

# Oxford City Council Talkback

## Survey 2 Report

August 2009



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Associates**

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## **Talkback Survey 2 August 2009**

### **Executive Summary**

The Talkback Citizens Panel is a group of residents broadly representative of the City of Oxford, who complete surveys up to four times a year on a variety of local issues.

There are currently 932 members of the panel. The summer survey was sent at the end of July to panel members by post or by email, according to the preferences of individual members. SRA received 425 responses by post and by email representing a response rate of 46%. The response rate is lower than previous surveys, but the sample size is still sufficient for confidence in accuracy of the results.

The 2009 summer Talkback survey asked panel members for their views on Council priorities and public toilets in the City.

Social Research Associates are referred to as SRA and Oxford City Council as OCC in this report.

### **Results**

#### ***Council Priorities***

Initially respondents were asked to rank individual services within the six priorities. The six priorities are listed below:

- More housing, better housing for all
- Tackle inequalities and support communities
- Improve the local environment, economy and quality of life
- Reduce crime and anti-social behaviour
- Tackle climate change and promote sustainable environmental resource management
- Transform Oxford City Council by improving value for money and service performance

Services connected with crime, the City environment and environmental management were considered to be a high priority by the largest number of the respondents.

Within these priorities, the following services were considered to be a high priority by 60% or more of respondents:

- Free bus travel for pensioners
- Social and economic regeneration in deprived areas
- Keeping the streets clean and free of litter
- Maintaining parks and green areas
- Providing public toilets

- Working with the police to tackle crime and anti-social behaviour in the City
- Waste collection
- Recycling collection

Having completed this exercise respondents were asked to name their three highest priorities:

1.	Work with the police to tackle crime and anti-social behaviour in the City	31.8%
2.	Keep the streets clean and free of litter	18.4%
3.	Support social and economic regeneration in deprived areas	15.2%

Respondents were also asked to name their three lowest priorities. These were:

1.	Promote 20 mph zones across the City	20.9%
2.	Provide an informative website which allows you to make applications and payments and report issues	15.5%
3.	Providing car parks	11.7%

### **Public Toilets**

The second section of the questionnaire asked for views on public toilets in the city.

- Most respondents had not used Council-run toilet facilities outside the town centre. Facilities in the Town Hall were considered the best, with 78.6% of users considering them good or excellent, whilst toilets in the Westgate Centre, Castle Street and Gloucester Green were rated less highly. For example over half of those who had used the toilets in the Westgate Centre considered them poor or very poor.
- Cleanliness in public toilets was considered very important by 79% of respondents, with location as another key factor, with almost 60% considering it very important.
- 43% of respondents felt there are too few public toilet facilities in Oxford.
- Over 60% used toilets in shops or restaurants when away from home.
- Of the three proposed options for future- refurbishing existing facilities and charging, charging for automated toilets and a 'community toilet' scheme for shops and bars- the 'community toilet' option was the best supported.
- 70% of respondents would be prepared to pay for public toilet facilities, with the vast majority of these respondents prepared to pay up to 20p.

## **Talkback 2009 Survey 2 August 2009**

### **1.1 Background**

The Talkback Citizens Panel is a group of residents broadly representative of the City of Oxford, who complete surveys up to four times a year on a variety of local issues.

Social Research Associates have managed the panel since September 2007.

Social Research Associates are referred to as SRA and Oxford City Council as OCC in this report.

### **1.2 The Panel**

There are currently 932 members of the panel. Limited, targeted recruitment had been undertaken prior to the survey and this activity is starting to show an effect, with younger people applying to join. SRA and OCC will continue to work together to boost numbers and replace inactive members.

The current demographic profile of the panel is show in appendix A.

### **1.3 Methodology**

The summer survey was sent at the end of July to panel members by post or by email, according to the preferences of individual members.

425 replies were received representing a response rate of 46%. The response rate was lower than previous surveys, but the sample size is still sufficient for confidence in accuracy of the results.

Demographics details of the response are shown in appendix A.

### **1.4 Data**

Data have been analysed and cross tabulated by key demographic details including age group, ethnicity, disability, area, sex and employment.

### **1.5 Areas**

References to the residential location of respondents corresponds to the area committees run by Oxford City Council. The wards in each area are listed in table 1.

**Table 1: Area committee wards**

<b>Area</b>	<b>Wards</b>
North	Summertown, Wolvercote, St Margarets, North
North-East	Marston, Headington, Headington Hill & Northway, Barton and Sandhills, Quarry and Risinghurst, Churchill
East	St Clements, St Mary's, Iffley Fields
South-East	Rose Hill and Iffley, Littlemore, Blackbird Leys, Northfield Brook
Central	Jericho and Osney, Carfax, Hollywell, Hinksey Park
Cowley	Cowley Marsh, Lye Valley, Cowley

### **1.6 The Survey**

The summer 2009 Talkback survey asked panel members for their views on OCC priorities and public toilets in the City.

### **1.7 The Results**

The results presented in this report are valid percentages - percentages calculated from the number of answers to individual questions, rather than according to the total number of respondents. Where significant differences exist in answers according to demographic profile, these have been indicated in the accompanying commentary.

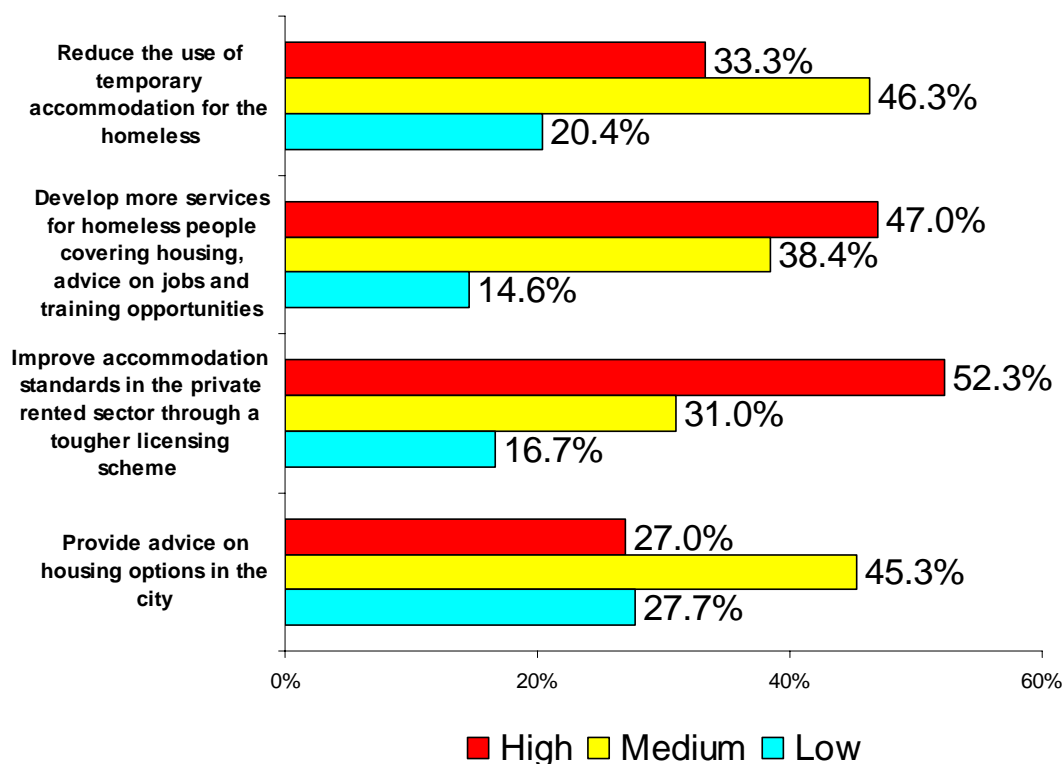
## 2.0 OCC Priorities

The first section of the questionnaire asked respondents to rate individual services within each of the Council's six main corporate priority areas as a high, medium or low priority.

### 2.1 More housing, better housing for all

The first priority on the questionnaire was housing. Within this priority the greatest number of respondents felt that tougher licensing for private landlords and support services and advice for homeless people were a high priority. The full results are shown in table 2.1.

