

Brighton & Hove City Council Public Convenience



Brighton & Hove

Introduction to client

Brighton & Hove City Council have 83 toilets within the city made up of a mixture of traditional public toilets, participants in the 'Use Our Loo' community toilet scheme and within libraries, museums and leisure centres.

With away from home toilets being very important to the city they continually enter the loo of the year awards run by the British toilet association.



Wettons achievement

Having started this contract in 2004, Wettons has been rewarded through competitive tender a number of times and the contract has now been extended until 2018. From this experience we have been able to combat the difficulties associated with public toilets such as vandalism, graffiti and cottaging activities, and have developed a operational model to minimise disruption and maintain a safe public facility.

Wettons have worked with the city council to gain many awards over the years and Brighton and Hove have been and continue to be rated top public toilets provider of the country in accordance with 'Loo of the Year'. External auditors have consistently awarded and recognised Wettons and a number of our cleaning staff with 'External contractor of the year' award and 'Attendant of the year' awards.

Wettons carry out the upkeep of the buildings with cleaning and minor maintenance, and undertake a number of improvement programs as part of our added value pledge for the toilets; We undertook a local survey with the people of Brighton to find out what they wanted for their public toilets. The lack of a family facility for those with young children or disabled children was top of the list. From this we designed and installed a new family room as well as repainting a number of the toilet blocks to bring them up to date providing a more welcoming environment.

Client quote

"Over the years Wettons have demonstrated that they have an excellent understanding of our objectives and requirements and are able to identify, anticipate and resolve any problems that arise. Their general attitude towards our users is always positive and considerate."

Contracts & Projects Manager

Services

- Daily Public Convenience cleaning
- Window cleaning
- Litter Removal
- Supply of consumables and washroom services
- Minor maintenance
- Waste Removal
- Supply of toilet attendants
- Bio cleaning
- Graffiti removal
- Periodics

