

## REPORT TO CABINET

Title: **COMMUNITY TOILET SCHEME**

Date: 26 February 2009

Member Reporting: Councillor Mrs Bateson

Contact Officer(s): David Perkins, Head of Streetcare and Operations Tel: 01628 796860 and Harjit Hunjan, Community and Business Partnerships Manager Tel: 01628 796947

Wards affected: All

### 1. SUMMARY

- 1.1.1 The Council has been investigating the potential of a community toilet scheme as an aid to the provision of public toilets to support residents and visitors and provide businesses with an opportunity for resident engagement.
- 1.1.2 Under the scheme local businesses would allow members of the public to use their toilet facilities free of charge during normal opening hours without having to make a purchase.
- 1.1.3 Participating members display a sticker in their window that depicts what facilities they have on offer i.e. disabled access, baby changing etc.
- 1.1.4 Similar schemes operate in other towns.
- 1.1.5 Exact details of financial contribution, management and resources for the scheme are to be finalised if the scheme is approved in principal. It is suggested that discussions take place with interested businesses to consider making funds available to businesses local community projects in return for their participation. This funding is will be an average £200 to each participating business and dependant on an assessment made of need on a case by case basis.

### 2. RECOMMENDATION

**That the further development of a Community Toilet Scheme in the Royal Borough via the Community Partnership be endorsed.**

What will be different for residents as a result of this decision?
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Residents will benefit from improved access to toilet provision in the Borough.
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### 3. SUPPORTING INFORMATION

- 3.1 This scheme has the potential to supplement the provision of public conveniences in the Royal Borough of Windsor and Maidenhead. In addition, the scheme would

create opportunities for businesses to engage with residents and help increase visits to business premises participating in the scheme, which would be positive given the current economic climate.

- 3.1.1 It is common nowadays for public toilets to be subjected to vandalism and attract anti-social behaviour resulting in negative perceptions from members of the public who feel less safe using these facilities and seek alternatives.
- 3.1.2 The benefits of such schemes include:
- An increase in the provision of safe, clean and accessible public toilets for residents and visitors.
  - Increased number of customers in participating restaurants and businesses that may in turn increase trade.
  - Address the problem of a lack of public toilets available throughout the day and into the evening where there is currently a lack of provision.
  - Increase the number of toilets available to specialist user groups such as disabled people and parents with babies.
  - Provide better information to the public on facilities available via maps, leaflets and web information.
  - Businesses taking part receive free promotion for taking part in the scheme.
- 3.1.3 Local authorities already implementing the scheme include:
- London Borough of Richmond Upon Thames – the first local authority to introduce the scheme and has received significant interest from local authorities and organisations nationwide. The scheme has 66 members across the borough.
  - Waltham Forest – launched in 2007 and has 38 members. Facilities are regularly inspected by council officers to ensure that they meet appropriate standards.
  - Sheffield city Council –Benefits offered to businesses taking part include graffiti cleaning visits, a cigarette bin, gum removal, hanging basket, inclusion on publicity material all free of charge.
- 3.1.4 It is anticipated that in Windsor and Maidenhead town centres there could be approximately 45 premises taking part in the scheme. If all 45 businesses offered just one male, female and disabled toilet this would result in 135 additional toilets.
- 3.1.5 If the scheme were also extended to include other areas in the Borough e.g. Ascot, Sunninghill, Sunningdale and Cookham there would be even greater benefit to residents and visitors. It is anticipated that there is potential for all Parish and Town Councils be approached to participate in the scheme.
- 3.1.6 The Community Partnership provides an ideal forum for the scheme to be developed.

3.1.7 The table below provides the location of all current public conveniences in the Borough, their opening hours and facilities available. In addition, to support the scheme the Council will make its existing toilet facilities available for public use e.g. Leisure Centres.

**Table: Location of existing public conveniences in the Borough**

Location	Opening Hours	Disabled	Baby Change
Broadway MSCP, Maidenhead	7.30am – 6pm	Yes (RADAR)	No
Providence Place (Piazza), Maidenhead	8am-6pm	Yes (RADAR)	Yes
Sutton Road, Cookham	7.45am – 8pm (s) 7.45am – 6pm (w)	Yes (RADAR)	No
Eton Court, Eton	7.30am – 8pm (s) 7.30am – 6pm (w)	Yes (RADAR)	No
Station Hill, Ascot	8am – 8pm (s) 8am – 6pm (w)	Yes (RADAR)	Yes
High Street, Sunninghill		Yes (RADAR)	No
Bachelors Acre, Windsor	8am – 8pm (s) 8am – 6pm (w)	Yes	Yes
Visitors Reception Centre, Coach Park, Windsor	9am – 6pm	Yes (RADAR or see attendant)	Yes
Guildhall, Windsor	8am – 8pm (s) 8am – 6pm (w)	Yes	Yes
Home Park, Windsor	8am – 8pm (s) 8am – 6pm (w)	Yes	Yes
River Street, Windsor	7.30am – 8.30pm	Yes (24hr APC)	Yes
Victoria Street, Windsor	8am – 8pm (s) 8am – 6pm (w)	Yes	Yes
Town Hall Maidenhead	8am -6pm	Yes	yes
Sutton Road Cookham	8am – 6pm	Yes	yes

Key:

(s) Summer hours between April and October

(w) Winter hours between November and March

RADAR – The Royal Association for Disability and Rehabilitation

Additional public toilet facilities provided by the council also include:

- Maidenhead Town Hall

- Magnet Leisure Centre
- Maidenhead Library and Windsor Library
- York House, Windsor
- Windsor Leisure Centre
- Youth and Community Centres
- Glenfield Park

#### **4. OPTIONS AVAILABLE AND RISK ASSESSMENT**

##### **4.1 Options**

	<b>Option</b>	<b>Comments</b>	<b>Financial Implications</b>
1.	Do nothing and continue with current provision and maintenance regime		Revenue: None  Capital:
2.	Implement the Community Toilet Scheme in the Royal Borough of Windsor and Maidenhead following consultation with potential businesses	This would enhance the provision of public conveniences for residents and visitors and enhance cohesive community working between the council and local businesses.	Revenue: officer time in administering the scheme.  Capital: Dependant on the number of participating businesses, however will be less than £10,000.

##### **4.2 Risk assessment**

- 4.2.1 The main risk associated with the scheme is lack of interest from the business community.

#### **5. CONSULTATIONS CARRIED OUT**

- 5.1.1 The Maidenhead Town Partnership/ Maidenhead and District Chamber of Commerce Environment Sub Group, Windsor District Chamber of Commerce have been consulted regarding this scheme and were in favour of pursuing the project.

#### **6. COMMENTS FROM THE OVERVIEW AND SCRUTINY PANEL**

- 6.1.1 The Panel were of the view that the Community Toilet Scheme was a worthy initiative and were fully supportive of the proposal, subject to the report stating that the likely cost of the scheme would be less than £10,000 and the report being amended to reflect the fact that there were other toilets available to members of the public, particularly in the town centres, as part of another public facility, such as in libraries and at the Town Hall.

## 7. IMPLICATIONS

7.1.1 The following implications have been addressed where indicated below.

Financial	Legal	Human Rights Act	Planning	Sustainable Development	Diversity & Equality
✓	✓	N/A	N/A	N/A	✓

Background Papers: None