

**Written submissions received for the London Assembly's investigation into
public toilet provision in London**

Evidence Log – Public Toilets

Number	Organisation	Contact/Title
Sub-001		Clara Greed – <i>Professor of inclusive urban planning</i>
Sub-002	Age concern	Janet West – <i>Voices of Experience Coordinator</i>
Sub-003	Royal College of Art	Gail Knight – <i>Research Associate</i>
Sub-004	Women’s Design Group	Amy Kennedy – <i>Women’s Design group Project Manager</i>
Sub-005	The Chartered Institute of Plumbing & Heating Engineering	John Griggs – <i>Principal Technical Officer</i>
Sub-006	British Toilet Association	Mike Bone – <i>Director</i>
Sub-007	Crohn’s and colitis UK	Helen Terry- <i>Director of Information & Support</i>
Sub-008	KOVE (Kilburn Older Voices Exchange)	Mel Wright – <i>Coordinator</i>
Sub-009	Sutton Seniors' Forum	Jill Gascoine-Becker - <i>Chairman</i>
Sub-010	London Borough of Waltham Forest	Judy Beaupierre - <i>Senior Administrative Officer, Waste Management</i>
Sub-011		Michael Place
Sub-012		Deborah King
Sub-013	London Borough of Camden	Richard Williams - <i>Acting Head of Street Environment Services</i>
Sub-014	National Childbirth Trust London Region	Natasha Broke - <i>NCT London Region Campaigns and Maternity Services Representative</i>
Sub-015	London Borough of Richmond	Jon Freer - <i>Assistant Director of Environment (Development & Street Scene)</i>
Sub-016	London Borough of Haringey	Donna Watson - <i>Senior Technical Officer</i>
Sub-017	Croydon Council	Cllr Phil Thomas - <i>Cabinet Member, Streets & Environmental Services</i>
Sub-018		Youcef Bey-Zekkoub
Sub-019	Transport for all	Lianna Etkind
Sub-020	Transport for London	Graham Orr – <i>Assembly Engagement Manager</i>
Sub-021	London Borough of Islington	Linda Brosnan - <i>Principal Planner, Planning & Projects (North-South) Spatial Planning and Transport, Environment & Regeneration</i>
Sub-022	British Beer & Pub Association	Jim Cathcart – <i>Policy Adviser</i>
Sub-023	London Borough of Hackney	Pheng Lay - <i>Information Management Officer</i>

Sub-001

Clara Greed

Professor of inclusive urban planning

Thank you for inviting me to comment upon London's toilets, as someone who frequently comes up to London by train from Bristol and uses the local tube and public transport to get to meetings I do find there is a total lack of toilets, no information, poor signposting and very poor toilet situation at transport interchanges and non-existent at Tube stations, and very inaccessible ones at the main railway stations especially Paddington where the toilets are downstairs and through turnstiles which is very difficult and heavy if i am carry a case and have lots of documents and computers for my meeting.

The answer to most of your questions is a resounding 'no'.

The community toilet scheme is a second rate cop out, poorly advertised, and especially difficult for out of town and foreigners and tourists to know about,

research has shown that women suffer especially as many do not like using inaccessible toilets in strange pubs, and many people are very wary of entering fast food restaurants, people feel very awkward and if the patron or shop assistant will not give them the key to the toilet is very awkward and demeaning, further more social control and exclusion can be exercised in deciding who can use the toilet, excluding lots of people. also children and teenagers are not old enough to use pub toilets on their own,. and religious people who will not enter premises where non-halal (non-kosher) meat is served or where alcohol is served are at a major disadvantage and would break their vows to God but suffer in silence.

According to recent research three times the number of men as women use APCS, that is automatic public toilets, as they are not designed well for women, are dirty, people are afraid of either being trapped inside or the door flying open (and women sit and face outwards).

Also most public toilets have very narrow cubicles totally unsuitable for people with winter clothing, bags, children etc, and the gap between the toilet rim and the door is often very narrow

We need proper on street public toilets for everyone especially at transport hubs, main centres and interchanges, and tourist spots

Providing pop up street urinals only for men is the height of inequality for women and incivility for all decent people

our new British STandard 6465 part 4, specifically on public toilets is about to be published soon and in it I wrote a whole section on how to provide a proper public toilet spatial strategy, a hierarchy of levels of provision for different types of area, as well the committee providing improved levels of provision for all

I dread the Olympics, the Streets of London may look as if they are paved with gold but in reality they will be awash with yellow urine, in contrast Beijing provided the most

wonderful and comprehensive public toilets all over the city, and i inspected many of them and was very impressed

I will not go near London when the Olympics takes place and all sensible people will keep clear!

As for everyday life in London, we need toilets for the tourists. for the night time and evening economy and for the transport users, especially with an ageing population, we need them on the surface not down steps and not restricted by narrow turnstiles, 50 pence is far too much to charge, and at railway stations people coming off the Heathrow train do not know the local coinage or what 30 pence looks like so i usually give the money to the Japanese and Americans in the queue as I feel so sorry for them and also I was a Londoner myself for many years and Mum said we must always help the foreigners as it is so confusing to be a city wanting to go to the toilet and not knowing where to find one or how to pay for one

Toilet blessings on your work

Thanks

Clara Greed

Professor of inclusive urban planning

UWE, BRistol, and also member of the World Toilet Organisation, BSI 64645 committee on sanitary installations, and member of International Code Council (and i am going to Philadelphia for the council from 28th October if I don't reply)

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James Cleverly

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4th November 2010

Review of Public Toilets in London

Dear James,

In response to your letter dated 15th October. Chris Wilson, one of our User Panel members for Voices of Experience has given us the information below, which has been put together from some research conducted by the Redbridge Pensioners Forum, of which Chris is also a member.

Chris says, "I am fairly confident that my figures are fairly accurate, but may differ 1 or 2 either way as I am writing mainly from memory. In 2004/5 Voices of Experience Panel member Daniel Lewak, carried out extensive research on public toilets in Redbridge and came up with a list of 23/24 public toilets across the borough. In 2006, when the assembly reviewed the London situation, the number in Redbridge had dropped to 15. Following protests from Voices of Experience, 50+ Forum and the Pensioners Forum this was increased to 18 which I believe to be the current situation.

In the recent review on cuts it was proposed that the total be reduced to single figures. Again after the local papers led the protest, the cuts have been delayed for this year at least. So we still have cuts hanging over our heads. In reply to the questions:

- 1) An increase of 3
- 2) No information on quality or accessibility
- 3) No action in Redbridge on Open London scheme
- 4) No action in Redbridge
- 5) No information on public transport system
- 6) There is not enough information
- 7) The Mayor could head an all out campaign for Boroughs to maintain public toilets to an expected standard.

"Making more of life in Redbridge"

- 7) The Mayor could head an all out campaign for Boroughs to maintain public toilets to an expected standard.

I hope this information is useful for your review. I have emailed a copy of this response to Richard Berry.

Yours truly

A handwritten signature in blue ink, appearing to read 'J. West', with a large, looping flourish at the end.

Janet West

Voices of Experience Co ordinator



Royal College of Art

Postgraduate Art and Design

James Cleverly,
Chair, Health and Public Services Committee
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15 November 2010

Dr Paul Thompson
Rector and Vice-Provost

Schools:
Applied Art
Architecture and Design
Communications
Design for Production
Fashion and Textiles
Fine Art
Humanities

Helen Hamlyn Centre

Dear Mr Cleverly,

We recently received a copy of your invitation for views and information on 'London's public toilet provision since 2006' through Clara Greed, who participated in the previous review.

We would like to take this opportunity to respond based on the findings of TACT³, a 3-year research project that is looking for ways to help older people manage continence concerns. The work of the Royal College of Art's Helen Hamlyn Centre forms part of this project, where we're exploring the environmental barriers that both the public and professionals face in providing public toilets.

The following are our responses to the questions that you posed. We would be happy to discuss any of these points in further detail.

Yours truly,

Gail Knight

Research Associate, TACT³

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Has the number of publicly accessible toilets in London increased since 2006?

There is a perception that there are not enough toilets because people do not know where they are, if they're open, and if they're accessible to them.

However it is difficult to estimate whether publicly accessible toilets in London have increased since 2006, because there's no authoritative data collected on this.

From the experiences of the TACT³ research project¹ we would estimate that those Boroughs that have begun a Community Toilet Scheme (CTS) have more publicly accessible toilets, having closed some public facilities but more than replaced them with CTS facilities (opening hours dependant).

However this assumes that there is adequate signage and information informing visitors and residents of the scheme. If not then the number of publicly accessible toilets will in effect have decreased.

Has the quality and accessibility of toilets improved since 2006?

In general, no. The findings of the Vivacity 2020 project² found that not one toilet had followed Building Regulations Approved Document M correctly.

What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers?

During our interviews for TACT³ of nearly 100 members of the public across the UK, 1 lady mentioned the Open London scheme. At the time (Oct 2009) it was possible to find the webpage through search engines such as Google, however it is becoming increasingly difficult, with so many other 'Open' schemes (Open House, Open Weekend, Open Gardens).

Information around the scheme is a huge problem. Apart from during the initial PR, the website is the only way to find out about participating schemes. There's no street level signage or publicity.

It is also unclear how Open London relates to the businesses included by Westminster in their SatLav text service³ and to borough Community Toilet Schemes. For example, what is the area that is covered by Open London?

¹ <http://www.hhc.rca.ac.uk/2439/all/1/Tact3.aspx>

² <http://eprints.ucl.ac.uk/4847/>

To use the example of the Open London participant Sainsbury's: are all Sainsbury's toilets open to the public? Or just inside Zone 1? Or Zone 2? Or Greater London? Are some councils also paying Sainsbury's to participate in their Community Toilet Schemes? Is this different for national businesses compared to franchises?

The Mayor of London recently commented that MacDonald's was part of Open London, however there's no evidence to support this and as these businesses are franchises it would seem more likely that individual owners would decide whether or not to participate, and to do so through a grant-paying Community Toilet Scheme.

What has been the impact of 'community toilet schemes' run by London boroughs?

During our initial interviews for TACT³ a few people mentioned the schemes or responded positively when they were mentioned.

The impression is that CTS have opened up a lot of 'publicly available' toilets.

However promotion of the schemes is very difficult. Councils that we spoke to struggle to get the businesses to display the stickers in a prominent place, if at all.

They appeal to small businesses because they benefit most from the grant, but the disadvantage of this is that the participants are unknown to outsiders and difficult to remember for locals. Publicity and the sharing of information about the schemes must improve. Some councils are producing maps which show participating businesses, and therefore distribution of this map is important.

Richmond's scheme includes some permanent wayfinding signs, which is a considerable expense, particularly when schemes are setting up, and gaining or losing businesses.

There should also be some monitoring of whether people are using each facility to establish whether the right businesses are participating in the scheme, resulting in a quality not (or as well as!) quantity approach.

A Community Toilet Scheme that residents and more importantly visitors (who won't know the area as well) are not aware of and do not use is not a valuable provision.

Has the provision of toilets on the public transport system increased?

Not aware of any data to ascertain this. However from personal experience the toilets at Canada Water have closed in the last 18 months.

Is there enough information about the location and availability of public toilets?

The Legible London sign system includes public toilets in its maps, which is an improvement. However it does not include information on access to them (e.g. if there are stairs and accessible alternatives), the facilities provided or their opening hours.

The other source of information about the location and availability of public toilets is on each council website (though not always), and even these do not necessarily include maps, facility information or opening hours. This also does not consider that people do not look at council websites when they need the toilet. In fact tourists, visitors and residents who are away from home are all unlikely to know which council they are in.

Open London and Community Toilet Schemes are a huge problem in this area. There is little or no information at street level about participating businesses, and none about the opening hours of businesses (and thus the availability and location of provision at different times of day).

What more could the Mayor do to improve provision or to ensure there is enough information about available toilets?

The TACT³ inclusive design research project has spoken to members of the public, providers and professionals involved in public toilet provision to identify both barriers to better public toilet provision and potential design improvements.

The current findings of the TACT³ research project suggest that there is a need for open data on publicly available toilets. This data could be used by designers, developers and the general public to create maps, apps, and other concepts that would help to not only find a toilet, but to find a toilet that is appropriate to the individual. This data could not only be used for digital concepts but also for maps in hard copy format for an ageing population and the digitally excluded.

TACT³ posted a suggestion for open data on public toilets on the London Datastore website⁴. As this is currently the most popular request outside of transport data, we feel that developers are equally keen to use the information.

We believe the Mayor could help considerably with this.

Whilst open local government data is being encouraged, there are many stumbling blocks to boroughs opening up their datasets, and it could take some years before all boroughs are set up for this. And even once a borough is releasing open data they do not necessarily include toilet data (despite the simplicity of the information). In fact nationally there's only one set of local toilet data on data.gov.uk.

