

## **Public toilets in London**

Update report

July 2011





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The Health and Public Services Committee investigated the provision of public toilets in London in 2006. The final report from that investigation can be found here:

<http://legacy.london.gov.uk/assembly/reports/health/public-toilets.pdf>

On the 3 November 2010 the Committee agreed to follow up its investigation. The following terms of reference for an update review were agreed:

- To review whether the provision of public toilets in London has improved since 2006, and to identify what more the Mayor could do to improve provision.

The Committee would welcome feedback on this report. For further information contact Richard Berry on 020 7983 4199 or [richard.berry@london.gov.uk](mailto:richard.berry@london.gov.uk). For media enquiries contact Lisa Moore on [lisa.moore@london.gov.uk](mailto:lisa.moore@london.gov.uk) or Julie Wheldon on [julie.wheldon@london.gov.uk](mailto:julie.wheldon@london.gov.uk), or phone 020 7983 4228.

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# Chair's foreword

Every day millions of journeys are made across London as we go to work, go shopping, visit the sights or take advantage of all the wonderful cultural activities this great city has to offer. For some people setting out across town such a journey requires forethought and planning as they need to be sure that they can if required quickly access an open and clean public toilet.



This report is a follow up to a 2006 Health and Public Services Committee investigation, which was led by Assembly Member Joanne McCartney. The Committee has followed up the availability of public lavatories and how you find out where they are located.

The Committee appreciates that the term “public lavatory” is rather out of date in terms of municipal provision and instead have looked at available public facilities across London. Accurate information on a cross-London basis has been difficult to find for us as a Committee, so it would probably be even more difficult for a visitor.

We welcome the Mayoral initiative in encouraging retail and commercial premises to open their facilities to the public, which has resulted in an overall increase in provision. Some councils have used innovative approaches to increasing provision with community schemes, which have replaced or supplemented municipal facilities. The most successful community toilet scheme is in Richmond which has been over-subscribed by retailers wishing to join their scheme.

Whilst this is good news we argue that more can be done to increase public provision and to let people know what facilities are available and where. Our report makes a number of practical suggestions. For example, public buildings should make facilities available, including Town Halls, libraries, museums in receipt of public funds. We also argue that although TfL are including facilities in new stations they are currently not intending to have public lavatories in Crossrail stations. The new Crossrail stations will be disabled friendly so it would be a lost opportunity if this new build did not include public toilets available for the disabled and thus create a beneficial legacy for London's infrastructure, which would be particularly helpful to travellers and visitors to London. We urge TfL to reconsider this.

Our report also sets out why publishing up to date information of what facilities are available is important to visitors, the disabled and elderly.

We urge councils to take up the challenge to encourage effective signage of the facilities in their boroughs.

The unresolved issue is there is a broad range of provision but no-one has taken on the challenge of bringing that all together in an easily accessible format. The GLA have open source data on the information provided to them, but as far as we can tell there is still no resource that plots all the provision available. Thus there is still the appearance of a patchy provision across London.

We have taken steps to produce a standard document in a user-friendly format that people can fill in with the latest data which map and app developers can use to create tools for people to help them move confidently around the city. As we prepare for the Olympics next summer, we want to see all the detail brought together in a form that is usable by both those that have access to the internet and those that do not. We have made a start and it is up to Londoners to finish the picture

I would like to thank fellow Committee Members and officers for helping to produce this report. We are also very grateful to those who participated in our investigation by speaking at our hearing or submitting views and information.

**Victoria Borwick AM**

*Chair, Health and Public Services Committee*

# Executive summary

In this report the Health and Public Services Committee considers how to improve the provision of public toilets in London. Our investigation followed up a previous report by the Committee on this topic in 2006.

Public toilets are a vital service, both for Londoners and visitors to the city. They are especially important for certain groups, such as the elderly or those with certain health conditions, as well as for tourists. Public toilets can support businesses in boosting customer footfall, by giving people more confidence to move around the city, and helping to keep London clean.

There are a number of important aspects to this issue. The first is provision: the number and type of toilets that are available for public use. The second is information: how the public are informed about the location and accessibility of the toilets that are available. This report examines what new initiatives have been introduced recently and evaluate their impact.

Our recommendations focus on what the Mayor can do to help promote the availability of public toilets, either independently or in partnership with others, such as boroughs or private companies. While the Mayor has no statutory role in toilet provision he does act to improve the look and feel of London, has control of important policy levers and can bring partners together. We explore the Mayor's role in Chapter 2.

Chapter 3 sets out our finding that the number of local authority toilets has continued to decline in London, with some boroughs no longer providing any public toilets directly. However, new approaches have helped supplement traditional provision, particularly the community toilet schemes in which the toilets in local businesses and other public buildings are made available for general public use. We recommend the Mayor support this by ensuring the buildings occupied by the Greater London Authority Group allow public access to toilets.

We examine the Mayor's Open London scheme, in which major businesses that operate throughout London agree to make their toilets available to customers and non-customers. We welcome this approach, and believe it could be extended to include publicly-funded bodies making their toilets available, too. We recommend the Mayor renew his efforts to encourage businesses and other organisations to make their toilets available.

Chapter 3 also highlights our particular concerns about the provision of toilets on the new Crossrail network. While Transport for London has continued to upgrade toilet provision on the London Underground, London Overground and at bus stations, none of the eight new Crossrail stations in London will have toilet facilities. This could be a lost opportunity to deliver new provision cost-effectively, and we recommended that this issue be revisited. The step-free access guaranteed at Crossrail stations also means this is an opportunity to boost provision of disabled toilets.

Chapter 4 discusses the further improvements that are needed in the way information about public toilets is published. People want easy access to information about where they can find a toilet, what facilities they will find there – such as wheelchair access or baby changing – and also whether they will have to pay to use it. We consider the information published by the boroughs, the GLA Group, commercial operators and voluntary groups, and find that it is patchy and incomplete.

Our priority is to see greater integration of the different information sources. Currently there are multiple sources depending on the type of toilet and the geographical area it is in. We would like to see this information published openly in a standard format: this will allow those who are developing new public information sources – maps, websites and mobile applications – to rely on accurate, comprehensive data. We recommend that toilet providers adopt this approach, using the standard open data format developed by the Committee, which is published alongside this report.<sup>1</sup>

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<sup>1</sup> For more information please visit: <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/health>

# 1 Introduction

- 1.1 The provision of public toilets is a vital public service, helping to improve the quality of life for Londoners and the experiences of visitors to the city. By helping people have the confidence to move around London, public toilets support businesses in boosting customer footfall. They are especially important for certain groups, such as the elderly or those with certain health conditions. Public toilets also help to keep the city clean when the pubs and clubs empty late at night and revellers can be tempted to relieve themselves in other, less hygienic places.
- 1.2 The Health and Public Services Committee first investigated public toilets in London in 2005-06, leading to the publication of our report, *An Urgent Need: The state of London's public toilets*, in March 2006.<sup>2</sup> In this earlier investigation we highlighted the alarming decline in the number of local authority-maintained public toilets in recent years.<sup>3</sup>
- 1.3 In our earlier report we recommended several steps to improve toilet provision, including the use of planning powers by boroughs to establish new toilets, the rollout of 'community toilet schemes' whereby toilets on commercial premises are made available to the public, and the publication of a London-wide toilet map. A follow-up report was published in July 2007.<sup>4</sup>
- 1.4 In this follow-up investigation, the Committee sought to assess what had happened to public toilet provision in London since our report, and to identify any further steps the Mayor could take.
- 1.5 We have used a flexible approach to defining 'public toilet' in this investigation. As well as examining traditional public toilets that are provided and funded directly by local authorities, we have also considered other toilets that are open to the general public. This may include those in other public buildings or on commercial premises that are available to everyone, rather than just employees or paying

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<sup>2</sup> To view the Committee's previous report please visit:

<http://legacy.london.gov.uk/assembly/reports/health/public-toilets.pdf>

<sup>3</sup> *An Urgent Need: The state of London's public toilets*, London Assembly, 2006.