**Table 2.1 More housing, better housing for all**



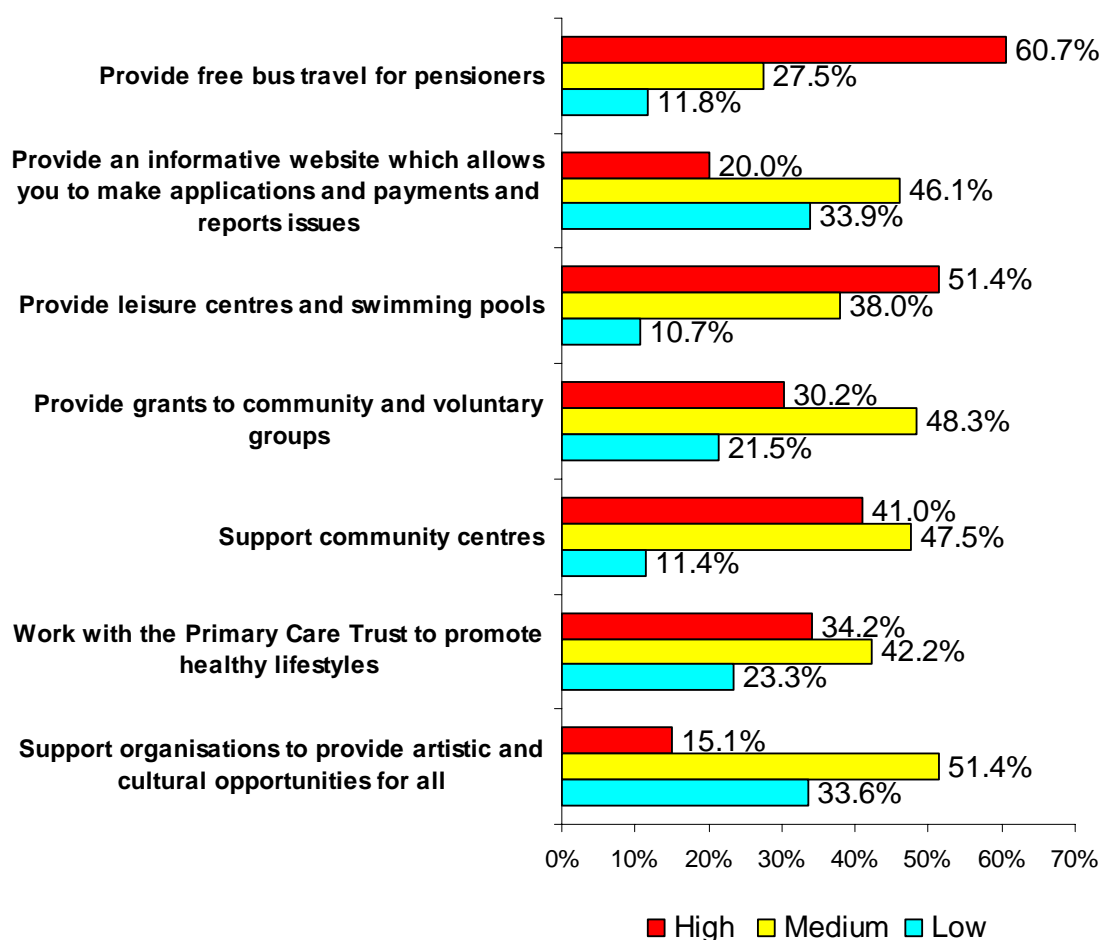
Men were more likely than women to consider services for homeless people to be a low priority, as were residents in the south east of the City.

Residents in the south east of the City were the most likely to consider tougher licensing for private landlords a high priority.

## 2.2 Tackle inequalities and support communities

Respondents rated free bus travel for pensioners as the highest priority in this area. The provision of leisure centres was also seen as important, but all other areas were not considered to be a high priority for the majority of respondents.

**Table 2.2 Tackle inequalities and support communities**



Respondents aged 65+ were significantly more likely than other age groups to consider free bus travel to be a high priority.

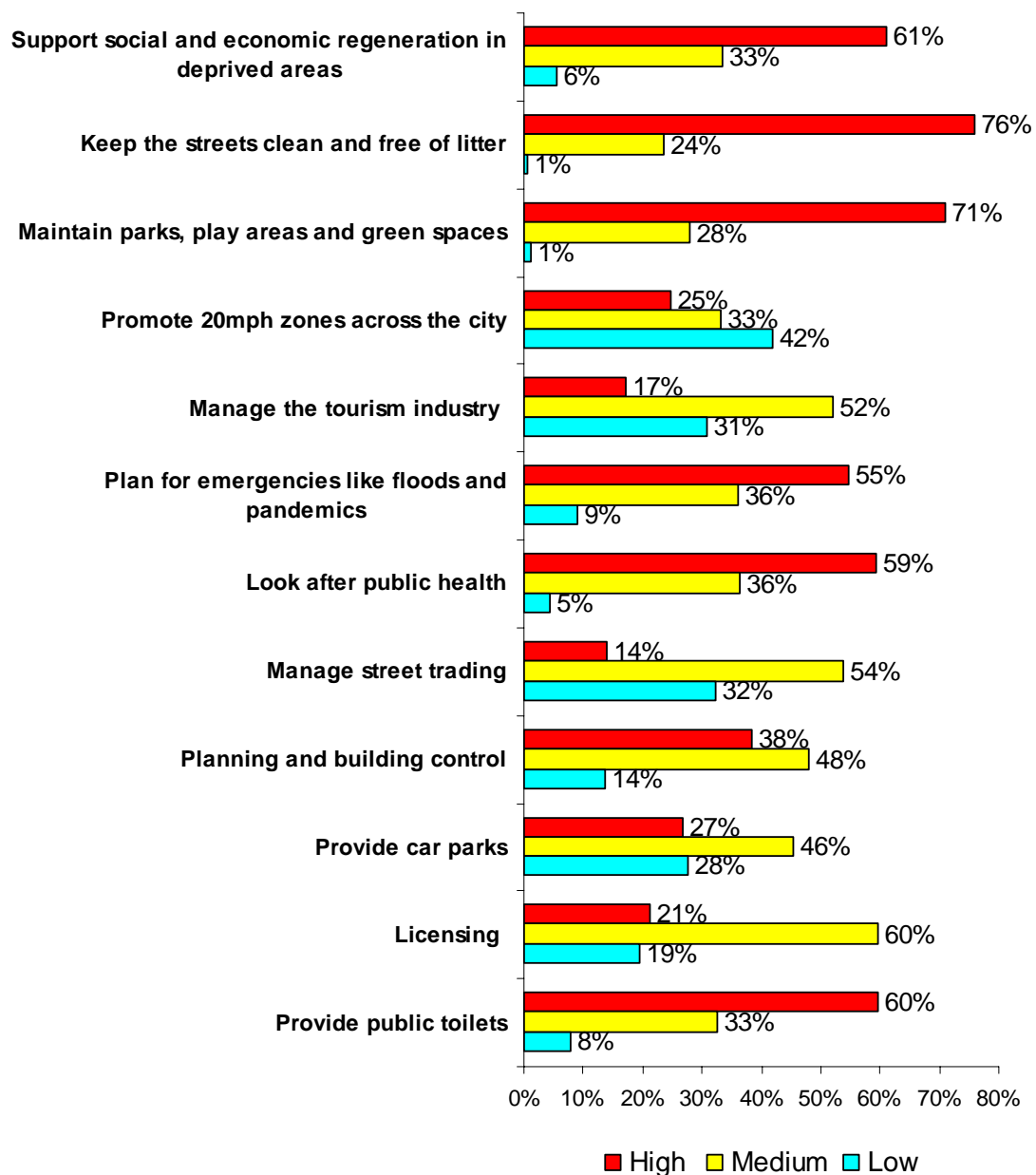
Respondents in Cowley were the most likely to consider support for artistic and cultural opportunities to be a high priority, whereas residents in the north east of the City were the most likely to consider this a low priority.



### 2.3 Improve the local environment and quality of life

Respondents gave more services high ratings in this priority area compared to other priority areas. Support to regeneration projects, street cleaning, maintenance of parks and green spaces, planning for emergencies, public health issues and the provision of public toilets were all considered to be a high priority by the majority of respondents.

**Table 2.3 Improve the local environment, economy and quality of life**



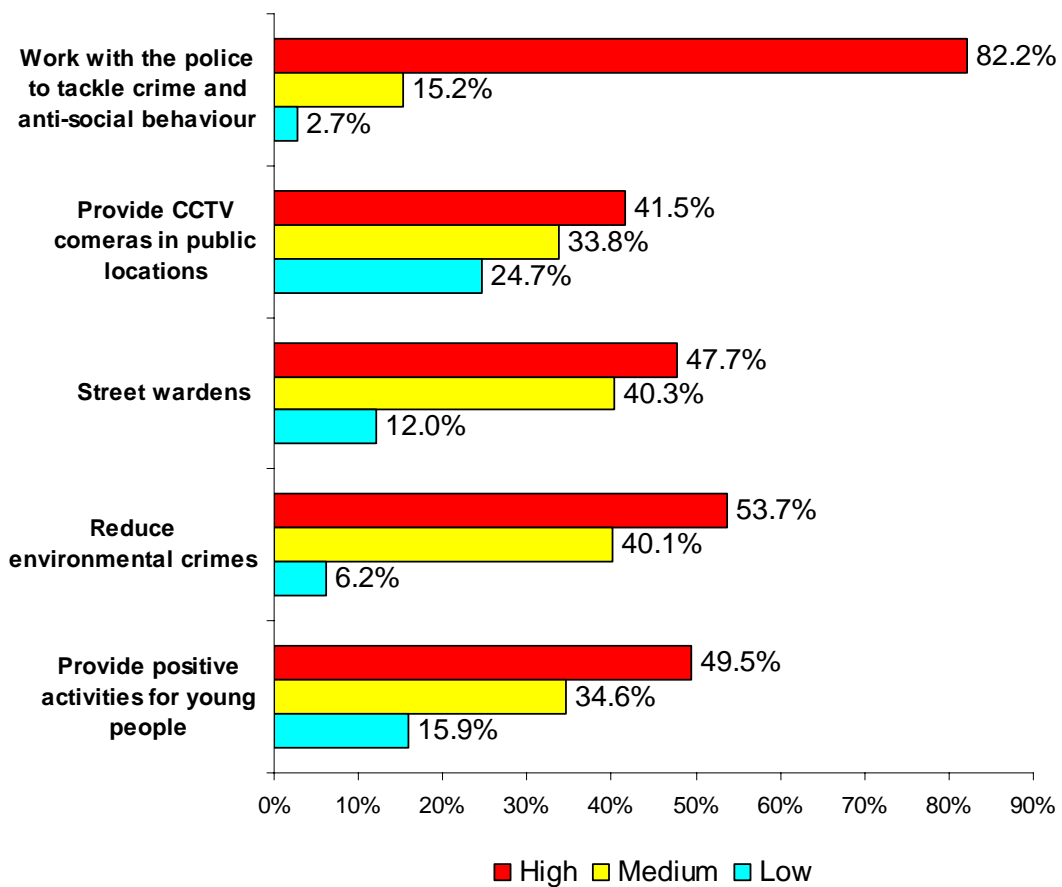
Residents in the east of the City were the most likely to consider maintenance of parks and green spaces to be a high priority.

