

Public Toilets

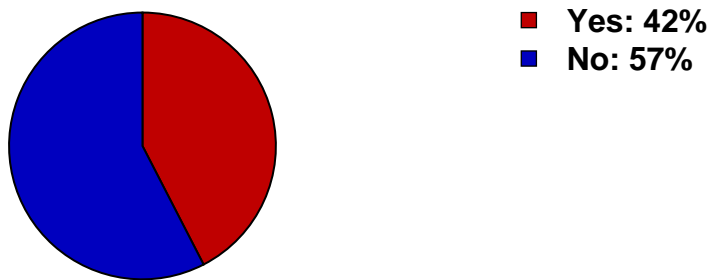
We want your views on the public toilets provision in Preston

Overview

From **2006/11/30** to **2007/01/15**, Preston City Council ran a consultation entitled '*Public Toilets*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/local/preston/publictoilets>

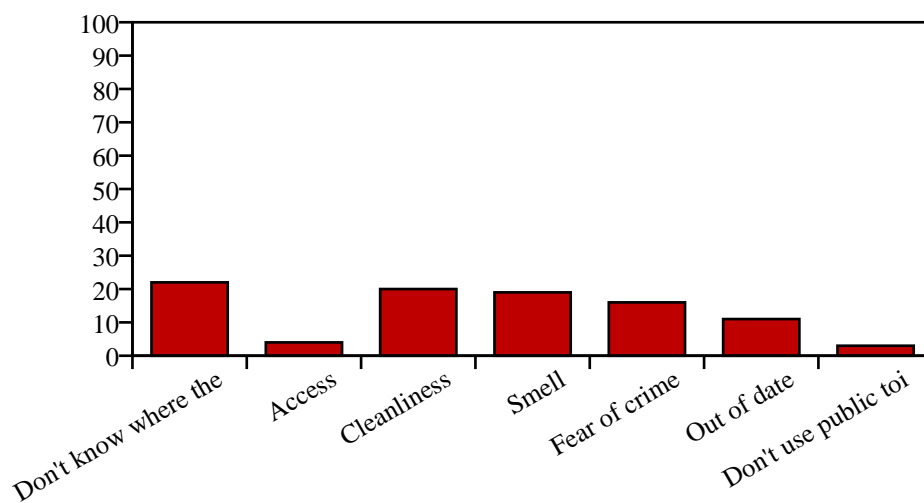
Topic 1: Toilet provision

Q1: Do you use the public toilets in Preston?



Option	Value	Percentage
Yes	29	42%
No	40	57%
Total	69	

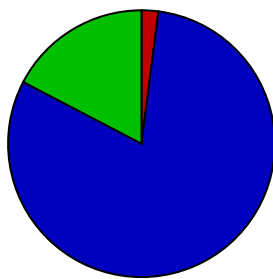
Q2: If you do not use the council's public toilets, please say why



Option	Value	Percentage
Don't know where they are	23	22%
Access	5	4%
Cleanliness	21	20%

Smell	20	19%
Fear of crime	17	16%
Out of date	12	11%
Don't use public toilets	4	3%
Total	102	

Q3: Do you think there are enough public toilets in Preston?



■ **Yes: 2%**
■ **No: 79%**
■ **Don't know: 17%**

Option	Value	Percentage
Yes	2	2%
No	54	79%
Don't know	12	17%
Total	68	

Q4: Can you suggest any areas where public toilets should be provided in Preston?

There are 64 responses to this question. Please see Appendix A for the text of these responses.

Topic 2: Toilet standards

Q1: What is your view of the standard of public toilets in Preston?

Rating	Value	Percentage
Excellent	1	1%
Good	1	1%

Average	12	17%
Poor	28	41%
Very poor	25	36%

In addition 1 response(s) included options which have since been deleted from the consultation.

Q2: What is your view of the cleanliness of public toilets in Preston?

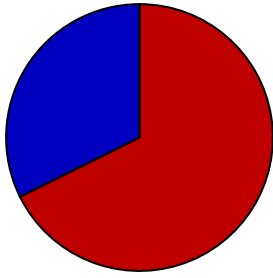
Rating		
Rating	Value	Percentage
Excellent	1	1%
Good	0	0%
Average	22	32%
Poor	28	41%
Very Poor	17	25%

Topic 3: Paying for public toilets

Q1: How much would you be prepared to pay to use public toilets in Preston?

Amount		
Rating	Value	Percentage
Nothing	19	28%
20p	32	47%
30p	7	10%
40p	2	2%
50p	6	8%
50p+	1	1%

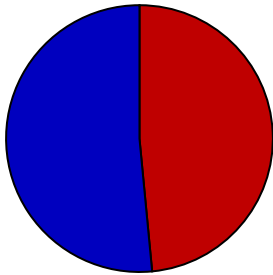
Q2: Should public toilets have attendants in them?



