



Changes to public toilet provision in Camden

Why are we making changes to public toilets in Camden?

By 2017, the Council's funding from central government will have been cut in half. We are making tough decisions about how we deliver council services as we find savings of £78 million. This includes changes to every department in the Council and savings to services such as libraries, street cleaning, social care and community safety.

As part of these savings, the Council has decided to reduce the money it spends on public toilets by £260,000, with the aim of developing a cost-neutral approach for the Council.

We know how important toilet facilities are for Camden residents and visitors.

We know that being able to access public toilet facilities is important, but with less money, the Council is planning to make changes to the way they are provided.

The proposed changes would mean that three public toilets that are used less frequently than others and are less economical to run would close. These are at Pond Square, South End Green and West End Lane. Two others – at Camden Town and Lincoln's Inn Fields – would become 'pay to use' toilets that other organisations would run.

To make sure public toilets are still available in the borough, we would work with other local businesses to develop community toilet schemes. This would mean that local shops and cafes participating in the scheme would make their toilets available to the public.

We will pay a contribution of up to £750 a year to local businesses that are part of the scheme.

We will also be making changes to automatic public conveniences (APCs).

We are inviting ideas which the Council can explore if it would avoid toilet closures. We are keen to hear from business or community groups interested in being part of the

community toilet scheme or taking on the running of a site currently marked for closure.

Tell us what you think and how the changes would affect you

We would like to hear your views about the proposed changes we are making to public toilets and understand how they would affect you. We will use your feedback to help us to make sure that toilets are available for public use across the borough. We will investigate any proposals that would come at no cost to the Council.

You can give your views from Monday 11 January to Sunday 28 February 2016.

There are different ways that you can share your views. You can:

- **Answer the questions in this document and post the response free of charge to:**
- **Public Toilets**
Floor 5, 5PS
Freepost RSLT-RJBR-TXAA
London Borough of Camden
Town Hall, London, WC1H 9JE
- **Complete our online questions at camden.gov.uk/publictoilets**
- **Ask for an easy-read or large print version of this document, or a version translated into another language by emailing publictoilets@camden.gov.uk or call us on 020 7974 4444 and choose the environmental services option**

Come along to one of our public meetings:

- **6 to 8pm on Wednesday 27 January 2016 at West Hampstead Library, Dennington Park Road, NW6 1AU about the West End Lane toilets**
- **6 to 8pm on Tuesday 9 February 2016 at the Roy Shaw Centre, Cressy Road, NW3 2ND about the South End Green toilets**
- **6 to 8pm on Thursday 11 February 2016 at the Highgate Society, 10A South Grove, N6 6BS about the Pond Square toilets**

Public toilets in Camden – what have we got at the moment?

The Council currently has five sets of free public toilets with attendants. These are in:

- Pond Square N6 6BA in Highgate ward
- West End Lane NW6 1RR in Fortune Green ward
- Lincoln's Inn Fields WC2A 3TL in Holborn and Covent Garden ward
- South End Green NW3 2PT in Gospel Oak ward
- Camden Town NW1 7HD in Camden Town with Primrose Hill ward

Current opening hours are 9am until 6pm during winter months and 9am until 8pm during summer months.

Toilet facilities are also provided in some of our council buildings, like libraries and sports centres. There is a map at the end of this leaflet, showing these.

There is a table showing the approximate cost and usage of public toilets in Camden on page 9 of this document

Automatic public conveniences (APCs)

An automated public convenience is a self-contained public toilet that the public pays to use.

Camden Council has two contracts that provide six automatic public conveniences (APCs), which end in August 2016 – April 2017. Camden Council pays an annual hire charge for three units, which have a contract up to August 2016 and three more units are provided through Camden's current outdoor advertising contract, which ends on 31 March 2017.

