank all of our members, our President, Chairman, the Corporate Champions and the BTA Management Committee and staff for their continued support. Also all of the contributors to this newsletter:



Mike Bone

Director
British Toilet Association
July 2010

www.britloos.co.uk



WORKING TO KEEP PUBLIC TOILETS

Many Councils, who can spend large amounts of money on their public loos, are looking at this discretionary spend as a way to cut their budgets. It is understandable as pressures are high on spending and the provision of conveniences is not a statutory requirement, so what can be done in this situation?

1. The first issue is that Council officers should know how many people use this service. Every Loo should have a counter of some form, or as part of an annual audit an exercise should be conducted to determine usage. There are quite a number of loos that may only have less than 30 users a day, 30 very appreciative users, but on the basis of objective numbers the lowest usage units are those which should be considered if closure is the only option. The BTA can arrange independent usage appraisal at a small charge. KNOW YOUR ESTATE.



2. Public Toilets may have an important part to play in the Transport Strategy; some buses may not travel a route without public provision. The Police need provision too and a journey back to the station for relief can be expensive, the same is true with ALL mobile workers, the emergency services, waste operatives, even lolly-poppers and mobile libraries all need provision and depending on the site, a Public Loo could be very much a part of this wider offering. There are members of the public who NEED provision as a result of their digestive condition - you may discriminate by removing this.

UNDERSTAND WHO NEEDS THIS PROVISION AND THE SOCIAL COST TO REMOVE THIS

3. Keep Britain Tidy has a knowledge bank on Public Toilets and the decisions the public make based around provision please READ IT - it will help any decision and associated reports to Members <http://www.keepbritaintidy.org/Expertise/Research/KnowledgeBanks/Default.aspx>

UNDERSTAND THE WIDER IMPLICATIONS OF REMOVAL ON THE ECONOMIC AREA

4. If the usage numbers are right local authorities can charge (20p typically) this will reduce the net cost to the Council and may even turn a small profit. (A busy town centre loo can subsidise a less busy but essential outlying loo).

CHARGING IS AN OPTION THAT COULD AT LEAST HALF YOUR BUDGET



5. It is best not to over provide, if the numbers tell you, then reduce the size of your provision, a single Unisex DDA unit with charging can free up a large amount of valuable real estate which you can rent to other parties (cab office, pizza take away etc...), you can even use them as local Police Offices, safe areas etc... even part time post offices, Job and advice centres etc...

6. Consultation will often produce an outcry from Council Tax Payers and, as a result, Members and potential Members need to know the usage so you can defend any possible decision. Better still, why not allow the public to rate your provision on your website, or with a specialised feedback unit in the toilet building so you can see how many use the loo and what they thought. 'Vox Pop' is available from one of our specialist providers Healthmatic (www.healthmatic.com).

The current fashion is to pass the Public Toilet provision responsibility to 'uncapped' Town and Parish Councils, who are often vociferous in their defence of this provision, citing business, tourism, disability discrimination and simple convenience as the reason to keep them. They can often use local parish stewards to keep the units up, regiment the cleaning on a needs basis, using local knowledge and cut out the very expensive 'person in van, cleaning and maintenance regime so common in public loos. With a bit of help they can often do it better for less (which is what it is all about) why not ask them to bid for the cleaning and maintenance and pay them? That will stop their complaints, cut your cost and help them understand the cost and benefit of such provision so if the day comes...

Spend To Save Capital funding (Prudential Borrowing) at around 3.5-4% can finance changes in provision, smaller units, less cleaning and less maintenance and charging will all benefit and qualify for 'Spend to Save' (then loos are much easier to keep or to pass on). 'Spend To Save' can also allow Councils to deliver alternate use in excess space so you could have a capital payback scheme based on a rental stream, or through moving a facility such as tourist information from one costly location to part of the old loo. Car parking wardens can have a respite centre for breaks, stewards can store their street cleaning equipment and CO2 emissions, costly transport and other costs can be reduced. Separating peak and off peak provision can cut Council's cleaning and Maintenance in half for just a small capital cost.