■ **Yes: 67%**
■ **No: 32%**

Option	Value	Percentage
Yes	43	67%
No	21	32%
Total	64	

Q3: Would you pay extra for this service?



■ **Yes: 48%**
■ **No: 51%**

Option	Value	Percentage
Yes	31	48%
No	33	51%
Total	64	

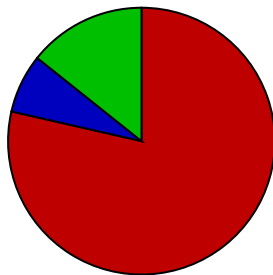
Q4: If yes, how much?

Amount		

Rating	Value	Percentage
20p	55	82%
30p	2	2%
40p	2	2%
50p	6	8%
50p+	2	2%

Topic 4: Other issues

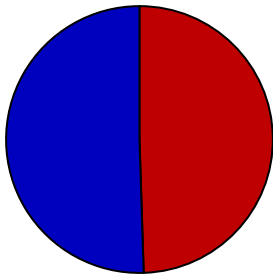
Q1: Should baby changing facilities be included in public toilets in the future?



- **Yes: 77%**
- **No: 7%**
- **Don't know: 14%**

Option	Value	Percentage
Yes	49	77%
No	5	7%
Don't know	9	14%
Total	63	

Q2: Should public toilets be open 24 hours a day?



■ Yes: 49%
■ No: 50%

Option	Value	Percentage
Yes	31	49%
No	32	50%
Total	63	

Q3: Is there anything else you would like to say about public toilets in Preston?
There are 60 responses to this question. Please see Appendix A for the text of these responses.

Appendix A

Can you suggest any areas where public toilets should be provided in Preston?

1. City Centre - Central!
2. well signposted, prominent sites that have entrances off main streets for visibility and security
3. high street
4. More in the Town Centre
5. Shops
6. The Parks (new ones)
7. library
8. city centre
9. within the City area AND on ALL main road in and out of the City
10. Main shopping streets
11. civic areas and within the Tithebarn development
12. More in the Town Centre
13. parks
14. city center
15. I always use shop facilities as I don't know of any nice public toilets
16. Somewhere near the Harris Museum, or anywhere equally as central.
17. MORE IN THE CENTRE OF TOWN AND ON PARKS. BUT ENSURE THEY ARE BETTER MONITORED, I TRAVEL TO LONDON ON A REGULAR BASIS AND DO NOT MIND PAYING 20p TO GO KNOWING THAT THERE ARE ATTENDANTS AND THAT THE TOILETS ARE CLEAN AND SAFE.
18. Within shops
19. town centre
20. Church Street / Friargate
21. outside the Miller Arcade - where they used to be!
22. Fishergate/Friargate
23. near flag market
24. city centre, and outlying areas such as deepdale
26. Church Street
27. around the Fishergate/Friargate/Church Street junction
28. Near main shopping high street
29. central shopping areas
30. Larger high streets, shopping centres or parks
31. In parks and public places
32. anywhere
33. fishergate at street level; plungington area
34. Deepdale Retail Park and around Ringway
35. between flag market and church street
37. Church St., Friargate, Fishergate ,Docks,
38. Shops
40. Moor Park
41. the town centre and at parks

Is there anything else you would like to say about public toilets in Preston?

1. To my knowledge the only ones still open in the city centre are in the bus station and the market - I would not use either of these and would go to either St Georges Centre or Fishergate Centre when often this is not the nearest toilet or BHS/Debenhams. Now Preston is a city I think it is quite reasonable that there are modern, attended toilets that a small fee is payable for as in other cities.
2. Q10 the drop down menu appears fixed at 20p without the option to give 0p or 10p. Physical presence (attendant or some other employee shared with the private sector) is required. Baby changing facilities probably a good thing but this like other aspects of hygiene needs constant monitoring. As a broad generalisation, the public cannot be trusted to use public facilities in a proper manner without being watched over. Personal security is a concern. We have an ageing population - often with mobility, other physical including sight difficulties. Clear on-street signposting is required. Although 24 hour opening is desirable, I don't believe it is feasible. So other alternatives are needed - perhaps your planners can divert some of their s106 monies to this or require single or joint provision as a planning condition. Make any new toilet blocks 'works of art' - not something to be coy or embarrassed about. Full, in your face, rather than hidden away.
3. pay toilets (single cubicle) could be located in various places - self clean (as abroad) - unattended - 24hour
4. There needs to be more cleaner more accessible public conveniences in Preston. The old toilets in the town centre which are underground are a perfect place and need to be revamped
6. should be made vandal proof. should be frequented by police officers and council employees regularly to discourage vandals and perverts. toilets on moor park seem to attract male pervs. if police officers, cso and traffic and other council employees were encouraged to take a leak in public toilets I'm sure people would feel safer
7. Preston needs an adult changing facility - there are currently no facilities to change adults in Preston - the nearest one is the Trafford Centre, manchester. This results in adults of varying ages above 16 being changed on the toilet floors or standing up - this is very undignified and humiliating and does nothing to promote positive images of disabled people.
8. you would need to have attendants to stop drug users going in and using them to take drugs although we went to wales this year and they have shaps bins in the toilets just incase
9. The City should follow continental practice, to have turnstil entrances with Attendant/ s to give change These should be priority as they are obligatory by Euro law.
10. I think in a place the size of Preston, it's vital we have more than 2 decrepid public loos. At the moment, shoppers etc are forced to use shops' and restaurants' toilets. I'm regularly forced to visit McDonald's and BHS loos!
11. There is a great need to provide more toilets in the town centre as this is constantly developing. The underground Toilets at the top of Fishergate which are now disused would be an ideal place to revamp.
12. I think the toilets should have attendants on 24 hours a day. Surely it must cost less to employ an attendant than it does to repair vandalised toilets, cubicles covered in graffiti, etc. Having attendants seems to work really well in

