

## Healthmatic Supporting Information for Economy, Place, Access, and Transport Scrutiny Committee Meeting 24/9/24

In the full year 2023, there were 251,433 public users of Healthmatic operated public toilets. In addition to this there are free to access services provided for Council employee's and Market Traders.

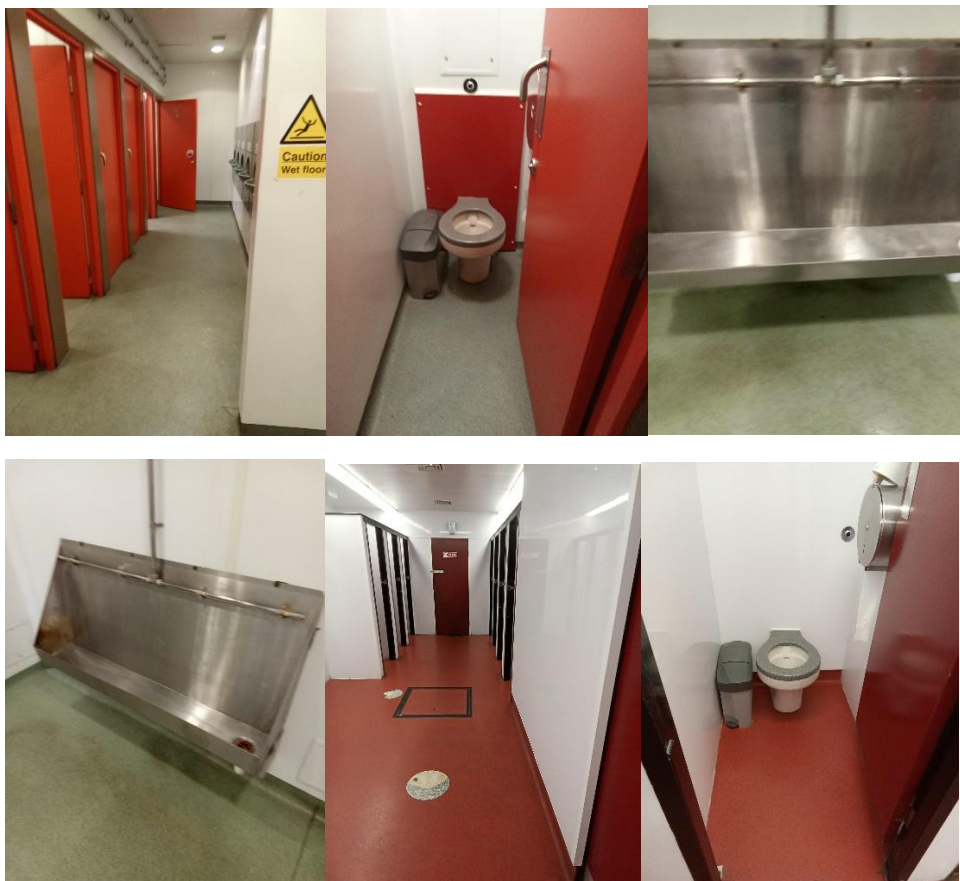
Facilities are opened to the Public seven days a week, cleaned, inspected and maintained on a rolling basis throughout each day. The condition of each facility will vary throughout each day based on.

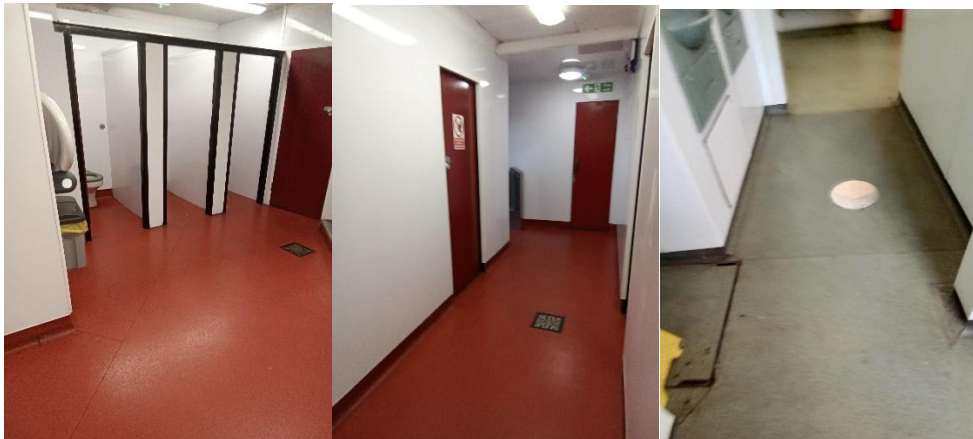
- The level of usage experienced.
- The level of respect for the facilities demonstrated by each user.
- Anti-social behaviour experienced.
- Time since last service visit.

Coin and contactless payment facilities exist at each location and the opening times vary slightly between summer and winter periods.

The variable condition of the public toilet facilities throughout the day is illustrated in the photographs below. The condition status does not vary by time alone but is also affected by the items listed above.