Therefore the Mayor's involvement could accelerate this process by driving the release of toilet data irrespective of councils' own commitment to open data.

We propose that the Mayor:

- Commits to a project to see all boroughs release and maintain open toilet data.

This data must cover all publicly accessible toilets including Community Toilet Schemes. It must also be regularly maintained by the councils to ensure all data is up-to-date.

This is where a one-off project to collect current toilet information, either through the boroughs or the public, would fall short, much like the 'find your nearest' toilet map that was previously produced by the GLA, but no longer available on the website. As soon as one business in London either joins or leaves a CTS the information would be instantly out of date, unreliable, and worthless.

In order to gain council commitment the GLA may need to make a financial commitment to the project rather than waiting for individual borough commitment to open data in general. The London Heat Map is perhaps an example of precedent for this, and a far more complicated and costly project.

- Sets a standard format for open toilet data information.

Whilst any data is better than none, London has an opportunity here to set the standard for public toilet information, potentially on a national scale. Consistency between the data supplied by different boroughs will create seamless information on what is in reality a very fragmented provision.

And by establishing the types of information that would be most beneficial at this early stage (opening hours, type of facility, RADAR access, etc etc) we have a great

⁴ <http://data.london.gov.uk/suggestions-popular>

opportunity to create open data that would benefit the greatest number of people irrespective of personal needs or circumstances, leading to inclusive design solutions to finding publicly accessible toilets.

- Make the data publicly available via the London Datastore and data.gov.uk.
- Expand the project to involve other publicly accessible toilets, e.g. on the public transport network
- Lead by example by using open toilet data to:
 - publicise Open London,
 - include toilet information on maps of the city
 - support private and public projects that use the data, and
 - make use of the data via the London Ambassadors and printed information associated with London 2012.

Sub004 – Womens Design Group

Dear Mr Cleverly

Review of public toilets in London

I am writing on behalf of the Women's Design Service (WDS) in response to the Health and Public Services Committee's recent request for information to support the committee's update review of public toilets in London.

WDS is currently overseeing a London Councils-funded project to set up Women's Design Groups across London, the aim being *"to increase community engagement & participation in local & regional planning & policy development"*.

Women's Design Groups perform for Gender what Access Groups delivered for Disability. WDGs include both women who are professionally involved in planning and the built environment, and women from the local community who have an interest in becoming more knowledgeable and engaged with issues affecting their neighbourhoods.

Public toilet provision is an issue which has been raised repeatedly by women participating in the WDGs project, and therefore I can respond to your questions on behalf of the project's participants as follows:

Has the number of publicly accessible toilets in London increased since 2006?

Anecdotal evidence suggests that the perception is that there are fewer publicly accessible toilets in London than there were in 2006 (NB WDS has not had any figures to support or refute this suggestion).

Has the quality and accessibility of toilets improved since 2006?

WDG participants felt that overall, toilets are cleaner and more accessible to those with disabilities / carers with pushchairs etc. However more baby-change units are still needed, and there is a demand for more 'Changing Places' toilets which cater for disabled adults and their carers who need access to facilities such as a hoist etc.

What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers?

All WGD participants are female, and many are from ethnic or religious minorities. Therefore cultural sensitivities and gender-related issues mean that many of our respondents felt extremely uncomfortable entering licensed establishments in order to use the toilet, particularly as some felt there was still an expectation that users would have to purchase refreshments before being able to use WC facilities.

What has been the impact of 'community toilet schemes' run by London boroughs?

Please see above. Many respondents felt that the 'community toilet scheme' had been used as an excuse by their local authority to close down existing council-owned WCs, without ensuring that adequate provision remained.

Has the provision of toilets on the public transport system increased?

The overall impression is no, the provision of toilets within the public transport system has not increased. Respondents also felt that prices at mainline stations have risen to unacceptable levels. Fifty pence is a lot of money to those on a low or fixed income.

Is there enough information about the location and availability of public toilets?

Again, on the whole the overall impression is "no". Some boroughs with a high tourist footfall perform well in terms of sign-posting public toilets (eg Westminster), but WDG participants feel a lot more could be done in this regard.

What more could the Mayor do to improve provision or to ensure there is enough information about available toilets?

Many WDG participants feel that there should be a statutory duty placed upon all Local Authorities to provide adequate provision of public toilets, taking into account both resident and tourist populations, with an emphasis on cleanliness, accessibility, and good sign-posting.

I hope this feedback is useful to the Committee, and I understand that the Committee will be holding a meeting on this topic in January 2011. I would be most grateful if you could send us further details about this nearer the time. Many thanks for your time and attention in this matter.

Yours sincerely

Amy Kennedy
Women's Design Groups Project Manager

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SECRETARIAT
17 NOV 2010
RECEIVED

James Cleverly
Chair, Health and Public Services Committee
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10th November 2010

Dear James

Response to Review of public toilets in London

Thank you for the opportunity to respond to your review. As Chairman of the BSI committee dealing with public toilet provision (B/209//2) I am particularly pleased to be able to inform you that last week BSI published **BS 6465-4 : 2010 Sanitary installations. Code of practice for the provision of public toilets**. This Standard has been developed over that last three years to address many issues associated with Public Toilet provision. In the past has been uncoordinated and very variable across that country. The new Standard provides a methodology for developing an appropriate toilet strategy for regions of various sizes and also provides recommendations for the location, design and layout of the facilities. I think that you will find the Standard to be a useful benchmark against which to assess your current provision and as a guide to the future development of public toilet provision in London. I have written the contents of the Standard below so that you can see its relevance to your work:

Contents of BS 6465-4:

Foreword

Introduction

Section 1: General

1 Scope

2 Normative references

3 Terms and definitions

Section 2: Public toilet strategy

4 Strategy contents

5 Liaison and exchange of information

6 Survey of existing toilet provision

7 Identifying user groups and user needs

8 Public toilet spatial strategy

9 Types of toilet provision

10 Equality and meeting the needs of different user groups

11 Determining numerical levels of public toilet provision

Section 3: Siting of toilets

12 Principles of siting of public toilets at the local area level

13 Relationship to public transport, parking and footpaths

14 Principles of site analysis

15 Access to and circulation around the building

16 Signage and information

Section 4: Design of toilet blocks

17 External design

18 Security

19 Internal design

Section 5: Management of toilet blocks

20 Management and staffing

21 Cleaning

22 Maintenance

Annexes

Bibliography

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The Standard has been drafted by a committee with diverse membership. Hence contributions have been made to the Standard by organisations that include: British Toilet Association (BTA), Royal Institute of British Architects (RIBA), Chartered Institute of Architectural Technologists, Chartered Institution of Building Services Engineers (CIBSE), Association of Town Centre Managers, National Trust, Women's Design

Chief Executive & Secretary Blane Judd BEng CEng FIET Comp.CIPHE

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Service (WDS), Chartered Institute of Building (CIOB) and the Chartered Institute of Plumbing and Heating Engineering (CIPHE). Since drafting the Standard, discussions have been taking place between a number of represented organisations regarding promoting the Standard and developing research that will inform future revisions of the BS 6465 suite of Standards. The WDS in particular are keen to carry out research in the London area to determine what the priority areas of public toilet provision are perceived to be by users and relate the perceptions to physical measurements so that future guidance can draw upon up-to-date relevant data. If your committee could help with this work it would be appreciated. I am aware of a number of universities that have relevant research projects to this topic who may be able to exchange information and provide students to carry out work. The Universities include: UCL, Loughborough, University of the South West of England, Imperial College London, Royal College of Art, and the University of Exeter.

BS 6465-4 is the latest part of the BS 6465 suite of Standards covering different aspects of Sanitary Appliance provision. In general terms, Part 1 deals with design and scales of provision, Part 2 covers activity spaces for sanitary appliances and Part 3 provides guidance for the selection and installation of sanitary appliances. These Standards also reference a range of other documents and Standards, including the product Standards of B/503 (Sanitaryware), B/504 (water supply) and B/505 (wastewater engineering). The new Standard is available from BSI at a cost of £172 and details can be found on the BSI website at <http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030177389> . I have enclosed a special copy for your personal use.

I hope that this information about the development of Standards is of use to your Committee and that in the future a representative from the London Assembly can participate in revisions to the BS 6465 suite of Standards. If you have any questions, please contact the BSI Committee Secretary Dr Alan Hall or myself.

Regards

John

John Griggs BSc MSc FCIPHE

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London Assembly Review of Public toilets in London 2010

The British Toilet Association (BTA) participated in the Health and Public Services Committee's review of public toilets provision in London, which led to the Committee's report, *An Urgent Need: The state of London's public toilets*. BTA also contributed to and participated in the Department of Communities and Local Government (DCLG) Strategic Guide – Improving Public Access to Better Quality Toilets in March 2008 and the subsequent DCLG Select Committee report *The Provision of Public Toilets* –published on 22nd October 2008.

There is little evidence that provision has improved in London since 2006 and the following information is provided to answer the questions included in James Cleverly's request for information, and support this view.

Has the number of publicly accessible toilets in London increased since 2006?

Despite the fact that the overall number of public toilets in the UK has declined in recent years by at least 40%, and the lack of reliable data makes it impossible to track the decline, the previous Labour Government failed to accept the Select Committee's recommendation that 'the Government seeks a means of collecting this data, either through requiring local authorities to provide figures from their own areas or by charging the Audit Commission with resuming its collection of accurate information on the provision of public toilets. We cannot therefore factually answer this question.

We do know that BTA member and Loo of the Year Award winning City of Westminster have increased the toilet provision by the installation of a 24/7 self cleaning toilet opposite Pimlico underground station, which as well as an asset for commuters it also helps support the traders of Tachbrook Street market. Westminster also installed A Urilift urinal unit by Paddington Station in 2009.

The BTA guidelines for public toilet provision (and the calculation basis in BS 6465 -4 2010 Public Toilets) is 1 toilet for every 550 females, 1 toilet (WC) or urinal for every 1,100 males, 1 accessible toilet and a baby change facility for every 10,000 of a town or cities resident population. This must be adjusted for visitor level/seasonality and significant special events e.g. the 2012 London Olympics. The 2006 *An Urgent Need* report revealed that there was just one public toilet for every 18,000 residents in the capital.

If it is accepted that at best the level of provision has been static since 2006 then the current level of provision is inadequate.

The provision of public toilets is also both a public health and environmental issue.

Has the quality and accessibility of toilets improved since 2006?

BTA promotes Loo of the Year Awards which has evidenced an improvement in the quality of toilets entered in it's annual competition since 2006. We have no basis upon which we can comment on the accessibility of toilets.

The 2006 *An Urgent Need* Report does not include data relating to the quality or accessibility of public toilets against which to measure current data.

An aspect of accessibility is a user's knowledge of where facilities are available and when. There is a lack of information and signage to aid accessibility. For people with medical

conditions that mean they will definitely need a toilet on their journeys they need to plan in advance where facilities will be. The consequence of lack of information will therefore be a limit to the mobility of those who really need toilets.

BTA believe that the Mayor should accept the DCLG Select Committee report *The Provision of Public Toilets* recommendation 'that there should be standard public toilet signage across the country (using symbols rather than text to allow for universal recognition, irrespective of language).

The relationship between provision for males and females remains below acceptable levels resulting in ladies queuing to use the toilet. BTA and BS6465 – 4 2010 Public Toilets guidelines are that the ration of provision for females and males should be 2:1 in favour of females (female WC = male urinal space or WC). We therefore recommend that local authorities and the Mayor require twice as many female toilets in all new toilet developments, or major refurbishment schemes that they have control or influence over, e.g. planning consent.

What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers?

The list of participating businesses and stores displayed on the London.gov.uk website includes only eight participating companies and these include restrictions. The majority of these stores, i.e. Asda, John Lewis, Marks & Spencer's, Sainsbury's and Tesco allowed non customers to use their customer toilets prior the Open London schemes' introduction.

When introducing the Open London scheme Mr Johnson stated that he believes the scheme will provide "a wide range of facilities that are very user friendly and are all committed to the highest level of customer satisfaction"..... Based on the current level of take-up/participation the scheme has had virtually no impact.

What has been the impact of 'community toilet schemes' run by London boroughs?

We are aware of Community Toilet Schemes operating in London Borough of Richmond on Thames, Enfield, Bromley, Lambeth, Sutton, Chingford, and Haringey. We are not aware of any published impact of these schemes or any measurement of their success.

The basis of the Open London Scheme, and Community Toilet Schemes (CTS) in other towns and cities, is a partnership between the Mayor/Local Authorities and local businesses whereby members of the public can use the 'partners' toilets throughout their opening hours and the public users do not need to make a purchase. In many cases the council offers the 'partners' a financial incentive which ranges from £600 to £1100 per annum.

