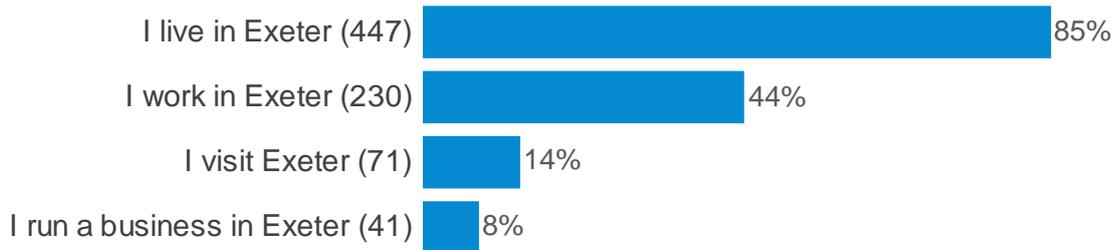


# Exeter Public Toilet Consultation

This report was generated on 25/02/19. Overall 526 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

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

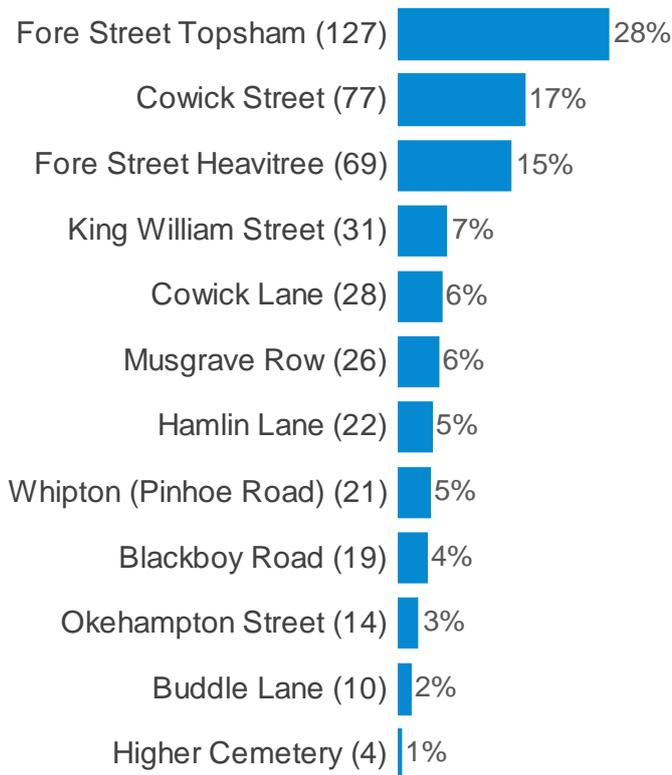


## Do you ever use Exeter City Council's public toilets?

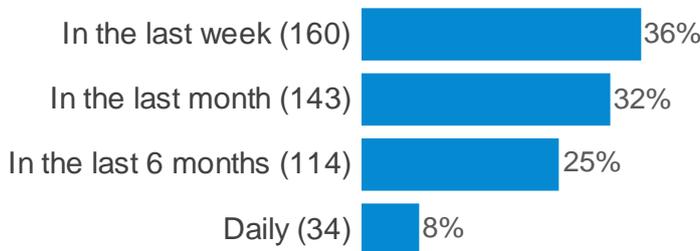


Exeter Public Toilet Consultation

**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)**



**How often do you use this toilet?**



**Was your visit to the toilet acceptable?**



**If no, please give a short explanation**

I've used various toilets around the city and found that are usually cold and dirty

Cold smelly and pretty unpleasant - but essential

It's just about 'acceptable' in case of emergency. Humans deserve better than this

Dirty

## Exeter Public Toilet Consultation

**If no, please give a short explanation**

It was closed!

Has been closed with no explanation. Had to use the ladies facilities which is most embarrassing

I regularly use this toilet and for the past 12-18 months there has been a sign saying wash basin temporarily out of use, the toilets are clearly not used by drug users but are run down and tired looking.

Smells and needs a good clean but way better than no accessible toilet

Not looked after, needles etc

The toilet and basins needs to be modernised they haven't been updated for years

Full of broken glass paper and water.

It had a bad odour and the handwashing facilities inadequate

Used needles everywhere

Smelly and dirty

Bus drivers on the e route use this facility too

Dirty

May be smelly but I'm very pleased that it's there

Could do with being spruced up but I've never seen any drug dealing in the actual mens toilets

It does need a bit of work, but this is not a reason for closing it.

It is a very convenient toilet in the heart of Topsham and used frequently by shoppers and tourists but sadly Exeter City Council have neglected to refurbish over the past years. It would not cost a great deal to make this facility more acceptable.

The toilets need an upgrade and looking after

Dirty and poorly maintained.

Always unpleasant and unclean, full of litter

All OK but the floor was very wet and had obviously been cleaned but left very wet and slippery.

Dirty

Just acceptable as it have been aloud to deteriorate.

Smell off putting

Has Not cleaned for a long time, very unhygienic

Dark, dirty, smelly, cld

Very run down and dirty, needs a spuce up. But if you want families to spend money in the shops in cowick street there needs to be toilets there or an agreement with local businesses that kids especially can use there's.

The toilets are acceptable but could be better as are the Topsham Quay ones.

Broken bottles on floor and men and a woman drinking in ladies toilets. I walked back out and went to use m&s toilets instead. It didn't feel safe for myself or my daughter.

Pretty dirty and horrid

Drug taking paraphernalia in the sink

Need a a good clean up

Needs regular cleaning

Dirty.

Bit smelly

the toilet I used wasn't on the list

## Exeter Public Toilet Consultation

**If no, please give a short explanation**

Not well maintained

Dirty and clearly hadn't been cleaned in some time

It was intact, just dirty...Surely no one would mind paying a small fee to use these facilities which would help funding and keep undesirables out! Take them away though and where will everyone urinate? Your plan is flawed, not enough businesses have toilets for use by the public and you will end up with the whole of Exeter smelling like a latrine!

Damp and not particularly pleasant in common with most public loos but usable

Automatic light not set to be on long enough. I am fit and able and visit the loo quickly but the light always goes off well before I leave the cubicle

The toilets are in need of some renovation but are an essential facility in the town

Smelly, uncared for public toilet..reminded me exactly of how they were 50 years ago

Did the job

Could have been better (cleaner )

Very basic - dirty .but children okay football there a s some teams travel a long way and obviously be the toilet

Could have been better kept, just can't see how in this day and age when the revenue and income to local authorities is greater than it ever has been that services to help and support the community are at an all time low? I guess all the managers and leaders in the council need to kept in the manner they are used to heaven forbid they remember what service they are meant to be focused on and who they are there to serve??

Bit grotty and smelly.

Much needed for a young child on more than one occasion, very old and battered.

Filthy place, but I have a bowel disease and was a matter of urgency, as a local I was ashamed of the state of the facilities

Often dirty.

Feel like in a goldfish bowl. Also sometimes the loo doesn't flush.

It's not fantastic but when you're desperate it's ok.

Scruffy, broken tiles, the general level of grime that would match that of a pig sty. Very cold! Not at all welcoming but as I go to the shops of Topsham a couple of times a week after the school pick up, primary school children are often bursting! As we have to drive to school we are not close to home so the public toilets are needed. Its not polite to use businesses without spending with them.

Not very clean

It's old, smelly, but basically clean

I would have gone there if it was bloody open. It's always closed

Essential toilet for elderly and for people with chronic conditions that need access to such a facility.

These toilets are dark, small and not necessarily clean.BUT I would rather use this facility than have to go in a bush in the park especially if I need to defecate!

Toilet now closed. Electrical Fault? I need to use bladder problem. Exeter is supposed to be a civilised city. Tavistock have a good idea with separate urinals that are free. Otherwise a 20p charge could be levied.

Long outstanding repairs needed

Not clean. And looks shabby. But they are usable if desperate

Very smelly and I felt threatened by people outside on the bench

The toilets are right by the car park I use and been closed.

Just acceptable - a bit dark and smelly

## Exeter Public Toilet Consultation

**If no, please give a short explanation**

I have seen needles in here before, it was clean last week.

It wasn't very clean.

Smelly drug paraphernalia

Twasa a mess

The sharps bin provided is overflowing with other rubbish so it cannot serve its purpose. If there was a bin more clearly available, the sharps bin could serve its purpose and the area would be safer for everyone.

Drugs paraphernalia

Gents padlocked shut

I could not see gender-neutral toilets.

Smelly and drug people around

Smelly

ECC toilets are poorly maintained, waterlogged and often closed for reasons nobody can really understand because ECC doesn't tell us.

Dirty and untidy,

ECC have long neglected the toilets, i remember the days they used to have a toilet monitor/attendant to upkeep standards and no one would have dared to cause issues as police were then called! Fact is they are only now a budget issue as problems have been allowed to escalate and have been ignored and refitting has not taken place probably in most cases since the 80s/90s from my childhood.

Not well maintained, dirty. Although about what you expect from public toilets anywhere when councils have no money to maintain them properly.

Not clean

It was 2 months ago, I can't remember the specifics, but I generally find the design and state of Exeter's public toilets to be below expected standards.

Absolutely foul, not maintained to any kind of standard. This is possible as I have used acceptable public toilets in and around East Devon. However, the Exeter toilet used is in Heavitree park and predominately used by children

Mucky and I had to use my own tissues, but I needed to go so was grateful it was open. I do use this toilet when shopping and it would be a shame for it to go.

These toilets just need basic updating. They are totally necessary

Filthy and unsanitary. Drug users congregated outside which was not nice for my children as foul language and intimidating behaviour as well as open drinking and drug use.

