

Exeter Public Toilets Consultation

In common with many cities around the UK, our public toilets no longer serve the needs of residents and are costly to maintain. Many are hidden away and are in poor condition. They attract serious and repeated anti-social behaviour including widespread drug use and are regularly vandalised. Understandably many are infrequently used.

Further central government funding reductions mean that the City Council has to find an additional saving of £3.9 million over the next two financial years. Every service is being challenged to ensure that it provides value for money and all non-statutory services are under considerable pressure. Public conveniences are not a statutory service and we no longer have enough funding to adequately maintain all the sites we operate.

We are therefore proposing to rationalise our public conveniences to a more manageable number. We have suggested that those which are under used, heavily abused, subject to antisocial behaviour, in the wrong location or where there are already better publically accessible toilets nearby, are closed. This will help to prevent cuts to our frontline services and enable the Council to set a balanced budget.

The proposal is to permanently close the following public toilets:

Cathedral & Quay Car Park (closed in 2016 due to repeated anti-social behaviour), Guinea Street (closed in 2016 due to vandalism, heavy drug use and repeated anti-social behaviour), Blackboy Road, King William Street, Cowick Lane, Ennerdale Way, Hamlin Lane, Higher Cemetery, Buddle Lane, Musgrave Row, Okehampton Street, Fore Street Heavitree, Cowick Street, Fore Street Topsham, Whipton (Pinhoe Road)

That would leave 11 remaining in the city:

Paris Street, Cowick Barton Playing fields, Exeter Quay, Exwick Cemetery (in mess room), Heavitree Park, Honiton P&R, King George V, Matford Park & Ride, St Thomas Park, Topsham Cemetery, Topsham Quay

We welcome your views on this proposal and ask you to please answer the following questions with regards to the public toilets we propose to permanently close.

This questionnaire should take no more than five minutes to complete.

Q1 Which of the following best describes you (tick all that apply to you):

447 I live in Exeter

230 I work in Exeter

41 I run a business in Exeter

71 I visit Exeter

Q2 Do you ever use Exeter City Council's public toilets?

451 Yes

75 No

Q3 Please let us know which ECC public toilet you use the most. (You will have the opportunity to let us know about up to three toilets you use on a regular basis)

--Click Here--	
Blackboy Road	19
King William Street	31
Cowick Lane	28
Ennerdale Way	3
Hamlin Lane	22
Higher Cemetery	4
Buddle Lane	10
Musgrave Row	26
Okehampton Street	14
Fore Street Heavitree	69
Cowick Street	77
Fore Street Topsham	127
Whipton (Pinhoe Road)	21

Q3a How often do you use this toilet?

34 Daily

160 In the last week

143 In the last month

114 In the last 6 months

Q3b Was your visit to the toilet acceptable?

372 Yes

79 No

Q3c If no, please give a short explanation

95

Q4 Would you like to comment on a second public toilet?

205 Yes

246 No

Q5 Please let us know which ECC public toilet you use the most (Second choice)

--Click Here--	
Blackboy Road	16
King William Street	25
Cowick Lane	7
Ennerdale Way	0
Hamlin Lane	11
Higher Cemetery	13
Buddle Lane	10
Musgrave Row	10
Okehampton Street	15
Fore Street Heavitree	27
Cowick Street	35
Fore Street Topsham	18
Whipton (Pinhoe Road)	18

Q5a How often do you use this toilet?

- 10 Daily
- 55 In the last week
- 85 In the last month
- 55 In the last 6 months

Q5b Was your visit to the toilet acceptable?

- 173 Yes
- 32 No

Q5c If no, please give a short explanation

33

Q6 Would you like to comment on a third public toilet?

- 97 Yes
- 108 No

Q7 Please let us know which ECC public toilet you use the most (Third Choice)

--Click Here--	
Blackboy Road	3
King William Street	14
Cowick Lane	4
Ennerdale Way	1
Hamlin Lane	8
Higher Cemetery	7
Buddle Lane	11
Musgrave Row	4
Okehampton Street	7
Fore Street Heavitree	11
Cowick Street	11
Fore Street Topsham	7
Whipton (Pinhoe Road)	9

Q7a How often do you use this toilet?

- 3 Daily
- 32 In the last week
- 37 In the last month
- 25 In the last 6 months

Q7b Was your visit to the toilet acceptable?

- 81 Yes
- 16 No

Q7c If no, please give a short explanation

16

Q8 Do you ever use alternative toilets when in Exeter? E.g. Shops, Cafes, Pubs

- 52 Never
- 17 Daily
- 185 In the last week
- 200 In the last month
- 72 In the last 6 months

Q9 If you have used alternative locations, have you experienced difficulty in accessing or using these toilets?

- 208 Yes
- 266 No

Q10 Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

208

A community toilet scheme is where local businesses sign up to an advertised scheme whereby they allow their toilets to be used by the general public. The benefits to businesses are increased publicity for their business and increased footfall.

Q11 Setting up a Community Toilet Scheme costs money to set up and run. Is this something that we should investigate and spend money on?

290 Yes

141 No

95 Don't know

Q12 If you run a business would you be prepared to open up your toilet to members of the public in return for inclusion on an online and printed map? (Please click next if you do not own a business in Exeter)

12 Yes

139 No

Q13 If you are interested, please could you provide us with a location and contact details?

28

If you leave a contact name for your business, the survey will not be anonymous but will remain confidential.

Q14 Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

352

Equality Monitoring

All of the following questions are voluntary. You do not have to give us any of the information but everything you do tell us will help us to understand and improve our services and make sure they are fair and accessible to all.

The information you provide is completely confidential and will not be used to identify you in any way. Only statistical group results will be reported on.

If you provided us with business contact details in the survey, this information will not be anonymous but will remain confidential.

Q15 What was your age last birthday?

451

Q16 Do you consider yourself to be a person with a disability (an impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities)?

105 Yes

370 No

Q17 If you answered yes, please give details:

27 Physical impairment

6 Sensory impairment

22 Mental health condition

4 Learning disability

51 Long standing illness or condition (such as Crohn's disease, urinary incontinence, cancer, HIV, chronic heart disease, diabetes or epilepsy).

Q18 Do you look after, or give any help or support (in a voluntary capacity) to family members, friends, neighbours or others because of either:

64 A long term physical or mental ill-health / disability?

82 Problems related to old age?

311 No

Q19 Are you

181 Male

288 Female

5 Other/non binary

Q19a Do you identify as Transgender / formerly Transgender?

3 Yes

446 No

Q20 What is your ethnic background?

--Click Here--	
White - British	426
White - Irish	3
White - Gypsy or Irish Traveller	2
Black or Black British - Caribbean	1
Black or Black British - African	0
Mixed - White and Black Caribbean	2
Mixed - White and Black African	0
Mixed - White and Asian	1
Other ethnic group - Arab	0
Asian or Asian British - Indian	0
Asian or Asian British - Pakistani	0
Asian or Asian British - Bangladeshi	0
Asian or Asian - Chinese	0
Other	15

Q20a If other, please provide your ethnic background here:

15

Q21 What is your religion?

--Click Here--	
No religion	197
Christian (including Church of England, Catholic, and all other denominations)	192
Buddhist	3
Hindu	1
Jewish	1
Muslim	1
Sikh	0
Other	17

Q22 If other, please provide your religion here:

15

Thanks for your time

Please click [Submit](#) to send us your replies