The units are provided at:

- High Holborn WC1V 7DA (April 2017)
- Leather Lane EC1R 5AR (August 2016)

- Russell Square WC1B 5EQ (August 2016)
- Queen's Crescent NW5 4ED (April 2017)
- West End Lane NW6 1RR (April 2017)
- Leather Lane EC1R 5AR (August 2016)

There is a table showing the approximate cost and usage automatic public toilets in Camden on page 9 of this document

What would the proposals mean?

- Three public toilets in West End Lane, South End Green and Pond Square would close.
 - > The Council needs to move to a cost-neutral model for public toilet provision
 - > These sites are within high street areas where a Community Toilet scheme is proposed
 - > These sites are less economical to run as pay-to-use toilets
- Toilets in Camden Town and Lincoln's Inn Fields would become pay to use toilets, which would be run by a provider rather than the Council.
 - > The Council needs to move to a cost-neutral model for public toilet provision
 - > These sites are economical to run as pay-to-use toilets
- The Council would promote and signpost residents and visitors to interactive maps to enable them to find publicly available toilets in Camden.
 - > greatbritishpublictoiletmap.rca.ac.uk
 - > www.toiletfinder.org

- The Council would expand the existing pilot community toilet scheme that was set up in Kentish Town. This would mean that we would work with local shops, cafes and other businesses in and around West End Lane, South End Green and Pond Square to make sure that public toilets were still available. Other areas for community toilet schemes will be considered.
- > Expanding the Camden community toilet scheme would give residents and visitors to Camden access to toilet facilities in businesses in the scheme during the businesses' normal opening hours, free of charge and without having to buy anything.
- Temporary and pop-up toilets would be used in areas in Camden which are busy at night and where there are issues with public urination.

Question 1:

Have you used any of the public toilets listed?

Please add the relevant number from the list below to each location.

- ☐ Pond Square
- ☐ West End Lane
- ☐ Lincoln's Inn Fields
- ☐ South End Green
- ☐ Camden Town

- 1 In the last week
- 2 In the last month
- 3 In the last three months
- 4 In the last six months
- 5 In the last year
- 6 Not used

Question 2:

Can you please tell us when you last used an automatic public convenience in Camden?

Please tick one answer only

- ☐ In the last week
- ☐ In the last month
- ☐ In the last three months
- ☐ In the last six months
- ☐ In the last year
- ☐ Not used

To save £260,000 the Council would be closing the public toilets in Pond Square, West End Lane and South End Green and would work with local businesses such as cafes and shops in these areas to develop a community toilet scheme.

Question 3:

To what extent do you think these changes would affect you and your family?

Please tick one answer only

- ☐ A big impact
- ☐ Some impact
- ☐ No impact

If you ticked 'a big impact' please tell us more about what the impact would

be for you and your family here

To save £260,000 public toilets in Camden Town and Lincoln's Inn Fields would change from free to use to a pay to use service run by another organisation.

Question 4:

To what extent would moving from a free to use to a pay to use public toilet service affect you and your family?

Please tick one answer only

- ☐ A big impact
- ☐ Some impact
- ☐ No impact

If you ticked 'a big impact' please tell us more about what the impact would be for you and your family here

Community toilet scheme

To make sure that residents and visitors to Camden still have access to public toilets, the Council would work with local businesses, like cafes and shops in Pond Square, South End Green and West End Lane to extend the existing community toilet scheme. Other areas will be considered.

This would mean that residents would be able to use toilets in these buildings, even if they were not buying anything. Businesses taking part in this scheme would have a sticker in their window. The Council would also promote an interactive map so that people would be able to find out which toilets in an area were open to the public.

Question 5:

When visiting an area with a community toilet scheme are you likely to use a toilet in the scheme?

- ☐ I am likely to use a toilet
- ☐ I am unlikely to use a toilet
- ☐ I am not sure

Do you have any other views, ideas or concerns about the community toilet scheme?

Do you have any suggestions of businesses we should approach?