Available to download at: <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/health/urgent-need>

<sup>4</sup> The follow-up report can be found here:

<http://www.london.gov.uk/moderngov/Data/Health%20and%20Public%20Services%20Committee/20070711/Agenda/9%20Public%20toilets%20follow-up%20PDF.pdf>

customers, for instance. This approach to defining public toilets reflects the changing ways that policy-makers have sought to increase access to toilets in recent years.

- 1.6 In conducting this investigation the Committee has gathered views and information from a large number of individuals and organisations. We surveyed London boroughs about the toilets available to local residents in their area. We have also received submissions from voluntary organisations, from industry groups representing toilet providers and independent experts. In early 2011 we held a meeting to discuss the topic with the Mayor's office, Transport for London, a London borough and business representatives. Finally, we held an online public consultation on one aspect of the investigation: the development of an open data standard for public toilets. For further details of the submissions received and meeting participants please see Appendix 4.
- 1.7 This report sets out the findings of our investigation, and is structured in the following way:
  - Chapter two sets out the role played by the Mayor with regards to public toilets in London;
  - Chapter three examines the provision of toilets, including by London boroughs, Transport for London and private providers; and
  - Chapter four considers the quality of published information about the location and accessibility of toilets.
- 1.8 We have made a number of recommendations to the Mayor in this report, which are listed in full in Appendix 1. For each, we ask that the Mayor respond to the Committee to set out how he will implement the recommendation by the end of October 2011. We also ask that the Mayor provide a progress report to the Committee by the end of April 2012 to update us on the provision of public toilets in London.

## 2 A role for the Mayor

- 2.1 The Mayor does not have a specific statutory duty to provide public toilets in London.<sup>5</sup> Nevertheless the Mayor is active in this area. Transport for London, which the Mayor controls, provides public toilets directly. The Mayor has also promoted the provision of public toilets by others using his planning powers and through his Open London scheme, which will be discussed in more detail later in this report.
- 2.2 The Mayor has control of some important policy levers and key resources in relation to public toilets. With his city-wide status he can also spread good practice among London boroughs and other bodies. Based on these attributes, there is a case for the Mayor to play a role in promoting the provision of public toilets in London.
- 2.3 Views and information received by the Committee during this investigation suggest public toilets are an important service for Londoners. They are particularly vital for specific groups who have most need for toilet facilities. These include older people, pregnant women, parents with young children and people with certain health conditions. For instance, we heard from Crohn's and Colitis UK, an organisation representing people suffering from irritable bowel disease, about the importance of toilets to this group:

*"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 irritable bowel disease."*<sup>6</sup>

- 2.4 We also heard from Transport for All about the importance of public toilet provision 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,*

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<sup>5</sup> London boroughs similarly do not have a duty to provide toilets. Under the Public Health Act 1936 local authorities have the power to provide toilets, but no duty to do so.

<sup>6</sup> Written submission from Crohn's and Colitis UK, 2010, page 1. Copies of the written submissions received by the Committee are available on our website at <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/health>

*or an accessible toilet. Concerns about finding a useable toilet are also the source of a great deal of stress and anxiety for older and disabled people when they do travel.”<sup>7</sup>*

- 2.5 Toilets are also an important part of London’s tourism offer. The British Toilet Association – a body representing local authorities, toilet providers and charities – emphasised this in a submission to the Committee, particularly focusing on the influx of visitors expected for the 2012 Olympic and Paralympic Games:

*“Lack of toilets in London in 2012 will certainly be bad for London's image and public hygiene.... street fouling could easily 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.”<sup>8</sup>*

- 2.6 The current level of service in London has been criticised for failing to meet these needs. For instance the National Childbirth Trust, a charity for parents, told the Committee:

*“...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.”<sup>9</sup>*

- 2.7 There are several areas where the Mayor has powers relating to public toilets:

- The Mayor has control of Transport for London, which provides 128 toilets at train and bus stations, most of which are free of charge;

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<sup>7</sup> Written submission from Transport for All, 2010, page 1

<sup>8</sup> Written submission from British Toilet Association, 2010, pages 3-4. It was reported that by the 2008 Games in Beijing the city had 5,300 public toilets, which were available within a five-minute walk of any downtown location, following a major investment programme. See Beijing's toilet horrors flushed away as Olympics near , news.xinhuanet.com, 20 June 2008

<sup>9</sup> Written submission from National Childbirth Trust – London Region, 2010, page 3

- The Mayor has significant powers in spatial planning – producing the London Plan and supplementary planning guidance – which can and have been used to promote public toilets;<sup>10</sup>
- The Mayor has a duty to promote the health of Londoners and reduce health inequalities. He produces a Health Inequalities Strategy, in which the importance of public toilets in helping people get around is recognised;<sup>11</sup> and
- The Mayor may gain additional responsibilities in the management of the eight Royal Parks in London, all of which currently have public toilets.<sup>12</sup>

2.8 Other resources at the Mayor’s disposal can be useful in delivering public toilets. The organisations in the GLA Group occupy a range of buildings throughout London, with toilets that could be available for public use. The GLA also maintains the London Datastore, which could be used to make data available about public toilets.

2.9 As in other policy areas, the Mayor could have a role in promoting good practice among London boroughs. Public toilets are primarily a service delivered by local authorities, although in London there are differing approaches among boroughs to the provision of toilets and publication of information about them.

2.10 The Mayor’s city-wide status also means he can lead discussions with toilet providers that operate throughout London; in fact he has done this already through his Open London scheme. In this scheme, the Mayor has invited large companies – such as supermarkets, restaurants, cafés or clothes retailers that operate stores and branches with toilet facilities throughout London – to make their store toilets available for use by the general public, as well as customers. While boroughs can discuss this with companies individually it is more efficient for the Mayor to do so.

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<sup>10</sup> *The London Plan: Spatial Development Strategy for Greater London – Consultation draft replacement plan*, Greater London Authority, October 2009

<sup>11</sup> *The London Health Inequalities Strategy*, Greater London Authority, April 2010

<sup>12</sup> The government has proposed that responsibility for the eight Royal Parks in London will be transferred to the Greater London Authority, although the scope of the Mayor’s role is still to be confirmed. See *Transfer of the Royal Parks Statement*, Department for Culture, Media and Sport, January 2011

### *Conclusions*

- 2.11 Public toilets are a vital public service, both in helping Londoners to get around the city and making London attractive to visitors. Provision of toilets will be particularly important during the Olympic and Paralympic Games in London in 2012, when there will be pressure on existing toilet provision, and a need to present the city in the best possible light.
  
- 2.12 There is a role for the Mayor in enhancing both the provision of public toilets and the information published about public toilets in London. The Mayor has control of important policy levers in transport, planning and public health, and can act to promote good practice throughout the city.

## 3 Provision of public toilets

- 3.1 This chapter sets out our findings on the level of public toilet provision in London, and steps that have been taken recently by London boroughs and the Mayor to improve provision.
- 3.2 In the Committee’s previous report on public toilets we highlighted the decline in local authority-maintained public toilets from 486 in 2000 to 419 in 2004.<sup>13</sup> There appears to have been further closures in the ensuing years. The data collected by the Committee during this investigation indicates there are now 401 local authority-maintained toilets in London; this represents a fall of about one-fifth in the past decade.<sup>14</sup>
- 3.3 Table 1 below sets out the key findings of the investigation in terms of the level of public toilet provision. It also includes figures for different types of public toilet provision, not just those toilets provided directly by local authorities. This reflects our broad approach to defining public toilets, as discussed in the introduction to this report.