Respondents aged 65 or over were the most likely to consider planning and building control a high priority, whereas respondents aged 17-24 were the most likely to consider this to be a low priority.

## 2.4 Reduce crime and anti-social behaviour

Work with police and associated agencies to tackle crime and anti-social behaviour received the highest support of any service. A majority of respondents also felt that action on environmental crimes was a high priority.

**Table 2.4 Reduce crime and anti-social behaviour**



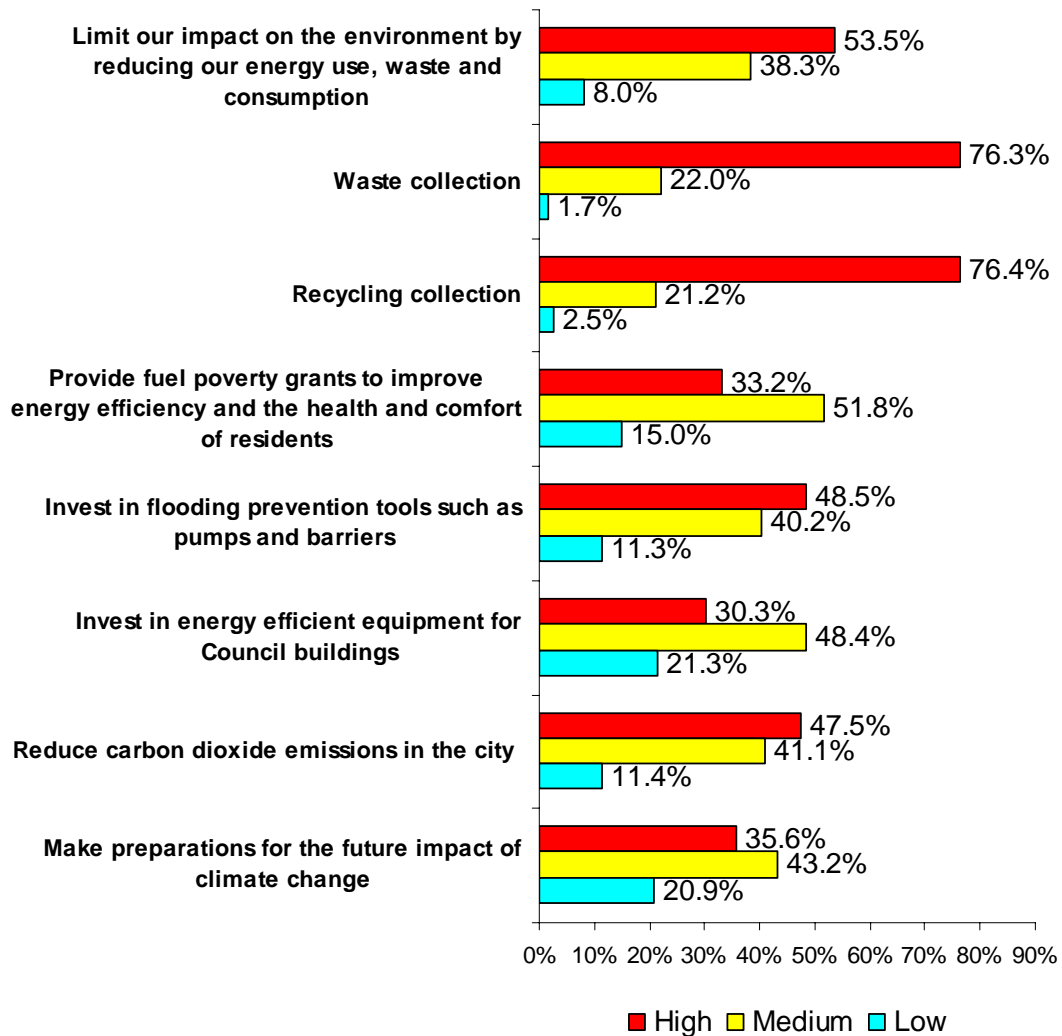
Respondents aged 17-24 were the least likely to consider the reduction of environmental crimes to be a high priority.

25-34 year olds were the most likely to see positive activities for young people as a high priority.

## 2.5 Tackle climate change and promote sustainable environmental resources

Three areas were considered to be a high priority by the majority respondents: waste and recycling collections, and reducing Council energy use, waste and consumption.

### 2.5 Tackle climate change and promote sustainable resource management

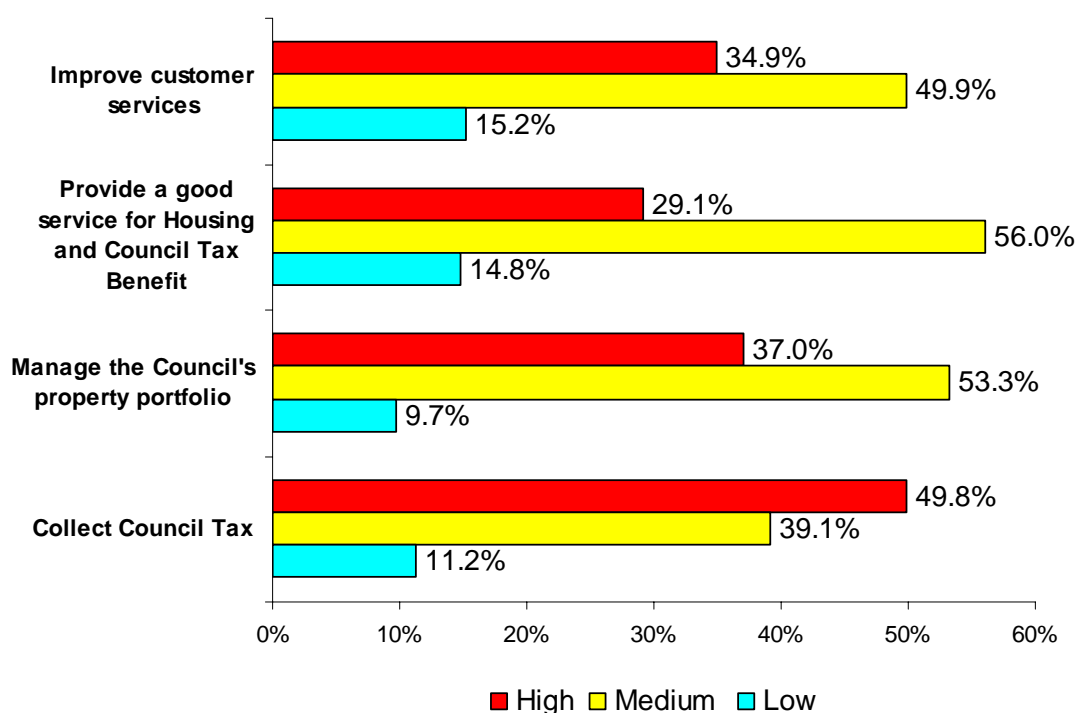


Residents in the central area were the most likely to see investment in flood prevention tools as a high priority.

## 2.6 Transform Oxford City Council by improving value for money and service performance

A relatively low percentage of respondents felt that services in this area were a high priority. Half of respondents felt that collecting Council tax was a high priority.

**Table 2.6 Transform Oxford City Council by improving value for money and service performance**



Residents in the south east of the City were most likely to consider managing the Council's property portfolio as a high priority.

55-64 year olds were the most likely to rate collection of Council Tax as a high priority.

## 2.7 Overall Priorities

### Top 3 service priorities

Respondents were asked to pick their 3 most important services from all areas. This produced a wide ranging response, but in general the most popular services corresponded with the results in the individual priorities.

1.	Work with the police to tackle crime and anti-social behaviour in the City	31.8%
2.	Keep the streets clean and free of litter	18.4%
3.	Support social and economic regeneration in deprived areas	15.2%

### Lowest 3 service priorities

Responses for the lowest 3 service priorities were equally wide-ranging and several respondents did not feel able to choose three. The results are shown below:

1.	Promote 20 mph zones across the City	20.9%
2.	Provide an informative website which allows you to make applications and payments and report issues	15.5%
3.	Providing car parks	11.7%

### Comments

Respondents were also given opportunity to voice concerns over local issues in their area. This produced a wide range of specific issues, from concern over anti-social behaviour in particular areas, to comments on tidiness of locations in the City.