The BTA believe that provided the Schemes are planned, implemented and monitored in a professional way, this additional provision of publicly accessible toilets will extend the level of facilities to all of a town or city's users. BTA does not however accept that the implementation of a CTS can replace the existing LA provided public toilets, which should remain as the main public toilet provision, purpose built to meet the needs of all types of users, providing access to all without any real or imaginary barriers. For example, many parents and carers with babies and children, and those with ethical, religious or cultural objections to alcohol will not use toilets in licensed premises. Businesses that are willing to open their toilets to the public may not be located in the places that public toilets are needed or open when they are needed. They may not provide the Disability Discrimination Act (DDA) compliant toilet facilities required by many, especially the aged, or facilities for those with babies or young children.

Has the provision of toilets on the public transport system increased?

Not to our knowledge. BTA completed a survey of all London Underground (LU) customer toilets in quarter 4 2008 and completed a consultation project for LU with recommendations

for improvements. At that time a no new customer toilets were planned and we have not been notified of any additions or closures since.

Mainline stations at Victoria, Waterloo and London Bridge appears to have remained static, albeit charges have increased. There are insufficient toilets for females at London St Pancras despite the significant expense incurred in re-developing the station. The queues in both areas are unacceptable, especially for a 'new' station.

Is there enough information about the location and availability of public toilets?

TFL display a Toilet Map on their website www.tfl.gov.uk/maps.BTA assisted with the development of this. There is map including details of all customer toilets inside and outside of the ticket gate lines at all LU stations where customer toilets are provided and also all mainline stations. The same website also provides details of locations of all non-LU managed toilets in the vicinity of LU stations within a short walk. The information provided includes details of facilities available, i.e. male, female, accessible and baby change.

London Boroughs, the City of Westminster and the City of London also display details of their authority's public toilet provision on their websites.

City of Westminster has also introduced Satlav which enables mobile phone users to receive a text message notification of the nearest public toilet in relation to the user's current location.

What is needed is a web based guide that will display all publicly accessible toilets – public toilets in the street, in council buildings, CTS/Open London scheme partners toilets - on line or as a smart phone app. BTA have had conversations and communications with various members of the London Assembly /GLA staff since 2008 about producing a suitable guide but changes of staff and budget constraints have stopped progress.

What more could the Mayor do to improve provision or to ensure there is enough information about available toilets?

The very first recommendation of The 2006 An Urgent Need report was that the Government enact a statutory duty for local authorities to ensure there are adequate levels of publicly accessible toilets in their areas. This is even more relevant in the current economic climate when expenditure on provision of public toilets does not rate any priority for many local authorities. However, all local authorities, and commercial organisations, are affected by the prevailing severe economic climate. It is a question of priorities, ingenuity, and care for the essential services, e.g. the provision of public toilets so that the aged and those with continence illnesses can leave their homes secure in the knowledge that they know where available toilets are on their journeys. BTA believe that the only way to ensure that public toilets are provided in all areas is to enact a statutory duty, including London boroughs.

It has been estimated that there are 13million visitors to the South Bank each year and to Lambeth Councils shame there is not one public toilet available. We now understand that one of our corporate champion members, Healthmatic, will be opening a high quality toilet on the South Bank which will be funded by the charging an entry fee. The Mayor could encourage similar commercial enterprise by introducing incentives to make this type of venture attractive.

Indeed, all of the recommendations in the 2006 An Urgent Need report were valid and should have been implemented or improved upon. The Mayor needs to establish what progress has been made and explain why any recommendation has not been implemented.

BTA are aware of the significant planning that LOCOG has undertaken to ensure that adequate toilets are provided at all 2012 Olympics venues. The Mayor needs to ensure that all London Boroughs that will be impacted by the Games are similarly prepared to provide toilet facilities outside of the venue boundaries. Lack of toilets in London in 2012 will certainly be bad for London's image and public hygiene / environmental issues i.e. street fouling could easier arise if this matter is not addressed It would be a tragedy

if the legacy of the 2012 Olympics was a record of poor or non existent facilities for the millions of spectators and visitors who deserve the provision of clean, safe and hygienic toilets.

The Mayor should also ensure more effective consultations with local community groups. Communities are often either ignored or not taken seriously. The research notes in the 2006 An Urgent Need report express surprise at the number of groups trying to improve facilities. This illustrates the need for joint effort which is far more effective.

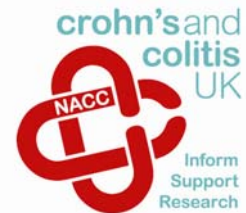
The plight and needs of mobile workers, e.g. bus and taxi drivers, the emergency services, night time economy workers etc is not mentioned at all in the 2006 An Urgent Need report. They must be considered and adequate provision made for them.

There are numerous 'Walks4life' in London but none appear to show the locations of public toilets, though some do show medical centres for some reason. This is an opportunity for the Mayor to have an input and get people who would otherwise stay indoors, out walking knowing that along the route there is a toilet if needed. [The person manning the Walk4Life stand at the UKPHA conference earlier this year did not realise the importance of the need for toilets but accepted it was an issue for many people. However on looking at the website recently nothing has changed to date]

The Mayor should involve BTA, who represent the needs of toilet users, providers and suppliers throughout the UK and can provide help and advice based on experience and expertise.

Mike Bone
Director
British Toilet Association
18th November 2010

19th November 2010



James Cleverly AM
City Hall
The Queen's Walk
London
SE1 2AA

Crohn's and Colitis UK (NACC)
4 Beaumont House,
Sutton Road, St. Albans,
Herts. AL1 5HH

Administration: t. 01727 830038
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enquiries@crohnsandcolitis.org.uk
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Dear James Cleverly AM

Response to the review of public toilets in London

Crohn's and Colitis UK is the working title for the National Association for Colitis and Crohn's Disease, a national charity which represents the needs of 240,000 people in the UK living with these conditions, collectively known as Inflammatory Bowel Disease (IBD). Symptoms of IBD include frequent diarrhoea and/or faecal incontinence. Day to day living is affected by a constant anxiety about suddenly needing a toilet and having very little time to find one, and this can have a devastating impact on the ability to engage in activities away from home. The provision of public toilet facilities is, therefore, an issue of great concern to people living with IBD.

Crohn's and Colitis UK welcomes the opportunity to provide views and information to the update of the Health and Public Services Committee's report *An Urgent Need: The state of London's public toilets*. We have not commented in detail on the specific questions posed in this review, focusing mostly on the concerns and needs of people with IBD in relation to these issues. We also support the recommendations of the Communities and Local Government Select Committee in their report 'The Provision of Public Toilets', published in October 2008, and call for these to be considered by the London Assembly as part of their review of public toilets in London.

1. Ulcerative Colitis and Crohn's Disease, collectively known as Inflammatory Bowel Disease (IBD), affects approximately 1 in 250 people living in the UK. There are up to 18,000 new cases every year and research has shown that the number of people with Crohn's Disease has been rising, particularly among young people. These life-changing conditions often start in teenagers and young adults and last for a lifetime - with the disease flaring-up at unpredictable times. The causes of IBD are unknown and there is no cure.
2. The sudden and uncontrollable need to use a toilet is a genuine and recognised symptom of IBD. A 2007 NACC survey of 974 young people with IBD underlined the profound effects that IBD can have. Isolation brought about by needing to be in easy reach of a toilet, combined with the symptoms of pain and tiredness, was found to be a consequence of IBD; 43% of young people reported feeling seriously isolated at the time of their diagnosis. When asked for general comments about their lives and the way it had impacted upon their lives, 246 young NACC members stated that their disease made socializing almost impossible, 183 of these stating that 'always needing to know the proximity of a toilet' most affected



Richard Driscoll, Chief Executive Keith Stewart, Chairman
Crohn's and Colitis UK is the working name for
The National Association for Colitis and Crohn's Disease
Charity registered in England No 1117148 and in Scotland No. SC038632
A company limited by guarantee in England: Company number: 5973370



their lives.ⁱ

3. Having an 'accident' in public is every patient's worst fear and can have a devastating effect on their ability to undertake everyday activities such as going to work, shopping or socialising. Outings have to be meticulously planned taking into account the availability and location of public toilets.
4. Many patients carry a RADAR key (NKS for disabled people); however concern has been expressed about toilet closures which have undermined confidence in the scheme. A lack of adequate facilities at bus and train stations and on board trains exclude many patients from using public transport, and at present the Blue Badge Scheme doesn't cover patients who need to park in restricted areas for urgent access to a toilet.
5. Crohn's and Colitis UK members are issued with a Can't Wait Card which has the message *"Please help – our member has a medical condition which means they need to use your toilet facilities urgently. Your kindness and cooperation would be much appreciated."* This card is intended to make it easier for members to ask to use toilets in shops and offices without having to give a long explanation about their condition. However, it doesn't guarantee access and we hear from members who have been very distressed when access to toilet facilities has been refused.
6. Crohn's and Colitis UK members have expressed their concern about the closure of public facilities (numbers of which have halved in a decade from 10,000 to 5,000.ⁱⁱ) and fear that other initiatives to improve their participation in daily life could be undermined by these closures and any further decline in provision.

Number of publically accessible toilets

Crohn's and Colitis UK supports recommendation 2 of the Health and Public Services Committee's report (The Report) which states that "All London boroughs should, when reviewing their unitary Development Plans, make specific reference to policies of increasing the amount of publicly accessible toilet provision and use their powers through section 106 planning agreements."

Similarly, recommendation 19 of the Communities and Local Government Select Committee's reportⁱⁱⁱ calls for local authorities to make full use of positive letting policies to ensure a greater number of toilet facilities available for the general public. This ought to be implemented in London.

We would encourage the implementation of recommendation 23 from the Select Committee, that local authorities should consider placing the provision of toilets within one or more of the six National Indicators that link the provision of toilets. Local authorities should "find ways to include the provision of public toilets in the duty to support their local community, through, for example, Community Strategies, Local Development Frameworks, Local Area Agreements and Business Improvement Districts."

In addition we endorse the Select Committee recommendations 24 & 25 which encourage local authorities to consult their local community if they plan to close any public toilets, and demonstrate the case for the closure.

We welcome the 2006 London Assembly Consultation recommended that "the Government enact a statutory duty for local authorities to ensure that there are adequate levels of publicly accessible toilets in their areas." In the absence of an imposed duty, encouragement should be given to local authorities to "develop a strategy on the provision of public toilets in their areas, which should include consultation with the local community and which should be reviewed annually."^{iv}

We encourage efforts to increase the number of public toilets each year in order to improve the ratio of toilets to members of the public and cater to the special needs of people with IBD and other vulnerable groups.

Quality and accessibility of toilets

The Health and Public Services Committee's report makes recommendation for all local authorities in London to "review the costs and benefits of toilets in public health and environmental terms during any review of their public toilets facilities." We support this and trust that this recommendation will be implemented as part of this review.

Recommendation 8 from the Select Committee ought to be implemented to ensure the Disability Discrimination Act is not used as an excuse to close public toilets.

In order to ensure clean and safe toilets, we would suggest that each local authority considers recommendation 6 of the Communities and Local Government Committee's report, and suggest looking into the costs and benefits of employing toilet attendants, or at least ensuring there are regular inspections, in order that the public regains its confidence in using public toilets. Further, we support recommendation 20 of the Committee, which calls for environmental health officers to ensure that public toilets are provided and maintained for public use in relevant commercial premises by reviewing plans and licence applications to ensure that adequate sanitary facilities are provided."

In planning public toilet provision, authorities are encouraged to take into account the needs of older people and those with severe disabilities. Whilst we agree with this, it is important that the needs of all those with varying disabilities are accounted for, thus any needs assessment must be extended beyond provision for these groups or others with mobility problems. We therefore ask that local authorities carry out needs assessments of other vulnerable groups such as those with IBD. This would include looking at how easy people with IBD, who may have a very urgent need to use the toilet, are able to access the facilities. Needing consideration would be the opening hours of toilets, the number of toilets, and the location of toilets (not just in tourist hotspots but with provision spread across all areas so that the individual is never far from a toilet). Upon arriving at the toilet the individual needs to have the assurance that they will be able to access it, this is where matters such as opening hours and charges for toilet use come in. Multiple toilets also take preference so that people with conditions such as IBD are not placed in a very difficult situation if they find a toilet and it is out of order or engaged.

While not opposed in principle to a reasonable charge being made for the use of facilities, some provision would need to be in place to allow access to people with conditions like IBD who may need urgent access to the toilet and may not always have the correct change on them. If local authorities start charging for toilets they should look into this matter, and should consider the use of RADAR keys or tokens for these groups of people.

Community toilet schemes

Community toilet schemes are seen as a partial solution to the provision of publically accessible toilets, but these still need to be supplemented by other types of provision.

The shortfalls of the CTS are that some people are uncomfortable about asking to use the toilets in cafes/pubs, and that unless they are aware of the scheme and have a good knowledge of the locality they may not be able to locate these toilets. In addition, there needs to be provision to cover all times of the day and night.

