

### Public Toilet Provision Across Torbay

Torbay Council is currently responsible for almost 30 public toilets spread out across Torquay, Paignton and Brixham and we appreciate that this facility is an important part of our service offer to residents and visitors. The provision of these facilities costs the council approximately £550,000 per year. In recent years there have been considerable pressures on the Council's finances and it has become increasingly difficult to ensure that we can provide toilet facilities which are clean and comfortable for people to use as well as bringing them up to more modern standards which our residents and visitors expect.

We are currently undertaking a review of our existing facilities and considering future options for the provision of toilets across the Bay.

The purpose of this consultation is to seek your views on existing toilet facilities as well as possible options for the future of public toilet provision across Torbay. Your feedback will inform how we can ensure that facilities are fit for the future and meet the needs of our communities and visitors.

Thank you for your time.

For each of the council-run toilet facilities that you have visited and used in the last 12 months, please indicate what you think of their overall quality.

1. Torquay	Excellent	Good	Average	Poor	Very poor	Not used
Abbey Meadows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Babbacombe Downs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beacon Quay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corbyn Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lymington Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meadfoot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oddicombe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Old Town Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sea Front	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
St Marychurch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watcombe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Paignton**

	Excellent	Good	Average	Poor	Very poor	Not used
Broadsands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festival Apollo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington North	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington South	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palace Avenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parkside (Victoria Square)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston Bus Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston North	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston Redcliffe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Green	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Brixham**

	Excellent	Good	Average	Poor	Very poor	Not used
Bank Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breakwater Beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brixham Harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Fishcombe Cove
- Shoalstone Beach

**4. If you need to use a toilet when you are away from home, how likely are you to use the following places?**

- |                                       |                       |                       |                       |                       |                       |
|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|                                       | Very likely           | Likely                | Unlikely              | Very unlikely         | Don't know            |
| A toilet in a shop                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A toilet in a restaurant or bar       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| One of the Council run public toilets | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**5. Please rate how important the following features are to you when using public toilets:**

- |   |                       |                       |                                   |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------------------|-----------------------|-----------------------|-----------------------|
|   | Very important        | Important             | Neither important nor unimportant | Fairly unimportant    | Not important         | Don't know            |
| Modern, comfortable facilities          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Clean and well kept                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Long 'opening hours'                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Easy to find and close to public places | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Disabled access                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Changing facilities                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Inexpensive to use                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**6. Do you have a RADAR key and use the disabled facilities at any of the Council run toilets in Torquay, Paignton or Brixham? (The RADAR scheme is for people who are disabled and provides access to specially adapted toilets)**

- Yes
- No
- Don't know

**Use of Radar Key**

**6.a When you use your RADAR key, how frequently do you use any of these Council run toilets?**

	Daily	Once or more a week	A few times a month	Only rarely	Never use
Abbey Meadows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Babbacombe Downs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beacon Quay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corbyn Head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lymington Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meadfoot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oddicombe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Old Town Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sea Front	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
St Marychurch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watcombe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broadsands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Festival Apollo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington North	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goodrington South	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Central	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palace Avenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parkside (Victoria Square)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston Bus Shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston North	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preston Redcliffe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paignton Green	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bank Lane	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breakwater Beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Brixham Harbour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fishcombe Cove	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shoalstone Beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Possible Options for Consideration

**In other parts of the country Councils have adopted many different ways of providing clean, high quality toilets for members of the public and visitors to use. Possible options are set out below and we are interested to know whether you think these options would work for Torbay.**

#### **Option 1. Closure of least used toilets**

**7. We know that some of our toilets are rarely used and are expensive to maintain, while we are currently evaluating usage, cost and future viability we are interested to know whether you support the closure of some facilities which would mean that the Council could concentrate its resources and funding on upgrading the facilities which are used the most.**

- Yes, I would support the closure of some of the least used toilets to concentrate resources on maintaining the ones that are used most.
- No, I would not support closing some of the least used toilets to concentrate resources on maintaining the ones that are used most.
- Don't know.