The Council will be provided with a separate file containing all these comments, listed anonymously.

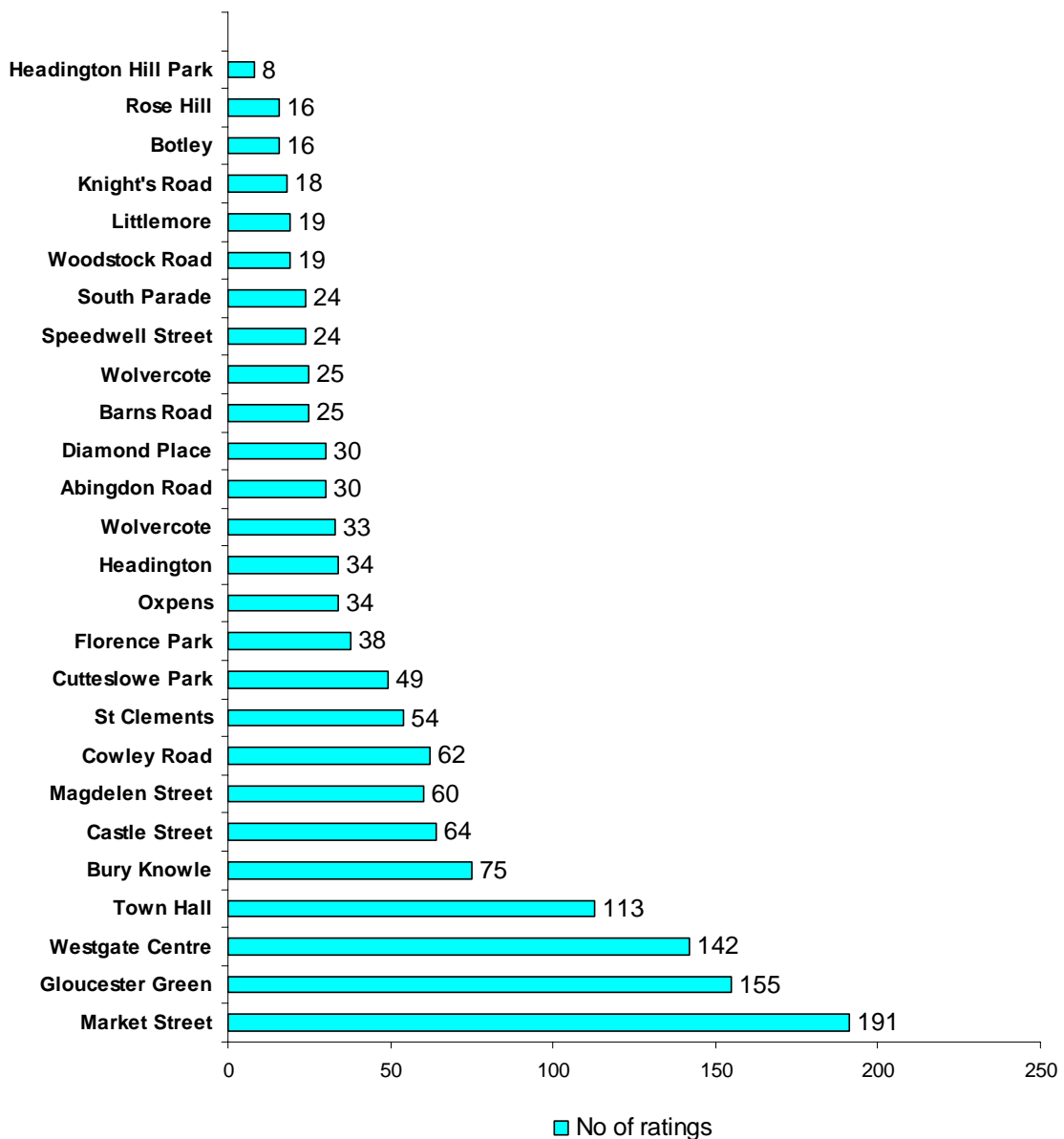
### 3.0 Public toilets

The second half of the survey asked respondents to give their views on public toilets in the City.

#### 3.1 Public toilets

Respondents were asked to rate the individual toilet facilities they had visited in the City. As expected, most respondents had not visited toilet facilities outside the town centre. Table 3.1 shows the number of ratings for each facility.

**Table 3.1 Number of ratings for public toilets**

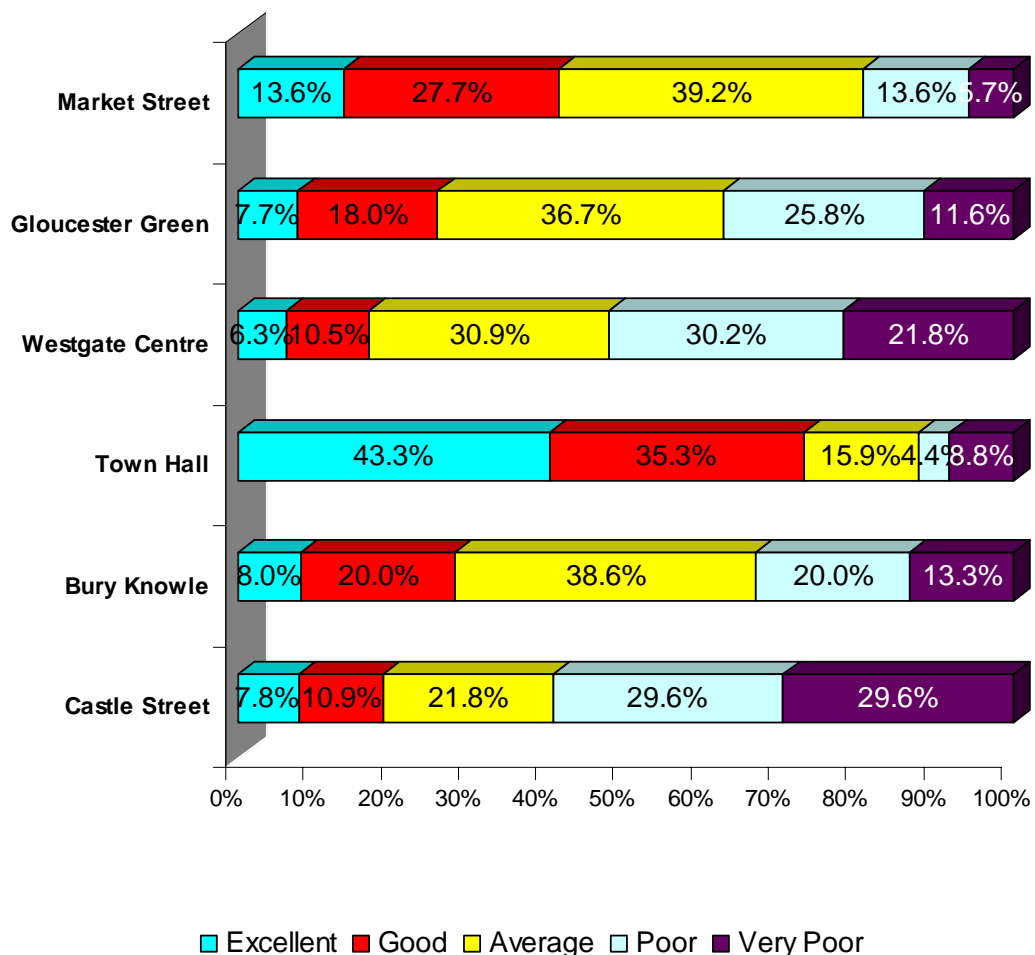


### 3.2 Public toilet ratings

The percentage ratings for most ranked public toilets are shown below. Facilities in the town hall were considered the best, with 78.6% of users considering them good or excellent, whilst toilets in the Westgate Centre, Castle Street and Gloucester Green were rated less highly, with over half of respondents considering them poor or very poor.

A full list of results with ratings for each toilet is available in appendix 2.

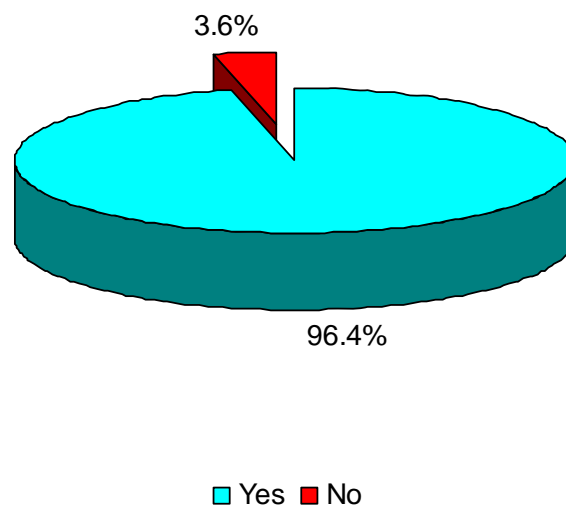
**Table 3.2 Ratings for public toilets**



### 3.3 Do you have a RADAR key?

Only a small percentage of respondents had a RADAR key, although a higher percentage of respondents class themselves as having a disability.