Community toilet schemes could be improved by making them more welcoming to the public and easier to find. Many of the web pages which cite information are not in use. It is likely, therefore, that people visiting the area, and even some local people, will be unaware of where they can use these toilets.

Recommendation 21 of the Select Committee report calls for local authorities to encourage establishments selling food and drink to provide public toilet facilities on their premises, following relevant British Standards. This is especially true of the London area where there are many small cafes which do not supply toilets, even for their customers. As a result these places are particularly inaccessible to those with conditions such as IBD. Thus we recommend the implementation of this recommendation to improve access for customers and all members of the public.

Toilets on the public transport system

Tube maps showing toilets are useful, however, travelling on the tube is still very problematic for people with conditions such as IBD because of the limited number of stations with toilet facilities. We would encourage the Mayor to use his existing powers to specify the provision of toilets as a condition for successful tender when stations are due for refurbishment. This is also recommended by the Communities and Local Government Committee (Recommendation 12) which calls on The Mayor to include the requirement to provide public toilets in any tendering process station upgrades in those national rail services that come under his control. Also stated in their recommendation (12) is an endorsement of “the London Assembly’s recommendation that the Mayor should extend his policies to improve surface transport, to those national rail services that come under his control.”

Information about the location and availability of public toilets

Tube maps showing toilets are useful, but these need to be made available on trains and at stations.

Many boroughs have lists of where toilets can be located but these are of limited use to those without detailed knowledge of the area. Similarly many of the web pages dedicated to locating public toilets have expired. For example, the “my nearest service” webpage is now out of use.

A person with IBD who visits London is likely to look at where public toilets can be found prior to their trip. However a Google search does not come up with the websites of London Travel Information Line, Visit London and TfL, where the London Assembly Consultation states that maps of public toilets in London are hosted. When the websites outlined in the Consultation are viewed, these show no other map of toilets other than the tube map.

People with IBD need visible, clear and standard signage to help them find toilets quickly. Detailed information on opening hours and location can also help with advance planning when visiting or travelling around London. It is our view that further effort is needed to produce such information in promotional leaflets and reliable and easy to find websites.

What more could the Mayor do?

Recommendation 8 of the London Assembly Consultation suggests the Mayor and local authorities “produce a London-wide public toilet map, including those owned by councils and by public transport operators and make this information available online, via the London Travel Information Line, Visit London and TfL websites, and in print.” This does not appear to have been done. If produced, this should be very easily accessible and easy to find using search engines. Hard copies should also be available in tourist information centres, at tube and mainline stations, in libraries and at tourist hotspots.

More schemes like “Sat Lav” used in Westminster would be welcomed.

More businesses could be encouraged to sign up to “Open London” scheme, and this needs to be better advertised.

In Summary

- Ulcerative Colitis and Crohn's Disease are both forms of Inflammatory Bowel Disease (IBD)
- Approximately 240,000 people in the UK suffer from IBD
- IBD is a lifelong condition that starts most frequently between the ages of 10 and 40 years
- IBD causes swollen, inflamed and ulcerated intestines
- Symptoms include abdominal pain, weight loss, tiredness and diarrhoea
- People with IBD live with the problem of an unpredictable, frequent and urgent need for access to a toilet because of diarrhoea
- The experience or fear of faecal incontinence is very undermining to a person's confidence and self esteem
- Crohn's and Colitis UK is a national charity, founded in 1979 to provide information and support, raise funds for research, increase awareness and understanding of the conditions

and campaign for the provision of better services to meet the needs of people living with IBD

- Members of the charity are issued with a Can't Wait Card to help when seeking toilet facilities urgently in public places.
- Access to toilet facilities is of paramount importance to provide the reassurance people need when away from home, and to minimise the disabling impact of IBD.
- Crohn's and Colitis UK welcomes any initiatives to increase provision of toilet facilities, including schemes to encourage shops, cafes, pubs and other businesses to provide toilets to the public as well as paying customers.
- A duty should be placed on local authorities to ensure that there are adequate levels of publicly accessible toilets in their areas.
- Local authorities are encouraged to "develop a strategy on the provision of public toilets in their areas, which should include consultation with the local community and which should be reviewed annually."^v
- In planning public toilet provision, assessments should include the needs of people with IBD.
- Signage and information on the location and opening hours of public toilets needs to be clear and readily accessible.

Helen Terry
Director of Information & Support
Crohn's and colitis UK
November 2010

ⁱ NACC 2007 Survey of Young People with Colitis and Crohn's Disease. Report prepared for NACC by Healthcare Solutions. Data analysis undertaken by NSM Research.

ⁱⁱ British Toilet Association

ⁱⁱⁱ House of Commons Communities and Local Government. The Provision of Public Toilets. Twelfth Report of Sessions 2007-08

^{iv} House of Commons Communities and Local Government. The Provision of Public Toilets. Twelfth Report of Sessions 2007-08

^v House of Commons Communities and Local Government. The Provision of Public Toilets. Twelfth Report of Sessions 2007-08

KOVE

James Cleverly
Chair
Health & Public Services Committee
London Assembly
City Hall
The Queen's Walk
SE1 2AA
17th November 2010

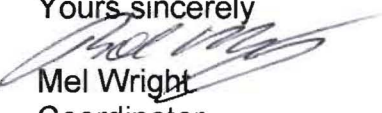
Dear James Cleverly

Thank you for your invitation to comment on the **review of public toilets in London**. KOVE (Kilburn Older Voices Exchange) would like to contribute the following comments specifically regarding our own area of Kilburn & West Hampstead area.

- 1) Number of public toilets: Less public toilets now than in 2006. Local parks have abandoned theirs.
- 2) Quality & Accessibility – The quality has not improved as there are less toilets and 'Customer Only' signs have appeared to have increased.
- 3) Mayor's Open London scheme does not appear to have been implemented in Kilburn eg large stores: M&S, Boots, Peacocks, Primark. Sainsbury's has a toilet but it is hidden and not advertised.
- 4) We are still hoping that Camden will run a community toilet scheme in Kilburn given its success elsewhere - a small scheme in Kentish Town and in other boroughs. KOVE has been campaigning for a pilot scheme in Kilburn for some years. Representations to the Kilburn Area Forum in 2009 looked promising. KOVE continues to lobby for this.
- 5) There has been no increase in provision of toilets in local public transport system. (only one exists at Kilburn underground station and is not clear where it is.)
- 6) Only KOVE have produced what toilets are available. Our '*For Your Convenience*' guide on toilets in Kilburn High Road - for customer use (2006) - copy enclosed. This booklet is seen as valuable as it shows mobility access.
- 7) It would help if the Mayor could help by applying pressure on councils to take more responsibility for creating access to community toilets, forge partnerships with local businesses

With best regards

Yours sincerely



Mel Wright
Coordinator
KOVE

Coordinator Mel Wright mwright587@aol.com. Tel: 07539390786
208 WEBHEATH, PALMERSTON ROAD, LONDON, NW6 2JU
Website : www.kove.org.uk
Registered Charity No: 113417

SURVEY OF PUBLIC TOILETS IN SUTTON - November 2010

Premises	Address	Opening times	Toilets	Disabled access?	Part of Community toilet scheme	Scheme Signs visible?	Cleanliness & Maintenance Best 5*	Comments
ASDA	231 High Street	Mon: Sat 8am - 10pm, Sun: 11am - 5pm.	M&F	Yes	Yes	No	Male **** Female ****	Broken toilet seat and tops of taps missing in female toilets
B&Q	Sutton Court Road	Mon-Fri: 7am - 9pm, Sat: 7am-8pm. Sun: 10am - 4pm.	M&F	No	Yes	No	Male **** Female ****	Broken door lock in male cubicle.
BHS	136 High Street	Mon: Wed & Fri 9am- 5.30pm, Thurs: 9am-8pm, Sat: 8.30pm - 8pm, Sun: 10.30am - 4.30pm.	M&F	Yes	Yes	No	Male ***** Female ***** Disabled *****	Disabled toilet on 1 st floor at back of café. Access by lift. Male and female toilets are up another flight of 20 steps. One door of female cubicle had a large hole, where position of bolt had been moved.
Burger King	Sutton Green		M&F	Yes	No	N/A	Male ***** Female ***** Disabled *****	
Café Delight	325 High Street	Mon - Sat: 6am - 5pm, Sun: 8am - 4pm.	M&F	No	Yes	At bottom of glass door	Female *****	
Civic Offices	St Nicholas Way	Mon -Sat: 8am - 5.30pm.	M&F	Yes	Yes	No	Male ***** Female *****	Female toilets closed for maintenance.
Debenhams (Previously Alders in original survey)	St Nicholas Centre	Mon-Wed &Fri: 9am - 5pm, Thurs: 9am - 8pm, Sat: 9am - 6pm, Sun: 11am -5pm	M&F	Yes	Yes	No	Male ***** Female ***** Disabled *****	
Empire Cinema	St Nicholas Way	Mon-Fri: 12noon - 9pm, Sat-Sun: 10.30am - 9pm.	M&F	Yes Radar Key	Yes	No		Female toilets closed for maintenance.
Gibson Road Car Park	Gibson Road	Car park opening hours	M&F	No	Yes	No	Female *****	Toilets locked due to vandalism. Key available from office.
The Grapes Pub	198 High Street	Sun-Thurs: 9am – midnight, Fri-Sat: 9am - 1am.	M&F	Yes	Yes	No	Male ***** Female *****	Toilets situated at back of restaurant. Signs only visible from the restaurant.
Green Tree Café	High Street		M&F		Yes			
Kentucky Fried Chicken	High Street		M&F		No	N/A	Female *****	
Manor Park	Throwley Way	Mon – Fri: 10am – 4pm Sat: 10am – 5pm.	M&F		Yes	No	Unisex ***** Disabled *****	Very clean

Premises	Address	Opening times	Toilets	Disabled access?	Part of Community toilet scheme	Scheme Signs visible?	Cleanliness & Maintenance Best 5*	Comments
Marks & Spencer	142 High Street	Mon - Wed & Fri: 9am - 6.30pm Thurs: 9am - 7pm, Sat: 8.30am - 6.30pm, Sun: 11am - 5pm	M&F	Yes	Yes	No	Male *** Female *****	Male toilets dirty; waste bin overflowing with used paper towels. Female toilets were very clean.
McDonalds	168 High Street	All week: 6am - 11pm	M&F	Yes	Yes	No	Female *****	
Moon on the Hill Public House	Hill Road	Pub opening hours	M&F	No	No	N/A	Female ***	Clean but could do wit some refurbishment.
St Nicholas Shopping Centre	St Nicholas Way	Mon -Wed & Fri: 9am - 5.30pm, Thurs: 9am - 8pm, Sat: 9am - 6pm, Sun: 11am-5pm	M&F	Yes	Yes Radar key	No	Female ***** Disabled *****	There is a disabled toilet on the ground floor; entry by Radar key. Other toilets on 3 rd floor.
Sutton Library	St Nicholas Way	<i>Top floor toilets,</i> Tues – Thurs: 9am - 8pm, Sat: 9am - 5pm, Sun: 2pm - 5pm <i>Ground floor toilets,</i> Mon - Fri: 9am - 8pm, Sat: 9am - 5pm, Sun: 2pm - 5pm.	M&F M&F Unisex	Yes Yes	 Yes	 On back doors only	2 x unisex 1 disabled 1 Disabled for everyone ****	No separate male toilet, which caused delays. Emergency pull-cord missing. No hot water
Times Square Car Park	Side of car park in Throwley Way	Car Park opening hours	M&F	Yes	Yes	No	Male Locked Female ** Disabled '0'	Toilets just about acceptable in a crisis. Disabled toilet was very dirty under rim of toilet bowl and filthy old container on wall.
Times Square Shopping Centre	High Street	Mon-Wed & Fri: 9am - 5.30pm, Thurs: 9am - 8pm, Sat: 9am - 6pm, Sun: 10.30 - 4.30pm	M&F	Yes, with Radar key.	Yes	No	Male ***** Female ***** Disabled *****	Two of the seven cubicles were out of order. The visible facilities were clean.
SCILL	3 Robin Hood Lane	7 days a week: 24 hours		24hour access with Radar key	Yes	No	Disabled *****	

Businesses without public toilets that would allow emergency use of staff toilets: New Look, Next

Businesses that would not allow public to use their staff toilets in an emergency: Matilan, TJ Hughes, Wilkinsons, Waterstones

Businesses visited but no manager available: Primark, Peacocks.

SURVEY
of
TOILETS IN SUTTON TOWN CENTRE
November 2010

by
Sutton Seniors' Forum

SURVEY of TOILETS IN SUTTON TOWN CENTRE November 2010

Twenty nine premises in central Sutton were visited by three members of Sutton Seniors' Forum, in order to check on what, if any, toilet facilities were available to older people in Sutton. Facilities for people with disability were also considered. Some premises had agreed, for a financial remuneration from the council, to be part of a community toilet scheme, launched in July 2009. (See Appendix 'A') Only two of the participating premises displayed signs in their windows. Visits were made to eight businesses that do not have public toilets, two of which said that in an emergency, they would allow customers to use the staff toilets, four said that due to 'Health & Safety' or 'insurance problems', they could not allow members of the public to use their toilets.