Dirty and vandalised. Needs to be looked after better as it services a shopping area, bus stop, and railway station.

Poor condition

They are always smelly but that's public toilets

Not especially clean, but convenient location

Standard of toilets was poor, not because of cleaning but because structurally they are old and in need of replacement. I would only use if I were desperate.

Not clean and evidence of drug use, council have let it become run down

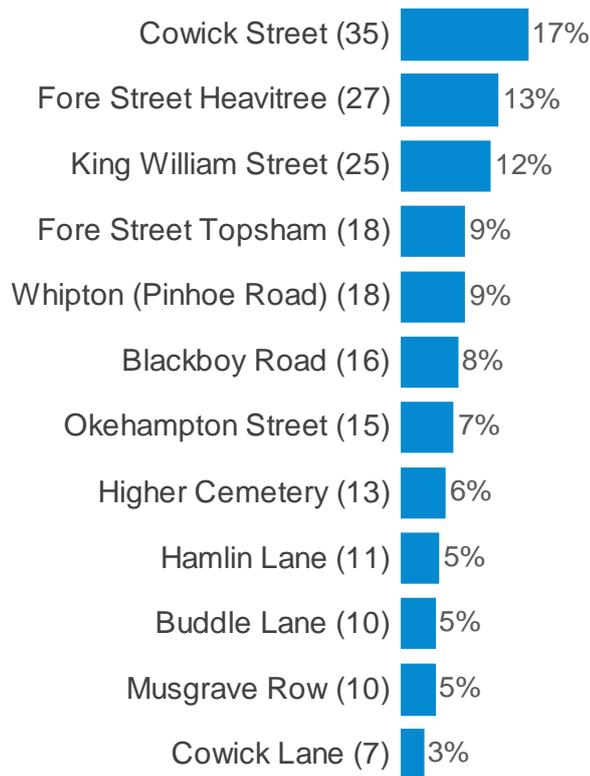
Used needles, empty bottles.

Exeter Public Toilet Consultation

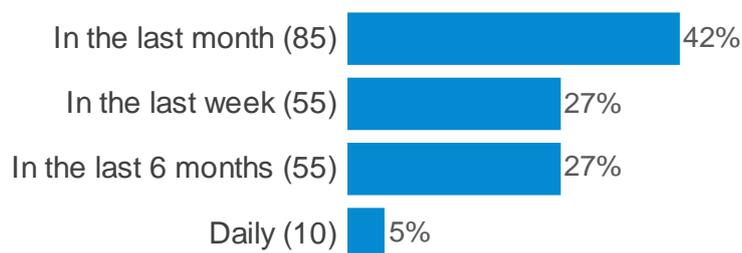
### Would you like to comment on a second public toilet?



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



### How often do you use this toilet? (Let us know how frequent you use the toilet)



### Was your visit to the toilet acceptable?



## Exeter Public Toilet Consultation

**If no, please give a short explanation**

Blocked with paper and overflowing. However no other toilet available.

Needle found and faeces on toilet.

Extremely smelly and there was drug paraphernalia on the floor

Very Dirty and drug use and ended using liabry

Needs cleaning more regularly

Blue lighting , both doors locked without people in them , a man walked in demand8ng toilet paper ,

It was disgusting and unusable

It was closed

Clean and simple, no issues. Not modern but still all functional, it doesnt need to be shiny.

People hanging around

Smelly

It could do with cleaning more often. It stinks.

no light working in the toilet

This are a bit dated and hidden behind shrubs etc where unfortunately drug dealers and user can hideout

Drug paraphernalia left lying around

Condition of toilet is very poor. Hand wash machine not functioning, no loo roll and very dirty.

It's good enough for an emergency

These toilets tend to smell and are not kept as clean as the ones in Fore Street Heavitree.

Again these toilets aren't very clean but should I have to go to a café or other business to use the toilet, feeling like I have to buy something to justify using there fasciities. These toilets are in a very prominent location just under the railway bridge and I am convinced that probably commuters would use the toilet as I have done myself in the past!

Closed at moment? Why?

Stunk run down

Once again not clean, also shabby. Would be nice if you could keep the toilets open. Even if it means doing them up a bit and charging 20p at the door to use. Like I have seen in other cities.

A threatening place to visit

Too many people hanging around (drink/drugs groups?)

However, are often closed due to faults, I understand this problem however, you are closing toilets significantly near/surrounding the city centre while leaving those on the opposite side or close to the river open. Also this won't solve the problem of the PSPO urinating problems!

Faeces on the floor which I walked in accidentally.

Drug users around and perverts

Very dirty

It was locked AGAIN.

this toilet is often closed. The local traders really are unhappy about this as Cowick street is frequented by young families and older people.

Shut/filthy/drug parifinalia

Dirty and in poor repair

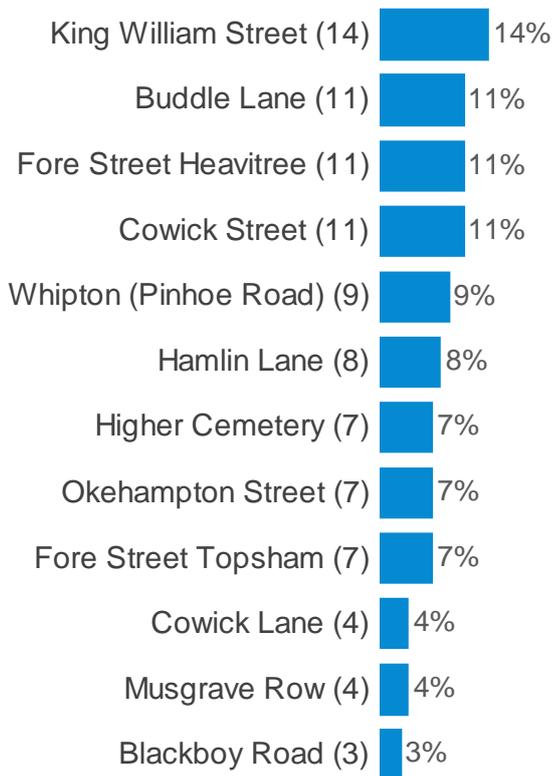
They were closed

Exeter Public Toilet Consultation

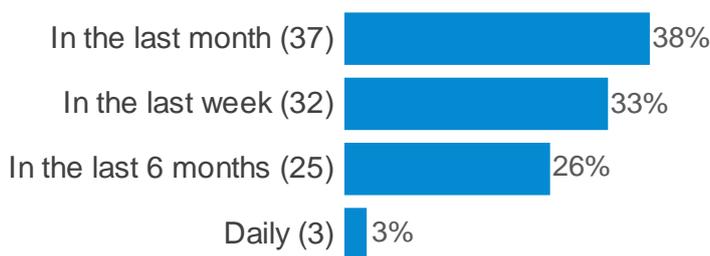
**Would you like to comment on a third public toilet?**



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



**How often do you use this toilet? (Let us know how frequent you use the toilet)**



**Was your visit to the toilet acceptable?**

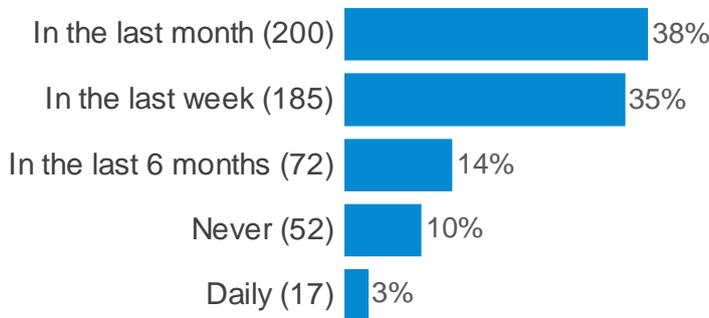


Exeter Public Toilet Consultation

**If no, please give a short explanation**

- There were people actively using drugs in one of the cubicles
- Dirty & smelly
- It was closed
- Locked up I could not get in
- It was shut and there was nowhere close by to use. Not acceptable
- Wanted to use it, but it was closed, whilst the gents was open. Unacceptable.
- Dark and pokey, unpleasant and slightly shadowy.
- Not very nice at all these have always attracted anti social behaviour .. but a toilet is still better than none
- Cubicle full of mess, litter and paraphernalia. No soap in machine. Urinal smells strongly.
- A bit dirty.
- Another one closed often. It means I have to think carefully if I can visit Cowick st
- Gents was closed when I tried to use so used the ladies and another gent in there already. Desperate and trying to catch a weekly bus to Topsham.
- There was a string poking out of the sanitary bin which I reported. This put me off using the toilet.
- This is a major toilet for a busy part of Exeter. And us delivery drivers rely on the public loos due to fact being able to use any other toilets, due to corporate rules and regulations.
- Either shut/disgusting.
- Dirty

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



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



## Exeter Public Toilet Consultation

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

Very awkward having to use shop and supermarket toilets, if you are not needing to go there. Often out of the way. I am a social care manager and do lots of home visits, so use public toilets a lot and would prefer to not have to airways look for shop toilets to use.

Alternatives are not necessarily open at the time I wish to use them e.g. RAMM, Library. Matthews Hall, Topsham is only available to users of the Hall.

Usually have to go up a flight of stairs when can't hold on for long. had accidents last summer.

Calling in solely to use a toilet is often discouraged, sometimes physically.

I travel around the city & have often found toilets closed. Just because you don't have a duty to provide toilets THIS IS UNACCEPTABLE. people NEED toilets. If you stopped wasting money you would have more for important things like this.

