# Public Conveniences in Practice:

## Wychavon’s Approach to operations and management

Tim Lewis, Head of Client Services

# Who we are?

District Council in Worcestershire serving 138,000 residents and 62,000 households. 3 main towns: Droitwich, Evesham, Pershore and surrounding villages. A predominantly rural district with a mixed level of deprivation, ranging from highly affluent to high levels of deprivation.



# Our public toilet network

**11**

**public toilet facilities**

Across four towns/villages

**Droitwich Spa x 3**

**Evesham x 3**

**Pershore x 2**

**Broadway x 3**

Cleansing is currently outsourced to Mitie and includes thrice daily attendances plus scheduled deep cleanses. A strong contractor relationship has proven to be invaluable, particularly in times of challenge.

# Seeing Public Toilets as an essential service

Wychavon have always seen public toilets as an essential service, particularly for those with additional needs; closing public toilets has never been a strategy we have sought to pursue even in times of austerity.

Over £1m of investment has been made into our public toilets over the past decade, refurbishing existing facilities and introducing additional Changing Places Toilets. 7 of our 11 facilities now include a Changing Places Toilet.

We received £210,000 government funding to introduce the last 3 Changing Places toilets at Droitwich, Broadway and Evesham.

2025 Residents survey result:

**86%**

satisfaction rate up from 82% in 2024.

# Changing Places Toilets

People with profound and multiple learning disabilities or with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis often need extra equipment and space to allow them to use the toilets safely and comfortably and preserve their dignity.

| Town | Number of CPT |
|---|---|
| **Broadway** | 2 |
| **Droitwich Spa** | 2 |
| **Evesham** | 2 |
| **Pershore** | 1 |



We are aware that people plan journeys based on accessible toilets and we pride ourselves on providing such a high number of them across our facilities and are seeking to increase the number.

# Loo Of The Year Awards

We see the Loo of the Year Awards as a vital part of our continuous improvement strategy with feedback from inspectors proving invaluable to improving the facilities we offer to our residents.

## 2026 Results:

10 x Diamond awards; the highest award available.

1 x Platinum award

In 2025, we also received the following awards:

- Local Authority Public Toilets of the Year (for the 4th consecutive year)
- Best Leisure Facility Public Toilet
- Period Dignity Award




LOO OF THE YEAR Awards

# Free period products

## Period dignity

Wychavon partnered with Hey Girls to provide free pads and applicator tampons in all female public toilets.

## Free-to-use vending machines in female public toilets

Launched as a trial in July 2025 utilising our Household Support Fund and now has been permanently committed to.



# Supporting Boys Need Bins




## Bins in all 11 male public toilets

Introduced in August 2024

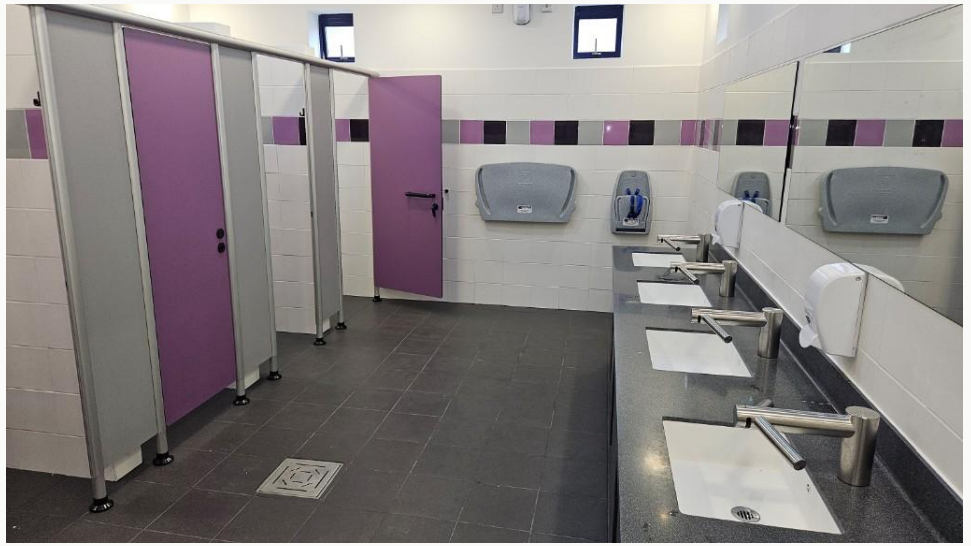
## Dignified disposal for men who manage incontinence