**Table 3.3 Do you have a RADAR key?**



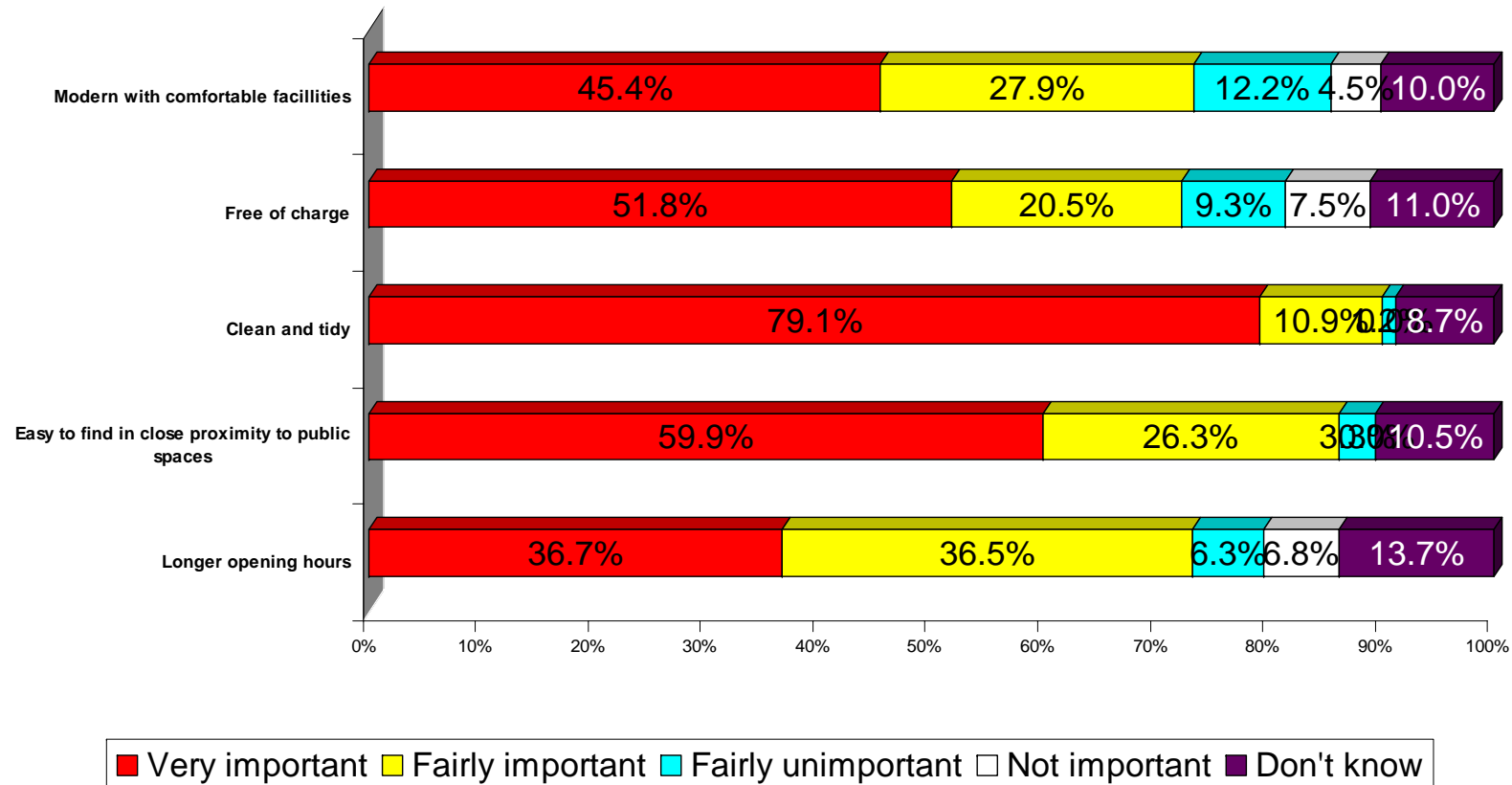
### 3.4 What is most important in public toilets?

The vast majority of the panel felt it was very important to have clean and tidy public toilet facilities, and most felt that toilets should be easy to find and close to public spaces.

Full results are shown in table 3.4.



## Table 3.4 Public toilet priorities



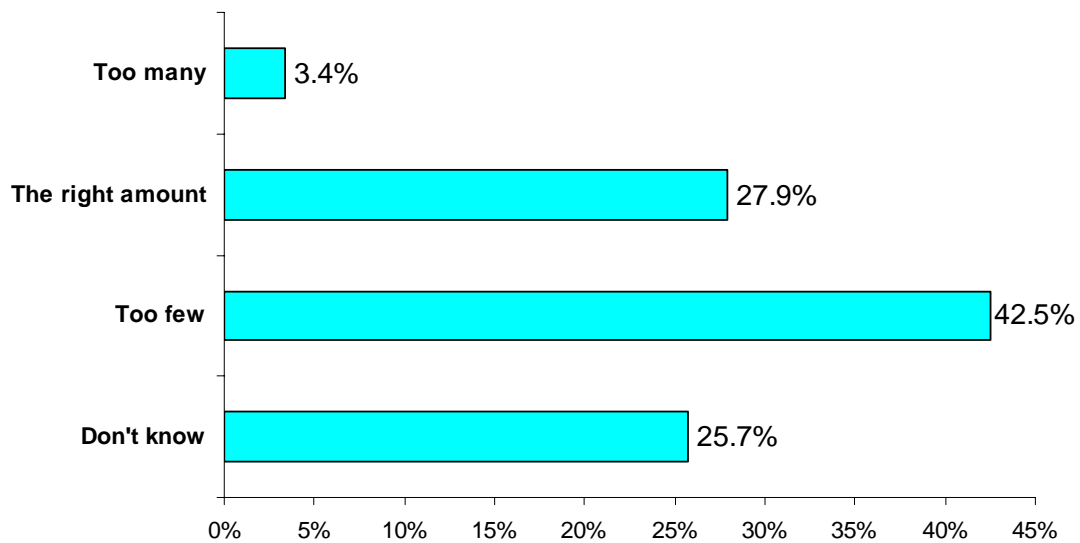
Respondents from the north east of the City were more likely than average to rate cleanliness as 'very important'.

17-24 year olds were most likely to want public toilets to be free of charge.

### 3.5 Quantity of public toilets

Most respondents felt that there were too few public toilets in the City

**Table 3.5 What do you think about the quantity of public toilets in the City?**

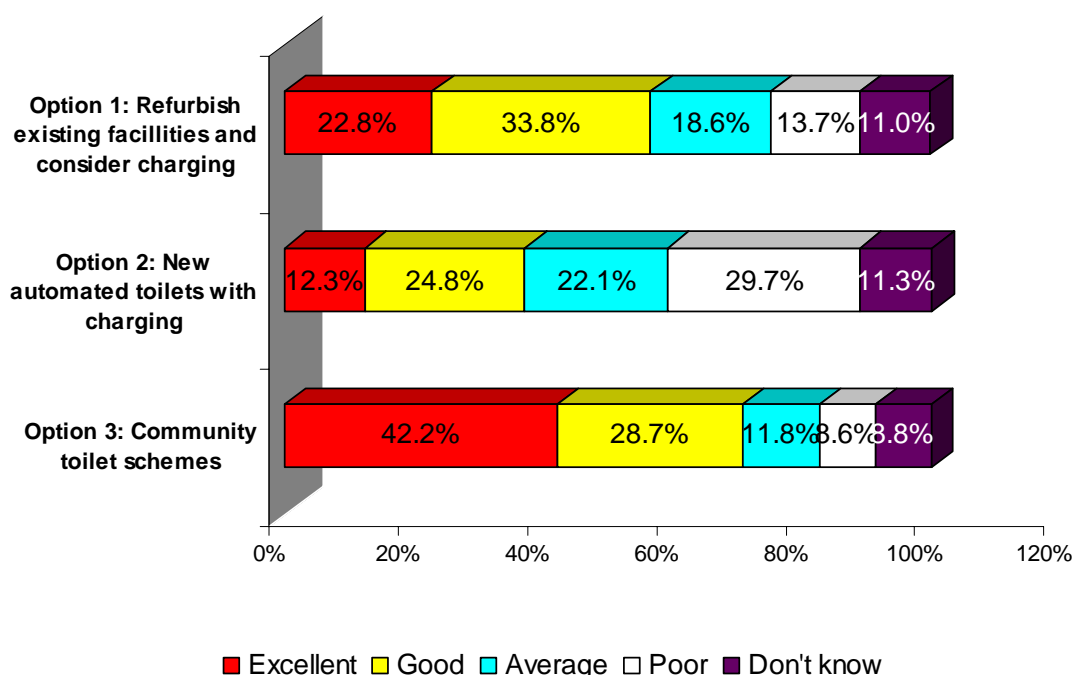


Men were more likely than women to consider that there are too few toilets in the City.

