



NEWS

Hertsmere Borough Council
Civic Offices, Elstree Way
Borehamwood
Herts WD6 1WA

29 January 2018

ID 5837

For immediate release

Toilet scheme 'flushed' with success

Ten years on since the launch of an innovative scheme to provide clean, safe public toilets, it still doesn't cost a penny to spend one in Hertsmere.

To celebrate the milestone anniversary of Hertsmere Borough Council's Community Toilet Scheme, representatives from the council gathered outside one of the first businesses to make their toilets available to members of the public. Caffè Nero in Shenley Road, Borehamwood signed up within weeks of the scheme's launch in August 2008.

Since then, the Caffè Nero store in Radlett has also joined the scheme, as well as 14 more businesses across the borough. They all allow members of the public to use their toilets for free, without having to make a purchase or use their services. Stickers advertising their involvement are on the shop windows of all the businesses involved.

Councillor Seamus Quilty, Portfolio Holder for the Environment and Transport, said: "Like all good ideas, the Community Toilet Scheme has worked so well over the past ten years because it's a simple one.

"Everyone involved benefits – members of the public benefit because they get access to clean, well-kept toilets without having to pay; businesses benefit from the extra income and increased footfall; and the local authority benefits because it can help provide much-needed facilities for the community without the enormous costs of owning and managing its own toilets.

"But there is another reason this scheme has worked so well and that's the partnership working involved. We couldn't do this without the continued support and participation of local businesses."

Rochelle Larter, regional manager for Caffè Nero, said: "I believe being a part of this scheme is a massive part of helping the community for both Borehamwood and Radlett.

"We wanted to make a difference when out shopping and to have the convenience of being able to use a clean toilet without the worry of having to pay for the privilege or

having to buy something just to use the toilet, which can be a real pain for some.

"It's important that we continue to have high standards in our toilets throughout so that each person will experience the same expectation, whether they choose to spend money with us or not. This has been a real success with all our customers and visitors."

Local businesses are paid a small annual fee, between £600 and £1000 by the council, to help cover the additional cleaning and maintenance costs. All toilets are inspected regularly by staff to ensure they meet appropriate standards.

To find out more about the community toilet scheme go to www.hertsmere.gov.uk/communitytoilets. A short film about the scheme is available to view here <https://youtu.be/bVZAxacijBY>

Picture caption:

From left to right, Caffè Nero Borehamwood's assistant manager Patryca, Cllr Seamus Quilty and the council's Head of Street Scene Steve Burton.

Gail Anderson
Corporate Communications Officer
Hertsmere Borough Council | Civic Offices | Elstree Way | Borehamwood |
Herts | WD6 1WA
e: gail.anderson@hertsmere.gov.uk
t: 020 8207 7824