There are some retailers who use the provision as their only 'convenience' for the public and they may have a vested interest as a result of a planning condition, to help Council's cover the cost of provision, other retailers in the area may also help if charging is not an option. If retailers wish free provision to remain Councils should establish if the retailers will help with the cost, this also allows for dialogue on Community Toilet Schemes.

There are times when hard lessons have to be learned, and hard decisions made, but there is often another solution. The British Toilet Association can provide independent

reasonably priced consultancy to assist any Council in its decision making process, and our Corporate Members can also assist. Some examples are listed below.

1. Charnwood installed paddle gates to save Loughborough loos and is cash positive.
2. Glasgow replaced traditional units with automatic units to save nearly £600K p.a.
3. Blackpool revamped its toilets and provides a better quality service for less money by contracting out.
4. Shropshire has cascaded its provision to Town and Parish Councils who service with locally employed staff.
5. Cotswold spent £1M on upgrades and charging to yield £100K p.a. in income.

There are many more examples on file which may help you see what other solutions are out there. **Call us for advice 01403 258779 The BTA helpline.**

Roger Berry
Managing Director
Healthmatic

www.healthmatic.com



NEW CAMPAIGN SETS OUT TO MAKE BRITAIN A PROUD PLACE TO BRING THE BABY



A new campaign, called Bring the Baby, has been launched to improve baby-friendly facilities in the UK. Founder, Justine Pannett, explains what's behind this campaign and how you can get involved.

Six years ago I had an idea to create a directory of baby-friendly facilities in the UK based on my own experiences of trying to get out and about with a new born and juggle dashing between shops with a tight feeding and nappy changing schedule.

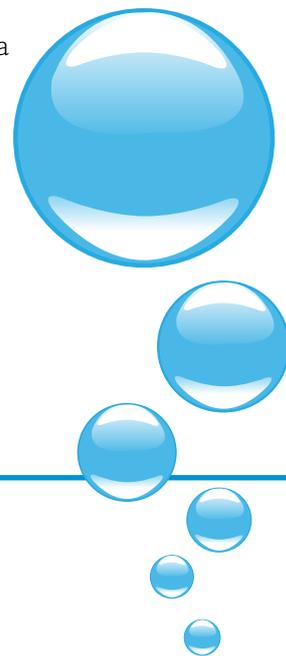
But other things such as bringing up my own daughter and returning to work got in the way and my idea was pushed to one side. However, I discovered recently that many of the frustrations I experienced as a new mum, such as overflowing and smelly nappy bins, dirty changing tables and combined baby changing and feeding facilities still existed and from there Bring the Baby, in its new guise as a campaigning vehicle was born.

What issues is Bring the Baby going to working on? The main bug bears seem to be about smelly nappy bins and combined baby changing and feeding facilities – I appreciate that it's not always possible to provide separate facilities but I've read numerous accounts of parents trying to breastfeed their babies in a chair placed next to a smelly nappy bin. In addition, we would like to encourage businesses to provide baby changing facilities in unisex places to meet the needs of dads.

How does Bring the Baby intend to effect change? I firmly believe in encouraging change through the promotion of best practice and praise. Most businesses are keen to listen to and address the concerns of their customers so we'll be asking parents to tell us about their baby-friendly experiences – good and bad – and sharing them with the companies and via our social media sites. With more than 2,000 babies born every day in the UK it makes good business sense for companies to go that extra mile to meet the needs of parents.

How can people get involved? If you're a parent, please 'like' us at our Facebook page at www.facebook.com/bringthebaby and on Twitter @bringthebaby to help spread the word and share your experiences with us.

Companies - if you go that extra mile for parents and would like to shout about it, then we'd love to hear from you. Please find us on Facebook.



LOO
OF THE YEAR
Awards
2011
BABY CHANGING FACILITIES
WINNER

PROUD OF YOUR BABY CHANGING FACILITIES?