Not open when required

Unless you are a customer of said cafe then you shouldn't be using their facilities Queues are often very long

The cafes are kinda small in Topsham, so really not ideal with a pram. You can't really take kids in through quality dining establishments or pubs, and you can be waiting for ages just to ask if it's ok to use the facilities. Debenhams in town we use has great family facilities, but you have to queue for the lift at busy times with a pram (and toddlers and NEW mums with weak pelvic floors can't wait long!). The same can be said for M&S (and their dreadful lifts that malfunction all the time) and John Lewis, you have to trek all through the shops! Mind you with M&S and Debenhams share prices looking shaky and their last quarters not so good if we lose these stalwarts that take care of their loos, where are we supposed to go? You can't put it on all the small cafes owners!

Shops not always open eg Sundays) Cafes don't like you using their facilities if you don't buy something

I've used coffee shop loos, but have been asked if I'm a customer. I have pretended to be, just so I can use the facility.

As soon as shops are closed I have to make sure I am home. This makes attending any vigil in Bedford st difficult. Even the Christmas carol service in the Cathedral in the evening

Proprietors don't like the public using their facilities. The scheme for signing up shops and businesses to allow the public to use toilets should be confirmed and up and running before public toilets are closed.

Most are not open for public use, only for paying customers. They are also limited by location and opening hours.

Not always easy to get to and sometimes heavily used.

cafes not open, Museum is not open on a monday, the library toilets stink and are hidden away upstairs

Shops won't allow you to use them if your not a customer. With small children you need a toilet you can use quickly. Other shops only have staff toilets which you can't use.

Was told by several businesses that they were for Customers Only, and not for public who weren't customers.

Shops closed

Closed for repairs

As most shops won't allow you and with a disability it's a must at times also some areas are difficult to get too

They have been out of order. Or to busy to actually get to the loo

## Exeter Public Toilet Consultation

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

They are always busy so if it's urgent you may need to feel uncomfortable and wait. Often washing facilities are not working or no soap etc. Difficult access for those with mobility issues or who might be overweight

Most shops, hotels, pubs etc state toilets are for customers only so essentially it costs to use them

Shops, cafes bars etc are often very reluctant to let you use them

My father is elderly and can't get up stairs easily so having public toilets on the ground floor and close to the street is essential for him to get out and about

Unhappy about asking where it was in a business that I wasn't buying anything from.

cafes and like expect you to at least buy a drink, but it is possible to slip into a pub and just used their toilet on the rare occasion you need to

cafes and restaurants do not encourage use of their toilets if you are not a customer, and can make it difficult for older people who require frequent visits

Companies don't like giving access to them to there costs. And we delivery drivers are not allowed to use business loos unless we are delivering to them. And devinatly not the customers which leave public loos or hedge rows when rural.

Not always available, Only available by goodwill of owner: no right to use. Is it reasonable to put the responsibility for meeting human needs on local businesses?

When I'm out walking the dog I use the public loos. I like to walk and enjoy our wonderful area but I need to use the loo on a regular basis. With an animal you can't use shops. If you close these public amenities this will stop a lot of us from enjoying our lovely area.

Toilets owned by shops and cafes are for patrons only, Why should they fit the bill when their business rates are going up when there are perfectly adequate Council owned toilets available. Also if you are promoting a healthy city with less traffic, people will need a toilet to use if they are walking, especially in Heavitree as there are no other facilities available in the area. What about small families with children who always need to use a toilet when you're not expecting it! What about the elderly who will be afraid to leave their homes for fear of having an accident and being left feeling humiliated. Heavitree toilets need to stay open.

Embarrassment

Stores dont like you using their toilets if you are not buying from them.

There are too many people using the toilets in the library.

My problem is I don't go to town much but if I need the toilet I'd rather use a pub or cafe ect as they are cleaner. Modern ect don't need to worry or feel scared like I would with the council ones however I have felt intimidated using a pubs toilet as then your expected to buy stuff in there. Also I do think it's a good idea keeping the toilets that are at playing fields ect

Smaller pubs and businesses actively discourage non customers using their facility.

You can't generally just walk in to a cafe, restaurant, etc and use the toilet. You have to purchase something. I have to resort to doing this as I am unable to locate public toilets! Even now as a pregnant woman, I am frowned upon for using toilets without making a purchase.

Not knowing where they are and then they are very busy

Often cafe owners etc can be funny if you are not purchasing something.

I sometimes get caught short when I'm in town, hard to find a convenient toilet

so me places won't let use them unless you buy a drink

Tried to use toilets in Guildhall shopping centre, but they were being cleaned and could not get access.

Only customers are allowed to use toilets in bigger shops, cafe's and often in smaller pubs.

## Exeter Public Toilet Consultation

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

Toilets are dirty ones at the end of our road I never locked always kept open so they're vandalised

Long queues eg in Marks & Spencer at all times

A lot of the times the public toilets have been closed when I needed to use them.

when I have tried in the past to use a public toilet they have been cover in blood with used needles in them, to which no one would use so I prefer to go to a shop like Debenhams/john lewis etc

They expect you to buy a drink or something else.

I have seen homeless people refused these toilets multiple times, so they NEED somewhere to go.

Most Doctors Surgeries do not like members of the public just coming in and using there facilities.

Most businesses ok with use if you ask, but some are not. Comments frequently on rates as a reason when you want to use toilets if not making purchase

Opening Hours, accessibility.

Many need access codes, or you need to be a customer to use them. Some are in poor condition too.

Do not feel comfortable or at ease using facilities belonging to an establishment (eg cafe) where I am not also a customer. Very easy to feel self-conscious/observed.

The ones in the guildhall are always cramped and not enough room to manoeuvre.

I live in Topsham and use alternative private toilet facilities if I am visiting the premises anyway, ie a cafe, shop, pub or restaurant. It is not right for me to expect those facilities to be offered by businesses, and impractical anyway if closed or too far away and perhaps with grandchildren. The community scheme only works during opening hours.

i am a resident of topsham and am writing about the proposed closure of the topsham fore street toilets. i walk past this toilet block most days and can assure you that this facility is frequently used by local residents as well as visitors to the town. it's in the centre of the town so easily accessible, and has a disabled toilet. it is also useful to the people who play tennis close by. as far as i am aware, it has not been the cause of any local antisocial behaviour or used for drug dealing. i don't think it fulfils the criteria on which you are making you decision so would recommend that this much used facility remains open.

The embarrassment of having to sneak in just to use their toilet facilities without actually being a customer. Many businesses do not appreciate members of the public just using their loos without purchasing anything from their stores.

Awkward asking

Having to wait for keys, only one toilet in a large facility

Having to pay exact change to get into toilets or high queues

Having young children and keeping them safe

Shops and certain businesses are not very helpful

When not a customer there are issues and nlt many places have some available. Unstandably business resent the council for the traffic they are seeing using their facilities abd the cost.

Due to having IBS I get refused

Shops closed. Refused access

Stairs Business so not allowed to use

I suffer from IBS. If I have a moment of incontinence, which does happen on occasion, I absolutely must get to a toilet to avoid soiling myself. I have on more than one occasion appealed to a local retailer to use their staff toilet only to be turned away as they don't understand my urgency. Having proper local public toilets is a must for me.

## Exeter Public Toilet Consultation

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

Understandably, if not a customer of an establishment they do not want you using the facility m. Try to use John Lewis, Debenhams and Marks & Spencer's. however they are not always easily accessible with a buggy or up to acceptable standard.

You can't just walk into a private business and use their loos without buying anything. It is up to the Local Authority to provide them. Elderly people in particular will not do this and what about those with special needs physical or mental?

Having to buy something in a shop that I don't want to use the toilet. Trying to find toilets that are close by is difficult

Usually GP practices but it's not always easy to just walk in off the street if not a patient of the particular practice

Having to be a paying customer to use toilets in restaurants etc.

You get looked at sternly sometimes, and I don't know where to find toilets I am allowed to use without buying anything except for the ones in the Guildhall. A list of toilets you can use, in cafes etc where they don't mind, would be great.

Want you to be a customer

Very busy and long waits

I am on a limited budget and if you need to use a toilet in a café I feel obliged to spend money that I can ill afford out of guilt. Far sooner use a public toilet.

I have children and care for children with special needs we need regularly access to toilets when in the city. Particularly if walking/using public transport. To use toilets quickly with a group of children in a restaurant or pub is not easy. Lots of shops won't let you use theirs as is against their insurance. Especially with a potty training toddler this makes me more likely to use my car. I keep a travel potty in it. Or they want you to buy something from them which I can't always afford in this climate. It's also not great as a customer of somewhere to have large family groups in and out to access toilets as no suitable public facilities. It costs business to provide loo roll, water, soap etc so it's understandable they get annoyed if regularly frequented when no purchases are made. Lack of accessible toilets of a clean standard is also a huge issue for me and the children I care for. I have a radar key but they are still generally not suitable for children with special needs that can't weight bare.

There is usually a queue in toilets in pubs,cafes etc whereas city toilets are usually not so busy. If all the mentioned toilets are removed The back streets could become quite "messy" and that we do not need!

Always feel obliged to buy something but often on my own, can't afford to buy something or simply just want some comfort. My needs aren't as difficult as some and whilst I experience awkwardness using toilets in pubs cafes etc. I can only begin to imagine the difficulties those with incontinence, inflammatory bowel diseases etc. experience. In addition, it must also be difficult for people with young children who are again made to feel awkward unless making a purchase from cafes restaurants etc.

No shops with toilet between Alphington and Cowick street

Pubs and cafes tend not to like you using their facilities unless you buy something

Usually on the top floors of shops. Queues from shop toilets. Pubs/restaurants only let customer use their toilets.

Not being a customer of the business

In shops, toilets are usually on the top floor!

If you go in a pub or cafe, you feel obliged and sometimes are obliged to buy something.