**Table 1: Number of public toilets in London<sup>15</sup>**

Type of toilet	Number
Borough-maintained flush toilets	401
Borough-maintained street urinals	3
Public toilets at London Underground, London Overground, National Rail and bus stations	141
Toilets in other public buildings available to the general public, such as libraries, town halls and museums [Based on information from boroughs]	47

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<sup>13</sup> *An Urgent Need: The state of London’s public toilets*, London Assembly, 2006

<sup>14</sup> Data on the number of public toilets is no longer collected centrally so it is not possible to compare current provision directly with the situation in 2004. However, the Committee has undertaken work to estimate the number of public toilets in London today, using various sources including a survey of the boroughs, obtaining information from borough websites and using data from private mapping work.

<sup>15</sup> The following sources have been used to compile these figures: Written submission from Transport for London, 2010; written submissions from the London Boroughs of Camden, Croydon, Hammersmith & Fulham, Haringey, Islington and Wandsworth, 2010; individual London borough websites (checked 1-4 April 2011); [www.toiletmap.co.uk](http://www.toiletmap.co.uk)

Toilets in borough-run community toilet schemes	358
Toilets in Mayor's Open London scheme <sup>16</sup>	77
Toilets in other commercial premises available to the general public [Based on information from boroughs]	25

- 3.4 The figures shown above are only indicative of current public toilet provision. Additional toilets may be available to the public, but are not included here because they are not advertised as such. In particular, there may be many other public buildings or commercial premises that have toilets accessible to the public. It is not possible to state precise numbers for toilets in these categories, beyond the information provided by boroughs in survey responses or on their websites.
- 3.5 The distinctions between the categories in the table above are also blurred, as boroughs tend to categorise their toilets in different ways: for instance, some may list toilets that are inside council-owned buildings as local authority-maintained toilets, while others include them in their community toilet scheme and others in a separate category.
- 3.6 It is not known how many of these public toilets are accessible to disabled people. Only around half of boroughs have provided or published full information on disabled access (see discussion in Chapter 4). There are approximately 900 toilets in London registered as part of the National Key Scheme run by the disability charity RADAR.<sup>17</sup> In this scheme, disabled people can purchase a key to use toilets reserved for their use in business premises or public buildings. However, toilets in the National Key Scheme can still be restricted to customers, so they are not necessarily public toilets.
- 3.7 The disability charity Mencap publishes information on how many 'Changing Places' toilets there are in London. These toilets have the

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<sup>16</sup> The data on the number of Open London toilets has been provided by a third party (the developer of [www.toiletmap.co.uk](http://www.toiletmap.co.uk)), rather than the organisers or participants of the scheme directly.

<sup>17</sup> *National Key Scheme Guide 2011*, RADAR, 2011

highest standards of accessibility, with additional space and equipment. There are only 15 Changing Places toilets in London (see Table 2 below).<sup>18</sup> This is equivalent to one Changing Places toilet per 500,000 people; this is much worse than the average for the rest of the UK, where there is one Changing Places toilet per 200,000 people.<sup>19</sup>

**Table 2: Changing Places toilets in London**

Victoria Embankment Garden, Westminster	The Camden Society, Kentish Town	Eltham Centre, Eltham
Tate Modern gallery, Bankside	Centre 404, Holloway	Crescent Resource Centre, New Malden
Great Ormond Street Hospital, Bloomsbury	East Ham Leisure Centre, East Ham	The Causeway Centre, New Malden
Southwark College, Bermondsey	Ealing, Hammersmith & West London College, Acton	Sutton Centre for Independent Living & Learning, Sutton
City Hall, London Bridge	Community Centre, Plaistow	Sutton Railway Station, Sutton

### Borough provision of toilets

- 3.8 Table 1 sets out how many toilets are provided directly by boroughs across London. Within this overall picture, coverage is patchy. The provision of traditional public toilets ranges from none at all in some boroughs, to over 20 in others. Appendix 2 displays the available data for individual boroughs.
- 3.9 Different models of provision have also been adopted. For instance, the London Borough of Richmond has focused its toilet provision on a ‘community toilet scheme’, in which 97 local businesses are paid £600 each per year to make their toilets available to the general public, not

<sup>18</sup> See [www.changing-places.org](http://www.changing-places.org)

<sup>19</sup> Calculated by the Committee. Population data from *Mid Year Population Estimates 2002*, Office for National Statistics, 2010. There are 267 Changing Places toilets in the UK.

just to paying customers (see the next section for more detail).<sup>20</sup> The borough has closed all of its traditional public toilets. The costs of the scheme in Richmond amount to around £60,000 in payments to businesses, although there may be additional costs for the borough in managing the system.

- 3.10 This approach contrasts with that of the London Borough of Camden, which continues to maintain 27 traditional public toilets, the highest number of any borough.<sup>21</sup> Alongside this, Camden is piloting a community toilet scheme in one part of the borough, with six participating businesses. The borough spends around £400,000 per year maintaining its toilet provision.<sup>22</sup>

#### *Community toilet schemes*

- 3.11 Community toilets schemes are a new initiative introduced in several boroughs since our previous work on this topic, in which local businesses are paid by the borough to allow non-customers to use their toilets during opening hours.<sup>23</sup>
- 3.12 The payment to businesses covers the cost of cleaning, maintenance and staff time. Businesses display window signs to inform the public that their toilets are available for use – see an example overleaf – and borough websites also list the participating businesses. In some boroughs, the names and locations of participating businesses are displayed on street signs.

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<sup>20</sup> For further information see:

[http://www.richmond.gov.uk/community\\_toilet\\_scheme](http://www.richmond.gov.uk/community_toilet_scheme)

<sup>21</sup> Written submission from London Borough of Camden, 2010

<sup>22</sup> Cllr Sue Vincent, Transcript of Health and Public Services Committee meeting, 12 January 2011, page 13. Minutes and transcripts of Committee meetings are available at <http://www.london.gov.uk/moderngov/ieListMeetings.aspx?Committeeld=148> or from the London Assembly secretariat

<sup>23</sup> In some boroughs, community toilet schemes are not limited to private businesses: they also include public buildings that have a toilet available for public use.

**Figure 1: Community toilet scheme signs**



Source: London Borough of Enfield

3.13 In 2006 the Committee recommended that all London boroughs should consider launching similar schemes. Soon after Boris Johnson became Mayor in 2008 he wrote to all London boroughs to encourage them again to do this.<sup>24</sup> To date, 13 boroughs have launched community toilet schemes, as shown in Table 2 below. In total there are 358 participating businesses across London.

**Table 2: Size of community toilet schemes<sup>25</sup>**

Borough	Participating businesses in community toilet scheme
Bromley	13
Camden	6
City of London	31
Ealing	8

<sup>24</sup> *Boris Johnson calls on London businesses to open their toilets to the public*, Greater London Authority, 12 August 2008

<sup>25</sup> Individual London borough websites (checked 1-4 April 2011); written submissions from the London Boroughs of Camden, Croydon, Haringey, Islington and Wandsworth, 2010. LB Islington informed the Committee that it does not operate a formal community toilet scheme, but identified four businesses in the borough that will allow non-customers to use their toilets.

