

Appendix 1

Standards Scoring (Away from Home Toilet Charter)	Basic Standard	Meets expectations	Exceeds Expectation
Adequate directions to the toilets for both foot and car users. (Where appropriate).	✓	✓	✓
Proper signage, both outside and inside the toilets, including name of Location, facilities available, person/authority responsible and how to contact if required.	✓	✓	✓
Adequate facilities for female toilet users. (No. Of male cubicles + no. Of urinals x 2 = required no. Of female cubicles).	✓	✓	✓
Hot and cold running water to wash basins in all facilities provided, with adequate provision for soap.	✓	✓	✓
Adequate provision for hand drying, preferably choice of two types.	✓	✓	✓
Lockable toilet tissue dispensers, preferably with spare rolls/tissue.		✓	✓
Sanitary towel disposal units inside all ladies cubicles.		✓	✓
Properly designed and equipped accessible toilets, to include adequate sanitary disposal facilities.			✓
Basic Baby Change Facility within either Disabled Facility or in both Male and Female Facility	✓	✓	✓
Dedicated and properly equipped baby change facilities in both male and female toilets - or as a unisex facility, to include adult toilet Facilities and room for double pushchairs.			✓
Child/family friendly cubicles and/or family toilets, properly equipped.			✓
Older child/adult fixed or height adjustable changing bench in accessible or dedicated cubicle(s).			✓
Effective cleaning regime and management, to ensure proper Standards of cleanliness at all times.	✓	✓	✓
Score	1	2	3

Availability Scoring (Opening Hours)	
Basic Standard 07:00 - 18:00	1
Meets expectations 06:00 - 21:00	2
Exceeds Expectation 24/7	3

Predicted Usage (customers using toilets only)	
Rural (Low)	1
Urban (Medium)	2
Tourist Location (High)	3

Score	Yearly Payment
1 to 3	£ 500.00
4 to 6	£ 750.00
7 to 9	£ 1,000.00