Businesses

Question 6:

If you are a local business or voluntary and community sector (VCS) service provider that might be interested in being part of the community toilet scheme, please provide your contact details here:

Name:

Name of business/VCS service provider:

Phone number:

Email address:

Question 7:

Are there any other comments or suggestions that you would like to make about the council's changes to public toilets?

Thank you for taking part.

If you would like to be kept up to date about the outcome of this engagement process please tell us your email or postal address.

Demographic information

In Camden, we want to make our services better for all residents and visitors to the borough – to help us do this we would be really grateful if you could provide us with the following information

We don't look at information on individual people, but gathering this information helps us better understand our customers and how we can better meet their needs. We keep information safely and comply with the Data Protection Act. You don't have to fill in all the questions if you feel uncomfortable answering some or all of them.

About you

Do you live in Camden?

☐ Yes ☐ No

Your postcode

Do you own and or run a business or service in Camden?

☐ Yes ☐ No

Are you?

☐ Male ☐ Female

Is your gender identity different from the sex you were assumed at birth

☐ Yes ☐ No

Age: what is your age?

☐ 0 to 15 ☐ 16 to 24

☐ 25 to 34 ☐ 35 to 44

☐ 45 to 54 ☐ 55 to 64

☐ 65 to 74 ☐ 75 to 84

☐ 85 or over

Ethnicity

What is your ethnic group?

- ☐ English/Welsh/Scottish/
Northern Irish/British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Caribbean
- ☐ African
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Arab
- ☐ Prefer not to say
- ☐ Other

Disability

Do you consider yourself to have a disability?

For example have you got a physical or mental impairment that has substantial and long-term adverse effect on your ability to carry out normal day to day activities?

☐ Yes ☐ No

If Yes tick whichever apply:

- ☐ Physical impairment
- ☐ Long-standing illness
- ☐ Learning disability/difficulty
- ☐ Sensory impairment
- ☐ Mental health condition

Other, please say what:

Sexuality

What is your sexuality?

- ☐ Gay ☐ Heterosexual/straight
- ☐ Lesbian ☐ Bi-sexual

Pregnancy and maternity

Are you pregnant?

☐ Yes ☐ No ☐ Prefer not to say

Have you given birth within the past 26 weeks?

☐ Yes ☐ No ☐ Prefer not to say

Do you have dependant(s) aged 16 or under?

☐ Yes ☐ No ☐ Prefer not to say

Religion, (faith) or belief

What is your religion and/or belief?

- ☐ Buddhist ☐ Christian
- ☐ Hindu ☐ Muslim
- ☐ Sikh ☐ Jewish
- ☐ No religion/belief