Sutton Seniors' Forum carried out a more comprehensive survey of toilets available to the public some years ago, which covered the whole of the London Borough of Sutton. Some of those businesses have ceased trading or have been taken over by other companies. Due to the extremely short notice for the completion of the current survey, only the town centre has been assessed. Two female and one male member of Sutton Seniors' Forum carried out the inspection, therefore it was not always possible to inspect both male and female toilets in every premises, or to inspect every possible premises. The majority of the toilets were clean and well maintained. One obvious problem was a lack of signs indicating where toilets were available. Once inside a pub or restaurant one could find signs for toilets. In the two shopping centres there were signs at the entrance to the toilets but as a stranger to the town you would have to find the facilities first. We could find no signs in the street.

It may be of interest to people who have recently been diagnosed with conditions which would cause urgent need to find a toilet, such as ulcerative colitis, that they may be able to obtain a card that can be shown in any shop to support their request to use the shop facilities, in an emergency. These cards may be available through the support groups or societies dealing with the specific conditions.

A table showing the results of the survey is attached.

Appendix 'A'

Sutton community toilet scheme launched 10.07.09

Demands from residents for more public loos in Sutton town centre have been answered by the council with the launch of a community toilet scheme today (10 July 2009).

Under the scheme 14 premises in the High Street including shops, cafes and supermarkets will allow passers-by to use their toilets during opening hours. People do not need to make a purchase.

In return the council will pay each business £300 a year towards the costs of cleaning and maintaining their loos.

As a result town centre visitors have access to more clean, safe and accessible toilets, including baby changing facilities and disabled facilities.

Visitors should look out for stickers in the windows of participating premises.



"It's very expensive for the council to build new toilets and also costly to maintain them as they are often a magnet for vandalism and anti-social behaviour. They are not good value for money for our residents.

"By working with our local businesses we have responded to the calls and this is another example of how local people can influence our services. There are now clean, safe and accessible toilets available to the public along the entire High Street."

The participating venues are ASDA, BHS, Café Delight, B&Q, Debenhams, Empire Cinema, M&S, Green Tree Café, McDonalds, St Nicholas Shopping Centre, Times Square Shopping Centre and SCILL, as well as toilets in Sutton Central Library and the Civic Offices

To find out more about the scheme and participating venues go to www.sutton.gov.uk/toilets

Sub-0010- London Borough of Waltham Forest

Dear Richard,

Further to your letter and email regarding the provision of public toilet facilities, please find below and attached our response:

- How has the number, quality or accessibility of public toilets in your borough changed since 2006? all 5 public toilets and 5 APCs were closed and we now have 38 community toilets, the quality and accessibility have greatly increased.
- What challenges does your borough face in providing public toilets? having a mix of toilets which are evenly distributed across the borough so accessible to all residents; different types of establishments which meets public needs; which cover a range of opening hours; provision of disabled facilities and ensuring they are consistently well maintained.
- What plans does your borough have for establishing new toilets or closing existing toilets in the foreseeable future? there are no plans to establish new publicly maintained toilets; we are continuing to recruit, subject to financial constraints, suitable members to the community toilet scheme based on the challenges above
- What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers? more interest from private establishments to join the community toilet scheme
- What has been the impact of 'community toilet schemes' run by boroughs? cheaper, cleaner, safer and more accessible toilets
- How do you ensure residents have information about public toilets, and what can the Mayor do to help ensure more information is available? Regular updates on website, features in our local paper, publicity posters across the borough, community council information.

The list of community toilets is attached.

Regards

Judy Beaupierre
Senior Administrative Officer
Waste Management
Low Hall Depot, Argall Avenue E10 7AS

Dear Mr Berry,

I see that the London Assembly's Health and Public Services Committee is revisiting the issue of public toilet provision across the capital and that the Committee will look at what has happened since its 2006 report, with a view to identifying what more the Mayor could do to improve the situation.

Please would you inform the London Assembly's Health and Public Services Committee of my suggestion that **a major and practical contribution to relieving the shortage of public toilet facilities can easily be made by making it a condition of every pub licence that their toilets are available without charge to any (well behaved) member of the public.**

Yours sincerely,

Michael Place

Sub-012

Dear Mr Berry

I would like to see more public toilet provision in London.

Also a plea for them not to be the automatically opening ones which I think are very ugly and often look dirty.

Yours sincerely
Deborah King

Sub-013-London Borough of Camden

Richard Berry,
Scrutiny Manager at London Assembly
City Hall
The Queen's Walk
London SE1 2AA

17 December 2010

Dear Richard

Thank you for your request for information regarding public toilets provision across London boroughs. The Excel spreadsheet is attached and the specific questions relating to the request are answered below.

1. How has the number, quality or accessibility of public toilets in your borough changed since 2006?

Camden has not increased the number of facilities since 2006, however cost pressures on maintaining ageing Victorian facilities has increased. Accessibility of toilets has remained the same, through a combination of JC Decaux Automated facilities and disabled toilets within public building including council offices and libraries.

2. What challenges does your borough face in providing public toilets?

The main challenge is around maintaining cost effective delivery of public conveniences and identifying solutions that will allow continued provision of facilities at reduced cost, whilst managing increasing maintenance costs associated with operating ageing facilities.

3. What plans does your borough have for establishing new toilets or closing existing toilets in the foreseeable future?

Options on future provision of public conveniences are currently under review, with consideration being given to the expansion of community toilet schemes, alternative service provision for automatic facilities and alternative service delivery models for management and operation of current facilities. This will include consideration of options for introducing charging for use.

4. What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers?

It has not been possible to gauge the impact of this scheme within Camden.

5. What has been the impact of 'community toilet schemes' run by boroughs?

In 2007 the council introduced a pilot Community Toilet Scheme in Kentish Town. As part of the scheme businesses were awarded £700 (£750 for shops that provided disabled access), per annum to cover maintenance and running costs.

This scheme originally included six businesses in Kentish Town but one has closed.

An evaluation of the Kentish Town pilot was conducted to determine whether the scheme met its original objectives. The evaluation also considered how the scheme could be improved and the possibility of extending the scheme throughout the borough. 400 questionnaires were distributed to participating businesses, local councillors, community centres and community groups, 31 respondents (7.75%) returned completed or partially completed questionnaires.

- 73.3% (of the 30 people who answered the question) indicated that they were aware of the scheme
- Community Toilet scheme stickers placed in shop fronts were the most effective method of communicating the scheme to the public, leaflets was the second most popular method
- Of the 19 respondents that answered the question on how frequently they used CTS facilities most respondents, 84.2% said that they had used facilities once or occasionally, the data also indicates that some individuals had used more than one premises.
- Overall satisfaction with the CTS facilities ranged from a rating of 3.55 to 4.4 (on a 1 to 5 scale, 1 being very unsatisfied and 5 being very satisfied).
- 96.4% (of the 28 people who responded to the question) agreed that the CT scheme should be extended
- Respondents suggested that the scheme could be extended to Camden Town, Camden Market and Camden High Street

Any decision to extend Community Toilet schemes in Camden will form part of our future service review

6. How do you ensure residents have information about public toilets, and what can the Mayor do to help ensure more information is available?

Information on public conveniences in Camden is provided on our website, and existing facilities are signposted.

I hope that this information is satisfactory, but if you require further information please do not hesitate to get in touch.

Yours sincerely

Richard Williams
Acting Head of Street Environment Services
Public Realm and Sustainability
Culture and Environment
London Borough of Camden

Greater London Authority Investigation into Public Toilets 2010

Submission from the National Childbirth Trust – London Region

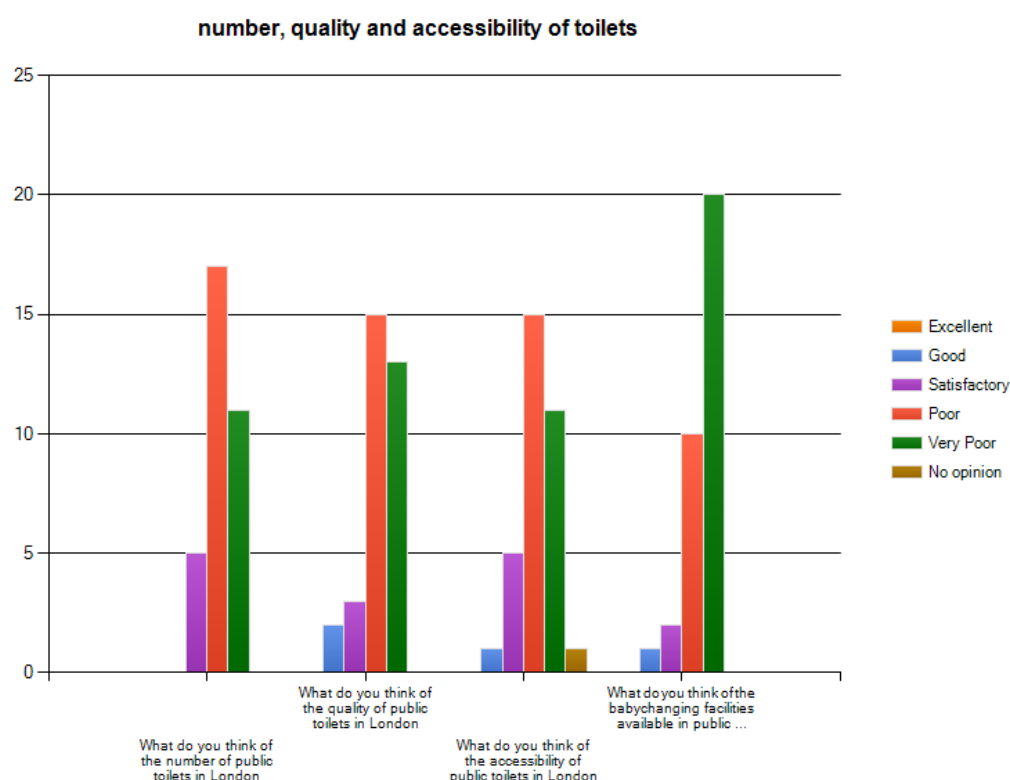
We had a very short time to consult our members and did so via the local branch network and an online survey. Although we only had 33 responses, and as you will see these were predominantly from Bromley and Croydon Boroughs, the consistency of the responses and comments make the results worth sharing.

Residence of Boroughs

Bromley	15
Croyden	9
Harringey	3
Islington	2
Lambeth	1
Lewisham	1
Richmond	2

Total 33

Chart 1 – responses to questions concerning the number, accessibility and quality of toilets (actual number of responses)



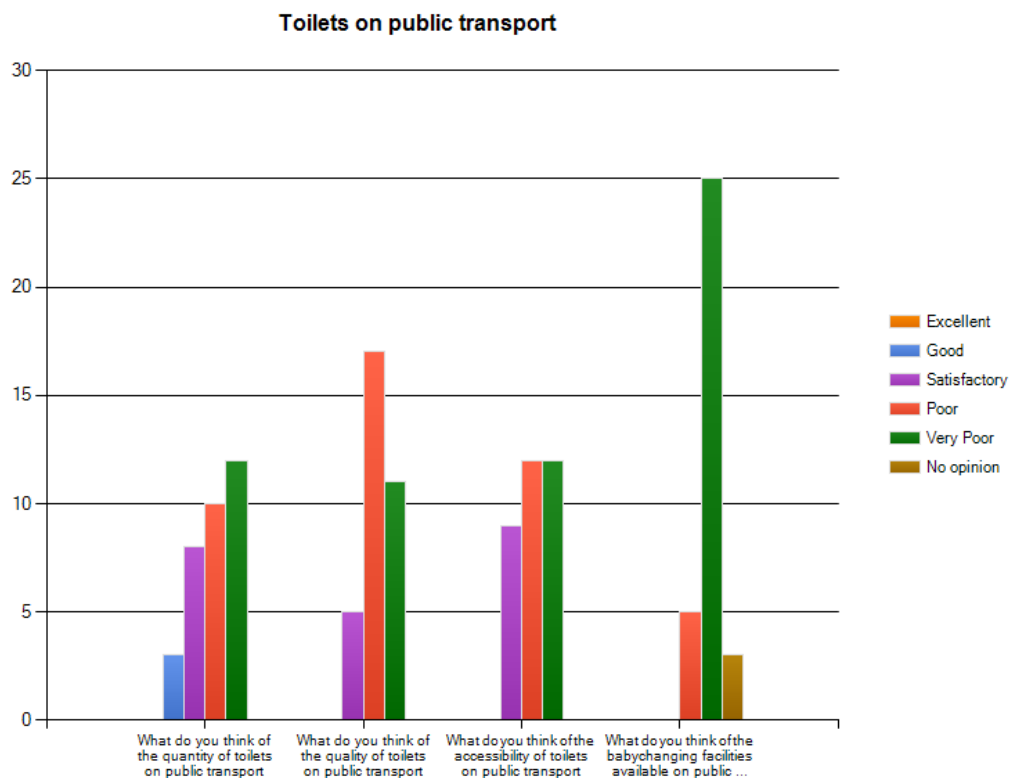
The Mayor's "Open London" Scheme

Fewer than 25% of respondents were aware of the scheme. Of those only one had tried to use it and was able to.