The campaign calls for bins in all male facilities.

# Modernisation and aesthetics



One of our key objectives in any refurbishment or redevelopment is to ensure the facilities are aesthetically pleasing, as much as public toilets can be. Our recent refurbishment of St Andrews Square in Droitwich for example included skylight images to improve lighting.



Traditionally baby change facilities have only existed in female toilets; all of our male toilets include baby changing tables and toddler seats for lone carers of multiple children.

# Making Dementia Friendly Spaces

**Clear exit and entry signs from Alzheimer's Society introduced to the toilet blocks.**



# Sustainable Infrastructure ("Intelligently Green")

As part of our Intelligently Green Plan, we introduced a number of measures to support our strategic aims in combatting climate change.

| Initiative | Aim |
|---|---|
| **Solar Power** | Solar panels are installed on seven major toilet blocks. |
| **Smart Utilities** | Auto-sensing LED lighting, greywater harvesting at some facilities, and sensor-activated taps/dryers reducing energy consumption and costs |
| **Propelair Flushes*** | Low-flush toilets that use air to push waste, significantly cutting water consumption. |

However, we are currently undergoing a programme of removal of Propelair fitted toilets and replacing with standard toilets. Due to insufficient power, we found regular blockages and had to install additional flush tanks to attempt to provide sufficient flushing power which negated the purpose of Propelair. Water usage, as a result, did not reduce and, in fact, costs increased due to regular unblocking of toilets.

# Challenges and combat strategies

Vandalism.

In the past 12 months, we have experienced arson, low level and more significant vandalism.












CCTV exists outside all of the facilities and we have been successful in identifying the culprits in the majority of cases and prosecutions have been obtained. In the event of vandalism and/or successful prosecutions, we advertise via our social media channels which has proven successful in both a deterrent and awareness.

# Challenges and combat strategies

## Vandalism.

Toilet roll holders were regularly broken into and the toilet rolls stolen leading to regular complaints of no toilet roll in facilities. These would be addressed at the next cleanse but does not help those in need of roll at the time.

As a result, we introduced larger and more robust toilet roll holders which has led to 1) reduced vandalism and 2) reduced expense on toilet rolls

# Challenges and combat strategies

## Recruitment.

Although cleansing is contracted out and therefore the risk is on Mitie to ensure staffing levels are maintained, recruitment challenges do exist given the nature of the work and this is still “our” problem given the potential impact on the Council reputationally, particularly given the high standards we hold ourselves to.

Having run services both in-house and contracted out, a contracted out service for public toilets has proven much more resilient in the event of staff turnover with a pool of emergency staff.

# What's Next?

## Abbey Park, Evesham

The existing facility within Evesham is due for demolition as part of the Riverside regeneration project; so a new facility will be designed and installed at Abbey Park to include a Changing Places facility, increasing the number of Changing Places toilets across the district to 8. It will also allow for a larger facility for one of our most well used parks. This is seen as our last opportunity to cement our legacy of high quality toilet facilities before LGR.

# What's Next?

## LGR and Legacy

Currently, in 2029, we will form part of the South Worcestershire Unitary Authority if it continues along the current timeline outlined by the government.

This will include Worcester City and Malvern Hills District Councils as well as part of Worcestershire County Council. The biggest challenge will be ensuring the continuous improvement of our facilities and investment.

# Any questions?

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