Other, please say which

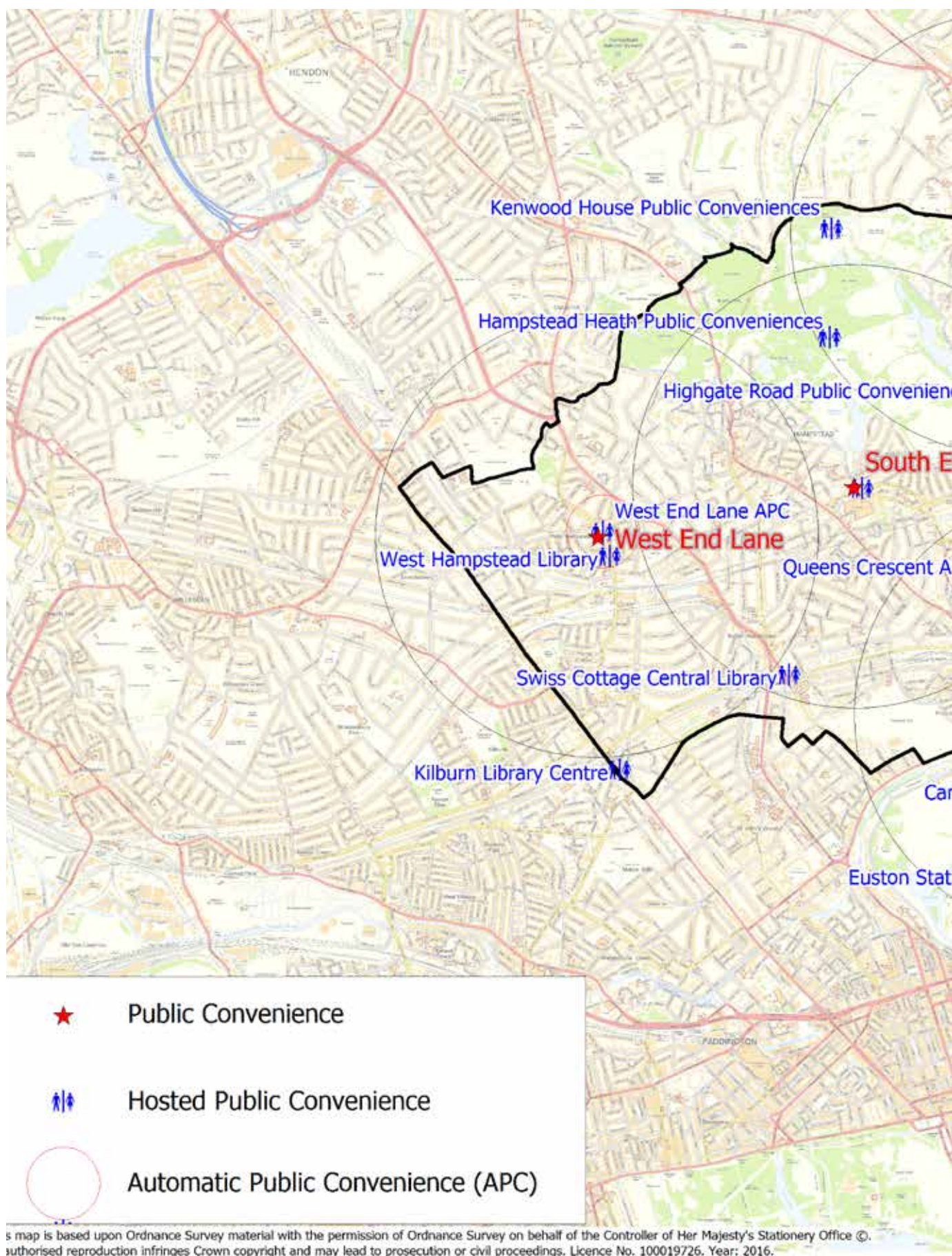
The table below shows the approximate cost and usage of public toilets in Camden.