Then enter your toilets into the 2011 Loo of the Year Awards which include the Baby Changing Facilities National Awards and UK Trophy.

www.loo.co.uk information@loo.co.uk 01403 258779



Innovation in hand dryer design and technology.

Airdri's Classic+ offers durability and fast drying performance, whilst being kinder to the environment.

Airdri. Hand dryer innovation, design and technology.

LOO
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CLASSIC+
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COULD YOUR TOILET FLOORS BE SAFER (AND CLEANER)?

One of the banes of any toilet provider's life is slips accidents. But when you have a hard floor in constant use and with near-continual presence of water on the floor, there's not much you can do about it getting slippery, right?

Actually, there is... but more on that later..

Slips are the single-largest cause of accident in public places (30%+ of all accidents). And, as you'd expect, toilets are a common slip accident location. In an increasingly litigious society, claims for accidents are also on the rise; these can cost toilet providers anything from a few hundred pounds per claim up to tens of thousands of pounds.

How does one know if a problem even exists? If you suspect you have a slippery floor (and most toilet floors we see fall into this category), you should get the floor tested. In the UK, the only HSE-approved test method is the Pendulum. Don't be fooled by other types of test, which can be useful indicators but cannot be relied upon for a formal test - even using the HSE's own Self Assessment Tool gives you only an indicative risk level which should be confirmed by an official Pendulum Test. A new BTA member Bonasystems is also a member of the UK Slip Resistance Group and conducts Pendulum Tests on a daily basis for a variety of clients.

So we've tested and determined we have an at-risk floor; but what should be done about it? The first thing to say is that - contrary to common perception - putting a yellow "slippery surface" sign on the floor is not enough. As a building owner/operator you have a duty of care to provide your visitors and staff with a safe floor; the onus is not on a visitor to see a sign or other warning and take extra care, you are obliged to provide them with a surface which is safe even when wet. Putting a sign down is actually an admission of guilt that you have a problem - even if a floor is wet, it should still be safe enough (based on the Pendulum test) for people to walk on with low risk of accident.

Generally if we have a high-risk floor, there are two solutions to the problem. In 90%+ of cases, by changing the cleaning regime to incorporate some specialist products and a better methodology, the problem can immediately be solved (mopping a neutral detergent

around a toilet floor every day - which seems to be common practice - doesn't really clean anything, and it actually increases slip potential!).

If the floor is inherently unfit-for-purpose (i.e. even when it's thoroughly, professionally cleaned) then something must be done to change the characteristics of the surface to ensure it is safe enough: replacement, renovation, or an anti-slip treatment.

But that's only in the vast minority of cases: more often than not, just by doing a better job cleaning a floor we can make it safer. Take a look at these photographs: both floors were being cleaned every day; both floors were being cleaned by (different) members of the big handful of well-known cleaning / FM contractors; both floors were non-compliant and posed a large risk of accident; both floors when properly cleaned not only look 100 times better, but are totally safe even when wet.





So where does Bonasystems fit in? We're here to help toilet providers and their service providers to do a better, more effective, more efficient job at keeping their floors clean and safe. We manufacture a small range of specialist products which are designed for hard-to-clean environments which get wet. These are proven to be much more effective than the generalist detergents that tend to be used by the big (and small) cleaning companies.

Use of our products is proven to reduce the risk of a slip accident from 1 in 2 to less than 1 in 1,000,000.

If you would like to find out more about the issue of anti-slip and floor cleaning standards in your toilets, please feel free to contact me. Bonasystems is happy to offer fellow BTA members a free Pendulum test and report, and we look forward to working with you to raise standards, prevent accidents, and save you money on accident claims.

Christian Harris
Director, Bonasystems
christianharris@bonasystems.com
07734 92385



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.

