

Public conveniences Survey Summer 2015

Future service consultation

Introduction

You may be aware of the reduction in central government funding for Wiltshire Council and our need to continue to challenge what we provide and how it should be provided. One of the services under review for 2015/16 is the public convenience service.

Councils do not have a statutory duty to provide a public convenience service or buildings that house the delivery of the public convenience service. For the purpose of this consultation, the public convenience service is defined as a place where members of the public are able to access toilet and similar welfare facilities.

Many town and parish councils already provide part of the public convenience service in their area. In some areas supermarkets and shops are open to the public to use, often with longer opening hours.

The current service delivery model for the non-statutory public convenience service in Wiltshire is already made up of:

- The Council providing and maintaining dedicated premises (or sections of a premise) in towns and villages.
- Town/Parish councils providing and maintaining dedicated premises (or sections of a premise) in their own towns and villages.
- Local groups maintaining dedicated premises (or sections of a premise) in towns and villages that have been provided by the Council under a [Service Delegation](#) with a lease of the premises.
- Local group providing and maintaining dedicated premises (or sections of a premise) in towns and villages, following a [Community Asset Transfer](#) or licence or lease of premises that were previously provided and maintained by the Council.
- The service is also provided in shopping and entertainment complexes while many public buildings have toilets available to the public.

This survey seeks to identify the views of stakeholders on what the future service delivery model for the public convenience service in Wiltshire should look like.

About you...

1. Are you answering this survey as an individual or as a representative of an organisation or group?

- I am answering this survey as a resident
- I am answering this survey as a representative of a local Council
- I am answering this survey as a representative of a group or organisation

2. If you are representing a council or group what is its name?

Future Service Delivery Model

We know that the public convenience service provides an important facility across Wiltshire. However, as the local community already directly fund the public convenience service in some areas already, and the Council wishes to treat all areas equally, a change is needed in the way the service is delivered. The changes to the funding available to the Council mean that it is not possible for the Council to continue providing its part of this service. Therefore the Council is reviewing how the public convenience service should be provided moving forward.

This will mean that in some areas the public convenience service may be provided by shops and other commercial premises (called a "Community Toilet Scheme"), or by other public organisations using their own public buildings (for example a Town Hall), or by a group using a premises where the Council is currently providing the service (for example a toilet block in a car park).

3. Bearing in mind that Wiltshire Council is unable to provide a countywide public convenience service by itself, which of the following options do you think would be best? (you can tick up to three options if you think they might work)

- Community groups to take full responsibility for providing the service (possibly from the premises where the Council is currently providing the service).
- Explore how to make every public building in a local town or village open its toilets for use by the public.
- Allow any local community group or organisation to provide the cleaning and maintenance of the premises where the Council is currently providing the service.
- Private organisations to provide the service from existing premises (where the Council is currently providing the service), including use of the premises for advertising etc.
- Local Parish/Town/City council to run the service, if they are prepared to fund it, from premises where the Council is currently providing the service.

Accessing the New Service Delivery Model

The Council provide some of the public convenience service across Wiltshire but not all of it. Others are provided by Town/Parish councils or have previously been transferred to local groups. There are also some in shopping and entertainment complexes while many public buildings have toilets available to the public.

4. Which of the following ideas do you think would help people to know where a publically available toilet is? (please rate the options 1 to 3, with 1 being an option you think will work really well and 3 being an option that you think will work poorly)

- An interactive map and app available to download onto your phone or computer that shows where they all are and the opening times
- Better signage outside all public buildings that toilets are available
- Signs in windows that show whether toilets are available to non-customers

5. A Community Toilet Scheme is where participating businesses display a sticker in the window, so whenever you see this sign it means you are welcome to use these toilet facilities.

If a Community Toilet Scheme was available in Wiltshire, how much would you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
More people would visit our towns and villages					
It would be better than having to rely on the small number of council owned public conveniences					
It would be better as vandalism and graffiti would be less likely					
Private business facilities tend to be much nicer anyway					
Community toilet schemes should be helped by small grants available for local businesses to encourage take up					
Community toilet schemes would increase the number of potential customers for businesses					

Finally ...

6. Do you have any ideas about how privately owned or community run conveniences can be made available for public use in Wiltshire?

7. If you would like to be involved with a local working group on taking some of these ideas forward please state your name and email address and we will get back to you.

What happens next?

The results of the consultation will be collated and a proposal will be put forward to Cabinet.

Following the approval of the proposal by Cabinet, any of the Council-owned premises that are not to be used (for delivering the new public convenience service model) will be submitted for a Property Asset Review by the Strategic Assets & Facilities Management service. The Property Asset Review will determine the future of these premises for other uses by the Council, including but not limited to, use by another Wiltshire Council service, marketing for sale, lease or licence to a third party, and surrender of lease or licence to the landlord.

Any group interested in using existing Council premises for the delivery of the public convenience service can need to submit a [Community Asset Transfer](#) or [Service Delegation](#) application at any time.

The table below shows the public convenience premises that may be directly affected by the outcomes of this consultation. Whilst the table does not cover the whole of Wiltshire, the new service delivery model will.

Community Area	Public Convenience Location
Amesbury	The Centre Car Park Public Conveniences (Salisbury Street), Amesbury
Bradford on Avon	St Margaret's Street Public Conveniences, Bradford on Avon
	Station Car Park Public Conveniences, Bradford on Avon
Calne	The Pippin Public Convenience, Calne
Chippenham	Bath Road Public Conveniences, Chippenham
	Borough Parade Public Convenience, Chippenham
	Castle Combe The Street Public Convenience, Castle Combe
	Monkton Park Public Convenience, Chippenham
Corsham	Newlands Road Public Convenience, Corsham
Devizes	Devizes Superloo (West Central Car Park)
	Estcourt Street Public Conveniences (The Green), Devizes
Marlborough	George Lane Car Park Public Conveniences, Marlborough
Melksham	Bath Road Public Conveniences, Melksham
	Church Street Public Conveniences, Melksham
	Market Place Public Conveniences (Town Centre), Melksham
Royal Wootton Bassett & Cricklade	Borough Fields Public Convenience, Royal Wootton Bassett
South West Wiltshire	Greyhound Lane Public Conveniences (Market Place), Wilton
Warminster	Central Car Park Public Conveniences, Warminster
	Warminster Park Public Conveniences (Lakeside Park), Warminster
Westbury	Warminster Road Public Conveniences, Westbury
	High Street Short Stay Car Park Public Conveniences, Westbury

Thank you

Thank you for taking part in this survey. If you need any further information about the survey you can contact:

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Highways and Transport

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Results will be treated in confidence and will not be open to the public or third parties not connected to the Council.