Europe.

13. Not a good idea to open 24 hours as they would be abused by certain sectors of the community. 8 am to 6 pm should be sufficient for shoppers/workers.

14. Shops should be encouraged to make toilet facilities available by discount on their Council Tax. When new shops are built a separate access from the street could be included with security built in for the shop but access to the facility could be covered by CCTV to ensure security.

15. I believe all public toilets should have attendants in them

16. Important that they are open 18 -24 hrs a day. Should have an attendant to keep them clean and prevent vandalism.

18. As far as I am aware the only public toilets in Preston apart from the shopping centres are bus station and market. Both are unsavoury spots the one near the market is dark and filthy. Bus station is not pleasant either and it is a long way to go for a toilet if you are not catching a bus

19. The ones we have are fine. We just need more of them, particularly in outlying areas for example the Deepdale centre.

20. For a town that markets itself as the 3rd city in the north west they are appalling, virtually non-existent and dreadful in maintenance, cleanliness and general ambience when you find them.

21. Avoid hideous modern automatic toilets. Public toilets should be inconspicuous

22. Please do not install the automatic type of toilets that are timed.

23. I think it would be practical for toilets to be open 24 hours a day but I don't think that would be sensible due to crime issues. I would pay to use toilets if they were very clean and safe. At the moment I don't use public toilets in Preston, the main reason for this is the cleanliness issue and fear of what you might find in them.

24. Should be sign posted better. There should be more street signs around Preston saying where EVERYTHING like toilets are for pedestrians. This should also include many things like - city centre, university, bus station, railway station, theatres...

25. Where are they? I'm only aware of toilets provided in shopping centre rather than any "public" toilets

26. Old, run down, dirty, smelly and feel unsafe and unsavoury. No soap, no paper towels, no hot water and too often no loo roll. How can Preston market itself as the 3rd city in the north west and try to attract visitors without adequate facilities.

27. Friends of mine came over from Germany for three weeks, after the first night, walking home after a night out they needed to use the toilets, I explained there are none in Preston and they would have to do what everyone else has to do and urinate in the street, they left for Germany the next morning. What the hell are people supposed to do when the shops are closed, every corner you turn there are people having to go to the toilet in the street because of the lack of facilities, pretty apt really as my friends stated Preston was a s**t hole and being a resident I have to agree!!

28. If baby changing facilities are provided (which they should be - where else are you supposed to go to change your baby?), they should be open to parents/carers of both sexes, not just women!

29. Where additional toilets are provided consideration must be given to the adequate sizing of the women's cubicles. Typically they are too small. Larger

cubicles are needed.

30. The public toilets in Haslam Park (Ashton) are the worst I have ever seen in this country. Those in Ribbleson Park, by contrast, are fine.

31. The ones in parks are a disgrace but are very necessary for people enjoying the open air, going for walks etc. They need to be open from at least 7am to dusk and ought to be in areas covered by CCTV. There should be toilets near every local shopping street as well as in the city centre

32. There should be at least one central public toilet that is open 24 hours. that can only be accessed with a payment.

33. Facilities in Preston are virtually none existent and it deters me from shopping in Preston or visiting places of interest. I do not want to have to rush into a cafe and buy food or a drink just so I can use the toilet facilities. It is unreasonable of the Council to rely on private companies to do this job for them. If you want people to visit for a reasonable amount of time then it is obvious toilets should be provided. I am past the age when I can dash right across town when needed and it totally interrupts what you are hoping to do. Please also do not go for the new modern one-person cubicles as in Blackpool, these are claustrophobic particularly for the elderly and I have seen a person stuck inside waiting to be released. Nice design but impractical.

36. Employ cleaners that dont wipe the toilet bowl with a mop that has just been used to clean the floor. I have seen this happen in the Ladies toilet on the market. Have a look at Skipton puplic toilets, they are spotless, there is also an attendant, all for 20p.