Community Toilet Schemes

Even fewer respondents were aware of these, just over 21% (7 respondents, of whom 5 have successfully used the scheme).

Chart 2 - responses to questions concerning toilets on public transport (again showing actual number of responses)



Availability of information

Over 90% of respondents think there is not sufficient information about location and availability of public toilets

We also asked an open ended question: “Please give us any comments about your experience of using public toilets in London or on public transport”

The comments were consistent:

“There are never enough toilets, and the ones they have are disgusting usually. Or expensive.”

Difficulty of access:

Parents with prams and buggies are often directed to disabled toilets but need to find a member of staff with a key.

Other comments:

“often access is difficult with a buggy or pram.”
and
“Southeastern trains lock their toilets as a matter of course”
or
“The public toilets in train stations are often closed”

Hygiene

This is a particular problem for parents if there are no baby changing facilities or they also have small children in tow:

“Try changing a baby on the floor, and stopping an inquisitive toddler from touching anything at all in the grimy toilet.”

On a more positive note:

“I love the loos on the new big trains which go longer distances, the really spacious ones, where you can get a buggy in, press a button and the door opens and they always seem clean and pleasant.”

And

“Good in Beckenham High street. Like the community scheme eg Town Hall in Beckenham I have used.”

And

“I have found Cannon Street Station to be a striking exception to this and they are very well maintained and free which is unusual.”

We asked for suggestions to improve provision:

Responses included:

- More toilets
- Better maintained
- Accessible for all using wheels (buggies and wheelchairs) – big enough for parents to take the buggy in with them
- Include baby changing facilities
- More frequent cleaning and inspection of facilities
- All facilities, for men and women, should be family friendly
- Expand the community schemes with better advertising
- Public toilets at every tube station
- It should be compulsory for public toilets to be properly maintained and kept open in train stations and on trains

And suggestions to improve information:

- Maps and leaflets – for example show locations on tube maps
- Better signage
- Indicate which public toilets have baby changing facilities
- Window signs for businesses which welcome non customers using their facilities
- Include details on webmaps
- Use local consumer groups website and facebook pages to publicise

Conclusion

Our conclusion would be that the state of public toilet facilities in London remains poor – they are poorly maintained, poorly advertised, unhygienic, inaccessible to families with prams and buggies and poorly provided with baby changing facilities.

We look forward to the proposed improvements to come from your investigation.

Sub-015-London Borough of Richmond upon Thames

Dear Richard,

I refer to your letter of 19th November addressed to my Cabinet member who has recently passed it on to me to handle.

We have been the Lead for Community Toilets and did a lot of work with the DCLG two years ago to promote the scheme. The review document produced by DCLG would be a good starting point as it used examples in Westminster and Richmond as to how Boroughs etc could provide facilities.

The best place to glean the information you are asking for is on our web site at http://www.richmond.gov.uk/community_toilet_scheme

As you can see we basically achieved our target of 100 public conveniences across the Borough just over a year ago and we have maintained this since.

Best regards,

Jon Freer
Assistant Director of Environment (Development & Street Scene)

London Borough of Richmond upon Thames
Civic Centre
44 York Street
Twickenham
TW1 3BZ

Sub-016-London borough of Haringey

Dear Teja Kuncewicz,

Public toilets – Survey of London boroughs

Thank you for your letter to Cllr Dogus regarding the above issue which has been passed to me for reply.

Firstly, may I sincerely apologise for the delay with providing you with a response. I have as per your request updated the attached spreadsheet with information in respect of public toilets within the London Borough of Haringey.

In response to the questions raised in your letter I would inform you of the following:-

Q. How has the number, quality or accessibility of public toilets in your borough changed since 2006?

A. The number, quality and accessibility of public toilets remain unchanged since 2006. However, we have implemented a trial Community Toilet Scheme whereby the Council pays a sum to businesses to allow the public to use the toilets on their premises. There are six participating businesses and the trial is due to operate until 31.3.11. The trial is in Tottenham High Road.

Q. What challenges does your borough face in providing public toilets?

A. The main challenge is funding. Local authorities are having to cope with very deep cuts from Government and frozen Council Tax and this will place funding pressure on everything we do. This means decisions will have to be taken about what services continue, what services are reduced and what services are no longer provided. . The provision of public toilets will have to compete with the provision of other services for diminishing resources.

Q. What plans does your borough have for establishing new toilets or closing existing toilets in the foreseeable future?

A. There are no plans for opening or closing public toilets at the moment. The provision of the Community Toilet Scheme will be reviewed next year to determine whether this will continue as is, expand or close.

Q. What has been the impact of the Mayor's 'Open London' scheme, which encourages businesses to open their toilets to non-customers?

A. It is not clear what the impact of the Mayor's 'Open London' scheme has been.

Q. What has been the impact of 'community toilet schemes' run by boroughs?

A. These appear to have attracted a lot of interest and to have been well-received.

Q. How do you ensure residents have information about public toilets, and what the Mayor can do to help ensure more information is available?

A. Details of our public toilet provision are on the Council's web-pages. When we launched the Community Toilet Scheme we carried out some publicity and talked about the scheme at local meetings in the Tottenham and West Green area. We regularly check that businesses participating in the CTS are displaying the required signs for the public and we check the toilets for cleanliness and safety. The Mayor could carry a link from the GLA web-site to the Haringey public convenience web-site page.

I do hope you find this information of assistance.

Yours sincerely

Donna Watson
Senior Technical Officer
Environmental Resources
London Borough of Haringey

Tel/Typetalk: 020 8726 6000

Richard Berry, Scrutiny Manager
London Assembly, City Hall,
The Queen's Walk,
London
SE1 2AA

Our ref: PJT/TH
Date: 3 December 2010

Dear Mr Berry,

Re: Public toilets survey of London boroughs

I am writing further to James Cleverly's recent letter in which he requests information about Croydon's change in toilet provision since the London Assembly's 2006 survey of public toilets in local authorities.

The council has managed to open three new public conveniences since the London Assembly commissioned the survey of toilet provision. Two of these have been in the south of the borough and one in the north. This brings our total public conveniences to 20.

As with most local authorities the current financial climate presents considerable challenges to Croydon. Notwithstanding these challenges, the local authority is opening a further public convenience in the north of the borough. The toilet is due for completion before the end of this financial year.

Regrettably, businesses in Croydon are not keen to enter into formal arrangements whereby members of the public can expect to use their toilets. However, many businesses have informally stated that they will open their public toilets to their customers. The information about the council's public toilets is published on the council's website and the council's contact centre has this information available to its advisers.

Please see attached the spreadsheet that provides further detail of Croydon's public conveniences.

Yours sincerely,



Councillor Phil Thomas
Cabinet Member, Streets & Environmental Services



Sub-018

Hi Richard

I am a wheelchair user as a result of a spinal cord injury in which my neck was broken. And I have bowel and bladder problem as a result. So when I plan a journey to travel I have to plan for toilet.

I use public transport quite a lot and I happened to wet myself because of lack of toilets on stations, roads and others. I once was at Caning Town Station and I needed to use toilet urgently, unfortunately the toilet was closed and the customer service office was closed – so could not access the toilet. I have RADAR Key but this particular toilet is not adapted with RADAR Key

And when I try to access toilets at nearby shops they would not let me use it stating that it is for customer use only. So without access to toilet I would not be able to get around. I think there are not enough disabled toilets and the once they exist they are not fully accessible

If you need any further info please get in touch

Youcef

Transportforall

Toilet provision on public transport remains a major obstacle for older and disabled people. It's very common that older people and some disabled people choose not to travel because they cannot be sure of finding a toilet, or an accessible toilet. Concerns about finding a useable toilets is also the source of a great deal of stress and anxiety for older and disabled people when they do travel. Increasing the provision of public toilets, and improving the accessibility and pleasantness of existing toilets, must be a priority for transport providers.

As one of our respondents said, there have been a number of campaigns about toilet quality and provision over some years, without any noticeable improvements from TOCs or TfL. Transport for All would like to see the figures of the number of

Clearly, voluntary regulation has failed. It is now time for penalties to be introduced for TOCs who do not meet basic requirements of toilet availability, cleanliness and accessibility.

Toilet design

- The one biggest improvement which could be made to toilet accessibility would be in the way consultation is carried out. Transport providers must consult with disabled and older transport users from the very beginning when they are planning new toilets or improving existing facilities. The disability rights movement slogan 'Nothing about us without us' means that disabled and older people are the best experts on our needs, and including us from the inception of toilet design and placement is the best way to ensure that investment in better toilet facilities are well spent.
- Many toilets, both on trains and in stations, are too small. For those with larger electric wheelchairs, or for people with more severe needs who need a carer to go to the toilet with them, many are too small to use. There should be a minimum size for on-train toilets on the overground trains.
- The design of on-train toilets should also ensure that there is enough space for those with larger wheelchairs to negotiate moving from the carriage into the toilet. The toilets which have a passenger seat next to them make this more difficult, and sometimes entail having to ask the passenger to get up to let one in. Again, its demeaning for independent adults to have to ask to go to the toilet.
- Wheelchair spaces on trains are often adjacent to the toilet, which is unpleasant for the wheelchair user using the space.
- Toilet doors are sometimes unnecessarily heavy which can pose a real access problem for some people. The toilers in the waiting room on platform 1 at East Croydon are an example of a door which is difficult to open for those without the upper body strength required, or those in a wheelchair who can't lean their weight

against the door. The toilets which open, close and lock by automatic buttons are a good solution to this.

- Installing handrails in toilets is cheap but too many toilets still do not have them.
- On-board train toilets usually have an emergency alarm pull which is welcome, but all toilets should have an alarm.
- The design of sinks in toilets also needs more thought to ensure accessibility. Sinks which are flush to the wall or where the protrusion of the sink goes quite low means that wheelchair users can't move their knees underneath and get close enough to use the sinks
- The Changing Places toilet promoted by Mencap is a 'gold standard' accessible toilet, appreciated especially by carers of people with more severe needs. Transport for All would like to see one at every major transport interchange.

Finding toilets

- Locked toilets are a concern. Both on trains and in stations, it is common (especially at night or at weekends) to find that toilets have been locked, and to use it, one has to find a member of staff to unlock it. This poses a double problem. Firstly, for people with limited mobility or with a visual impairment, it can be difficult and/or painful to find a member of staff. Secondly, it is demeaning to have to ask to go to the toilet.
- London Underground's decision to shed 650 frontline staff on the Underground means that finding a member of staff to point one in the direction of the toilets, or unlock them if needs be, will become more difficult. London Underground have suggested that the automatic Helppoints on station platforms will be a substitute for fewer staff available at stations. However, these Helppoints broadcast the staff member's answer quite loudly, and it is frankly embarrassing to have one's toileitary needs announced to all one's fellow passengers.
- Signage for station toilets needs to be increased generally, especially at larger stations. Particularly if people have visual impairments, a small sign above the toilet doors is not enough: there should be signposting throughout the station. Clearly marked toilets mean that people can be discrete about their toilet needs and don't have to be embarrassed by involving others. Again, a lack of visible staff makes this an even more pressing problem.

Waterloo station was cited as a station where one toilet which is well signed and frequently has queues, while another station toilet is virtually unsigned.

- Older and disabled people find the London Underground map which lists stations with toilets a useful resource. We understand that the new online Journey planner tool which is being developed will allow users to view which stations have toilets

along their route: a utility which, especially with the advent of internet enabled phones, will be very useful for people with continence needs to plan their journey.

- The RADAR key scheme is a valued one. However, more toilets should be RADAR enabled, and applying to the scheme should be easier. Without internet access (which older people are less likely to have) it can be hard to apply. Being able to obtain the relevant forms from ticket offices might be a good way of increasing awareness and access to the scheme.

Toilet provision

- Transport for All recommend that all station upgrades include adding accessible toilet facilities, or improve the accessibility of existing ones.
- TfL sets out a programme of increasing the number of toilets on London's transport, prioritising interchanges and hubs.
- Bus stations have toilets installed. Bus travel is widely used among older and disabled people and it makes little sense that so few bus stations have toilets.
- Keeping toilets clean and well-stocked with toilet paper was mentioned by several respondents.
- Toilet opening hours should be extended in line with station opening hours. And on-board trains should be open as long as the train runs. People's toilet needs are just as urgent after 5 pm.
- All Overground trains should include toilets. Omitting to install toilets on the new 'worm' trains on the North London Line was a missed opportunity to ensure that people who need toilets more frequently can travel across and within London in safety and comfort, rather than having to get off trains to find a toilet.
- Transport for All was very concerned at the announcement that Southern Trains would not be including toilets on their Portsmouth to Brighton line, on the spurious grounds that most people do not travel this route for long distances. While this was outside London, it is imperative that this does not set a precedent for other routes.