Exeter Public Toilet Consultation

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

It is not really possible to find a suitable alternative toilet in St Thomas, unless you are willing/able to buy something from a pub or cafe. This is impractical for train/bus users, and shoppers in some circumstances. Visiting toilets in either of the parks is not a viable alternative as it's a long way from Cowick street, especially for those who don't know they are there.

The Princesshay toilets are currently being renovated meaning access was restricted

It is awkward to ask to use the restroom if you are not a paying customer and many shops do not have facilities - Particularly around the outside of the city centre (eg Exwick and St Thomas).

Customer use only

Always at the top of the building! Needs a key! Should be a paying customer!

Cafe owners not very happy having the public come in just to use the toilet

They are sometimes situated on the higher floors of large stores, so that I panic when I need to identify and reach a toilet urgently.

most cafes and restaurant expect you to be spending on their premises..

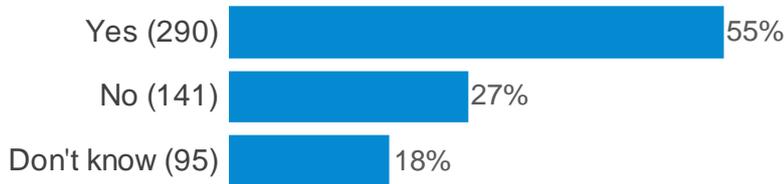
Tried using toilets in McDonalds but they were closed for cleaning

Not Allowed to use unless you buy

Don't feel I can just pop into a cafe to use their toilets and not buy anything. Shops often won't let you use them even with desperate children. Also there aren't always cafes or shops nearby or open, e.g. Higher cemetery, Polsloe Bridge. Public toilets are far more accessible and vital for vulnerable members of the community e.g. elderly, unwell, small children.

Unavailability of toilets as to closure of business through working hours

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



**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)**



## Exeter Public Toilet Consultation

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

Not applicable

Don't run a business

The only thing is to mabthe toilets to stop the druggies and homeless getting in there but think it's wrong how u have made your decision to close the toilets plus if u clean them regularly and check them regularly u wouldn't get the druggies in there

Sorry I don't have a business

What about letting people use the toilets at the civic center?

Not applicable

Yes but unfortunately not a business, if i did would like something in return for efforts.

Stupid idea

n/a

No business sadly

I am a retired resident in Topsham

I do not run a business

Why should businesses bail out the council on their duties? If ECC are no longer providing this service will we be getting a rebate on our council tax in accordance to this reduced service provision ??

No chance, I run my business from home and can't afford to grow let alone take on yet more jobs for the council that still charge me but don't provide half the services they should!

This should not be an entirely voluntary scheme. It is an essential part of civic life.

This only works if there is business/ cafe happy to let you use the toilet in a place where there has been a public toilet... what if the buys essential changes and then there is no toilet in the area

Toilets are a necessity, why should a business provide this, this is a council responsibility to its citizens and visitors

Would you let a stranger on the street on a wet day come in to use the toilet in your house?? People don't want to have to go into a shop or cafe and be made to feel like they have to buy something just to use their facilities. There are no businesses in Heavitree big enough to offer extra footfall from the general public. What about disabled residents in the area? If you're gonna leave that one open next to the Royal Oak, you might as well leave them all open.

Backworld, 202 Topsham Road. There is one unisex toilet at the back of the shop so not sure it's suitable.

I run a business and would in no way want members of the public using my toilet. It would not increase my turnover, it would just mean people would continually be coming into my premises to use the toilet before walking straight back out again.

Already have public toilets in our building: Exeter Library, Castle Street, Exeter, EX4 3PQ.

I work from home, so it would not be appropriate.

We have no loo or water in our shop

N/A to my business. Out of town

Don't run a business.

I'm not certain why the council would stop funding publicly owned toilet facilities to find a partnership with businesses.

Business run from home so not practical

My business is based in a shared office block which has communal toilets but there is restricted access to the building. If my business had its own private facilities I would consider opening to the public

## Exeter Public Toilet Consultation

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

Elderly people and people with medical conditions rely on these toilets in order to be independent and enjoy going out

Just that as a recent new mum (& whilst i was pregnant) i often found myself using public toilets - and that it is very stressful when you can't find somewhere....

The toilet provided by the mobility scheme near Exeter bus station is very clean and accessible - do enough people know of its existence? Toilets in the central library are good. No provision in Fore St in central Exeter - this is not helpful if you want to encourage more shoppers there. Toilets in Guildhall Shopping Centre - I know these aren't ECC run, but very cramped provision there. The disabled toilet in Princesshay is very good, but I don't find it acceptable that the other toilets nearby are located downstairs. Could toilets be monitored by cctv outside - you would have to press a buzzer to be let in - but that's another expense, I'm sure

I would keep the Cowick Street toilet open, as it is in a prime location, and could effect many people if closed, causing people to use nearby alleyways as an alternative.

Having recently received major surgery after being diagnosed with Bladder Cancer it is essential that when going into the town centre or places like the Quay I have access to a clean public convenience to be able to empty or change my urine pouch. On most occasions I would use a shop or pub to do this because they are cleaner and better facilities for me.

Getting rid of toilets is disgusting, what are older people with weak bladders found to do? Where are mums going to change their baby's nappies?

Why close toilets? These are basic requirements. I will have to pee in a busy will I? And my children? Exeter council you should be ashamed that you are even considering this.

There are no other alternatives in Heavitree for use of a toilet if you are out shopping, the pubs don't open til noon and some people would not want to go into a pub anyway, Heavitree park is too far away if you are shopping, the two supermarkets don't have one for the public.

These closures would have minimum impact whilst allowing savings and ECC should be commended for the initiative.

I feel it would be very bad to close so many of the public toilets. I understand that money is tight for the council, but I feel that public toilets are very important and should be a statutory obligation. Many people in society need to have access to toilets, pregnant ladies, mothers with young children, older people with incontinence issues. I also feel that businesses should not have to fill the void. It's all very well saying that allowing access to your wc facilities in your business premises will increase footfall, but it will not improve turnover and in small cafes and restaurants the actual paying customers may well have to wait to use the wc because someone who is not a customer is using it. There is also the added cost to the business of additional cleaning and toilet paper and handsoap costs etc. I am also very concerned about the effect this will have on the city centre as regards the night time economy. Where are people supposed to go when they leave pubs and clubs in the night? There is already a problem with people urinating in the street. I own a business in Gandy Street and regularly find my door way covered in urine when I open my business in the morning.

Please don't close Heavitree fore street toilets, we use them a lot, they are always nice and clean and in a good position. We spend a lot of time at the park in the summer and although there are toilets already there, there are only two and they can get into a filthy state. When it's a nice day an you've got the park full of kids using the paddling pools etc the 2 toilets are just not enough so we often walk up to the ones in fore street!! I think it would have a really negative impact on heavitree!

Without going into details that I'm sure you don't want to hear (!), I have a bladder issue that means I need to urinate more often than normal. While I understand the issues around anti social behaviour and the need to save costs, I would welcome additional facilities being made available in shops, etc, as not having access to so many toilets will potentially cause me physical pain.

I think the money currently used on keeping public toilets open could be better used I personally don't use them preferring to use coffee shops restaurants etc when out and about I don't feel they are safe the money could be better spent

## Exeter Public Toilet Consultation

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

The Public toilet on Black boy road in particular is covered in blood inside the toilets, there is always used needles in there, on the floor on the toilets etc. the people that hang around outside these toilets constantly drinking and going into there to inject. its a horrible public toilet and brings a bad name to this end of town

Toilets are a human right and people who live in the streets of Exeter need somewhere to go. It's dehumanizing not to. Furthermore if you remove the toilets, there will be more issues with the public complaining about public urination, etc. Think of the dickhead devon live commenters.

I think The cemetery should have a toilet . Given that every walk of life will be there at any given time I would encourage it. Generally I have had no reason to use any others and don't believe many do. The public toilets are more a location for (in my opinion) drug use and activity associated to the homeless and the addicts. I would always have a fear for my safety at using any of the public toilets and I wouldn't even consider them if I had children with me. Personally I no longer view them as a public convenience , the standard of them is so poor they only attract people who I would consider intimidating or I would be concerned about.

As I am a Bus Driver in this City and can be driving up to 5 hours at a time it is a essential to be able to have access to Public Toilets around the City not only for comfort but for safety reasons as well you can appreciate.

Great examples of the community schemes along the thames path In richnodn they link to a'richmond card' which shares offers and info for associated businesses

Although I do not personally use public toilets in Exeter, I am always purchasing items in other locations that then enables me to use their toilets. We see from the large footfall to our toilets at Exeter Library (where I am the manager) that there is a high demand for public toilets of a decent quality and for the large majority of the time we do not mind our toilets being used in this way. However the Council proposing to close toilets in part due to ASB is not solving a problem but just moving it on. We experience a direct correlation of an increase in ASB when the public toilets in Musgrave Row are temporarily shut and usage of our toilets. At best this is the toilets being left in an unsanitary state but most recently has lead to needles and other drug paraphernalia being left in the cubicles. Whilst we accept our responsibility to manage such situations if they occur I consider this move to be one that may save the Council money but will increase ASB for businesses in the city, put more members of the public at risk of harm, and does not serve to support the wider needs of the city. Regards ██████████ Centre Manager Exeter Library

I agree with some of the comments already made regarding the necessity for clean, accessible toilets in suitable places around the city. eg Park & Ride sites, bus & train stations, Civic centre (especially the new Civic centre), Council run parks and facilities, St Sidwells Point (whenever!) Quayside (improved toilets). If necessary, to keep the public toilets clean & usable by all, charge a reasonable fee & employ staff to oversee the toilets like they did in "the old days". There was a good reason for "spending a penny" and having a toilet attendant, even if it's only during daytime hours. Other cities and countries can do it, so why not Exeter and other UK towns & cities. Good accessibility to public toilets in Exeter city centre is dire. The nice toilets behind House of Fraser are limited accessibility. Lots of visitors are unaware of accessible toilets opposite nearby bike racks. The Guildhall shopping centre Ladies toilets are upstairs, cramped, and of poor design for such well-used toilets. The Library toilets are hidden away on the top floor. Pointless for many to consider using, eg, those with incontinence problems, small children, accessibility/mobility issues. Museum toilets not much better. Nice clean modern toilets, but if you don't know exactly where to find them, with limited mobility or small children, this one issue can ruin your whole day. If you are walking down Fore Street or from the city centre to the Quayside - no provision at all. This is the 21st century! One of the richest countries in the developed world! And we are struggling to provide the most basic hygienic facilities for all. Sheer madness. Get your priorities sorted - FAST!