Enfield	29
Haringey	6
Lambeth	30
Merton	2
Richmond upon Thames	97
Southwark	5
Sutton	14
Waltham Forest	39
Wandsworth	78

- 3.14 Table 2 above shows the size of the scheme in each borough, revealing that there is substantial variation between boroughs. Richmond now has 97 participating businesses and Wandsworth has 78, while other boroughs have many fewer: in some cases this is likely to reflect the fact schemes have been launched relatively recently. As well as recruiting private businesses, some boroughs also include public buildings such as town halls and libraries in their community toilet schemes.
- 3.15 These schemes offer the opportunity to increase public toilet coverage, at relatively low cost to the taxpayer. If all boroughs replicated the large schemes that operate in Richmond and Wandsworth this would represent a huge increase in overall toilet provision, but at much lower cost than providing the same number of traditional, local authority-maintained public toilet provision.
- 3.16 However, a number of issues and problems with community toilet schemes have been identified. In particular, community toilets do not necessarily provide the coverage or reliability that local authority-maintained toilets can:

- Access to community toilets depends on the opening hours of participating businesses: this may particularly limit the availability of toilets late at night;<sup>26</sup>
- Community toilets may not have the same levels of disabled access as local authority-maintained toilets;<sup>27</sup>
- Businesses' participation in schemes may fluctuate with changes in personnel, for instance a new owner or manager may take over a business and decide to withdraw membership;<sup>28</sup> and
- Businesses may not comply with the membership requirements set out by boroughs. For instance, in November 2010 the Sutton Seniors' Forum visited all of the community toilet scheme participants in Sutton, and reported that only two (out of 14 members) displayed notices to inform the public that toilets were available to non-customers.<sup>29</sup>

3.17 There is also evidence that boroughs may be developing community toilet schemes not to complement but to replace traditional public toilets entirely. Out of the 13 London boroughs with community toilet schemes, four of them no longer maintain any public toilets directly (Merton, Richmond, Sutton and Waltham Forest).<sup>30</sup>

### *Conclusions*

3.18 London boroughs are ultimately responsible for the look and feel of their area. They need to ensure there is good public toilet provision to create high quality living environments and to support lively retail areas. The patchy coverage of publicly accessible toilets across London suggests not all boroughs are delivering high standards of provision.

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<sup>26</sup> Two boroughs with large schemes advertise the opening hours of toilets. In Lambeth, 21 out of 30 community toilets are open after 8pm. In Waltham Forest, 17 out of 39 are open after 8pm. See [www.lambeth.gov.uk](http://www.lambeth.gov.uk); [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

<sup>27</sup> Several boroughs with large schemes advertise the accessibility of toilets for disabled people. In Lambeth, 11 out of 30 community toilets have disabled access. In Waltham Forest, 21 out of 39 do so. In Richmond, 52 out of 97 do so. See [www.lambeth.gov.uk](http://www.lambeth.gov.uk); [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk); [www.richmond.gov.uk](http://www.richmond.gov.uk)

<sup>28</sup> Cllr Sue Vincent, Transcript of Health and Public Services Committee meeting, 12 January 2011, page 11

<sup>29</sup> Written submission, Sutton Seniors' Forum, 2010, pages 1-2

<sup>30</sup> [www.merton.gov.uk](http://www.merton.gov.uk); [www.richmond.gov.uk](http://www.richmond.gov.uk); [www.sutton.gov.uk](http://www.sutton.gov.uk); [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

- 3.19 Community toilets schemes offer an effective way to increase public toilet provision. The Committee welcomes the fact that a number of boroughs have introduced these schemes since our previous report, and encourages others to continue this trend. All boroughs could learn from the good practice seen particularly in Richmond and Wandsworth.
- 3.20 We have to be aware of the limitations of community toilet schemes. If boroughs are going to depend increasingly on others to provide public toilets – moving away from traditional, borough-maintained toilet provision – then issues such as opening hours and disabled access need to be addressed. To do this, it is necessary for community toilet schemes to be of sufficient scale to guarantee widespread coverage. There is also a need for participants that offer extended opening hours, disabled access, and baby changing facilities. This requires a firm commitment from boroughs to recruit member companies and to continue monitoring provision.
- 3.21 Furthermore, the Committee believes boroughs should seek to include public buildings such as town halls, libraries and museums – many of which are owned by boroughs – in their community toilet schemes. This would open up access to these publicly-funded facilities to those that pay for them. The Mayor could support this by opening access to toilets in buildings controlled by Greater London Authority and including them in borough schemes.

#### **Recommendation 1**

**The Mayor should direct all organisations in the GLA Group to allow public access, where possible, to the toilets in the buildings they occupy. The Mayor should write to all relevant boroughs to indicate that these buildings are available for membership of a borough-run community toilet scheme.**

#### **What the Mayor is doing**

- 3.22 The Mayor has a number of policy levers that he can use to support the provision of public toilets in London. Planning guidance produced by the Mayor allows him to influence toilet provision in new

developments. His control of Transport for London means he is responsible for toilet provision on the London Underground and Overground networks and at bus stations, where provision has increased recently. Furthermore, the Mayor's position as London's political leader creates the means by which he can encourage businesses to make their toilets available to the public. He has been active in all of these areas in recent years.

### **Open London**

- 3.23 In March 2009 the Mayor launched his own scheme to encourage private businesses to make their toilets available to the general public, known as Open London. In this scheme, the Mayor has focused on large companies that operate throughout London. Companies that join the scheme agree to make all of their existing customer toilets available to non-customers.<sup>31</sup> Unlike in boroughs' community toilet schemes, companies do not receive payment to join Open London.
- 3.24 Take-up of Open London among businesses has been limited. Seven companies joined the scheme in 2009: Tesco, Sainsbury's, Marks and Spencer, Borders (closed down), Asda, Austin Reed and John Lewis (including Waitrose). No new members have been recruited since May 2009.
- 3.25 Other companies that are not members of the Open London may still allow both customers and non-customers to use their toilets. However, this is not always the case. During the survey carried out by the Sutton Seniors' Forum in November 2010, the group found there were a number of large retailers that had no customer toilets at all, and several that would not allow the public to use a staff toilet even in an emergency.<sup>32</sup>
- 3.26 The Greater London Authority has not collected information on how many toilets have become available to the public as part of the Open London scheme. However, an independent count by the developer of the website [www.toiletmap.co.uk](http://www.toiletmap.co.uk) has found that approximately 77 toilets are available in the London stores of member companies. Some of the companies in the scheme already permitted non-customers to use toilets in their stores on an informal basis.

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<sup>31</sup> 'Sainsbury's, John Lewis, Tesco, M&S and Borders join Mayor's scheme to increase access to toilets across London', Greater London Authority, 18 March 2009

<sup>32</sup> Written submission, Sutton Seniors' Forum, 2010, pages 2

- 3.27 Deputy Mayor Richard Barnes AM, who oversees Open London for the Mayor's office, reported to the Committee some of the difficulties in recruiting members to the scheme.<sup>33</sup> One reason given is that many potential members are run as franchise businesses; therefore, membership of the scheme cannot be agreed centrally by the company's head office, only by each individual franchisee. For instance, Costa Coffee, Starbucks and Kentucky Fried Chicken are franchise businesses that were initially approached by the GLA, but have declined to join.<sup>34</sup>
- 3.28 There has been no formal assessment of the impact of the Open London scheme. A representative of one member company – Jonathan Simpson, Corporate Affairs Manager at Tesco – told the Committee that they had seen an increase in toilet usage in Tesco's larger stores since 2009.<sup>35</sup> This may of course be the result of other factors, such as the closure of other public toilets.

### *Conclusions*

- 3.29 The Mayor has taken action to support the provision of public toilets in London. The Committee supports the Mayor's efforts to encourage businesses to open up their toilets to both customers and the general public, as he has done through his Open London scheme. The Committee also believes toilets in public buildings should also be made available to the general public where possible.
- 3.30 Unfortunately no new members have been recruited to the Open London scheme since shortly after its launch. Two years on, it is appropriate time for the Mayor to look at this issue again. The Committee's desired outcome is the greater availability of public toilets, which is more important than any particular promotional scheme. We therefore suggest that the Mayor acts to encourage more companies to open access to their toilets. This activity could be undertaken as part of a re-launched Open London or – if this scheme is discontinued – in support of the community toilet schemes run by boroughs.

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<sup>33</sup> Transcript of the Health and Public Services Committee, 12 January 2011, page 5. Richard Barnes is also a member of the Health and Public Services Committee, but participated in the discussion at this meeting as an invited guest.

<sup>34</sup> Some individual branches of these stores are members of borough community toilet schemes, for instance KFC in Twickenham, Richmond upon Thames.