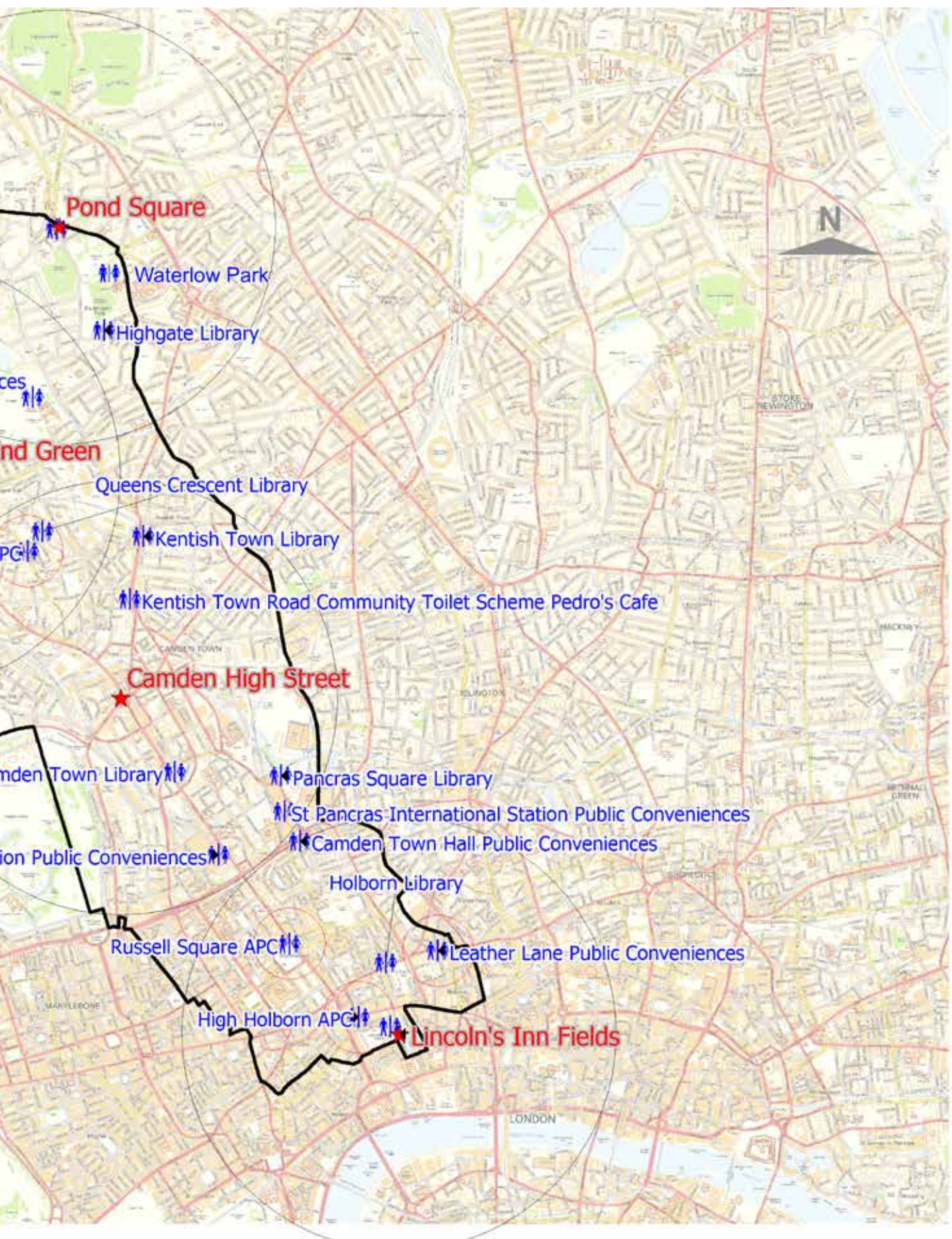
Location	2014/15 actual spend	Total yearly usage* 2014/15	Estimated cost per visit (£) 2014/15
Camden Gentlemen's	£50,403.00	328,029	£0.15
Camden Ladies'	£45,800.00	84,292	£0.54
South End Green	£43,908.00	105,339	£0.42
Lincoln's Inn Fields	£47,913.00	249,795	£0.19
Pond Square	£43,961.00	88,478	£0.50
West End Lane	£40,012.00	61,477	£0.65
Total	£271,997.00	917,410	£0.30

*This is an estimate based on usage in April 2014; figures for this period have been profiled across the calendar year but will not be precise because public toilets are open for different periods of time depending on the time of year.

The table below shows the approximate cost and usage automatic public toilets in Camden.

Usage	Monthly average		Annual average			
Site	RADAR key	Coin (20p)	RADAR key	Coin (20p)	Annual income	Annual hire cost
High Holborn	0	160	0	1924	£385	£0
Leather Lane (RADAR key)	17	0	204	0	£0	£21,200
Russell Square	72	753	864	9042	£1,808	£21,200
Queen's Crescent	12	99	151	1195	£239	£0
West End Lane	27	82	326	987	£197	£0
Leather Lane (coin)	0	215	0	2508	£516	£21,200
Total			1545	15728	£3,146	£63,600





If you would like a copy of this document in another format such as large print, easy read, Braille or audio tape, or in another language, please call **020 7974 4444**.

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