Hamlin Lane toilet is used by the children practising to ride their bikes at the cycle pad. It must be used by those using the train at Polsloe Bridge and those using the football pitches.

## Exeter Public Toilet Consultation

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

If you close the toilets it will lead to an increase in anti-social behaviour e.g. urinating in the street. In this age we should be looking to improve facilities and not close them.

Exeter's public toilets are fairly scary and they tend to be in isolated and unpleasant areas. I would never use the public toilets in Exeter because they feel unsafe.

I think that to decrease antisocial behaviour and drug taking in public toilets a better route to take would be to provide a supervised drug consumption room in Exeter. This would have wider health benefits as well as public order benefits which has been seen in the places where they are in use in Europe, Australia and Canada. This would allow for public toilets to remain open, which helps keep toilets accessible.

I am one of the many shop owners with no toilet facilities. I am on Exeter Quay but know of at least 2 shops in Fore Street Topsham that have no facilities. I also do markets in Exeter where finding a loo is a real problem.

It is good to retain a number of public toilets for visitors and people who do not want to enter cafes etc  
Businesses should be required to permit access to their toilets if there is no public toilet nearby.

Never underestimate the value of public toilets. They make the difference between people enjoying their time in the city or not. If people find their visit comfortable then they will return. Comfort and access feeds tourism which gives the city income. Plus there are numerous residents with varying disabilities who need public toilets in order to be able to go about every day activities. Such a shame to take away basic needs. If at all possible, please keep as many as you can .

There are 3 Public toilets in Topsham and the decision to shut the one in the middle of the town is ridiculous. The one in the cemetery is obviously for the use of those visiting the cemetery as it is far to far to walk to from Topsham centre. In a similar vein the one at the quayside is also a long way to walk. The one by the Fire station is perfectly placed and should NOT be removed.

Close them. They are often unsightly and smelly. I suspect very infrequently used. Most people would happily go into a pub first

Whilst I fully agree that some public toilets can become magnets for anti-social behaviour, it is too easy to invoke that fact as a reason to close them. But more importantly still: to claim, as the Council does, that some of the toilets are in "the wrong place" is laughable. When you are - as I am - a pedestrian and frequent walker through Exeter, you build up a mental map of where toilets are, especially if you are of an age where you might need to use them more frequently than other people. A toilet is never in the wrong place when you have reached it because you need it! My biggest reason for being upset over these proposals is that they do not chime with Exeter's fresh new motto: LIVE BETTER. I will certainly not live better if over time the number of public toilets is reduced. I love Exeter (and have lived here for 30 years) and am generally impressed with the work of the Council, but I fear that too much priority is now being given to glitzy projects, big boasts, preoccupation with its place in "top tens" (e.g. education, retail), grand projects etc, and too little to the ordinary humble concerns of its ordinary humble citizens. A city that has fewer and fewer public toilets is not a friendly city - neither to its citizens, nor to its visitors. It's not just about cafes and restaurants and science parks and trendy venues and new sports centres. What does LIVE BETTER mean when it gets harder and harder to find a toilet? It is too easy also to say that it is not a statutory obligation to provide toilets. What about a moral obligation? What about a friendly determination? What about providing a service, for what is one of our most basic needs as human beings?

Haters gonna hate. People will be unhappy no matter what you do because you're the council. Just do what's best for the city!

When the play and exercise facilities in Topsham recreation ground were upgraded, a survey was undertaken to ask what we would like to see. Many people, those with young children particularly and grandparents who tend to need a toilet more frequently, asked for a new toilet block to replace the one that had existed there before it was sold off. We were told that a new toilet would not be provided because there was one in Fore Street, and pubs etc (see my earlier comments on that one). Now you want to shut the one in Fore Street. You couldn't make it up!

## Exeter Public Toilet Consultation

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

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This survey is a poor consultation which does not provide the context, background or possible monetary savings from this action. ECC should be ashamed of the way it hoodwinks the public. Just like with the downtrodden public buildings, such as Clifton Hill sports centre and Pyramids and Riverside pools, left to rot until the council can justify closing them due to the damage that the council themselves allowed to happen, these public toilets are often poorly maintained, which reflects negatively on the city and is terrible for the people who rely on the them. A community toilet scheme cannot replace the signage that exists to help people find public toilets and so would not fix the issue of the dearth of toilets in the city centre should this plan come to fruition.

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Public toilets are are basic service which every council should provide. Sometimes there just isn't any alternative and going into a business is just not possible (ie. The Higher Cemetery) apart from feeling awkward/embarrassed if you do not want to buy but just their facilities. Surely this a step backwards and hardly makes Exeter a nicer place to visit, not everyone stays in the city center where shops and cafes can be readily used. Please think again I know times are hard, but think of the people these cuts will affect, not cosy office workers, but those who are working around the city out and about delivering, driving buses etc.

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Since Clifton Hill Sports Centre was closed there is no public toilet in Belmont Park. There needs to be one particularly for those with disabilities as well as families with children and others. People with disabilities have said they have used the Blackboy Road toilets and still want them to be there with good access and not closed to them. Also these toilets are used by the St Anne's Church congregation.

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We run a shop in the city centre, but due to our size and nature of our business, is would not be suitable to advertise as being available for the general public to use our facilities. We do however suffer repeatedly with people urinating and defecating in our shop doorway or in the grounds of our business, which mainly happens overnight. We have seen a significant rise in this behaviour since the closure of the Guinea Street toilets and we fear this will get worse if more toilets are closed. On a personal note, as someone who has recently suffered from a medical problem and undergone surgery to try and resolve it, I have found the city's public toilets to be absolutely essential.

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## Exeter Public Toilet Consultation

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

My primary interest is in preserving the Blackboy Road and Whipton toilets. A few observations: 1. The Council's budget situation is not primarily the result of the provision of public toilets. The excessive and rapidly escalating financial commitments to the much delayed swimming pool and bus station redevelopment are far more significant. The Council's recent record on running leisure facilities is not a cause for optimism that this vanity project won't cripple other services too. The consultation makes a point of emphasising that public toilets are not a statutory requirement; the pool and bus station project is also not a statutory requirement; it doesn't seem to be under similar scrutiny. 2. This proposal will disproportionately impact the elderly, transgender people, people with hidden disabilities (such as incontinence), people with young children (but primarily mothers), and the homeless. Both the Blackboy Road and Whipton toilets allow flat access: something that wouldn't be on offer from many commercial premises with customer toilets (for example McDonalds, House of Fraser) that the Council might view as adequate alternative provision. Blackboy Road toilets and to a lesser extent Whipton toilets are also used by runners (myself included) and cyclists; they support the City's aspiration to be the most active city in England. 3. One claimed justification for closure is that some of the toilets are poorly used. This is unsurprising in the case of 2 that have been locked for over 2 years and several that seem to be shut for prolonged periods. The Whipton toilets are currently shut, again. The Blackboy Road toilets have closed for weeks on end (over 10 weeks on one occasion I believe); when they've re-opened I've expected to see the Sistene Chapel because of the length of the closure yet they seem exactly as before (ie same fixtures and décor, not a complete refit) suggesting that any damage has not justified such a long closure. Another claimed justification is that they are hidden away: the Blackboy Road toilets could hardly be more obvious; the Whipton toilets are fairly obvious too. 4. Undoubtedly public toilets (and those in fast food restaurants, etc) do experience drug use and anti-social behaviour by a small number of users. Closing these facilities doesn't stop these problems; it will simply relocate them to other parts of the city. Personally, I'd rather someone take drugs in a single-user public toilet with a sink than in the street or a public park; better for everyone. Homeless people, who already have few options at night, won't suddenly stop needing to use a toilet during the day; they'll make greater use of alleys and parks as toilets. Not great for them, residents or the Council. I don't believe that a community toilet scheme would offer a viable alternative to the Blackboy and Whipton toilets: which businesses would be willing and able to offer adequate provision? Also I have limited confidence that such a scheme would be in place well ahead of any closures taking place. More likely that the closures would happen and then the scheme with businesses quietly abandoned.

The provision of accessible toilets is a fundamental public service. The lack of facilities discourages people, particularly the elderly, parents and those with disabilities, from going out and about in Exeter and its neighbourhoods.

Ecc toilets are horrible and always dirty or unsafe. Invest money in proper facilities that are kept clean and secure

People need toilets due to medical and health issues I myself suffer from a weak bladder and often just need to go and if toilets close what do many members of the public do then People who walk dogs and children if anything you lack massively in the disabled area and both mum and dad baby changing toilets which is incredibly poor for parents in the city Visitors coming to exeter must really struggle if toilets in the city close where do they go then

I suffer from type 2 diabetes and often get a feeling of being caught short. I need access to a toilet quickly. When I go out I make sure my route encompasses toilets on route. My hubby drives the Natwest Mobile Bank and because he has a bladder conditions needs to visit the toilet frequently. When I was in Specsavers I asked to visit the toilet but was told they had closed it to the public so I had to run across the road to Starbucks to use theirs. There are not enough toilets as it is let alone go and close what we have. When we go abroad to Spain you can use anyone's toilet inside and these are kept clean and accessible. They have outside toilets which are in a good state. We seem sadly behind the times for having accessible toilets. Your scheme sounds good but if shops like Specsavers can't provide a toilet are the rest of the shops going to join up?