Benefits include:

- Prominent display of their branding on all BTA communication material
- Connection with a vibrant network of active members involved in developing the 'away from home' toilet market
- Priority involvement in BTA projects and research
- Priority lead referrals for Corporate Champions products or services following enquiries to BTA
- Use of BTA Corporate Champion Logo on members promotional material

For more information contact Mike Bone,
Director:–

mike@britloos.co.uk or **01403 258059**

2010 LOYA MAJOR TROPHY WINNERS

Loo of the Year Awards (LOYA) are extremely appreciative of the local authority entrants who take pride in entering their loos in the LOYA each year and realise the significance of meeting the basic human needs of their residents and visitors in an attractive, clean, safe and hygienic way. Commercial provider entrants also benefit from a cost effective and independent assessment of the standard of their loos, and enjoy the promotion of their brand that Loo of the Year five star and National Award winners receive.

Despite the state of the economy we received 1435 separate entries from throughout the UK for the 2010 LOYA and the 2011 year's entry levels are extremely encouraging. Standards in our entrant's toilets continue to improve helping us achieve the LOYA objective of encouraging the highest possible standards in all types of 'away from home' or public toilets. 71% of the total entries achieved our top 5 Star grading (58% in 2009), 25% achieved a creditable 4 Star grading (32% in 2009) and 5% achieved our first rung 3 Star grading. We have not reduced our grading assessment criteria, over 100 items assessed in a complete toilet block, and we use our established team of experienced Inspectors – our standards remain high!

The 2010 LOYA Presentation Event was held at the prestigious Chesford Grange Hotel Kenilworth for the first time and was a complete success. The new venue - venue was excellent with inclusive facilities, superb food and helpful staff. Popular entertainer and TV show host Les Dennis provided the after lunch entertainment with a special edition of a unique 'Flushing Fortunes' quiz show.

The 2010 Awards were run in association with Airdri, the UK based manufacturer of warm air dryers, British Toilet Association, The Changing Places Consortium, and The British Cleaning Council. The four national tourism bodies – Visit England, Visit Scotland, Visit Wales and The Northern Ireland Tourist Board, Danfo, flush-wiser (PHS Washrooms), Healthmatic, Lotus Professional and SCA Tork also supported this year's Awards.

Media coverage was excellent and included coverage by the Wall Street Journal. Full details of the WSJ editorial, photographs and a video can be seen by visiting the LOYA website www.loo.co.uk and clicking the link on the World Wide coverage for Loo of the Year Awards event news item.



J D Wetherspoon – Overall UK Winner



Asda – Individual Categories & Baby Change



Ceredigion County Council – Public Toilet Entries & Changing Places Toilet Entries



Highland Council – Local Authority Entries



The latest date for entries is 31st August .

Every entry receives a dedicated unannounced inspection visit and entries gaining three, four or five stars are awarded with a Grading Certificate to help promote the Award winning facilities to the toilet users and council's staff. A range of National Awards and Trophies will be presented at the prestigious Awards Event on Friday 2nd December.

There are National Awards for England, Ireland, Scotland and Wales and UK Trophies awarded to the providers of the very best toilets. The inspection criteria include Disability Discrimination Act (DDA) compliance, cleanliness and overall standard of facilities provided.

2011 LOO OF THE YEAR AWARDS SPONSORS



2011 LOO OF THE YEAR AWARDS SUPPORTERS



More sponsors required – please contact:

01403 258779 information@loo.co.uk

“The Westminster Prospective”

In 2010 with further reductions in core staff at the City Council a different approach was needed to effectively manage the public toilet contract in Westminster.

Westminster officers approached the BTA to seek a way forward; the resulting agreement between Loo of the Year Awards and the City Council has been nothing short of miraculous and very cost effective.

Westminster City Council have been a long standing supporter of the BTA; achieving very good results in the annual Loo of the Year Awards competition, so a framework agreement was devised with similar criteria to the annual inspection of the toilets. A mystery inspection would take place quarterly with all toilets being inspected this included the annual (LOYA) inspection.

A detailed report was then sent to the City Council highlighting areas of improvement and more importantly where the standard had slipped. Upon receipt of this report a meeting was arranged with the term toilet contractor to discuss the contents of the report to acknowledge improvements and identify areas of lack of performance and agree how to action an improved performance.

