

## **Appendix A – Online and Talkback Survey Questionnaire**

### **Who is asking the questions?**

Our City Works department who are responsible for running and maintaining the public toilets in the city.

### **What do we need to know?**

What you think of the current quality and provision of public toilets in the city. There are currently 25 public toilet sites open across the city; of these 22 are operated and maintained by City Works (5 in the City Centre, 13 outside the City Centre, and 4 in cemeteries). There are also 2 public toilet sites, which are currently maintained by the Parks department. Additionally, the toilet facilities in the Town Hall are open to the public

Some of the Council's public toilet facilities are not compliant with the Disability Discrimination Act and so require significant investment. Within our current budget, the Council will struggle to make additional improvements such as this.

### **Why are we asking you?**

We need to make significant savings from the public toilets budget in the coming years while also ensuring we provide residents and visitors to Oxford with a good standard of public toilet facilities.

This is likely to lead to the closure of some facilities. The site of potential closures is likely to depend on several factors, including whether the public toilets are regularly used or not and whether alternative facilities are available nearby.

Consultation will take place with local residents in areas where a public toilet site has been earmarked for potential closure. We want to work with residents to help us decide where public toilets should be and where there is cause for closure.

The closure of some facilities could lead to the improvement of some of the other existing facilities as resources would be concentrated across a smaller number of facilities. We would also explore alternative ways to provide public toilets.

### **What will happen to the results?**

We will use the results of this survey to help in making recommendations to the City Executive Board (this is a decision-making board made up of Councillors) in September.

1. For each of the council-run facilities that you have visited in the last 12 months, please indicate the overall quality of this facility.

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Not Used</b>
Barns Road						
Littlemore						
Knight's Road						
Cowley Road						
St Clements						
Bury Knowle						
Abingdon Road						
Diamond Place						

South Parade (ladies)						
Woodstock Rd (gents)						
Wolvercote						
Oxpens						
Speedwell Street						
Cotteslowe Park						
Headington Hill Park (disabled only)						
Florence Park						

### City Centre

Westgate Centre						
Market Street						
Gloucester Green						
Magdalen Street						
Castle Street						
Town Hall						

### Cemeteries

Botley						
Rose Hill						
Headington						
Wolvercote						

2. Do you have a RADAR key and use the disabled facilities at the public toilets listed above? (The RADAR scheme is for people who are registered disabled, allowing access to public convenience facilities)

Yes  No

3. Please rate the following feature in order of priority for you:

	Very important	Fairly important	Fairly unimportant	Not important	Don't know
Longer opening hours					
Easy to find and in close proximity to public spaces					
Clean and tidy					
Free of charge					
Modern and comfortable facilities					

4. What do you think of the quantity of public toilet sites in the city?

Too many

The right amount

Too few

Don't know

5. In order to provide a sufficient amount of higher quality public toilets, we have developed 3 potential proposals for the future. A combination of all 3 proposals is also a possible option. Please can you rate the options below.

**Option 1 - Refurbish and charge for improved facilities.**

Existing facilities are currently being evaluated for their potential to be refurbished. In particular we propose to refurbish the facilities at Gloucester Green to provide a world-class facility that will be convenient for both residents and tourists. We would consider charging for these improved facilities.

Excellent

Good

Average

Poor

Don't know

**Option 2 - Automatic Public Conveniences**

Several local authorities have already used automated public toilets, which are free-standing cubicles loaned and maintained by private contractors.

These facilities are available on a 24-hour basis, with an entrance fee, and could overcome previous concerns about the current limited opening hours of our public conveniences.

Excellent

Good

Average

Poor

Don't know

**Option 3 - Community Toilet Scheme**

In order to provide quality facilities at low cost several other local authorities have successfully introduced Community Toilet Schemes whereby local businesses receive incentives in order to freely open their toilet facilities to the public.

The public are made aware of the location of these 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 are numerous accessible, high-quality facilities for the public at a low cost to the Council.

Excellent

Good

Average

Poor

Don't know

Please let us know if there are any other options you would like us to consider

6. If you need to use public toilet facilities when you are away from home, where are you likely to use them?

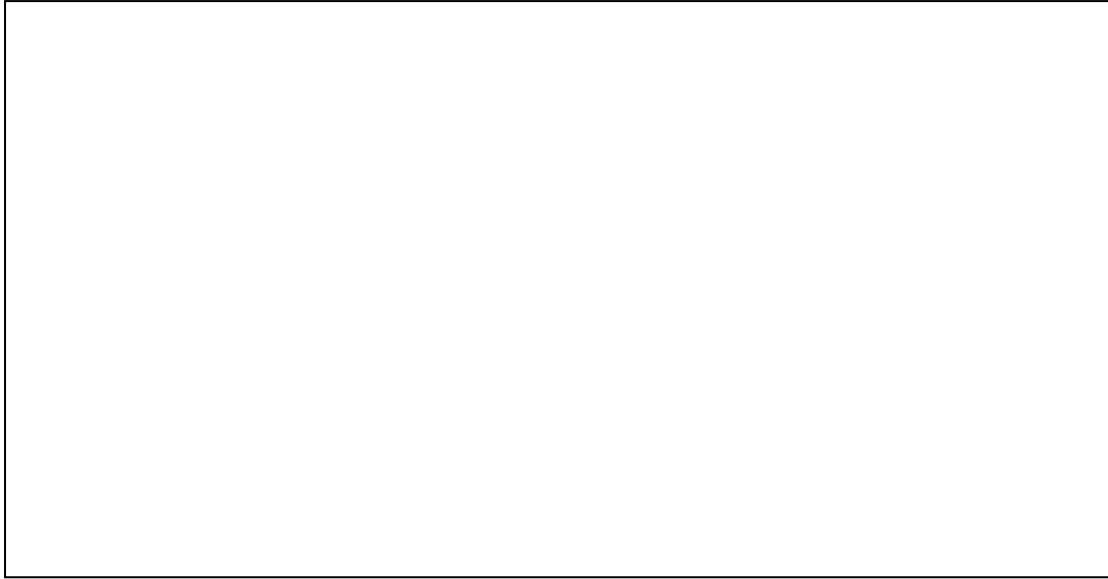
- Shop
- Restaurant/Bar
- Council run facility
- Other (please specify)
- Do not use any public toilet facilities

7. In common with many other cities and towns in the country, we may consider introducing charges for public toilets in the city centre. Charging would provide us with the resources to introduce a new, modern public toilet facility that offers better lighting, new fittings and redecoration among other features.

Please tick the statement that best applies to you regarding charging.

- Yes, I would be prepared to pay up to 50p
- Yes, but I would not pay more than 20p
- No, I would not be prepared to pay for greatly improved toilet facilities
- I'm not sure

8. Do you have any other comments that you would like to add in relation to the provision of public toilets in Oxford?

A large, empty rectangular box with a thin black border, intended for the user to provide their comments on the provision of public toilets in Oxford.