Responses received

From Merton Senior's Forum (sic):

Re Merton

We have campaigned on public toilets for a long time, the only success -very limited in that some businesses have signed up to the council to allow their toilets to be used.

Re Public transport. Merton is quite a transport/commuter hub. It has a major station Wimbledon which serves underground, Thameslink, Main line trains and the tram. There are some toilets of questionable quality available, however not very disabled friendly. The Northern Line has three stations within the borough Morden being the terminus none have toilet provision. Thameslink has 5 stations within the borough boundaries only Wimbledon has a toilet. There are two more overground stations apart from Wimbledon within the borough boundaries, neither have toilet provision. We have excellent bus services within the borough. Morden being a terminus/interchange as well as a stopping place for many routes- there are no toilets, we are not sure where the drivers go to the lavatory. Wimbledon is also a busy bus centre and a terminus for at least three routes- no public toilets. We have a bus garage within the borough and a change for drivers no toilets for the public. There are at least eight tram stops within the borough no toilet provision.

Merton Seniors is sure that the lack of toilet provision does stop many older and disabled people from travelling, in fact when consulting with older people on issues of concern the need for toilet provision in public areas and at transport hubs is always high on the list. The pervading smell, particularly in the alleyway adjacent to Morden Station suggests that public toilets are very much needed!!.

From Sean McCallion, a wheelchair user

I can't think of any toilet specific concerns that I have. Obviously it would be better if they were provided more widely and were always clean. Having quite a compact lightweight chair makes it easier for me to use the toilets on trains and I can't think of any specific difficulties I have found.

From Andrew Bosi, Friends of Capital Transport

thanks for this. I have always thought that heavy rail services should at least provide either toilets on stations or toilets on trains- the North London line has never done this and with TfL seeing it as a tube service (they regard people travelling more than half an hour as a minority that can be discriminated against, hence few seats) the chance of achieving this is reduced. Toilets on trains which are supposed to have them are often out of order or poorly serviced, they are a low priority with many TOCs. I don't feel as strongly about provision on streets, as it is not practical to have a comprehensive network. Andrew

From Olivia Morgan, Redbridge Forum for People with a Learning Disability

Our comments are probably the same as you have heard from many other people. Not only are stations inaccessible for people with mobility problems but also the toilets. Also, a lack of toilets that are open. I personally do not use the buses and tube very often but if I think quickly of facilities available when I am on buses and trains they are fairly non-existent. Also, good signing is needed remembering that a lot of people are visually impaired and unable to read.

From Jacqui Turner, National Pensioners Convention

Thanks for the timely message about toilet facilities in London (or anywhere in the UK really) They are of course abysmal! What is required is clean, modern facilities which are open and manned at all reasonable times on all underground and rail stations, libraries and other similarly often frequented institutions. In addition there should be rest rooms with toilets and

tea ladies particularly

for young mothers and those who find difficulty in getting around. This is an excellent way of providing good useful work for people which no one should be too proud to do at least for some part of their lives. Good toilet facilities are available everywhere in Northern Europe particularly in Germany. It is very important that they should be safe and that people should be constantly there in attendance.

Best wishes for your campaign which I am sure will be of no interest at all to those in the top 10 per cent wealth bracket, but is of great significance to everyone else

From Roger Crosskey, from Wheels for Wellbeing

My cognitive map of London's transport network (rail, tube and streets) is mainly based around access to public toilets – and the position is pretty dire.

Over the 35 years that I have lived in London the number of easy access toilets on streets and at stations has dropped significantly.

Many of them were underground and only accessible by steps, it is true.

The male pissoirs (free, very basic, urinals) which were provided quite liberally in Victorian London have mostly gone – I can only think of one remaining now.

The reasons probably included to cut down on cottaging; but they were relatively cheap and easy to maintain. I am sure that the replacements are more expensive to provide and maintain, which is why there are fewer of them.

In some cases they have been replaced with accessible toilets with NKS access (I now have a NKS key, but for a long time I didn't). This is helpful to many people for whom the older toilets were inaccessible, but fiddling with keys or coins is a problem if you suffer from urgency or frequency, as many disabled people do.

On main-line stations toilets are often downstairs and/or charged for, unless you have a NKS key. The worst provision is on suburban rail stations and central tube stations, where in many cases toilets that did exist have been allowed to fall into disrepair or are only open for quite limited hours because of fears of vandalism, probably occurring at times when the stations are unstaffed. This is a serious problem since these are the stations where trains are least likely to have on-board toilets.

I have often either not made a journey because of worries about toilet availability, or made long detours to find a station where I know there was an unlocked and accessible toilet.

Otherwise, given the lack of public toilets I may use those in pubs and department stores. It seems to me wrong that in a time when large efforts are being made to improve transport accessibility for people with disabilities this does not extend to toilet provision, which is a serious concern for many people. The cost of investment to bring back into use and to maintain toilets would be less than to install and maintain lifts, for example.

I would suggest:

- Where toilets exist they should be brought back into use even if they can only be made available through a NKS key.
- There is a map of toilet provision for underground services, which is useful (and fairly new, I think). But the information is quite limited and could be improved:
 - It doesn't include overground services
 - It doesn't state clearly the hours of availability
 - Some of the toilets marked are outside the ticket gateline, involving a break in your journey

- Some of the toilets marked are in nearby stations or bus stations, which may be quite a walk from the platform
- There should be a clear recognition of the importance of toilets and a commitment to a stated level of service.

From Youcef Bey-Zekkoub, Transport for All (sic)

I am a wheelchair user as a result of a spinal cord injury in which my neck was broken. And I have bowel and bladder problem as a result. So when I plan a journey to travel I have to plan for toilet.

I use public transport quite a lot and I happened to wet myself because of lack of toilets on stations. I once was at Caning Town Station and I needed to use toilet urgently, unfortunately the toilet was closed and the customer service office was closed – so could not access the toilet. I have RADAR Key but this particular toilet is not adapted with RADAR Key. And when I try to access toilets at nearby shops they would not let me use it stating that it is for customer use only. So without access to toilet I would not be able to travel.

From Jay, National Pensioners Convention

This is certainly important for older people, as well as for pregnant or menstruating women and those with small children. Also men with prostate problems.

Our local station closed the toilets for about a year, and some of us protested. The answer was that the trains have toilets (I pointed out that only some do and if a train is cancelled it's a long wait). And

that people should use the toilet at their home (I said I'm sure they do but people can travel for half an hour to get to the station, a long time if, for whatever reason, they need the toilet frequently). And that people can go to the nearest pub/cafe (but these are 10min walk away). We now have a toilet but it's unavailable outside the ticket office hours, so what are people supposed to do then? Perhaps every station should have in addition one of the automatic toilets (stainless steel, auto-flushing, vandal proof and charging a modest entry such as 10p.) which can be in use when the ticket office is closed. The charge of 20p at main stations is excessive in my view, when we have paid for rail travel already.

From Bill Blair, National Pensioners Convention

I can really only comment on the lines serving the area where I live as it is many years since I used other routes on a frequent basis.

I live in Harlesden NW10, which is served by the Bakerloo line and by the Euston-Watford part of the Overground. They run along the same track from Queens Park to Harrow & Wealdstone, before Queens Park they are separate, the Bakerloo line being underground and after H&W the Overground does the service on its own--it is many years since the Bakerloo went to Watford.

My observations and suggestions principally relate therefore to the Queens Park -- Stonebridge Park section, served by both.

All the stations are above ground. 30 years ago there were toilets at Queens Park, Willesden Junction and Harlesden. There weren't any at Kensal Green and I am not certain about Stonebridge Park but as the station buildings are bigger than Harlesden there could have been, I just did not see any the last time I was there.

The toilets at Queens Park and Harlesden were taken out of service in the early 80's and the building at Harlesden where the Ladies was has been demolished but the Gent's building is still there-used by engineering staff for some purpose, the green and white tiles are still in the room so the toilets may

even still be there as well.

The Queens Park ones were under the stairs to the platforms and the space seems unused so they facilities my still be there as well. All were grotty.

Willesden Junction had toilets until more recently but I do not know whether such facilities have been incorporated in the recent total rebuild, which still seems not complete.

Now, Queens Park is an Interchange between the Overground and the Bakerloo Line with most Bakerloo Line trains terminating there Northbound, i.e. from town especially late at night. There is therefore usually a lot of people waiting, above ground so in the cold after a night out, this seems to me to be the time they might need the facilities and the Gents was on the Northbound platform.

Willesden Junction is also an interchange between the Richmond-Stratford, Willesden-Clapham Junction, Euston-Watford arms of the Overground and of course the Bakerloo Line trains going beyond Queens Park to H&W OR to Stonebridge Park which is also the Bakerloo train shed.

It would seem sensible for there to be facilities at significant Interchanges. Given the amount spent on rebuilding Willesden it would surprise me that facilities were not included, I just haven't seen them. Queens Park I think could also do with having them restored. I see no need at the others. Nobody gets off a Stonebridge terminator there as it is too cold, you change where there is more shelter. At Harlesden there are a number of nearby dark alleys and corners, though I wish chaps would not make a convenience of the land belonging to me! (and the other owners of flats in Chelsea Close!)

The other stations I use regularly are in town and seem to have facilities but there number of passengers is enormous compared to these e.g. Euston, Old St and Charing Cross (Euston is not free.)

I would urge consideration to be to restoring them at Interchanges e.g. Queens Park and Willesden Junction if they are not included in the rebuild.

That leads on to cost and to the reason for them being discontinued. These lot were grotty. I do not think they were used for "other purposes" but that is a risk in this area and one argument which could be used legitimately. There is a lot of 'drugs dealing', etc. especially Harlesden. However, Queens Park is next to the Police Station so cameras at the entrances to the facilities could be used, there are enough already. Finance is always a problem but as part of a London wide programme, well may be worth a thought especially in view of the Olympics which is why I would have thought they would be included in the Willesden rebuild, that is what it is for.

Sorry to be long winded I hope you can get something out of this.

Facilities which existed 30 years ago have gone, they were grotty.

Restore them at Interchanges where they previously existed.

Finance will always be a problem.

The use of these facilities for "other purposes" especially drugs will be a problem.

Other than that I do not have a problem as years of practice travelling on Public Transport have taught me to include this problem in my journey planning and preparations.

Hope this is of use.

From Dot, National Pensioners Convention

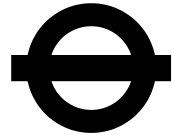
There have been/are a number of campaigns about public toilets – suggest look at website. However, not necessarily on London transport. Since there is a lack of public toilets in high streets, people (especially women who don't like going into pubs) look for them elsewhere and sometimes that means going into a station or a bus terminus so if these are inaccessible or unclean it is a problem.

Dot

From Chris, National Pensioners Convention

Never had any problem. Trains I have travelled on that I would expect to have toilets always have. London Underground is a different matter though & something we should take up.

Chris



Transport for London submission to Health and Public Services Committee's Update on Review of Public Toilets in London

Transport for London (TfL) recognises the value of public toilets and their role in making the city a more pleasant place to be. However, TfL has to balance the wish to provide civic conveniences with the need to use all its station space as efficiently as possible to meet current demand, as well as increase capacity to cope with future passenger growth in the years ahead.

London Underground

There are 90 Tube stations with toilets which are managed by London Underground (LU) with 37 of these being accessible. There are also a number of stations which have toilets managed by the local authority within the station. These include Bank, Piccadilly Circus and Westminster. Some locations do not have toilet facilities in the Tube station, but have facilities in bus stations outside. This includes Canning Town and Golders Green.

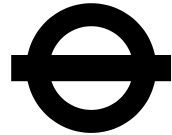
All stations with toilets inside or available at other nearby transport connections can be seen on the TfL Toilet Map. This was launched in January 2008 and can be downloaded from <http://www.tfl.gov.uk/assets/downloads/toilets-map.pdf>. It shows whether toilets are on the paid or unpaid side of the gateline, if there are baby changing or accessible facilities and if there is a charge for access.

Since the Committee published its report in 2006, LU has provided additional toilet facilities at:

- Wood Lane (2x accessible, new station)
- High Barnet (new accessible, Step Free Access (SFA) scheme)
- Kingsbury (replacement accessible toilet, SFA scheme)
- Pinner (new accessible, SFA scheme)
- Finchley Central (new accessible, SFA scheme)
- Hendon Central (new accessible, SFA scheme)

Toilets are also planned for the redeveloped Tottenham Court Road station.