The reaction of the term contractor has been nothing but positive; the independent assessment of the public toilets has helped with staff moral and identified any training needs. The process has also lead to friendly rivalry between the toilet staff “whose is continually the best”? So much so the contract rewards the best performing toilets post LOYA awards with some staff attending the annual awards.

John Tweddle
Green Spaces Manager WCC

LOO MONITOR SERVICE

The Loo of the Year Awards ‘Loo Monitor Service’ was launched in 2010. An optional additional entry to LOYA it provides unannounced inspection of any ‘away from home’ toilets – with frequencies to meet users’ needs.

To find out more contact us as :
01403 258779 information@loo.co.uk

THE THOUGHTS, DREAMS AND ASPIRATIONS OF A LOO OF THE YEAR AWARDS INSPECTOR



“It’s not just a job; you have to want to make a difference”.

To reward good toilet management and best practice routines and to inspire others to raise the levels of provision and hygiene for all types of toilet users. That was the reason that we all took up this challenge and that Loo of the Year Awards have been so successful for over 24 years.

Each year when we set out to inspect over 1,400 locations, and 5,000 toilet facilities, the inspectors try to envisage the correct type and style of provision that any visitor would expect to encounter at each of the various locations. Working to a developed criterion of over 100 recommendations every inspector tries to match the levels of provision to that facility. Each visit allows for a full inspection of the Ladies/Gents/Accessible/Baby-Change units and Changing Places facilities if provided. From coat hooks to hand rails, locks to sanitary bins, a record is made of all the facilities provided and any/all missing or damaged items are noted. We then inspect the overall cleanliness of the walls and floors, porcelain or stainless steel bowls and basins.

To achieve a 5 STAR LOYA Certificate requires the highest levels of management and daily routine.

Through the years we have encountered some fantastic examples of commercial toilet provision. The owner of a Bar/Restaurant in Belfast City Centre confided to me that he had spent over £120k refurbishing the main toilet facilities. Italian tiles, rich mahogany, smoked glass doors, backlit vanity mirrors and additional shelving with bag hooks. All aimed at the late night drinkers and those enjoying the city’s nightlife.

“Good toilets bring us increased customers and they bring money. Our investment was repaid in less than 1 year as the bar and restaurant turnover has increased fourfold since the official opening. Good toilets increase revenue”

Another site that inspired me was a caravan park in Lancaster. They built a £150k toilet block in the middle of the park. Why, as nearly all caravans and motor homes have facilities onboard? The husband and wife team smiled knowingly and proceeded to explain that they were now a Premier site for travelling vans; and families used this site to stop and refresh the family during their holiday. The new facilities had seen pitch bookings rise month on month to a virtual maximum capacity across the whole season since the toilets were completed.

I’ve witnessed a table set for dinner in the foyer of a Wetherspoon’s toilet in South Wales. When questioned, the manager asked me if I would like to eat my dinner in there – because he and his staff could vouch for the cleanliness.

OK what’s the worst! Well the inspectors have made a few startling discoveries over the years. Bad smells would always be a very off-putting factor; as would flooded floors and stabled animals (including feed and bedding).

However, today’s main problems seem to be focused on drugs and anti social behaviour. A major seaside town has a twin cubicle toilet, close to a prescription chemist, where around 600 needles were deposited each week.



The inspection criteria call for: signage, access, provision, functionality, ambience and cleanliness.

We find it particularly encouraging when we get the chance to revisit an award winning site and see that our ideas for improvement have been implemented from our previous visit. Many providers are also installing new technologies; sanitising sprays for seats and touch free hand washing, energy efficient hand dryers, eco friendly lighting and water saving devices. This year we are all looking forward to inspecting the best 'away from home' toilets in the UK.

That's what makes the job great. To witness and experience the highest levels of care and pride that our Loo of the Year entrants put into providing these great facilities. I count the months each year until I can get on tour again to meet the owners, managers, supervisors and cleaners who invest so much of their valuable time and monies as well as taking a considerable pride in providing the very best toilets for their customers.