<sup>35</sup> Jonathan Simpson, Transcript of the Health and Public Services Committee meeting, 12 January 2011, page 3

## Recommendation 2

**The Greater London Authority should identify major companies and other organisations that operate across a number of London boroughs and provide toilets that could be made available for general public use. They should approach all of these organisations and invite them to consider making their toilets available. By spring 2012, the Mayor should be in position to announce an additional set of companies that will make their toilets available.**

### Transport system

- 3.31 The Mayor controls around 128 public toilets operated through Transport for London (TfL), which operates the London Underground and London Overground networks and bus stations. TfL is also jointly responsible with the Department for Transport for Crossrail, a major new piece of transport infrastructure being developed in London. There are around 16 other toilets at National Rail stations in London.
- 3.32 London Underground manages 90 public toilets at tube stations. Of these, 37 are accessible to disabled people and 16 have baby changing facilities. The majority of toilets are inside ticket barriers, and there are charges of 10-50p to use 16 of the toilets. The toilets are being upgraded as part of London Underground's station upgrade programme; since the Committee's previous report in 2006, six new toilets have been opened at six tube stations.<sup>36</sup>
- 3.33 There are 14 public toilets at stations within the London Overground network, all of them accessible to disabled people; seven of these toilets are managed by London Overground directly. Since 2006, toilet facilities have been added at Gospel Oak station, and London Overground is currently planning to introduce accessible toilets at a further five stations.<sup>37</sup>

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<sup>36</sup> Written submission, Transport for London, 2011, page 1. A number of other toilets at tube stations are managed by local authorities. The stations with new toilets are Finchley Central, Hendon Central, High Barnet, Kingsbury, Pinner and Wood Lane

<sup>37</sup> Written submission, Transport for London, 2011, pages 2-3. Stations with planned toilet upgrades are Crystal Palace, Kensington Olympia, New Cross Gate, West Croydon, and Willesden Junction

- 3.34 There are 24 public toilets at bus stations in London, all of them accessible to disabled people. Since the Committee's report in 2006, new bus station toilets have been installed at White City (paid for by Westfield).<sup>38</sup>
- 3.35 Crossrail will add approximately 10 per cent to London's rail capacity at a cost of £15.9 billion. Around 200 million passenger journeys are expected to take place on Crossrail every year, with each train carrying 1,500 passengers during peak times.<sup>39</sup> Eight new Crossrail stations are being built in London.<sup>40</sup>
- 3.36 There are no plans to include toilet facilities at the new Crossrail stations in London. At four of these locations, there are already toilets within the existing National Rail stations that will connect to the Crossrail station; at Tottenham Court Road there will be new toilets installed in the upgraded London Underground station.
- 3.37 The London Borough of Islington has raised particular concerns with the Committee about Farringdon station. Farringdon will be the only connection between Crossrail and the redeveloped Thameslink line, with connections to three Underground lines. According to Crossrail, Farringdon will become one of Britain's busiest train stations, with 140 trains per hour.<sup>41</sup> Farringdon has toilets at the existing London Underground station, inside the ticket barriers: these consist of just two cubicles in total. To access the existing public toilets at Farringdon, Crossrail passengers would have to exit the Crossrail station and re-enter the London Underground station. As the borough told the Committee:

*"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*

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<sup>38</sup> Written submission, Transport for London, 2011, pages 3-5

<sup>39</sup> [www.crossrail.co.uk](http://www.crossrail.co.uk)

<sup>40</sup> Bond Street, Canary Wharf, Custom House, Farringdon, Liverpool Street, Paddington, Tottenham Court Road, Whitechapel. Four of these locations already have public toilets, within London Underground stations. All new Crossrail stations will have step-free access for disabled users.

<sup>41</sup> Ibid.

*Council regularly receives 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.”<sup>42</sup>*

3.38 The potential impact of inadequate toilet facilities at Crossrail stations may be exacerbated by the decision not to provide toilets on board Crossrail trains. The Mayor has suggested toilets will not be provided on board trains because, “Crossrail will be a high-frequency metro-style service.”<sup>43</sup> Many journeys into central London on Crossrail will last 45-60 minutes; for instance, the journey from Maidenhead to Canary Wharf will take 54 minutes.<sup>44</sup> This risks creating high demand for toilets among Crossrail passengers alighting in central London, without sufficient provision to meet these needs.

#### *Conclusions*

3.39 The Committee welcomes Transport for London’s work to improve public toilet provision on its networks, in particular at Underground and Overground stations. We will continue to monitor the implementation of these commitments.

3.40 The lack of plans to provide any additional toilet facilities at new Crossrail stations in London is very disappointing. The Committee strongly believes that the development of Crossrail is an ideal opportunity to provide new public toilets, increasing the benefits of the scheme to Londoners and visitors. The step-free access guaranteed at Crossrail stations also means this is an opportunity to boost provision of disabled toilets.

3.41 The most cost-effective way to deliver new public toilet provision on the network will be to install toilets during the construction of Crossrail stations and trains. This opportunity should not be missed. Toilets should be provided at new Crossrail stations.

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<sup>42</sup> Written submission, London Borough of Islington, 2011, pages 1-2

<sup>43</sup> Response to James Cleverly AM [Question number 0745/2011], Mayor’s Question Time, 23 February 2011

<sup>44</sup> [www.crossrail.co.uk](http://www.crossrail.co.uk)

### Recommendation 3

**Crossrail should install public toilets with access for disabled people at all new stations in London. The Mayor should join the Committee in requesting that Crossrail carry out this work.**

#### Planning

- 3.42 New building developments represent an opportunity to enhance public toilet provision, if developers are encouraged to establish or upgrade public toilets. The Mayor can influence this through his strategic powers over spatial planning: he produces the London Plan and strategic planning guidance, which London boroughs must consider in planning applications.
- 3.43 The Mayor has published a draft replacement London Plan for consultation.<sup>45</sup> In this, he has advocated using new developments to improve public toilet provision. Policy 7.5 states:
- “New developments should incorporate local social infrastructure such as public toilets, drinking water fountains and seating, where appropriate.”*
- 3.44 The previous Mayor also published supplementary planning guidance that covered public toilets. In the guidance on ‘Accessible London’, it is recommended:
- “To address the shortage of accessible public toilet facilities in London, the Mayor will and boroughs should seek to ensure that proposals for retail, leisure, cultural, sport and community facilities provide suitable public toilets for all the community. Boroughs should also make an assessment of provision in public areas and give consideration to addressing any shortfalls.”<sup>46</sup>*
- 3.45 The GLA has not formally collected data on how many boroughs have incorporated these recommendations into their own planning

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<sup>45</sup> *The London Plan: Spatial Development Strategy for Greater London – Consultation draft replacement plan*, Greater London Authority, October 2009

<sup>46</sup> *Accessible London: achieving an inclusive environment – The London Plan Supplementary Planning Guidance*, Greater London Authority, April 2004

guidance. However, guidance designed to promote the provision of public toilets is included in a number of borough planning documents reviewed by the Committee.<sup>47</sup>

3.46 The draft London Plan states that the Mayor is planning to update the ‘Accessible London’ guidance. This process is an opportunity to provide further advice to boroughs, reflecting the changing ways public toilets are being delivered. In particular, since this guidance was published boroughs and the Mayor have established new types of scheme to make use of toilets on commercial premises, as discussed earlier in this chapter. New guidance could, for instance, recommend that boroughs encourage businesses located in new developments to join the local community toilet scheme, where these exist.

#### *Conclusions*

3.47 The Mayor is making use of his strategic powers in spatial planning to help enhance public toilet provision in London. It is important that in any updated supplementary planning guidance produced following the final completion of the new London Plan, he retains recommendations to the boroughs on this topic. Furthermore, his guidance could be updated to reflect recent good practice in London with regards to making toilets on commercial premises available to the public.