It also provided an accessible toilet at Southfields; although this is not advertised as available for public use, staff will provide access to disabled users on request.



LU's standard is to provide a toilet accessible to wheelchair users, if step-free access is provided at a station with existing toilets. We also work to encourage the inclusion of toilets in the design for any major changes to Network Rail stations.

There are also current improvements planned to toilets at Farringdon, and toilets will be included in the Victoria station upgrade.

Over the past two years, LU has been working to standardise signage at the entrance to toilets and provide passenger with details of any charges. Last year it also made changes to the Mystery Shopper Survey assessment which covers more detailed information about the standard of toilets and allows us to identify problems more accurately and act to make improvements.

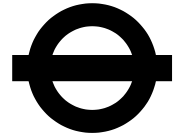
London Overground

There are 14 accessible toilets available on the London Overground network at the following stations:

- Clapham Junction (managed by South West trains)
- Dalston Junction
- Euston (managed by Network Rail)
- Gospel Oak
- Haggerston
- Hoxton
- Kensington (Olympia)
- New Cross (managed by Southeastern)
- Norwood Junction
- Richmond (managed by South West trains)
- Shoreditch High Street
- Stratford (managed by National Express for East Anglia)
- Watford Junction (managed by London Midland)
- Wembley Central (managed by London Underground)

Recent improvements include the provision of new toilets at Gospel Oak station and the relocation of the Norwood Junction toilet to the 'pay side' of the station.

In meeting the requirements of the Disability Discrimination Act, London Overground is working to introduce compliant toilets on the paid side of the station, where these facilities do not exist already, at interchange or termini stations as part of station refurbishment or remodelling schemes. Access to these toilets will be by 'RADAR'



key holders or on request to the station staff. The station toilets still to be upgraded include:

- Willesden Junction
- Kensington Olympia
- New Cross Gate
- Crystal Palace
- West Croydon

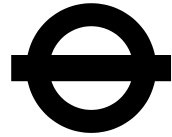
Surface Transport

Set below is a list of bus stations around London, which have public or staff toilets. All public toilets listed are easily accessible. Of course, staff toilets are able to use public toilets where staff toilets are unavailable

Since the Committee's last report in 2006, a new toilet has been built at White City bus station, paid for by Westfield who also pay to maintain it.

BUS STATION (bold = staffed full or part time)	Public Toilets	Staff Toilets
Addington Village		√
Aldgate	√	√
Becontree Heath		√
Brent Cross	√	√
Canada Water	√	√
Canning Town	√	
Chingford		√
Crystal Palace	√	
East Croydon	√	
Edgware	√	√

Transport for London



Edmonton Green	√	√
Eltham		√
Euston	√	
Finsbury Park, Station Place		√
Finsbury Park, Wells Terrace		√
Golders Green	√	
Hammersmith	√	√
Harrow	√	
Hatton Cross		√
Heathrow Central	√	
Heathrow Terminal 4	√	
Hounslow		√
Kingston, Cromwell Road	√	
Kingston, Fairfield	√	√
Lewisham	√	√
Leytonstone	√	
Liverpool Street	√	√
London Bridge	√	
Morden		√
North Finchley	√	√
North Greenwich	√	
Orpington	√	
Peckham		√
Richmond		√
Stratford	√	
Tottenham Hale		√

Transport for London



Turnpike Lane	√	√
Uxbridge		√
Vauxhall	√	
Victoria	√	√
Waltham Cross	√	
Walthamstow	√	
West Croydon	√	
White City	√	√

-Ends-

Sub-021- London Borough of Islington

Richard Berry
LONDON ASSEMBLY
City Hall
The Queen's Walk
London
SE1 2AA

11 February 2011

Dear Mr Berry,

GLA's Update on Review of Public Toilets in London

Thank you for the opportunity to contribute to the GLA's Update on the Review of Public Toilets in London.

This letter contains officer comments on Islington's experiences with Crossrail in trying to lobby for better public toilet / baby changing provision for this new transport service, in the context of recommendations four and five of the final report, *An urgent need: The state of London's public toilets* (March 2006):

- Transport for London, train operators and boroughs should review how the provision of public toilets at stations can be improved; and
- The Mayor should extend policies to improve public toilet provision on London Underground and surface transport to national rail services which come under his control.

Over the last couple of years the Council has been lobbying Crossrail to provide passenger amenity provisions (public toilets and baby changing facilities) on trains or at stations, particularly at Farringdon.

Farringdon Station plays a key role as an interchange station between Thameslink, Crossrail and London Underground. It will be the only interchange between Crossrail and Thameslink services and is likely to experience very high levels of interchanging passengers. 140 trains per hour at peak times will stop at Farringdon once Crossrail train services begin in 2018, and the anticipated passenger numbers likely to use and interchange at Farringdon Station is expected to rise sharply. In addition, improvements to the London Underground services (Central, Metropolitan and District lines) are expected to increase capacity on these lines by 65% by 2015. The Council is therefore concerned about the standards of passenger amenity (public toilets and baby changing facilities) that Crossrail intends to deliver. Crossrail is not providing toilet or baby changing facilities at Farringdon Station or any stations along the core section of the routes, nor do they intend to include them in the proposed development over the station or in the public realm surrounding the station.

Furthermore, Farringdon suffers from severe problems with anti-social behaviour relating to the nightlife in the area. The Council regularly received complaints about street urination in the local area. Without public toilet provision this problem will also occur on Crossrail trains and in and around the station.

The Council has written to Crossrail highlighting our concerns. The Council has received assurances from Crossrail that the existing toilet facilities located on the paid side of the gates in the London Underground ticket hall are adequate. However, Crossrail passengers will need to exit the new station (western ticket hall) and then re-enter the London Underground station to access these facilities.

Crossrail has also offered to work with the Council to explore opportunities for public toilets to be provided as part of proposed improvements to the public realm. We are currently considering Crossrail's draft Urban Integration – Public Toilets Report (January 2011) and plan to meet with them in the near future. The main points to note from the report are that Crossrail has made their position clear that the provision of public toilets falls outside the scope of their parliamentary and other subsequent commitments. This means that they do not envisage providing (funding) toilets as part of any urban realm improvements at Farringdon. Disappointingly, it falls to the Council to fund any new toilets in the public realm. However, they did say they would be willing to accommodate public toilets into the urban realm designs for Cowcross Street and its surrounds. The report identifies five possible locations at which an Automatic Public Toilet (APC) or permanent pissior facility could be located. The locations include on Cowcross Street between the stations and the Farringdon Road junction, Fox and Knot Street at the junction with Charterhouse Street, on Lyndsey Street in the widened footway to the east of the proposed station/Oversite Development (OSD) and at the junction of St. John's Lane and St. John's Street.

The Council also raised the public toilet issue at the Crossrail High Level Forum (17 November 2010). No substantive response was given by the Mayor of London. The issue was also raised at the last Farringdon Forum on 30 November 2010; in particular the potential for toilets to be incorporated into trains as part of the contracts as they were being drawn up for the commissioning of the rolling stock for Crossrail. The Council considers that the inclusion of these facilities on the trains to be a sensible solution, and that minor issues around servicing and maintenance of these facilities could be easily overcome, particularly with such a long lead-in time until the railway is operational.

The Council is disappointed and frustrated by Crossrail's response. As a member of the Transport for London family, we expected a more strategic and integrated approach to providing public toilets that would not only benefit Crossrail passengers (some of whom would have interchanged from other services onto Crossrail) as well as enhance (or filled the gaps in) public toilet provision across London's transport network.

In terms of Islington's public toilet provision, there are nine borough maintained public toilets, one street urinal (at Farringdon) and two toilets that are privately owned in

public spaces. The Council is not signed up to either the Community toilets or Open London toilet schemes. However, the Councils Town Centre Managers do work with larger shop owners who make their toilets available to customers and the wider public (see the Councils attached Survey Response).

If you would like to discuss any of the points raised above, please don't hesitate to contact me.

Yours faithfully,

Linda Brosnan
Principal Planner
Islington Council



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21 March 2011

Richard Berry
Scrutiny Manager
Health & Public Services Committee
London Assembly
City Hall
London SE1 2AA

Richard.Berry@london.gov.uk

Dear Richard,

RE: UPDATE ON REVIEW OF PUBLIC TOILETS IN LONDON (PUBS)

Further to your email of 7th March to David Ross regarding the review of public toilet provisions in London, the British Beer & Pub Association welcomes the opportunity to comment on this issue.

Whilst the BBPA is pleased to support measures that help the community, there are a number of issues that prevent pubs from participating in Community Toilet Schemes. However, since you point out that pub 'participation at the moment is quite low' it may be helpful to outline the potential barriers as to why pubs may not wish to enter such a scheme and specific issues around pubs allowing non-customers on the premises.

Issues for pubs which would prevent them from fully engaging in providing public access to toilets include:

- Some pubs are age-restricted, either through choice or by law with conditions on the licence. Therefore it would be difficult to manage provisions for public access combined with the exclusion of certain people from the premises (namely children);
- The behaviour of those using toilet facilities. If members of the public are violent or engage in illegal activities whilst on the premises, it potentially could reflect badly on the pub in terms of crime statistics or 'blame culture' even when the pub is blameless. It is not inconceivable that a pub could be taken to review on the basis of actions committed by people who are not customers, putting the licence in jeopardy;
- Illegal drug use by members of the public would also be problematic – licensees already have a duty to ensure their customers are not using drugs. Additional controls which would have to be introduced to monitor the general public would prove economically unviable;
- Overcrowding and monitoring of capacity levels could become a problem with the general public allowed access;

- It could be argued that many pub toilet facilities are used by members of the public who are not customers, especially with the dearth of public facilities in many areas of London. Many pubs would not wish to join a Community Toilet Scheme for this reason, and the additional problems created outlined above;
- Pub operators must retain the right to refuse access to people (within discrimination legislation). If the general public were given access control of the premises would become more difficult as boundaries become uncertain. For example, some central London pubs already have issues when the premises is on the route of demonstrations and marches;
- Insurance issues could arise in terms of liability for any damage or injury caused by the public whilst on the premises.

It would be interesting to see the level of take-up of Community Toilet Schemes in other retail premises such coffee shops, hotels and restaurants. It could be argued that pub toilets are already more easily accessible than many other types of business should the general public wish to make use of the facilities.

Further to this, the BBPA would not support any moves toward a mandatory requirement for public access to toilets in our premises, as pubs are built around needs of customer not the public at large although as stated we would support businesses that wish to voluntarily take part in such schemes for financial compensation.

We appreciate that planning should provide sufficient toilet facilities for pub customers, but to widen this to include the general public where there is no requirement to service the public could lead to significant overprovision in pubs, which would have an impact on the viability of any new developments.

The Association supports the Assembly's aim to provide modern toilet provisions for a modern London. However, we would reiterate our belief that these provisions are not the duty of the private sector, and especially not pubs in particular. The industry currently has many challenges when attempting to run successful businesses in the current regulatory and economic climate, and as such we can understand why take-up of toilet schemes is low due to the above myriad issues raised when allowing the general public access to facilities.

We hope our comments are helpful and will provide guidance as to the views of the pub sector on this subject.

Yours sincerely,

A handwritten signature in black ink that reads "Martin Rawlings". The signature is written in a cursive, flowing style.

Dr. Martin Rawlings MBE
Director, Pub & Leisure

E: mrawlings@beerandpub.com
T: 0207 627 9141

Date: 24th May 2011

LBH73560-11

By email: richard.berry@london.gov.uk

Dear Mr Berry

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your email of 27th April in which you requested information regarding how many public toilets there are in the London Borough of Hackney.

Your request has been considered and the information requested is below:

Question

I would like to find out how many public toilets there are in Hackney. The council website includes a map showing the location of public toilets in the borough, but does not list them.

If possible I would like to find out how many toilets in each of the following categories:

1. Local authority-maintained flush toilets (including APCs)
2. Local authority-maintained street urinals
3. Toilets in other public buildings available for general public use
4. Participants in a Community Toilet Scheme
5. Other private toilets available for general public use

Answer

All our purpose built toilets are open from 6 am to 8 pm from Monday to Saturday.

They are:-

Hoxton Market, Stanway Street.

Hackney Town Hall, Wilton Way

Mare Street, (Narrow Way)

Ridley Road Market

Stamford Hill

We also have 2 JC Deceaux automatic Loos (APC) at Kingsland Waste and Dalston Junction (24hr opening)

Parks/Green Spaces

Clissold has 8 unisex porta-loos and 2 male, 2 female, 1 disable toilet in the temporary building.

Hackney Downs has 1 female and 1 male toilets

London Fields has 2 female, 2 male and 1 disabled toilet

Haggerston has 3 female and 3 male toilets

Millfields has 2 female and 2 male toilets

Springfield has 2 female toilets and the disabled toilet is used by male users

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If you are still not satisfied following the Internal Review, you have a right to appeal to the Information Commissioner. He can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Yours sincerely

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