### 3.6 Option for the future

Respondents were asked to rate three schemes for the future of public toilets in the City. The most popular of these- the community toilet scheme- did not involve building any new toilets or introducing charging. The least popular - automated toilets - required both new structures and charging. The option to refurbish and consider charging was supported by the majority of respondents.

**Table 3.6 Options for the future**



#### Other options

A number of respondents felt that too much emphasis was placed on modernising facilities, when upkeep was far more important to them:

*“I don't expect too much from public toilets only that they should be suitably clean.”*

Several respondents suggested that a combination of all three schemes would cater for most needs:

*“A combination of the three options would be good”*

Respondents generally liked the community toilet scheme and suggested ways it could be implemented:

*“In the London toilet scheme stickers are put on pub door to you can use them with out feeling guilty.”*

Finally the list of toilets provoked some surprise amongst respondents who were unaware of many of the sites:

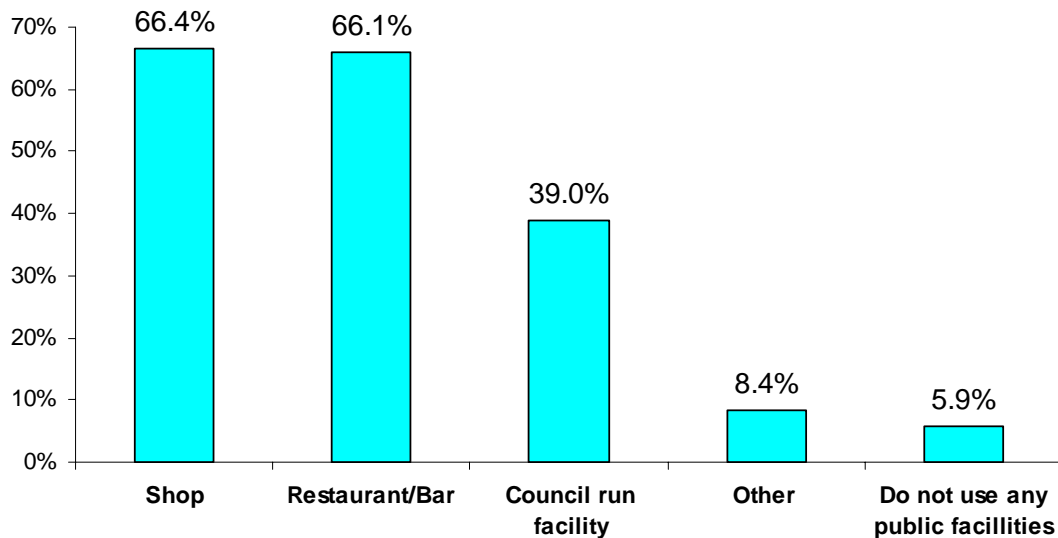
*“I was surprised at how many exist. I'd have been able to name Gloucester Green, St. Giles, Market Street in the city centre; better signposting might help.”*

Anonymous full qualitative comments will supplied to the Council

### **3.7 Where are you likely to use toilet facilities?**

Nearly twice as many respondents use toilets in shop and bars as use Council-run facilities. These results did not differ significantly by demographic profile.

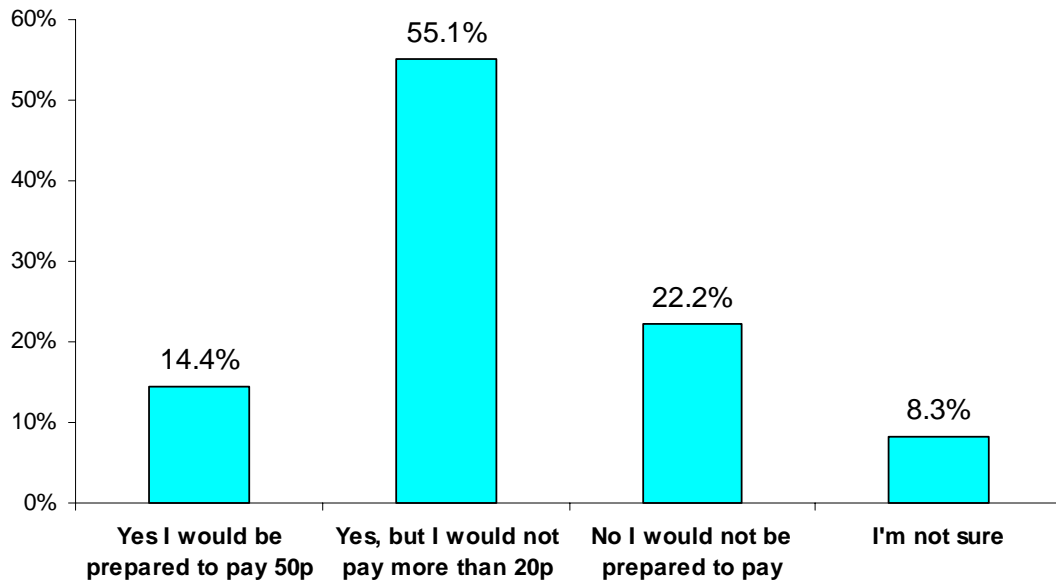
**Table 3.7 Where are you likely to use public toilet facilities when you are away from home?**



### 3.8 Would you be prepared to pay to use public toilets?

70% of respondents would be prepared to pay to use toilets, although 55% would not pay more than 20p.

**Table 3.5: Would you be prepared to pay?**



#### **Comments**

A number of respondents noted that they would be happy to pay for public toilets provided they were clean:

*“I’d be happier to pay and have clean, safe facility with someone on duty”*

The main concern connected to charging was that it would deter people from using public facilities.

*“A charge is excellent but if men will not pay they will be going anywhere where they can get away with it.”*

Finally, many respondents were also concerned with general cleanliness and protection from vandalism:

*“There are already too few because of closure. We don’t need better lights or new fittings, we just need cleanliness.”*

*“How can you protect your investment from the vandals and drug uses/these people run all over our City? They need to be dealt with before you put money into toilets.”*

## Appendix 1 Panel demographics

<b>Age Range</b>	<b>Panel %</b>	<b>Target %</b>	<b>Survey 2 2009 %</b>
17-24	11	26	4
25-34	18	21	13
35-44	21	16	17
45-54	15	12	19
55-64	19	9	26
65+	16	16	21
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

<b>Area</b>	<b>Panel %</b>	<b>Target %</b>	<b>Survey 2 2009%</b>
Central	15	17	12
Cowley	12	12	10
East	12	13	10
North	20	17	22
North East	28	25	29
South East	14	16	18
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

<b>Sex</b>	<b>Panel %</b>	<b>Target %</b>	<b>Survey 2 2009 %</b>
Male	43	49	44
Female	57	51	56
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

<b>Ethnicity</b>	<b>Panel %</b>	<b>Target %</b>	<b>Survey 2 2009 %</b>
White	89	87	92
Other Ethnic Origin	11	13	8
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

## Appendix 2 Full ratings for public toilets in Oxford (frequencies)

	Excellent	Good	Average	Poor	Very Poor	Total
Market Street	26	53	75	26	11	191
Gloucester Green	12	28	57	40	18	155
Westgate Centre	9	15	44	43	31	142
Town Hall	49	40	18	5	1	113
Bury Knowle	6	15	29	15	10	75
Castle Street	5	7	14	19	19	64
Magdalen Street	6	10	21	15	8	60
Cowley Road	4	6	29	17	6	62
St Clements	4	15	18	12	5	54
Cuttesslowe Park	5	6	15	15	8	49
Florence Park	3	8	9	7	11	38
Oxpens	3	6	7	13	5	34
Headington	10	14	9	0	1	34
Wolvercote	6	6	12	3	6	33
Abingdon Road	3	4	14	3	6	30
Diamond Place	8	7	9	4	2	30
Barns Road	3	5	7	3	7	25
Wolvercote	4	10	10	1	0	25
Speedwell Street	3	4	8	5	4	24
South Parade	6	5	7	4	2	24
Woodstock Road	3	3	3	8	2	19
Littlemore	1	4	7	3	4	19
Knight's Road	2	2	6	3	5	18
Botley	4	6	3	2	1	16
Rose Hill	5	6	5	0	0	16
Headington Hill Park	2	2	1	0	3	8

### Appendix 3 Frequencies

#### Reduce the use of temporary accommodation for the homeless

		Frequency	Valid Percent
Valid	High	134	33.3
	Medium	186	46.3
	Low	82	20.4
	Total	402	100.0
Missing	System	23	
Total		425	

#### Develop more services for homeless people covering housing, advice on jobs and training opportunities

		Frequency	Valid Percent
Valid	High	190	47.0
	Medium	155	38.4
	Low	59	14.6
	Total	404	100.0
Missing	System	21	
Total		425	

#### Improve accommodation standards in the private rented sector through a tougher licensing scheme

		Frequency	Valid Percent
Valid	High	213	52.3
	Medium	126	31.0
	Low	68	16.7
	Total	407	100.0
Missing	System	18	
Total		425	

#### Provide advice on housing options in the city

		Frequency	Valid Percent
Valid	High	109	27.0
	Medium	183	45.3
	Low	112	27.7
	Total	404	100.0
Missing	System	21	
Total		425	