All Loo of the Year Awards entrants seem to understand the growing needs of small children, handicapped users, single parents with babies and toddlers and simply the needs of just you and me. **And finally** to welcome everyone to the prestigious LOYA Awards in December and proudly issue them with their 3, 4 and 5 STAR Awards and present major national and UK trophies that recognise them as head and shoulders above the rest of the industry for excellence in toilet provision.

Congratulations to ALL OUR MAGNIFICENT TOILET PROVIDERS

Raymond Martin
July 2010

All LOYA inspectors are trained and experienced in 'away from home' toilets.

Pre-dosed cleaning chemicals to reduce cost, time and waste

Fulfilling all of those criteria is a new range of eco-friendly concentrated cleaning products encapsulated in fully water soluble sachets. The range covers most aspects of chemical cleaning for applications - toilet cleaner and descaler; washroom cleaner; carpet extraction cleaner; degreaser cleaners, disinfectant detergent cleaner; glass / steel cleaner; hard surface cleaners, neutral polished floor cleaner; surface sanitizer and an all purpose cleaner.

The sachets can be used in trigger spray bottles, mop buckets and scrubber driers and provide a practical, safe, economical and eco-friendly alternative to mixing and diluting liquid chemicals and ready to use cleaning products.

In comparison with the traditional format of many cleaning chemicals, the value of pre-dosed chemicals can be measured in financial terms, as well as its ease of use and greener credentials. The overall cost savings being seen by many organisations has only served to increase the success of the Soloclean range - one tub of 10 litre dilution sachets is equivalent to 6 x 5 litre Jerri cans of equivalent floor cleaner and one box of the 1 litre dilution sachets is equivalent to 10 ready to use trigger sprays.

The Soloclean range is available from Ashgrove Specialist Products, a new BTA member and a leading supplier of cleaning and hygiene products. They supply a wide range of products that have been specifically designed with the end user in mind; saving money, time and waste without compromising on high standards of cleanliness and infection prevention.

**For further information,
please contact
Ashgrove Specialist Products Ltd
T: +44 (0)161 366 5557
E: sales@ashgroveproducts.com**

WHAT HAPPENED BEFORE THE TOILET ROLL?

Toilet paper is one of life's little necessities, but what did people do before it was invented? And who first came up with the idea of toilet tissue?

Most of us regard toilet paper as a pretty essential commodity. So it may come as a surprise to find out that it has only been around for about 150 years.

How people managed before that says a great deal for their resourcefulness – and their imagination. In the countryside people used leaves, sticks and hay while early Eskimos used tundra moss and snow. Sheep's wool was used in Viking Britain while the Americans resorted to cobs of corn and the Hawaiians used coconut shells.

However, there was a definite class divide when it came to toilet solutions. Rich people would use wool, hemp or lace – or even a servant. King Henry VIII for example employed a Groom of the Stool who carried out the wiping task for him.

The invention of toilet tissue is usually attributed to the Chinese since the nation's Bureau of Imperial Supplies began producing toilet paper in 1391 exclusively for the use of the emperor. In Europe we went on happily using our old methods until the printing press was invented. Suddenly in the eighteenth century there were numerous periodicals in circulation, many of which ended up cut into sheets and hanging on the back of the lavatory door.

In 1857, US manufacturer Joseph Cayetty began producing toilet paper commercially and selling it for fifty cents a pack. Each pack contained 500 sheets – all of which bore the Cayetty name. Toilet "rolls" came into production around 30 years later.

It was around this time that toilet paper first began to be produced in Britain. Again it was sold in individual sheets but a roll version quickly followed. The first mass-produced toilet paper was coarse to the touch and sometimes even contained wood splinters. Two-ply toilet tissue was invented in the 1940s, and suddenly softer toilet tissue became a possibility.



However, harsher products stayed around for some time and many of us will remember the shiny, non-absorbent Izal and Bronco products that were commonly found in Britain's public washrooms until the 1960s.

But gradually washroom managers began to realise the disadvantages of conventional toilet rolls. They ran out too quickly, for example; they were often pilfered, and they could be taken away and thrown on to a pitch during a football match - a popular pastime in the 1960s and 1970s.