#### **Recommendation 4**

**The Mayor should include guidance to boroughs on public toilet provision in his updated Supplementary Planning Guidance on Accessible London. The guidance should recommend that boroughs take steps to encourage the establishment of public toilets in new developments, and to encourage businesses located in new developments to make their toilets available to the general public, including through a borough-led community toilet scheme.**

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<sup>47</sup> See, for instance, *Camden Core Strategy 2010-2025*, London Borough of Camden, 2010; *Core Strategy – Development Plan Document: Delivering a World Class City*, City of London, 2010; *Access for All*, London Borough of Hammersmith and Fulham, 2006

## 4 Information about public toilets

- 4.1 In the Committee's previous report on public toilets, we found that the information provided to Londoners about public toilets was patchy and incomplete. Awareness of where toilets are, when they are open, and the facilities offered – such as disabled access or baby changing facilities – is necessary if those that rely on public toilets are going to be able to take advantage of their provision.
- 4.2 There are a variety of ways in which information can be provided to the public, including street signage, telephone helplines, printed leaflets and maps, websites and mobile phone applications. One borough, Westminster, has introduced a 'Sat Lav' scheme: this allows people to send a text message and receive a reply listing public toilets close to their current location.
- 4.3 Nevertheless, several organisations have commented that public toilets in London are poorly advertised or signposted.<sup>48</sup> For instance, Crohn's and Colitis UK told the Committee:

*"People with irritable bowel disease 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."*<sup>49</sup>

### Information currently published

- 4.4 During this investigation the Committee has examined the information made available by boroughs and the GLA Group about both the location and accessibility of public toilets in London, including local authority-maintained toilets, participants in community toilets schemes, toilets on the transport network, participants in the Mayor's Open London scheme and other toilets in public or private buildings.
- **Borough-maintained toilets:** almost all boroughs list their toilets on borough websites (those that do not at present are Barking and Dagenham, Barnet and Hounslow). However, only around half of boroughs publish precise location details for their public toilets,

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<sup>48</sup> Written submission from Age Concern Redbridge, 2010, page 1; National Childbirth Trust – London Region, 2010, page 3; Women's Design Service, pages 1-2

<sup>49</sup> Written submission, Crohn's and Colitis UK, 2010, page 4

such as a street address or postcode and fewer still produce maps showing where the public toilets can be found. The provision of accessibility information by boroughs – including wheelchair access, baby changing facilities, opening hours or any charges for use - is also inconsistent. Please see Appendix 3 for individual borough findings.

- **Community toilet schemes:** there is a similar picture for the 13 community toilet schemes run by boroughs. All relevant boroughs publish a list of participants on their websites, and all but one publishes precise location details. The publication of accessibility information is again inconsistent. It is not clear to what extent scheme participants comply with the requirement to display signs in their windows to show that their toilets are available for general public use (see Figure 1); however, there is evidence that not all participating business do display these signs.<sup>50</sup>
- **Mayor’s Open London scheme:** The GLA has not collected or published any information about the location or accessibility of the participating stores in the Mayor’s Open London scheme. The GLA does not publish an up-to-date list of the member companies in the scheme. No London boroughs list any Open London participants as part of the toilets information they publish on their websites.<sup>51</sup> None of the Open London member companies display signs in store windows to show that toilets are available for general public use: the GLA asked members to do this initially, but none agreed to do so.<sup>52</sup>
- **Transport for London toilets:** TfL publishes a map showing where public toilets can be found on the London Underground, including Docklands Light Railway. The map also includes information about

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<sup>50</sup> A survey conducted in Sutton suggests that a number of participants in the borough do not display Community Toilet Scheme signs. Written submission, Sutton Seniors’ Forum, 2010, pages 1-2

<sup>51</sup> The Mayor did write to the boroughs to inform them of the scheme and its member companies at its launch, but this has not led to the information about the participating stores being publicised by boroughs. Richard Barnes AM, Transcript of Health and Public Services Committee meeting, 12 January 2011, page 7

<sup>52</sup> Jonathan Simpson of Tesco explained to the Committee that this was because the company’s stores are primarily retail outlets rather than municipal toilet facilities. Richard Barnes AM, Transcript of the Health and Public Services Committee, 12 January 2011, page 5; Jonathan Simpson, page 3. Stores are likely to already have internal signs indicating the availability of a toilet.

disabled access, baby changing facilities and the charges for use that apply at particular stations. There is no equivalent information published by TfL – regarding location or accessibility – for the toilets it provides at bus stations or the London Overground network. Although there are TfL-run toilets in most London boroughs, very few boroughs publish any information about the location or accessibility of these.

- **Other public and private toilets:** it is likely that there are many other toilets available to the public in public buildings or on commercial premises, which are not part of a formal scheme run by the GLA or boroughs. There are no London-wide sources for information covering the location or accessibility of all of these toilets. However, a small number of London boroughs do publish information on their websites showing where available toilets can be found, in either public buildings or on commercial premises.

4.5 There are several other sources of information about public toilets in London. There is particular information published about the location of disabled toilets, including by the Mayor and the voluntary sector. The GLA has also developed a new website, Inclusive London, which provides information about the accessibility of businesses, attractions and public services in London for disabled people, including information on customer toilets.<sup>53</sup> As discussed in the Chapter 2, the charities RADAR and Mencap publish information about the National Key Scheme and Changing Places toilets, respectively.

### *Conclusions*

- 4.6 The quality of information published about public toilets in London needs to be improved. There are examples of London boroughs providing detailed, user-friendly information about public toilets in their areas, including both borough-maintained toilets and community toilet schemes. However, there are significant variations in the information provided between boroughs, with some providing none at all.
- 4.7 The information published by the GLA Group is also patchy. While the London Underground public toilet map and the new Inclusive London

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<sup>53</sup> *New website allows visitors to plan accessible visits to London*, Greater London Authority, 11 March 2011. See [www.inclusivelondon.com](http://www.inclusivelondon.com)

website are welcome initiatives, there is very little information available publicly about the Mayor's Open London scheme.

- 4.8 A key problem is the lack of integration between the various sources of information. Boroughs tend not to publicise toilets provided by the Transport for London, for instance. Londoners and visitors should be able to access a list or map showing all of the publicly accessible toilets in a particular locality: in most places it is not possible for them to do this without referring to several different public sources. Working with boroughs and London Councils, the Mayor should seek to deliver this.

### **Open data**

- 4.9 Since the Committee's report in 2006, new technology has increasingly been used as a way to publicise information about public toilets, alongside more traditional methods. The British Toilet Association voiced its support for this type of initiative in a submission to the Committee:

*"What is needed is a web-based guide that will display all publicly accessible toilets – public toilets in the street, in council buildings, community toilet scheme/Open London scheme partners' toilets – online or as a smart phone application."*<sup>54</sup>

- 4.10 There are a number of internet-based information sources about public toilets in London, produced by the private sector. These include [www.toiletmap.co.uk](http://www.toiletmap.co.uk), [www.toiletmaplondon.com](http://www.toiletmaplondon.com), [www.toiluxeapp.com](http://www.toiluxeapp.com) and others. Through these initiatives, users can access a toilet map online or via a mobile phone.
- 4.11 Benefits of the online resources are that they can be easily updated with the latest information – particularly when toilets are closed, or new toilets are introduced – which is not the case with street signage or printed information, and that the data can be improved through incorporating user feedback. However, these resources are less useful for those without access to or familiarity with the internet. This may

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<sup>54</sup> Written submission from British Toilet Association, 2010, page 3

be a particular concern for older people, who are generally less likely to have internet access than younger people,<sup>55</sup> or for tourists.