**Provide free bus travel for pensioners**

		Frequency	Valid Percent
Valid	High	247	60.7
	Medium	112	27.5
	Low	48	11.8
	Total	407	100.0
Missing	System	18	
Total		425	

**Provide an informative website which allows you to make applications and payments and report issues**

		Frequency	Valid Percent
Valid	High	80	20.0
	Medium	185	46.1
	Low	136	33.9
	Total	401	100.0
Missing	System	24	
Total		425	

**Provide leisure centres and swimming pools**

		Frequency	Valid Percent
Valid	High	207	51.4
	Medium	153	38.0
	Low	43	10.7
	Total	403	100.0
Missing	System	22	
Total		425	

**Provide grants to community and voluntary groups**

		Frequency	Valid Percent
Valid	High	122	30.2
	Medium	195	48.3
	Low	87	21.5
	Total	404	100.0
Missing	System	21	
Total		425	

**Support community centres**

		Frequency	Valid Percent
Valid	High	165	41.0
	Medium	191	47.5
	Low	46	11.4
	Total	402	100.0
Missing	System	23	
Total		425	

**Work with the Primary Care Trust to promote healthy lifestyles**

		Frequency	Valid Percent
Valid	High	138	34.2
	Medium	170	42.2
	Low	94	23.3
	21	1	.2
	Total	403	100.0
Missing	System	22	
Total		425	

**Support organisations to provide artistic and cultural opportunities for all**

		Frequency	Valid Percent
Valid	High	61	15.1
	Medium	208	51.4
	Low	136	33.6
	Total	405	100.0
Missing	System	20	
Total		425	

**Support social and economic regeneration in deprived areas**

		Frequency	Valid Percent
Valid	High	245	61.1
	Medium	134	33.4
	Low	22	5.5
	Total	401	100.0
Missing	System	24	
Total		425	

**Keep the streets clean and free of litter**

		Frequency	Valid Percent
Valid	High	310	75.8
	Medium	96	23.5
	Low	3	.7
	Total	409	100.0
Missing	System	16	
Total		425	

**Maintain parks, play areas and green spaces**

		Frequency	Valid Percent
Valid	High	287	70.9
	Medium	113	27.9
	Low	5	1.2
	Total	405	100.0
Missing	System	20	
Total		425	

**Promote 20mph zones across the city**

		Frequency	Valid Percent
Valid	High	100	24.7
	Medium	134	33.1
	Low	170	42.0
	12	1	.2
	Total	405	100.0
Missing	System	20	
Total		425	

**Manage the Tourism industry**

		Frequency	Valid Percent
Valid	High	69	17.2
	Medium	209	52.0
	Low	124	30.8
	Total	402	100.0
Missing	System	23	
Total		425	

**Plan for emergencies like floods and pandemics**

		Frequency	Valid Percent
Valid	High	222	54.8
	Medium	146	36.0
	Low	36	8.9
	21	1	.2
	Total	405	100.0
Missing	System	20	
Total		425	

**Look after public health e.g. noise nuisance, food safety etc**

		Frequency	Valid Percent
Valid	High	239	59.2
	Medium	147	36.4
	Low	18	4.5
	Total	404	100.0
Missing	System	21	
Total		425	

**Manage street trading**

		Frequency	Valid Percent
Valid	High	56	14.0
	Medium	215	53.8
	Low	129	32.3
	Total	400	100.0
Missing	System	25	
Total		425	

**Planning and Building Control**

		Frequency	Valid Percent
Valid	High	155	38.4
	Medium	194	48.0
	Low	55	13.6
	Total	404	100.0
Missing	System	21	
Total		425	

**Provide Car Parks**

		Frequency	Valid Percent
Valid	High	108	26.7
	Medium	184	45.5
	Low	112	27.7
	Total	404	100.0
Missing	System	21	
Total		425	

**Licensing (this includes taxis and trading licences)**

		Frequency	Valid Percent
Valid	High	85	21.1
	Medium	240	59.6
	Low	78	19.4
	Total	403	100.0
Missing	System	22	
Total		425	

**Provide Public Toilets**

		Frequency	Valid Percent
Valid	High	241	59.5
	Medium	132	32.6
	Low	32	7.9
	Total	405	100.0
Missing	System	20	
Total		425	

**Work with the Police to tackle crime and anti-social behaviour in the city**

		Frequency	Valid Percent
Valid	High	336	82.2
	Medium	62	15.2
	Low	11	2.7
	Total	409	100.0
Missing	System	16	
Total		425	

**Provide CCTV cameras in key public locations**

		Frequency	Valid Percent
Valid	High	168	41.5
	Medium	137	33.8
	Low	100	24.7
	Total	405	100.0
Missing	System	20	
Total		425	

**Street Wardens (wardens patrol certain areas of the city to help tackle anti-social behaviour)**

		Frequency	Valid Percent
Valid	High	194	47.7
	Medium	164	40.3
	Low	49	12.0
	Total	407	100.0
Missing	System	18	
Total		425	

**Reduce environmental crimes e.g. fly tipping**

		Frequency	Valid Percent
Valid	High	218	53.7
	Medium	163	40.1
	Low	25	6.2
	Total	406	100.0
Missing	System	19	
Total		425	

**Provide positive activities for young people by investing in free activities for 5-19 year olds**

		Frequency	Valid Percent
Valid	High	202	49.5
	Medium	141	34.6
	Low	65	15.9
	Total	408	100.0
Missing	System	17	
Total		425	

**Limit our impact on the environment by reducing our energy use, waste and fuel consumption**

		Frequency	Valid Percent
Valid	High	215	53.5
	Medium	154	38.3
	Low	32	8.0
	32	1	.2
	Total	402	100.0
Missing	System	23	
Total		425	

**Waste collection**

		Frequency	Valid Percent
Valid	High	309	76.3
	Medium	89	22.0
	Low	7	1.7
	Total	405	100.0
Missing	System	20	
Total		425	

**Recycling collection**

		Frequency	Valid Percent
Valid	High	310	76.4
	Medium	86	21.2
	Low	10	2.5
	Total	406	100.0
Missing	System	19	
Total		425	

**Provide fuel poverty grants to improve energy efficiency and the health and comfort of residents**

		Frequency	Valid Percent
Valid	High	135	33.2
	Medium	211	51.8
	Low	61	15.0
	Total	407	100.0
Missing	System	18	
Total		425	

**Invest in flooding prevention tools such as pumps and barriers**

		Frequency	Valid Percent
Valid	High	198	48.5
	Medium	164	40.2
	Low	46	11.3
	Total	408	100.0
Missing	System	17	
Total		425	

**Invest in energy efficient equipment for Council buildings**

		Frequency	Valid Percent
Valid	High	122	30.3
	Medium	195	48.4
	Low	86	21.3
	Total	403	100.0
Missing	System	22	
Total		425	

**Reduce carbon dioxide emissions in the city**

		Frequency	Valid Percent
Valid	High	192	47.5
	Medium	166	41.1
	Low	46	11.4
	Total	404	100.0
Missing	System	21	
Total		425	

**Make preparations for the future impact of climate change**

		Frequency	Valid Percent
Valid	High	145	35.6
	Medium	176	43.2
	Low	85	20.9
	11	1	.2
	Total	407	100.0
Missing	System	18	
Total		425	



**Improve customer services (telephone and face to face services)**

		Frequency	Valid Percent
Valid	High	142	34.9
	Medium	203	49.9
	Low	62	15.2
	Total	407	100.0
Missing	System	18	
Total		425	

**Provide a good service for Housing and Council Tax Benefit**

		Frequency	Valid Percent
Valid	High	118	29.1
	Medium	227	56.0
	Low	60	14.8
	Total	405	100.0
Missing	System	20	
Total		425	

**Manage the Council's property portfolio**

		Frequency	Valid Percent
Valid	High	149	37.0
	Medium	215	53.3
	Low	39	9.7
	Total	403	100.0
Missing	System	22	
Total		425	

**Collect Council Tax**

		Frequency	Valid Percent
Valid	High	200	49.8
	Medium	157	39.1
	Low	45	11.2
	Total	402	100.0
Missing	System	23	
Total		425	

**Do you have a RADAR key and use the disabled facilities at the public toilets listed above?**

		Frequency	Valid Percent
Valid	Yes	14	3.6
	No	376	96.4
	Total	390	100.0
Missing	System	35	
Total		425	

**Longer opening hours**

		Frequency	Valid Percent
Valid	Very important	145	36.7
	Fairly important	144	36.5
	Unimportant	25	6.3
	Not important	27	6.8
	Don't know	54	13.7
	Total	395	100.0
Missing	System	30	
Total		425	

**Easy to find and in close proximity to public spaces**

		Frequency	Valid Percent
Valid	Very important	239	59.9
	Fairly important	105	26.3
	Unimportant	13	3.3
	Don't know	42	10.5
	Total	399	100.0
Missing	System	26	
Total		425	

**Clean and tidy**

		Frequency	Valid Percent
Valid	Very important	318	79.1
	Fairly important	44	10.9
	Unimportant	5	1.2
	Don't know	35	8.7
	Total	402	100.0
Missing	System	23	
Total		425	