Enter the first industrial-sized roll, which was invented by none other than SCA in the 1970s. This was a highly successful product and has been copied by other manufacturers ever since.

Since then the Tork toilet tissue assortment has expanded dramatically. SCA's latest toilet paper product is the Tork Compact Auto Shift which, with its lockable dispenser, long-lasting rolls and choice of paper qualities, resolves all yesterday's major toilet tissue issues and sets a whole new standard for washrooms.

To conclude, the humble toilet roll may have taken its time appearing in our lives, but it has revolutionised our toilet habits and become one of our most essential items. Whether or not it would figure in the top ten inventions of all time is a moot point, but the toilet roll it has definitely been one of the most useful – and most enduring – creations ever.

Julie Ray
Product and segment manager
of Tork manufacturer SCA



Total toilet solutions

Experience

Public toilet specialists since 1969



Excellence

Multi-award winning installations

Extra Value

Flexible installations

Financing

Full maintenance programme



Environmental Focus

Sustainable products that complement their surroundings

TOILET MAPPING MOVING IN THE RIGHT DIRECTION



The problem

For a large proportion of the population planning a trip away from home not only involves finding the location of a publicly available toilet in the place we are hoping to visit, be it a shopping trip, a fun day out with the children, or just getting to work, but also obliges us to identify the position of toilets along the way. Those of us who are disabled, have certain medical conditions, are pregnant, accompanied by children or are elderly need to know that there are public toilets available when they need them. If we don't know where they are, or arrive and find them closed, it can be physically distressing and in these circumstances very often the only solution is to return home sooner than planned. The alternative option is to stay at home; a no win situation which ultimately restricts our whole way of life and wellbeing.

Where can we find the information we need?

We can contact the Council. But which local authority covers the area we are going to visit? Do we go directly to the internet? What search Terms do we use? What department do we ask for if we telephone? What information about the toilets do we need?

If we are considering an attraction we can consult the brochure. But are the toilet locations and type of facilities available clearly described – or even mentioned at all?

When we arrive at our destination is there signage, not only telling us the location, but also the opening times and the nearest facilities should they be closed?

Having found the toilets, are they as described?

A possible solution?

Could a UK toilet map be the answer? This would not only inform us of the location of toilets in the area we are planning to visit, but could also pinpoint the toilets we might need along the way. It could provide details of the type of toilet facilities available, the opening times, any charges, key requirements and who owns them.

A search of the internet highlights a number of toilet maps, some active, others not, each with its own way of

recording information. With the Olympics almost upon us, the London Assembly is calling for a toilet map ahead of London 2012 for the very reason that the details of current toilet locations are 'incomplete and inconsistent'. A template has been proposed to provide toilet information in a common format. With the information popped into a template, details can be easily updated. A common format used by all councils and organisations involved with public toilets could be the ideal solution and help all of us find the toilet information we need.

An issue

But just when we think we've hit the nail on the head and agreed that a toilet map is the answer to the problem, we should remember that not everyone is computer savvy. Some older people are not comfortable using the internet or are not interested in doing so. Not all young people are keen to search the web and of course, not everyone has easy access to a computer. Libraries, that provide an internet access service, are closing almost as rapidly as toilets.

The popularity of the mobile phone provides us with the opportunity to make available appropriate toilet map apps to download, but this again involves technology that is unfamiliar to many in our society. Also not everyone has a suitable phone and technology changes rapidly.

How to make a toilet map as easily accessible to the loo seeker as the toilets it displays must be a consideration in its formation. Unfortunately there is no one size fits all. But this doesn't mean we shouldn't press ahead.

Inclusivity

Toilet mapping is an excellent idea. The Australian Government is streets ahead of the UK in having a toilet mapping website. Take a look at www.toiletmap.gov.au.

Our own Government is looking to all of us to form The Big Society, but leaves the provision of public toilets off the statute books, stating it is an issue for the cash strapped councils to deal with. Toilet mapping could become one of the solutions to ensure inclusivity within our communities.

