

Community Toilet Briefing Paper

How does the scheme work?

Local businesses are paid a small annual fee, between £600 and £1,000 to allow people to use their toilets during their normal opening hours. This fee is dependent on the facilities offered by the business. All community toilets are regularly inspected by our officers to ensure they meet appropriate standards.

Participating premises would display one of the following stickers in their window to indicate the facilities offered: **(Example from Herts.)**



The objectives of Community Toilets are to introduce a new way of providing public toilet facilities across the borough; this is done by funding local businesses to offer free access to their toilet facilities to members of the public. The facilities are checked to ensure they meet a suitable level of access, cleanliness and safety. It is a positive step towards addressing the issue of a lack of public toilets, and a step toward improving local collaboration and partnership.

The scheme aims to provide and maintain safe and clean toilet facilities for the public to use free of charge, and to increase customer satisfaction of public toilet provision

How the scheme would work

Local businesses are paid a small annual fee between £600 - £1000 to open their toilets for public use. This fee is dependent on the size and number of conveniences offered under the scheme per organisation. Council departments are paid a flat fee of £200 per year – libraries.

The programme enables local businesses like pubs, restaurants and shops, to work with the Council to make more clean, safe and accessible toilets available to the public.

Members of the public can use toilet facilities during the premises opening hours and without any obligation to make a purchase.

Participating premises display a CTS sticker in their window. A variety of stickers showing male, female, baby changing facilities and wheelchair accessible toilets can be produced showing which premises have what facilities. Permanent signage has also been erected in shopping areas indicating that the scheme operates in the area. Wheelchair access and baby changing facilities must be considered in each area

Estimated costs (taken from LB Waltham Forest)

Estimated Costs

Funding

Funding of the scheme will come from savings made by closing the Councils current public and automated toilet facilities and use of existing staff though will be an impact on staff time so this will create a cost.

Budget Provision example from LBWF

The project budget is £65,000 (not including officer wages) the remainder of funding will be sourced from the closure of the existing public toilets.

Possible Expenditure Forecast

The project expenditure forecast for the next 2 years is detailed in the table below:

Budget Item	Notes	Qty	Unit Price	Total ¹
Membership payments depending on how many businesses sign up suggested aim for 50?	External membership payments range from £800 - £1000. Using a £1000 as the average payment	50	£1000	£50,000
Membership payments	Internal businesses partnerships	10	£300	£3000

The Current Service

LBH currently has 9 automated public conveniences (APC's) which are run by an external contractor JC Decaux as part of a wider contract encompassing street furniture and advertising boards. Some of the APC's have been subject to vandalism and anti-social behaviour particularly the unit in Hildene Avenue. The APC's are not particularly pleasant to use and certain groups particularly women are reluctant to use them and children find them "scary" (anecdotal consensus). List APC's below:

Appleton Way Hornchurch

Hildene Avenue, Harold Hill

Avenue Rd

Cherry Tree Lane, Rainham

Collier Row, Romford

Upminster Bridge, Upminster

Station Parade, Elm Park

South Street, Romford (Marks & Spencer)

Adj. Gidea Park Station,

The Council also has 1 public toilet at Upminster Park Corbets Tey Rd, which the Council maintains.

Romford town centre already has free public WC's in the Liberty and Mercury and Rumford Shopping Hall centres and the Romford Market toilets all open during commercial hours.

Advantages /disadvantages of scheme

Benefits for commercial partners

Working in partnership with Havering to provide a public service

- Free advertising of site on the council website and printed maps
- Free window signs encouraging potential customers to enter the premises
- Potential increase in trade from customers making purchases as a result of entering the premises to use the facilities
- A financial contribution from the council in exchange for providing clean, safe facilities

Benefits for the public

- Increased public toilet provision
- More pleasant experience

Disadvantages

- Only open in commercial hours
- Pubs open later but some people may be reluctant to use pubs especially carers with children /disabled persons?
- Homeless people may be affected as only available in commercial hours?
- Could lead to increased public urinating?
- An EIA should ensure not protected groups are discriminated against, however we need to ensure that homeless people are not excluded by shops cafes etc. as they are not a protected group.

LB Waltham Forest and Newham not sited any disadvantages as such in their documentation. A meeting has taken place with LB Newham who stated that there had not been any negative impact.