#### *Data availability*

- 4.12 The usefulness of these resources depends largely on the quality of data that is available to the developers behind them. Data about toilet facilities and locations is generally held by the body responsible for providing the toilet: in London this is predominantly boroughs, but also includes Transport for London, the Royal Parks Agency, other public bodies and private companies. If these data owners do not make their data available, it is much harder for others to distribute information about toilets to Londoners.
- 4.13 We have found good practice examples in London and elsewhere with regards to local authorities making toilet data available. Both the London Borough of Wandsworth and Lincoln City Council publish spreadsheets with toilet data in an easily re-usable data format (comma separated values, or .csv). Wandsworth includes the latitude and longitude coordinates so the toilet can be precisely mapped. Lincoln also publishes a .csv file with toilet locations, with additional information such as whether the toilet has disabled access, baby changing facilities, opening hours and staffing.

#### *Promoting open data*

- 4.14 To help promote this type of approach, during this investigation the Committee has been leading the development of a standard open data format for public toilets. We have done this in consultation with toilet providers and open data experts.
- 4.15 We have produced a standard spreadsheet that all toilet providers can complete and publish, listing the locations of their toilets and further information about them. The purpose of this is for all data owners to provide exactly the same information, in the same format, so that it can be accessed by the public and redistributed by any organisation. The Committee has published the latest version of the standard format, with guidance on how to complete it, alongside this report.<sup>56</sup>

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<sup>55</sup> See *E-Society [Social Trends 41]*, Chris Randall, Office for National Statistics, 2010

<sup>56</sup> To access the table please visit: <http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/health>

### *Conclusions*

- 4.16 The Committee hopes the standard open data format for public toilets that we have developed will lead to Londoners and visitors being able to rely on accurate, comprehensive and up-to-date information. The data could be exploited in a wide variety of ways, including the production of maps showing toilet locations in particular areas or across London.
- 4.17 In order to achieve this we urge all data owners – including the GLA Group, boroughs and other toilet providers – to participate in this effort. Data owners should make information about their toilets available in the standard open data format. It could then be openly available to web and application developers – as well as groups supporting vulnerable people – to utilise and produce relevant information in their preferred format. Public toilets would then be more easily accessible to Londoners and visitors to the city.

### **Recommendation 5**

**The GLA Group, boroughs and other toilet providers in London should adopt the standard open data format developed by the Committee. By Spring 2012, the Mayor should collect and publish data in this format on the location and accessibility of a) all Transport for London toilets, and b) stores participating in his Open London scheme. Boroughs should do the same for the toilets they maintain and community toilet scheme participants.**

# Appendix 1 Recommendations

We ask that the Mayor respond to the following recommendations by the end of October 2011.

## **Recommendation 1**

The Mayor should direct all organisations in the GLA Group to allow public access, where possible, to the toilets in the buildings they occupy. The Mayor should write to all relevant boroughs to indicate that these buildings are available for membership of a borough-run community toilet scheme.

## **Recommendation 2**

The Greater London Authority should identify major companies and other organisations that operate across a number of London boroughs and provide toilets that could be made available for general public use. They should approach all of these organisations and invite them to consider making their toilets available. By spring 2012, the Mayor should be in position to announce an additional set of companies that will make their toilets available.

## **Recommendation 3**

Crossrail should install public toilets with access for disabled people at all new stations in London. The Mayor should join the Committee in requesting that Crossrail carry out this work.

## **Recommendation 4**

The Mayor should include guidance to boroughs on public toilet provision in his updated Supplementary Planning Guidance on Accessible London. The guidance should recommend that boroughs take steps to encourage the establishment of public toilets in new developments, and to encourage businesses located in new developments to make their toilets available to the general public, including through a borough-led community toilet scheme.

## **Recommendation 5**

The GLA Group, boroughs and other toilet providers in London should adopt the standard open data format developed by the Committee. By Spring 2012, the Mayor should collect and publish data in this format on the location and accessibility of a) all Transport for London toilets, and b) stores participating in his Open London scheme. Boroughs should do the same for the toilets they maintain and community toilet scheme participants.

To read the recommendation made in the Committee's 2006 report, *An Urgent Need: The state of London's public toilets* please visit:  
<http://legacy.london.gov.uk/assembly/reports/health/public-toilets.pdf>

## Appendix 2 Borough toilet provision

Borough	Local authority flush toilet	Local authority street urinal	Toilet in other public building	Community toilet scheme	Other private toilet open to public	TOTAL
Barking & Dagenham	8	0	0	0	2	10
Barnet	<i>No information available</i>					
Bexley	16	0	0	0	0	16
Brent	13	0	19	0	0	32
Bromley	16	0	0	13	0	29
Camden	27	0	1	6	1	35
City of London	19	0	0	31	0	50
Croydon	20	0	0	0	0	20
Ealing	11	0	0	8	0	19
Enfield	24	0	0	29	0	53
Greenwich	24	0	0	0	0	24
Hackney	13	0	0	0	0	13
Hammersmith & Fulham	15	1	0	0	0	16
Haringey	8	0	0	6	3	17
Harrow	10	0	0	0	0	10
Havering	8	0	0	0	0	8
Hillingdon	11	0	18	0	2	31
Hounslow	<i>No information available</i>					
Islington	9	1	2	0	4	16
Kensington & Chelsea	12	0	0	0	0	12
Kingston	20	0	1	0	13	34
Lambeth	12	0	0	30	0	42
Lewisham	21	0	0	0	0	21
Merton	0	0	0	2	0	2
Newham	10	0	0	0	0	10
Redbridge	16	0	0	0	0	16
Richmond	0	0	0	97	0	97
Southwark	9	0	19	5	0	33
Sutton	0	0	0	14	0	14
Tower Hamlets	16	0	0	0	0	16
Waltham Forest	0	0	0	39	0	39
Wandsworth	9	0	0	78	0	87
Westminster	24	1	0	0	0	25
<b>TOTAL</b>	<b>401</b>	<b>3</b>	<b>60</b>	<b>358</b>	<b>25</b>	<b>847</b>

1. Additional toilets to those listed above may be available, but are not advertised as such.
2. Information from Barking & Dagenham, Camden, Croydon, Hackney, Hammersmith & Fulham, Haringey and Islington and Wandsworth based on survey responses. The remainder are based on information published on borough websites (checked 1-4 April 2011). Barnet and Hounslow do not publish information.
3. 'Local authority flush toilet' includes Automatic Public Toilets. Some boroughs include libraries and other council-owned buildings in the 'local authority' category, some in the 'community toilet scheme', and others list them separately. The table reflects the approach of each borough.

## Appendix 3 Information published by boroughs

Borough	Location information provided				Access information provided				
	Street or park name	Address or description	Postcode	Map	Disabled access	Charge	Opening hours	Staffing	Baby change
Barking & Dagenham	<i>No information available</i>								
Barnet	<i>No information available</i>								
Bexley	Yes	No	No	Yes	Some	Some	Some	No	No
Brent	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
Bromley	Yes	Only CTS	No	No	Only LA	No	Only LA	Yes	No
Camden	Yes	Yes	Yes	Yes	Yes	No	Only LA	No	Only LA
City of London	Yes	Only LA	No	No	Only LA	Yes	Only LA	Yes	No
Croydon	Yes	Yes	No	No	Yes	No	Yes	No	Yes
Ealing	Yes	Only CTS	No	No	Yes	Yes	Yes	No	Only CTS
Enfield	Yes	Yes	Yes	Only LA	Only LA	Yes	Only LA	No	No
Greenwich	Yes	No	No	No	Yes	No	No	No	Yes
Hackney	Yes	Yes	No	Yes	No	No	No	No	No
Hammersmith & Fulham	Yes	Some	No	No	No	Some	No	No	No
Haringey	Yes	Yes	Only CTS	Only LA	Only LA	Yes	Only CTS	No	No
Harrow	Yes	No	No	No	No	No	No	No	No
Havering	Yes	No	No	No	Yes	No	No	No	No
Hillingdon	Yes	No	No	No	Yes	No	No	No	No
Hounslow	<i>No information available</i>								
Islington	Yes	No	No	No	Some	No	Some	Some	Some
Kensington & Chelsea	Yes	Yes	No	No	Yes	No	Yes	No	Yes
Kingston	Yes	No	No	No	No	No	No	No	No
Lambeth	Yes	Yes	Only CTS	No	Yes	No	Yes	No	Yes
Lewisham	Yes	No	No	Yes	Some	No	Yes	No	No
Merton	Yes	Yes	Yes	No	No	No	Yes	No	No
Newham	Yes	No	Yes	No	Yes	Yes	Yes	No	No
Redbridge	Yes	Yes	Yes	Yes	No	No	No	No	No
Richmond	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Southwark	Yes	Yes	Yes	Yes	No	No	Yes	No	No
Sutton	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Tower Hamlets	Yes	No	No	No	No	No	No	No	No
Waltham Forest	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Wandsworth	Yes	Yes	Yes	Yes	Yes	No	No	No	No
Westminster	Yes	Yes	No	Yes	Yes	No	Yes	No	Yes