Gillian Kemp

BTA Management Committee Member/Campaigner



2011 BTA TOILET INNOVATION AWARDS LAUNCHED

The **2011 British Toilet Association Innovation Awards** will recognise innovation in three key areas of 'away from home' toilet provision: new products, new services and efficiency improvements. BTA wants to hear about innovation that really improves the use or provision of publicly accessible toilets.

In 2010 the Activeion ionator EXP™ was awarded the New Product Award. Swale Borough Council the New Service Award and Andy Loos won the Efficiency Improvements Award.

In addition to the UK, 2010 BTA Innovation Award entries were received from USA, Germany and Spain, including excellent nominations from Airdri for hand dryers, the Hurricane Cordless Floor Dryer, the HYCO D3 Micro - the world's first device for automatically disinfecting door handles, Kimberley Clarke Professional Electronic soap towel dispenser and Slimfold hand towel dispenser; Lotus Professional En Motion Impulse paper towel dispenser, en Motion Soap and Sanitizer Dispenser and Nexturn Hand Towel System, PHS SMARTdri premium hand dryer; Premier Hygienic Premier L850 combined automatic public toilet and street urinal and the Mediclinics Machflow and Dualflow hand dryers.

Anyone can nominate a provider or supplier or their own organisation or company by sending an email to enquiries@britloos.co.uk by Friday 30th September 2011. Nominations must include details of why the product, service or efficiency should be awarded a BTA Innovation Award. All nominations will be acknowledged.

Entrants will be invited to display their innovative products or services at the BTA Annual Conference on 21st September at The Stratford Hotel, Stratford Upon Avon, before judging is completed. "Our Annual Conference is a once a year opportunity for providers of 'away from home' toilets to network with product and service suppliers, as well as user group representatives, to discuss best practice and hear about fresh ideas which are already working", says Mike Bone, Director of BTA. "It also provides an ideal opportunity to recognise the cutting edge of washroom product development and service provision through entries to the BTA's Innovation Awards".

A panel comprising members of the BTA Management Committee will judge each nomination and decide who will gain awards. There may be more than one award in each category, dependent on the number and quality of nominations. The decisions of the judges will be final.

Each award winner will receive a trophy designed specifically for the BTA Innovation Awards and a framed BTA Innovation Award certificate.

The awards will be announced and presented to the winners by a celebrity guest during the 2011 Loo of the Year Awards presentation event on Friday 2nd December at the Chesford Grange Hotel Kenilworth.

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RETAIL

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LOCAL AUTHORITIES

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 Belfast

Blackpool
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 Brighton & Hove
 Bristol
 Cambridge
 Ceredigion
 Cherwell
 City of Lincoln Council
 City of London
 Colchester
 Crawley
 Denbighshire
 East Lindsey
 East Lothian
 East Preston
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 Maidstone
 Morpeth Town Council
 Newcastle
 New Forest
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LEISURE

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ASSOCIATED GROUPS AND ORGANISATIONS

Anxiety UK
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 Asset Skills
 Association of Professional Tourist Guides
 Australian Toilet Organisation
 BCC – British Cleaning Council

BICS – British Institute of Cleaning Science
 Bladder & Bowel Foundation
 Bog Standard
 Changing Places Campaign
 Civil Service Pensioners Alliance
 Centre for Accessible Environments
 Coach Tourism Council
 Dutch Toilet Organisation
 ERIC – Education and Resource for
 Improving Child Continence
 Help the Aged
 London Travel Watch
 Mencap
 Mobility Choice
 PAMIS – Profound & Multiple Impairment
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 PSE – Portable Sanitation Europe
 RADAR – Royal Association for Disability
 & Rehabilitation
 Restroom Association of Singapore
 Russian Toilet Association
 Spinal Injuries Association
 Sulabh - Delhi
 Taiwan Toilet Association
 The Gut Trust
 Tourism for All Consortium
 UK Paruresis Association
 Urostomy Association
 World Toilet Organisation

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LOO OF THE YEAR *Awards* 2010

'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.