## Exeter Public Toilet Consultation

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

Could you please not shut public toilets as it would be so hard for people having no toilets around we all need toilets to go to When we are all out & about it will be a absolute nightmare not having any toilets around

Just sort it out Exeter! If London can keep public loos open so can we!! All you need is to create more jobs and have toilet attendants again and create deterrents not incentives for thr problems. You could even create community service jobs for all those that are sentenced if they have to cleqn the loos under supervision then they will soon change their ways no doubt! There is a reason things are getting worse wnd not better and ite because you have removed the things that once protected our toilet facilities. If i was a non local/tourist or student i would happily pay 20p to use the toilet if looked after by staff as for the rest of us we more than pay for these facilities in our council tax. Perhaps using some of the money from the developments for luxury flats should fund these much needed public facilities as the student population will also need to use the loo??? There needs to be some give as so fsr all us residents see is take, take, take!

The Public Toilets I use are well maintained and in good condition.

As a regular runner, relatively long distance runner, I appreciate the availability of public toilets when I am training. I am concerned of the anti social behavior that may arise from the closure of these toilets. With regards the Hamlin Lane toilets, adjacent to Polsloe Bridge station, as this is an inter modal transport point, I strongly believe these should be retained. I appreciate balancing the council budget is a challenge and the misuse by a few means the rest of us 'suffer'. I would strongly be in favour of returning the requirement to pay to use public facilities, historically we spent a penny, I'm sure this would be 50p or a £1 these days, perhaps we need to refocus the attention of all that nothing in life is for free and if you wish to use a public facility it comes at a price. I would rather carry a method of payment and have the option to use a toilet that go for a run knowing I could get caught short.

As a taxi driver We need toilet all the time

The toilets in Whipton are the only ones available. We noted they were closed 3 weeks ago when we went to use them. For someone with 2 young children who tries to walk as opposed to drive everywhere with them, it is essential we know there are toilets en route. Needless to say, we had an accident which was extremely embarrassing for a 7 yr old. We did ask the local shop if we could use their toilet, we got a flat "NO" from them. The public aren't allowed at the back. The idea of listing where toilets are available in high streets / town is a good idea, but please remember, the local people who use their local shops & there is no cafe or anyone else willing to help a child alleviate himself NEED public toilets. The toilets in Whipton are locked nightly, so vandalism & anti social behaviour doesn't happen. Please keep them open!

Understand councils have to find places to cut back spending in the current climate of Central government cuts (still). But public toilets should not be removed and actually more funding should be diverted there. These are vital services to a lot of people and should be treated as such. I know there isn't a magic bullet to solve the local government cash crisis but removing toilets will only be blamed on the local council, not Central government cuts. Please think about alternative targets.

It is utterly unacceptable to punish the many because of the actions of a few. If you close these toilets the anti social behaviour will just move to other toilets. Many of these are used even more by children e.g. Ones in parks where safety is even more vital. What will you do then close all the toilets? What message does this send? This policy is discriminatory and must not go ahead. Older people, people with disabilities especially hidden ones, pregnant women, children (who are more often in the care of women) there are many women who are left with long term issues after child birth which mean they need easy access to toilets. This policy will affect the most vulnerable in our society and will affect women more than men. Such a sexist policy is intolerable.

I can see how a community toilet scheme as mentioned on the previous pages has value as a SUPPLEMENT to a properly funded and cared for public toilet network, specifically for those most in need. However, it is not a substitute and should not be investigated as an excuse to close existing public toilets.

## Exeter Public Toilet Consultation

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

I used cowick Barton field toilets regularly. Toilets attached to parks should be kept open. Topsham should also be kept open due to being a tourist destination.

I support the closure, to save money.

As previous said, Heavitree Park toilet needs a lot of work and I hope the benefit of shutting the other toilets would be more targeted maintenance in the ones that remain open. It is possible to provide acceptable toilets (Broadclyst/Sidmouth for example).

Exeter city council should provide toilets and stop wasting money on vanity projects. This is one of your core responsibilities, use our money properly and provide services people need. Inadequate facilities will prevent many, many people from using the City. If anti social behaviour goes on, monitor the loos and keep them clean.

We should have free to use public toilets. However they need to be monitored more closely to avoid anti social behaviour. I don't think they should be closed as pregnant old and people with disabilities need access to toilets in a short amount of time

People who have medical issues that aren't necessarily classed as disabled will suffer I.e urinary incontinence, colitis etc

The toilets in Heavitree fore Street are a godsend for us. I have 2 young children who use these on a regular basis, quite often when we are visiting the charity shops or on the way home from school. The toilets in Heavitree Park are miles away from here and quite often closed. Will be very sad if these close down. There will be no where for the children to go. I doubt the pub next door will be happy for us to visit and tesco garage do not have any either. These are needed!

I feel all public toilets are a needed due to majority of the public having young children

With a growing older population, I feel it's important to keep all facilities open. Likewise adults with young children need a place to 'go' without having to walk a long way. With the closure of Mothercare immanent this is one welcoming rest room for parent/ grandparents with young children.

Directing the public in to businesses they don't need services from to use their facilities is not a good replacement for well maintained and managed public conveniences. Bus Drivers, Van drivers and Taxi drivers depend on public toilets as their work doesn't usually allow cafe breaks etc.

The toilets in cowick lane need to be kept open because there is no where else to go ie no cafes etc The bus drivers use these toilets daily as there is a bus stop there also the allotment members do as the only toilets available The lane behind the toilets is part of the green walks The past few days with the advent of a large police presence and media the toilets were in constant use please let common sense prevail

I don't think it's a bad idea closing the public toilets in the roundabout near Old Tiverton rd, always have dodgy people around them!

As a mother of four children, it is vital that public toilets remain open as business are never keen for people to come and use their toilets without buying anything. Some businesses even have signs saying customers only. With increased car parking fees and toilets closing I am put off going in to town to do any shopping.

In Topsham I am there weekly to walk, so I use the public toilet in Topsham almost every week and so do my companions. It's ridiculous that the council cant maintain these public toilets. Didn't have a problem in the french villages I visited last year!

Public toilets are a basic necessity. When budget cuts need to be made this is one area which should never be considered.

## Exeter Public Toilet Consultation

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

The toilets in Okehampton street are absolutely horrific, I live right by them and have had over 25 years of watching them being abused by drug users and drug deals being carried on ! There have been needles all around the toilets as well as in them ! There has been men having sex in the toilets ! There has been homeless people camping up the side of them where the ladies toilets are ! Only last week I saw two people sleeping there !! The list goes on ! These toilets must be closed down ! Know one in their right mind would use these only the people mentioned above ! I urge and beg you to close these down before some one is found dead in them due to a drug overdose ! If they haven't found anyone dead already in there ! Also behind the toilets is a council estate with children playing and growing up there ! It's a worry to think that these people are constantly hanging around the area where children play ! These toilets are vile !! I also think the ones in Cowick Lane need to be shut too ! As many men seem to be meeting outside babe doing god knows what in them ! Absolutely disgusting!

The elderly and the young and disabled are the people that most rely on decent public facilities. You are penalising them and reducing their ability to access their communities and that is not ok!! A city like Exeter should be able to provide decent standard public facilities and keep them maintained! Why are the groups of drug users that hang around them not given arrest to prohibited them from frequenting such sites.

I believe that local businesses would be interested in keeping them open as it would stop our streets becoming messy and smelly and no one would object to paying a few pence to use a clean and tidy toilet!

Again unsure of why public funding would be used to fund a scheme with businesses instead of using funding for public toilets? Isn't it more ethical for business owners to do this through charitable demeanour rather than a scheme that absorbs public money? Any business that is putting further strain on public resources using this scheme as cheap or free marketing wouldn't compel me to buy from them. I think this scheme may actually work to their detriment. There appears to be nothing in the way of Changing Places for disabled people (eg adults that require full assistance) in the city? Would it not be preferable to suggest businesses in the city sign up to something of this nature, improving accessibility, inclusivity and diversity? If this is happening, it is not widely publicised. Advertising this type of business would be far better? Carers of disabled adults or older disabled children, knowing where they can change their disabled person without having to use the floor; seems like a much better scheme.

Toilets at end of Broadway / Cowick are used by the bus drivers on a regular basis.

I think you should keep open the toilets in Fore St Exeter, not only for myself - I am an occasional user - but also for visitors. The toilets are centrally located and therefore convenient for visitors and locals, including those using facilities such as Matthews Hall and the tennis courts.

Please reconsider closing the cemetery toilets. I know lots of elderly people visiting graves that really need the use of these facilities, especially before walking back home again. Without these facilities I fear they won't go. Please consider older people and people with health conditions that may need these facilities while out and unable to find alternative.

as I sometimes need to get to a toilet quickly its important to have them within a reasonable distance, the Cowick St one is useful when out at the shops there and in town its often hard to get to a toilet as they are quite spaced out it would have been good to have built one in the new Princesshay centre when it was built was sad to see no toilets except for the ones near cathedral which you have to pay for and go down steps which is hard for me with arthritis. I often use the bus station toilets while in town up that way and worried if they close them while rebuilding the bus station as quite a way to get to toilets in that area, if I go to the jobcentre the bus station is nearest toilets and they wont allow anyone to use the staff toilets at jobcentre and tell people to go to the bus station, I think there should be one in that area otherwise would have to walk to King William street, the toilets are fine there but theres often people like drug addicts and weird people around or in them so its a bit worrying incase its not safe and the other nearest is top of John Lewis shop in the café which is a long way up if your desperate to go.