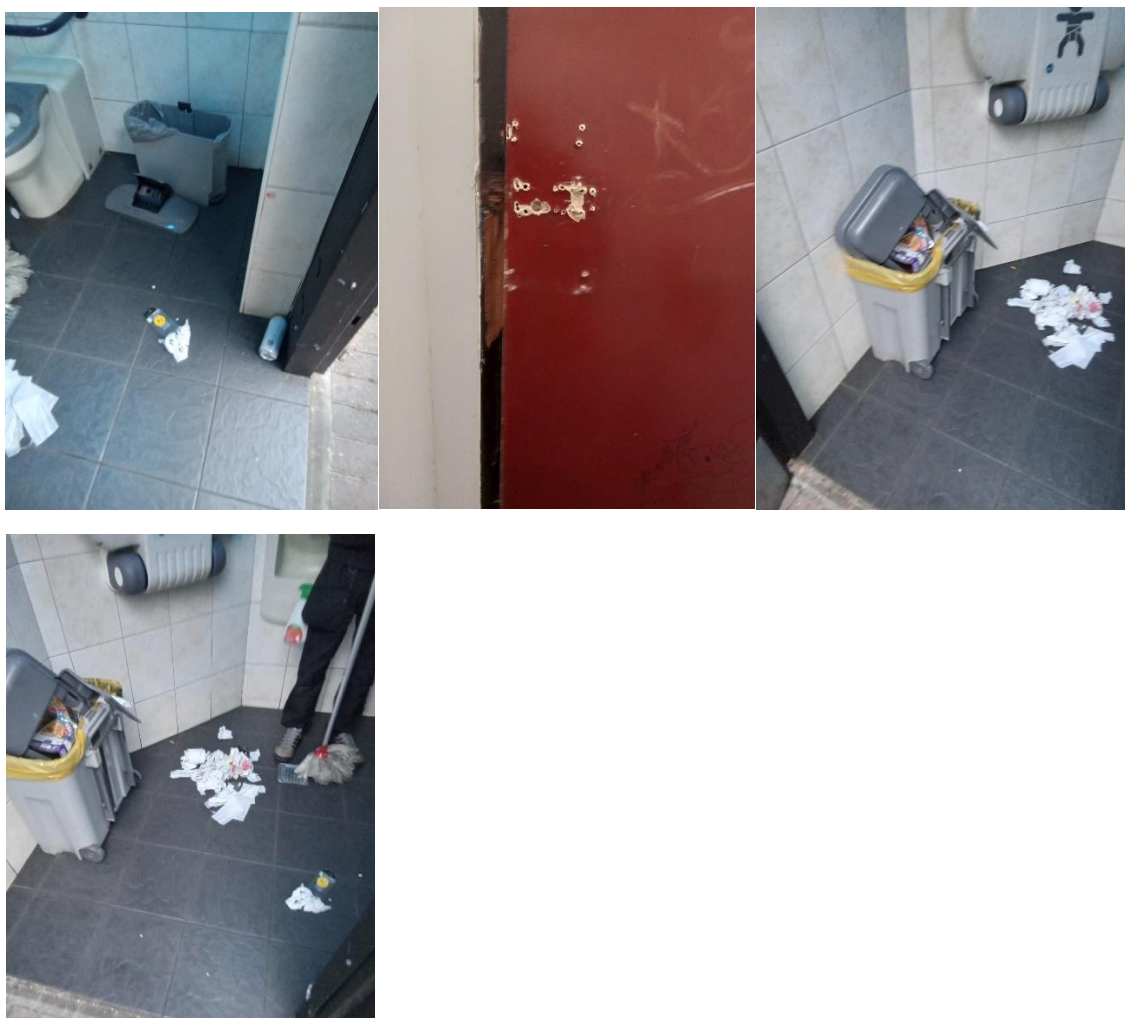
Below are post clean photographs of main Silver Street facility.





This is the typical condition achieved prior to opening to the public each morning.

**Typical pre-clean status is indicated below.**



Increasing instances of anti-social behaviour and drug related instances are also experienced.



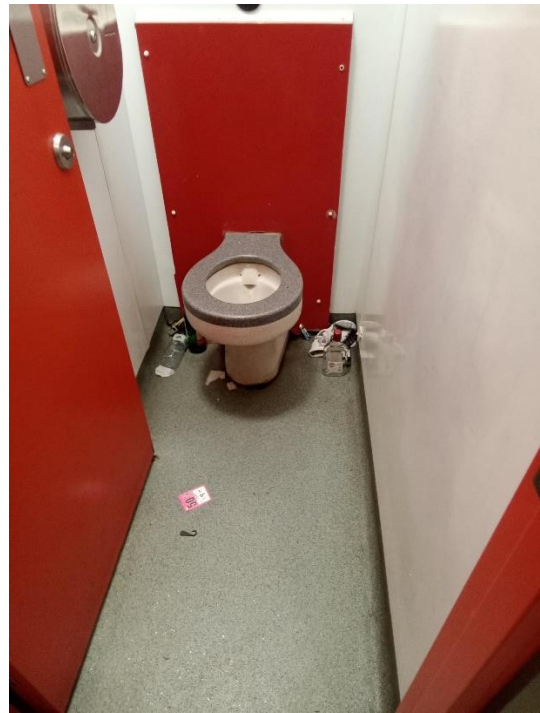
High level blood spatter following drug abuse event at Union Terrace facilities.



Normal usage example of standard cubicle, Union terrace.



Example of typical graffiti event which occur regularly (weekly basis).



Normal usage of cubicle in city centre.

In addition to planned cleaning and maintenance activities, there is a significant level of reactive activity required on a continual basis to maintain the facilities in an operable condition. The graph below provides an indication of the volume of reactive services for buildings and equipment provided across the estate.

**Distribution of reactive events April 2023 to March 2024 inclusive.**

