

## **The Community Toilet Scheme**

### **1) Where can I find toilet facilities in my local district centre and can I use them without the need to make a purchase?**

*Throughout the district centres in Croydon there are a number of restaurants, cafes, bars and leisure centres that have public toilets available. A quick internet search will point you in the direction of your nearest public toilet.*

*Many (or the majority) of establishments will allow customers to use their toilets without the need to make a purchase. This may depend on how busy they are at the time of visit and in most cases you will be required to leave your details for the purpose of 'track and trace'.*

### **2) What is the Community Toilet Scheme and when will it start?**

*The Community Toilet Scheme (CTS) is a council initiative that will involve specific local businesses such as cafes, restaurants and bars providing free to use toilets to members of the public. The scheme will result in an increase in free to use toilets and more Equalities Act compliant facilities. Due to restrictions imposed as part of the COVID-19 pandemic, Croydon are currently unable to confirm when the scheme will commence however we will be looking again at options in November 2020.*

### **3) How will I know which toilets are available under the CTS when the scheme begins?**

*All toilets available as part of the CTS will be advertised on the council website, social media and local press. Businesses that are part of the scheme will be required to place signage provided by the council in their windows and there will be signs placed on lamp columns directing the public to their nearest community toilet.*

### **4) How can I find out which toilets under the scheme will have disabled access and/or baby changing facilities?**

*All of this information will be available on the council website. Croydon Council have been actively looking to recruit businesses with both disabled access and baby changing facilities.*

### **5) Why have the pay to use toilets been removed and are there any free to use public toilets currently available within the borough?**

*The JC Decaux public toilets had been in place for over 30 years and had become unfit for purpose. It had also become increasingly difficult to source replacement parts for these toilets. Our figures showed that the facilities were no longer popular with members of the public and some were rarely used at all. The free to use toilet blocks in Westow Street (Upper Norwood) and Brighton Road (Coulsdon) remain in operation.*

### **6) Will toilets within the Community toilet scheme be separate male and female**

*Croydon council have looked to secure the most comprehensive toilet coverage as part of the CTS. Information on facilities at specific locations will be available on the council website.*

**7) Will the Community toilet scheme mean there are more or less toilets available than before?**

*Over time we are looking to ensure that the Community Toilet Scheme provides more free to use public toilets than ever before in Croydon. When the scheme goes live we aim to ensure that as a minimum there are at least the same number of toilet facilities as before.*

**8) How can my business apply to join the Community Toilet Scheme?**

*Please email [public.safety@croydon.gov.uk](mailto:public.safety@croydon.gov.uk) with the subject 'Community Toilets' and an officer will call you back in due course.*