1. Based on information published on borough websites (checked 1-4 April 2011). Barking & Dagenham, Barnet and Hounslow do not publish information.

2. LA = local authority. CTS = community toilet scheme.

## Appendix 4 Good practice by London boroughs

During this investigation the Committee has identified a number of examples of good practice by London boroughs, in both the provision of toilets and in making information about toilets available. Several examples are highlighted here.

### London Borough of Lambeth

Lambeth has introduced new street signage providing information about the location and opening hours of public toilets, including businesses participating in the borough's community toilet scheme. An example of a new street sign is shown below.



### London Borough of Richmond

Richmond pioneered the community toilet scheme, in which local businesses are paid £600 per year to make their toilets available to both customers and non-customers. There are now 97 participants across the borough. Public buildings including town halls and libraries are also included in the scheme. Please see:

[http://www.richmond.gov.uk/community\\_toilet\\_scheme](http://www.richmond.gov.uk/community_toilet_scheme)

### London Borough of Wandsworth

Wandsworth has pioneered open data by publishing detailed information about the location of its toilets in an easily re-usable format. Wandsworth publishes a spreadsheet as a .csv file (comma separated values) on the borough website: it can be downloaded and used by map, website and application developers. The data includes latitude and longitude coordinates so the toilets can be precisely mapped. Please see:

[http://www.wandsworth.gov.uk/downloads/file/4116/public\\_toilets](http://www.wandsworth.gov.uk/downloads/file/4116/public_toilets)

### **London Borough of Westminster**

Westminster runs the 'Sat Lav' scheme, in which people can receive information about the nearest available toilets in the borough by text. By texting 'TOILET' to 80097, people will receive a reply listing several toilet locations close to their current location, including their opening hours. An example of a text received in response is shown below.

Please see:

[http://www3.westminster.gov.uk/atoz/index.cfm?service\\_id=1018&letter=S](http://www3.westminster.gov.uk/atoz/index.cfm?service_id=1018&letter=S)



### **London Borough of Camden**

Camden continues to maintain a higher level of traditional public toilets than any other borough. The borough maintains 27 public toilets – a number which has remained stable over the past five years, at a cost of around £400,000 per year. The borough is also piloting a community toilet scheme in the Kentish Town area.

### **London Borough of Waltham Forest & London Borough of Sutton**

Both Sutton and Waltham Forest produce comprehensive information about toilet provision, particularly for the boroughs' community toilet schemes. The boroughs publish precise location information for toilets (addresses, postcodes and a map), as well as information on disabled access, charging, opening hours, staffing and the availability of baby change facilities. Please see:

<http://www.walthamforest.gov.uk/communitytoilets-map-10feb.pdf>  
<http://www.sutton.gov.uk/index.aspx?articleid=6061>

# Appendix 5 Views and information

The Committee held a public meeting as part of this investigation on 12 January 2011 with the following guests:

- Richard Barnes AM, Deputy Mayor of London
- Chris Upfold, London Underground
- Councillor Sue Vincent, London Borough of Camden
- Jonathan Simpson, Tesco
- Hannah Holdroyd, Federation of Small Businesses

Minutes and transcripts of this meeting are available on request and can also be found on the London Assembly website via:

<http://www.london.gov.uk/moderngov/ieListDocuments.aspx?CId=148&Mid=4195&Ver=4>

The Committee received written submissions from the following individuals and organisations:

- Age Concern Redbridge
- Yousef Bey-Zekkoub
- British Beer and Pub Association
- British Toilet Association
- The Chartered Institute of Plumbing and Heating Engineering
- Crohn's and Colitis UK
- Professor Clara Greed, University of the West of England
- Deborah King
- Gail Knight, Royal College of Art
- London Borough of Camden
- London Borough of Croydon
- London Borough of Hammersmith and Fulham
- London Borough of Haringey
- London Borough of Islington
- London Borough of Richmond upon Thames
- London Borough of Waltham Forest
- London Borough of Wandsworth

- National Childbirth Trust – London Region
- Michael Place
- Sutton Seniors' Forum
- Transport for All
- Transport for London
- Women's Design Service

Copies of written submissions are available on request and can also be found on the London Assembly website via:

*<http://www.london.gov.uk/who-runs-london/the-london-assembly/publications/health>*

# Appendix 6 Orders and translations

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### Chinese

如您需要这份文件的简介的翻译本，  
请电话联系我们或按上面所提供的邮寄地址或  
Email 与我们联系。

### Vietnamese

Nếu ông (bà) muốn nội dung văn bản này được dịch sang tiếng Việt, xin vui lòng liên hệ với chúng tôi bằng điện thoại, thư hoặc thư điện tử theo địa chỉ ở trên.

### Greek

*Εάν επιθυμείτε περίληψη αυτού του κειμένου στην γλώσσα σας, παρακαλώ καλέστε τον αριθμό ή επικοινωνήστε μαζί μας στην ανωτέρω ταχυδρομική ή την ηλεκτρονική διεύθυνση.*

### Turkish

Bu belgenin kendi dilinize çevrilmiş bir özetini okumak isterseniz, lütfen yukarıdaki telefon numarasını arayın, veya posta ya da e-posta adresi aracılığıyla bizimle temasa geçin.

### Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਸੰਖੇਪ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣਾ ਚਾਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਉਪਰ ਦਿੱਤੇ ਡਾਕ ਜਾਂ ਈਮੇਲ ਪਤੇ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

### Hindi

यदि आपको इस दस्तावेज़ का सारांश अपनी भाषा में चाहिए तो उपर दिये हुए नंबर पर फोन करें या उपर दिये गये डाक पते या ई मेल पते पर हम से संपर्क करें।

### Bengali

আপনি যদি এই দলিলের একটি সারাংশ নিজের ভাষায় পেতে চান, তাহলে দয়া করে যোগাযোগ করুন অথবা উল্লিখিত ডাক ঠিকানায় বা ই-মেইল ঠিকানায় আমাদের সাথে যোগাযোগ করুন।

### Urdu

اگر آپ کو اس دستاویز کا خلاصہ اپنی زبان میں درکار ہو تو، براہ کرم نمبر پر فون کریں یا مذکورہ بالا ڈاک کے پتے یا ای میل پتے پر ہم سے رابطہ کریں۔

### Arabic

الحرص على ملخص لهذا المستند بلغة،  
فجاء الاتصال برقم الهاتف أو الاتصال على  
العنوان البريدي أو العادي أو عنوان البريد  
الإلكتروني أعلاه.

### Gujarati

જો તમારે આ દસ્તાવેજનો સાર તમારી ભાષામાં જોડતો હોય તો ઉપર આપેલ નંબર પર ફોન કરો અથવા ઉપર આપેલ ટપાલ અથવા ઈ-મેઇલ સરનામા પર અમારો સંપર્ક કરો.

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