**Free of charge**

		Frequency	Valid Percent
Valid	Very important	207	51.8
	Fairly important	82	20.5
	Unimportant	37	9.3
	Not important	30	7.5
	Don't know	44	11.0
	Total	400	100.0
Missing	System	25	
Total		425	

**Modern and comfortable facilities**

		Frequency	Valid Percent
Valid	Very important	182	45.4
	Fairly important	112	27.9
	Unimportant	49	12.2
	Not important	18	4.5
	Don't know	40	10.0
	Total	401	100.0
Missing	System	24	
Total		425	

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

		Frequency	Valid Percent
Valid	Too many	14	3.4
	About right	114	27.9
	Too few	174	42.5
	Don't know	105	25.7
	5	2	.5
	Total	409	100.0
Missing	System	16	
Total		425	

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

		Frequency	Valid Percent
Valid	Excellent	93	22.8
	Good	138	33.8
	Average	76	18.6
	Poor	56	13.7
	Don't know	45	11.0
	Total	408	100.0
Missing	System	17	
Total		425	

**Option 2 -Automatic Public Conveniences**

		Frequency	Valid Percent
Valid	Excellent	50	12.3
	Good	101	24.8
	Average	90	22.1
	Poor	121	29.7
	Don't know	46	11.3
	Total	408	100.0
Missing	System	17	
Total		425	

**Option 3 - Community Toilet Scheme**

		Frequency	Valid Percent
Valid	Excellent	172	42.2
	Good	117	28.7
	Average	48	11.8
	Poor	35	8.6
	Don't know	36	8.8
	Total	408	100.0
Missing	System	17	
Total		425	

If you need to use toilet facilities when away from home would you use:

**Shop**

		Frequency	Valid Percent
Valid	0	128	31.1
	1	284	68.9
	Total	412	100.0
Missing	System	13	
Total		425	

**Restaurant/Bar**

		Frequency	Valid Percent
Valid	0	139	33.7
	1	273	66.3
	Total	412	100.0
Missing	System	13	
Total		425	

**Council run facility**

		Frequency	Valid Percent
Valid	0	248	60.3
	1	163	39.7
	Total	411	100.0
Missing	System	14	
Total		425	

**Other**

		Frequency	Valid Percent
Valid	0	378	91.7
	1	34	8.3
	Total	412	100.0
Missing	System	13	
Total		425	

**In common with many other cities and towns in the country, we may consider introducing charges for public toilets**

		Frequency	Valid Percent
Valid	Yes, I would be prepared to pay up to 50p	58	14.2
	Yes, but I would not pay more than 20p	225	55.1
	No, I would not be prepared to pay for greatly improved toilet	92	22.5
	I'm not sure	33	8.1
	Total	408	100.0
Missing	99999999	1	
	System	16	
	Total	17	
Total		425	

## Appendix 4 Survey materials



Oxford City Council, in common with other public bodies, is facing difficult challenges due to the impact of the world banking and credit crisis. It is likely that we will have to make tough decisions about how we spend a limited budget.

With the increasing pressures on our budget it is more important than ever to prioritise spending on the services that are most valued and important for residents.

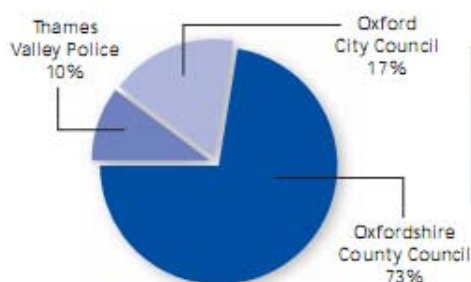
By completing this survey, you will have the opportunity to give us your views and this will help shape and inform our spending plans.

By getting your views you will also be helping us to transform our services and to ensure that we are providing high quality services that provide value for money in the areas that matter most to you.



### Council Tax

The Council Tax is collected by Oxford City Council but the proceeds are split between the County Council, the Police and the City Council:



### Did you know?

Only 17% of your Council Tax goes to Oxford City Council.

### City Council and County Council Responsibilities

The City Council & County Council provide different services:

What is Oxford City Council responsible for?	What is the County Council responsible for?
Planning	Schools
Housing	Social Services
Environmental Health	Major Roads
Refuse Collection & Recycling	Libraries
Leisure Services and Parks	Children and Young People
Car Parks	Fire Service
Countryside Services and Park Rangers	Park and Ride Sites
Housing and Council Tax Benefits	On-Street Parking
Advice Centres, Community Centres & Playgroups	Parking Fines
Markets and Fairs	Residents' Parking Permits
<b>Net Budget 2009-10 £28.7 Million</b>	<b>Net Budget 2009-10 £379.2 Million</b>

With funding constraints in prospect, it is more important than ever that we get your views on which Council services are a priority for you. This is so we can focus our work in areas that matter most to you.

Our 6 corporate priorities are listed below. Please tick one option (high, medium or low) on each row to indicate how important you rate each of the services listed.

1 More housing, better housing for all	PRIORITY		
	High	Medium	Low
1. Reduce the use of temporary accommodation for the homeless			
2. Develop more services for homeless people covering housing, advice on jobs and training opportunities			
3. Improve accommodation standards in the private rented sector through a tougher licensing scheme			
4. Provide advice on housing options in the city			

2 Tackle inequalities and support communities	PRIORITY		
	High	Medium	Low
5. Provide free bus travel for pensioners			
6. Provide an informative website which allows you to make applications and payments and report issues			
7. Provide leisure centres and swimming pools			
8. Provide grants to community and voluntary groups			
9. Support community centres			
10. Work with the Primary Care Trust to promote healthy lifestyles			
11. Support organisations to provide artistic and cultural opportunities for all			

3 Improve the local environment, economy and quality of life	PRIORITY		
	High	Medium	Low
12. Support social and economic regeneration in deprived areas			
13. Keep the streets clean and free of litter			
14. Maintain parks, play areas and green spaces			
15. Promote 20mph zones across the city			
16. Manage the Tourism industry			
17. Plan for emergencies like floods and pandemics			
18. Look after public health e.g. noise nuisance, food safety etc			
19. Manage street trading			
20. Planning and Building Control			
21. Provide Car Parks			
22. Licensing (this includes taxis and trading licences)			
23. Provide Public Toilets			

4 Reduce crime and anti-social behaviour	PRIORITY		
	High	Medium	Low
24. Work with the Police to tackle crime and anti-social behaviour in the city			
25. Provide CCTV cameras in key public locations			
26. Street Wardens (wardens patrol certain areas of the city to help tackle anti-social behaviour)			
27. Reduce environmental crimes e.g. fly tipping			
28. Provide positive activities for young people by investing in free activities for 5-19 year olds			

5 Tackle climate change and promote sustainable environmental resource management	PRIORITY		
	High	Medium	Low
29. Limit our impact on the environment by reducing our energy use, waste and fuel consumption			
30. Waste collection			
31. Recycling collection			
32. Provide fuel poverty grants to improve energy efficiency and the health and comfort of residents			
33. Invest in flooding prevention tools such as pumps and barriers			
34. Invest in energy efficient equipment for Council buildings			
35. Reduce carbon dioxide emissions in the city			
36. Make preparations for the future impact of climate change			

6 Transform Oxford City Council by improving value for money and service performance	PRIORITY		
	High	Medium	Low
37. Improve customer services (telephone and face to face services)			
38. Provide a good service for Housing and Council Tax Benefit			
39. Manage the Council's property portfolio			
40. Collect Council Tax			

7 What are your top three priorities from all the priorities you ticked as "high" ?  
(Please list the priority numbers).

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- 8 What are your three lowest priorities from all the priorities you ticked as "low"?  
(Please list the priority numbers)

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- 9 Please let us know if there is anything we can do to improve the area in which you live.

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### Get Involved and Have Your Say

We have recently launched an exciting new way for you to give us your views on a wide range of topics.

Consultations that we carry out will be listed on our website and you have the opportunity to get involved in those that are of interest to you.

To be part of this new way of working please go to our website at [www.oxford.gov.uk/consultation](http://www.oxford.gov.uk/consultation) and complete the short registration form on the top left hand side of the screen.

We ask for registration details so that we can see the various areas of interest across the city. By giving us your views you can be assured your views will always be at the heart of any decision-making that takes place at the Council.



Register now at [www.oxford.gov.uk/consultation](http://www.oxford.gov.uk/consultation)

# Your Views on Public Toilets



## 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 26 public toilet sites open across the city.

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.

Further 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 remain open and where they can close.

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 like to 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.

	Excellent	Good	Average	Poor	Very poor	Not used
Barns Road						
Littlemore						
Knight's Road						
Cowley Road						
St Clements						
Bury Knowle						
Abingdon Road						
Diamond Place						
South Parade(ladies)						
Woodstock Road (gents)						
Wolvercote						
Oxpens						
Speedwell Street						
Cotteslowe Park						
Headington Hill Park (disabled only)						
Florence Park						
<b>City Centre</b>						
Westgate Centre						
Market Street						
Gloucester Green						
Magdalen Street						
Castle Street						
Town Hall						
<b>Cemeteries</b>						
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 (please tick one box)

Yes

No

3 Please rate the following features.

	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 banded 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.

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**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?

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