#### **Option 2. Automatic Public Toilets**

**8. Some councils have started to set up automated public toilets. These are free standing units provided and maintained by private contractors. They are available for use 24-hours a day on payment of an entrance fee to unlock them instead of having limited opening hours. Please tell us if you would be supportive of this as a proposal:**

- Yes, I would support the set up of some automated public toilets
- No, I would not support the set up of some automated public toilets

- Don't know

### **Option 3. Improve and refurbish with a charge to offset costs**

**9. Some Councils are able to refurbish and improve the standard and quality of their public toilets by introducing a fee for the use of facilities.**

**Please tell us if you would be supportive of this as a proposal:**

- Yes, I would support charging for some toilets if the standard and quality was improved  
 No, I would not support charging to improve the standard and quality  
 Don't know

### **Option 4. A Community Toilet Scheme**

**10. Many businesses like shops, bars and restaurants have toilets that are available for use by their customers. To widen the availability of good quality toilet facilities some councils have introduced Community Toilet Schemes whereby local businesses receive incentives to open their toilets to the general public and keep up their quality. The public are made aware of the location of them and the businesses provide their facilities during their normal opening hours with no requirement to make a purchase of their goods or services.  
The benefits of this scheme could be numerous accessible, high-quality facilities for the public at a low cost to the Council.**

**Please tell us if you would be supportive of this as a proposal:**

- Yes, I would support a community toilet scheme  
 No, I would not support a community toilet scheme  
 Don't know

**11. Charging a fee to use some toilets would provide some of the funding needed to improve facilities to ensure they are fit for the future and are of a much higher standard than current provision, improvements could include: improved lighting, new fittings and redecoration. Would you support charging a fee for some public toilet facilities?**

- Yes, I would be prepared to pay up to 20p a visit

- Yes, I would be prepared to pay between 20p and 50p a visit  
 No, I would not be prepared to pay

12. Blank for any additional question

13. Blank for any additional question

14. Blank for any additional question

15. Blank for any additional question

16. Blank for any additional question

### About You

These questions are all voluntary.

Your answers to them will help us to understand where there are differences in the views from particular groups and if we are successfully gathering opinions from all of the different types of people in our community.

17. Which one of the following best describes you?

- Live in Torbay  
 Work / study in Torbay  
 Live and work / study in Torbay  
 I come to visit Torbay as a tourist  
 Other

*(Please use this box to tell us more about your 'Other' choice)*

**18. Please tick the one box that best describes you:**

- Working Full-Time (30 hours plus per week)  
 Working Part-Time (Under 30 hours per week)  
 Wholly retired from work  
 Unemployed and available for work  
 Permanently sick / disabled  
 On a government supported training programme (e.g. Modern Apprenticeship)
- Self employed full or part time  
 Full time education at school, college or university  
 Looking after the home  
 Carer  
 Other

*(As you chose 'Other' please tell us more about it in this box)*

**19. Which of the following best describes how you think of yourself?**

- Male  
 Female  
 In another way  
 I prefer not to say

**20. What is your home postcode?**

**21. What age group are you?**

- Under 16  
 16 - 24  
 25 - 34  
 35 - 44  
 45 - 54  
 55 - 64  
 65 - 74  
 75 +



**22. Do you consider yourself to be disabled in any way?**

- Yes  No

**22.a** If yes, please tell us how it affects you

- It affects my mobility  
 It affects my hearing  
 It affects my vision  
 It affects me in another way

*(Please use this box to tell us how else your disability affects you)*

**23. How would you describe your ethnic origin?**

- White  
 Mixed race  
 Asian or Asian British  
 Black or Black British  
 Chinese  
 Other ethnic group  
 Prefer not to say

**Thank you for taking the time to tell us about your views and preferences on the range of possible options for the provision of Public Toilets across Torbay**

Please click on the SUBMIT button below to send us your responses

**Data Protection:** The information you provide on this questionnaire will be processed by the Policy, Performance and Review Team, Torbay Council in accordance with the Data Protection Act, 1998. Your responses will be stored as an electronic image and in a database, they will be only used to assist in the analysis of opinion, and will not be retained for longer than necessary. It may also be disclosed to other departments within the Council for such purposes. By giving us your personal data to complete this questionnaire, you acknowledge that you have read and understand this Data Privacy statement, and that you agree that Torbay Council may process personal data relating to you for the purposes detailed above, and in accordance with all applicable legislation. If you wish to access your personal information at any time please contact the Information Governance Team on 01803 201201.