## Exeter Public Toilet Consultation

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

Charge to enter the toilets. Get students to pay for them, you allow enough student accommodation to be built because "they bring money into the city".

Public toilets are an important part of Exeter's infrastructure for visitors and for people who work / live in the city. Despite provision not being a statutory function, community benefit must be taken into account and ways identified to keep public toilets open. Vandalism and improper use which impacts on operational costs must be addressed; closing the toilets will not end negative social issues yet will impact on the young, elderly, and ill, as well as everyone else who needs to use public toilets while out and about across the city.

When you've got to go, you've got to go! 3 kids in tow, no fun when they need the loo, and there isn't one, Sometimes without warning. Keep our toilets (please) How much money would the toilet pass cost?

I think it's very important to keep cowock street toilets open or provide an obvious alternative where you do not have to purchase something to use a toilet. Anti social behaviour is very annoying but they will find somewhere else. It may be worth looking into setting up a safe secluded environment, for these people to take their drugs, to avoid them using other public spaces that are less avoidable than toilets. I don't think toilets should be closed. I have been in banks and shops in cowick street and have had to use these public toilets as places do not let you use their toilets.

I agree that we have too many public toilets in West Exeter. If the toilets on Okehampton St and Cowlick Hill are closed, could we not put a bit more resource into the Cowlick St toilets, especially as they are needed for shoppers and/or commuters.

I have previously used the council toilets on Cowick Street and in St Thomas park with my young children but never again. They are disgusting, always dirty and risk finding drug paraphernalia. I either use the toilets in M&S in exe bridges or use the Wetherspoons pub toilets on Cowick st if we can't get home in time. It's sad to have to close down public toilets as many people suffer with illnesses or weak bladders where they require nearby facilities but the drug use just stops people using them. With the money saved from running these facilities, the council should spend the money on having safe-havens for drug users so the general public are not put at risk (especially small children).

Closing Topsham Fore Street toilets would mean it was be harder for the disabled to have access to a toilet, the nearest public one would be The Quay or Nancy Potter House, neither of which are easily assessable from Fore Street

Children can't always wait for toilets so we need to have public ones. Not all businesses let you use theirs as you aren't a paying customer.

You must keep the Cowick Street toilets open, it is a very busy area.

I think that less people will support local businesses in st Thomas if no public toilets. City centre there are more businesses such as shops and cafes where there are toilets

People in Topsham desperately need the Fore Street toilet to stay open, it is in constant use and it is ideally situated for everyone to use whilst shopping in Topsham.

Visitors to Topsham need access to toilets in the main shopping area. Our small shops can't provide facilities and cafes are fed up with people coming in just to use toilets ( this applies to Matthew Hall and Topsham Museum as well) Toilets need to be where the greatest footfall is and this is Fore Street Topsham and the Quay rather than the cemetery. Why should private businesses incur costs of cleaning toilets when often the people do not spend mone6 with them. Topsham is promoted by ECC as a visitor destination so ECC should provide facilities to encourage a good visit.

I would rather public money was spent on other services than on public toilets. I think accessible toilets for disabled people are very important due to medical conditions, so making sure there are facilities around is important - they don't have to be council facilities. The rest of us can manage where we shop, work, eat and live. Public toilets attract problems, and are outdated in current society. Please close them.

## Exeter Public Toilet Consultation

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

The way the questions are framed is misleading. The questions assume I am only concerned with my own needs. I have completed the questions to answer this, but I am equally concerned about the impact toilet closures would have on others in my community. For example, I know in this elderly population (Topsham) that there are folk who are often "caught short" and need to access a toilet quickly. I also know that families that use our excellent recreation ground on Ferry Road are directed to the Fore Street toilets as we have no toilets on the rec. The questions do not take account of the large numbers of daily visitors to Topsham who come by car, bus, train or boat (Stuart Line). They are unlikely to see or reply to this consultation, but whilst staying in the town for several hours need toilet access more than residents or businesses. I appreciate that ECC is being almost "held to ransom" by central government cutting its funds. We must not just cave in to this and reduce public services more and more. Public services often target the most vulnerable in our communities, such as people with chronic medical conditions and disabilities. We must challenge the cuts and make it clear that we believe in protecting our most vulnerable citizens. Closing public toilets gives the opposite message. Public toilets are a necessity, not a luxury. The toilets in Topsham are in dire need of updating, but do not attract drug users or antisocial behaviour. Please keep them open.

There are many people who have a disability or who are elderly or even small children who need to have access to public toilets quickly and often. The shutting down of all those toilets would be very sad although there is definitely a drug problem in Exeter and public toilets are frequently used. I have experienced evidence of this around the city.

I visit the cemetery at Topsham regularly and had no idea there is a toilet there. How many use that one??? I live near the fore Street Topsham toilets and regularly see people using them. Lots of tourists, builders and some of the shops do not have toilets on their premises. Elderly and children and those with a bladder problem need it when shopping.

Public toilets in urban areas are absolutely essential, we cannot rely on businesses alone. Although I am pleased to see toilets being kept open on the quay and in the St Thomas parks, these plans would leave virtually no public toilets in the whole of the city centre. I think the toilets in Guinea Street should also re-open, and those in Blackboy Rd, Musgrave Row and Cowick Street be kept open as they all provide a vital service in busy areas. These closures are enough to put people off coming to visit our city. If they are attracting anti-social behaviour, that needs to be addressed, the toilets should not be closed as a result.

Public toilets are used by people who walk or use public transport. I assume that just about all the councillors voting on this issue get in their cars and drive from home to work. If you want to encourage people to walk, cycle or use public transport you should provide facilities.

Exeter council should be ashamed they allowed the toilets to deteriorate to the point that some are truly disgusting. Public toilets are needed for the elderly, children and people with health issues.

I am disabled and need to use the loo a lot plus lots of people need them

My worry about closing public toilets is around accessibility. Someone disabled may need to be able to access toilets urgently and they have to be accessible. RADAR key accessible loos would cover this perhaps, keeping public toilets locked for general use and preventing anti social behaviour. Toilets in stores are often not very accessible, down steps or on top floors, lifts not always available...

The public toilets need to be kept open, particularly the ones on the main streets. Cowick St in particular, as it also serves St Thomas station.

Toilets are a vital community resource. As a council tax payer I do not support any cut to these services, especially such extensive cuts with no viable alternative. Using a shop or cafe toilet is often not possible. Vulnerable members of the community will suffer/ be less likely to make trips out if they know a toilet is not available.

I feel the public toilets are a vital facility to Exeter. I have two children and they and I are often about in Exeter walking as we do not have a car, being able to access toilets in places like ennerdale way is really important for me and my children. I have allergies that make these facilities vital. Please please reconsider as these facilities are a life line to people like myself and my family.

## Exeter Public Toilet Consultation

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

I would like strongly to oppose the closure of the public toilets on Fore Street, Topsham on the basis that to do so would be irrational by reference to the Council's criteria as stated in the Consultation, for the following reasons: 1. No longer serving the needs of residents: on the contrary, these lavatories are an important facility for any residents wishing to spend time shopping or enjoying the other assets of Fore Street. Furthermore, Topsham has a varied demographic, spanning a large elderly population and a great many families with young children, all of whom rely on being able to access public lavatories both to use the loos and to wash hands. Personally, I cannot take my children out for a walk / bike ride without knowing that I am within easy reach of a loo - it would have a very limiting effect on my use of high street amenities and my ability to support local business. It would also discourage / prevent me from giving my children exercise and fresh air, which would not be compatible with public health objectives, nor with the Council's first stated objective at 3.8 of the Core Strategy to reduce CO2 emissions. I am not comfortable with using a local hostelry only for its loos (and have been reprimanded for doing so when forced to on one occasion). Finally on this point, I would challenge the criteria being limited to the needs of residents. Visitors to Topsham are also relevant and they rely even more on public conveniences. To restrict their ability to visit Topsham would be to the detriment of local business and push trade away. This cannot be compatible with Council objectives to support retail. 2. Hidden and in poor condition: neither of these factors applies to the loos on Fore Street, Topsham - they are in a central and visible location and I have always found them to be in reasonable condition. If they are considered to be in poor condition and if this is as a result of the Council's mis-management / lack of funding to date, the Council should not be able to rely on this to justify a consequential decision to close them. That would effectively mean that the Council made the decision to close them when they stopped investing in them, prior to consultation. 3. Anti-social behaviour: I am not aware of any cases of serious or repeated anti-social behaviour and would challenge the Council to provide evidence of this if they are going to rely on this criteria. On the contrary, the Council must consider what alternative a resident in need of a loo would have if the public loos were closed. A likely consequence will be that men and children who are 'caught short' will urinate in public areas instead (exhibiting the anti-social behaviour that the Council seeks to avoid), which would be detrimental to public health and to the character of the area. 4. Infrequently used: Personally, I rely on using these lavatories (or the ability to do so if needed) every time I take my children or an elderly member of my family out for a walk, not to mention for my own use. I am aware of many others who do so too. Alternatively, if the Council has evidence of infrequent use and if this is as a result of poor condition from inadequate maintenance, the Council should not be able to rely on its own omission in this regard to justify closure. 5. Location: as per 2 above, these lavatories do not satisfy this criteria given their central location, amongst the shops, play areas, swimming pool, bowling green and other amenities. There is a high foot-fall on Fore Street. On the contrary, this would not appear to apply to the other loos in Topsham. Can the Council provide a rational argument for choosing to close the loos in Fore Street, Topsham, as opposed to those at the Quay or Cemetery, which are in more peripheral and residential locations? 6. Other public alternatives: there is no alternative public loo within a reasonable walking distance of these lavatories or the amenities they serve. A reasonable walking distance should take account of the likely user's ability to walk which, given the nature of the facility and its location amongst amenities benefiting a wide demographic, must include the very young, the elderly, and the disabled who, by their nature, have limited ability to tolerate walking very far to find a lavatory. Finally, a relevant consideration for the Council when deciding which lavatories to close must be not only the existing population of an area, but the future one. Given the residential developments currently underway and those additional ones which have received planning permission within the vicinity of Topsham, the number of people visiting Fore Street (and thus impacted negatively by a decision to close the public loos) will increase.

Exeter Public Toilet Consultation

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

As someone who has young children and lives in Topsham, closure of these facilities would have a meaningful negative impact on our enjoyment of living in the area (for example, where could we use toilets for our 3 and 6 year old kids close to the recreation ground?). This would also detract meaningfully on the ability of visitors to the area to enjoy visits to Topsham, visitors who underpin the viability of many of the shops upon which we rely on a daily basis (e.g independent high street shops such as the butcher, greengrocer, cheese shop, zero waste shop Nourish, cafes such as Plum, etc). In short, this could decimate the viability of our (already threatened) high street and undermine the sustainability of Topsham as a place to live. The rationale for shutting these facilities seems short-sighted and against the interests of both Exeter City Council and residents living in the area. Exeter City Council should be promoting the sustainability and amenity of these communities, not destroying them. I understand that costs need to be cut', but this would be shortsighted, ill-advised an counter-productive to the Council's interests.

**What was your age last birthday?**

52	40
61	57
43	40
75	40
29	37
59	41
32	30
59	34
27	60
50	23
61	54
73	42
73	34
52	25
65	31
49	58
52	35
26	68
25	58
45	37
Prefer not to say but I'm over 18	27
60	58
51	35
34	59
70	36
45	36
43	56
47	52
34	45

Exeter Public Toilet Consultation

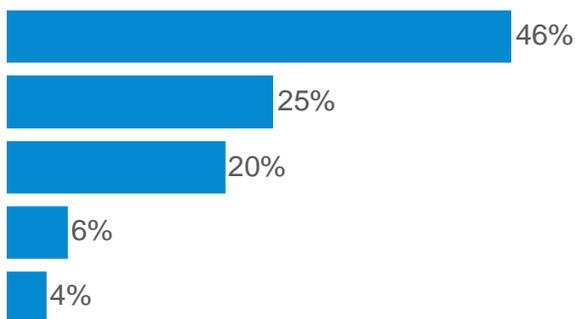
**What was your age last birthday?**

29	45
31	32
61	55
39	59
34	57
70	69
56	Over60
34	42
60	63
40	72
35	47
29	72
28	75
32	52
48	50
44	61
32	53
41	44
43	48
52	39
29	39

**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)?**

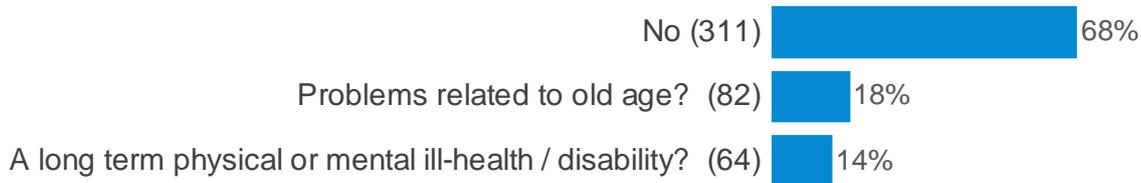


**If you answered yes, please give details:**



Exeter Public Toilet Consultation

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



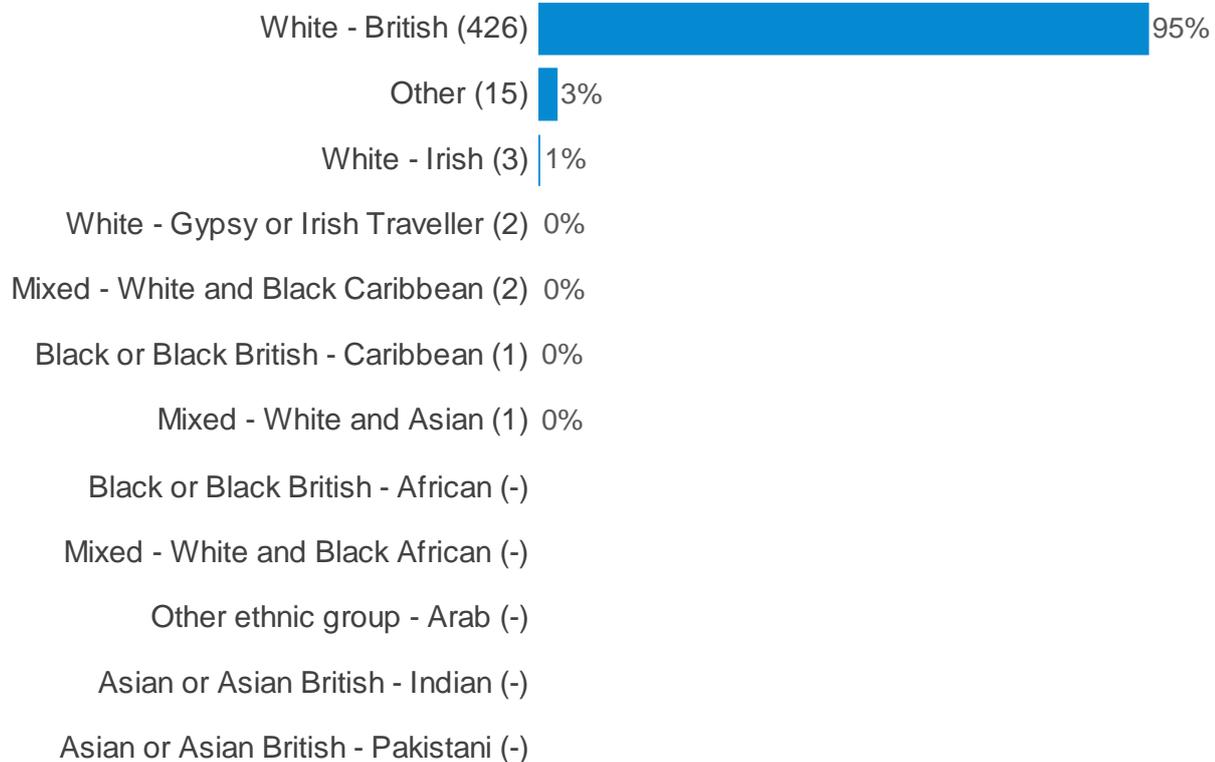
**Are you**



**Do you identify as Transgender / formerly Transgender?**



**What is your ethnic background?**



**If other, please provide your ethic background here:**

- Swedish

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- White European

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- Hispanic

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- Prefer not to say

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- White - English

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- Not applicable

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- Central European

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- Not relevant, we all have to use toilets

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- White British and thoroughly ashamed #IamEuropean

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- This is not required for your consultation

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- White - other

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- European

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- Jewish

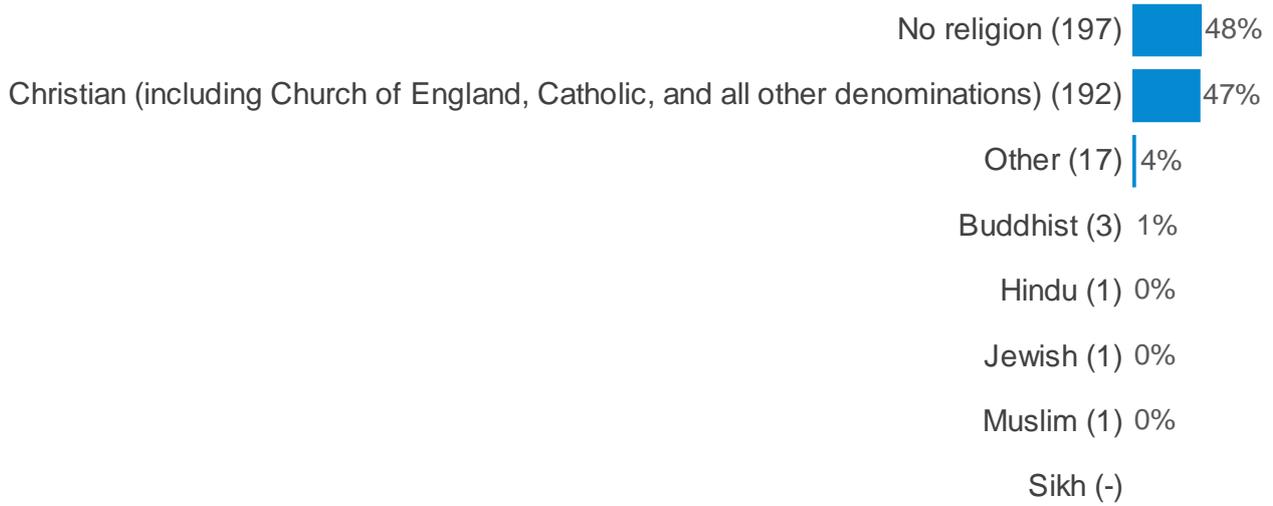
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- No

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- White - European

**What is your religion?**



**If other, please provide your religion here:**

- None
- quasi bahai
- Jedi
- Religion should have no say in people living together
- not applicable
- My religion is totally irrelevant for the purpose of this survey, as is my ethnic background.
- Paganism
- Jedi
- NA
- Vocal Atheist
- xxx
- This is not required for your consultation
- Quaker
- Pagan
- No