



Online Survey - Salisbury CC Public Toilet Provision

Salisbury City Council

Objectives

Understand the public's current view of the public conveniences provided by Salisbury City Council

Report Date: 12.12.18

transformation comes as standard



1: What postcode do you currently live in?

SP1 30%



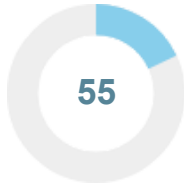
SP2 33%



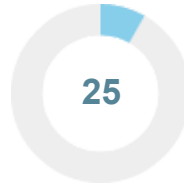
SP3 6%



SP4 18%



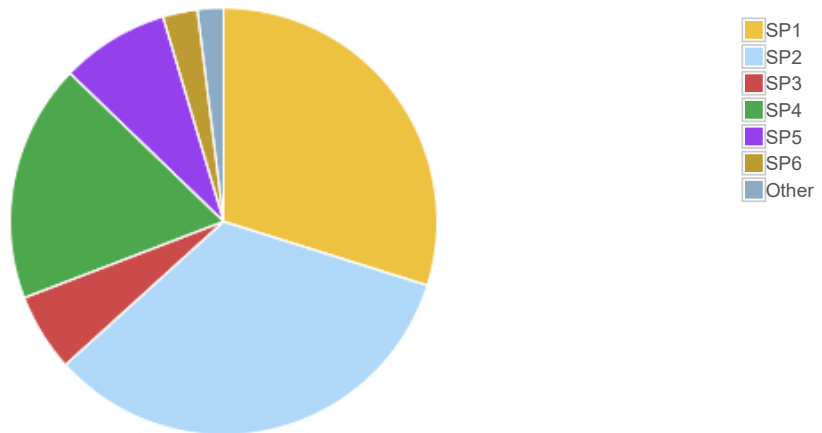
SP5 8%



SP6 3%



Other 2%



2: Please tell us the first part of your postcode e.g BA2

Comment

BA12

ba22

SO20

sp11

Sp8

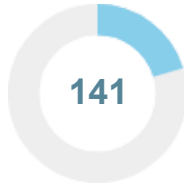
sp9

3: Which of the 9 public toilets have you used in the last 6 months?

Coach Station 14%



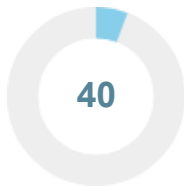
Central Car Park 20%



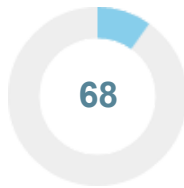
Market Square 22%



Culver Street Car Park 6%



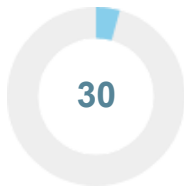
Churchill Gardens 10%



Queen Elizabeth Gardens 1



Victoria Park 4%



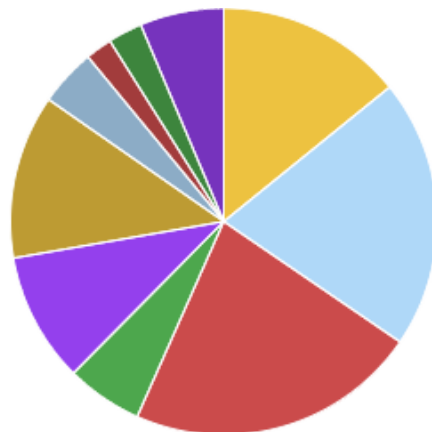
Fisherton Recreation Groun



Lower Bemerton Recreation



None 6%



- Coach Station
- Central Car Park
- Market Square
- Culver Street Car Park
- Churchill Gardens
- Queen Elizabeth Gardens
- Victoria Park
- Fisherton Recreation Ground
- Lower Bemerton Recreation Ground
- None

4: So that we understand the reasons for people not using the public toilets, please tell us what stops you using them

Comment

All of the public toilets that I have been in in Salisbury over the past few years (Churchill Gardens, Elizabeth Gardens, Market Square, Coach station) seem very run down and are not pleasant to use. Another issue I have is that my 5 year old son is severely disabled and requires an adult sized changing bench with a hoist - a "changing places" style toilet. Unfortunately none of the public or privately owned toilets in Salisbury City centre have this style of toilet so when he needs the toilet we must go home or change his continence pad in our vehicle (which is undignified and uncomfortable for him).

Because I have an older disabled son who is still in pads and none of the facilities cater for his needs. He is 8 years old.

Charge

cleanliness, location, comfort prefer private locations ie restaurants etc.,

Cold, dark, dirty. Not ideal for children to access.

Concerns around cleanliness/refusal to pay

Cost. The state they are in. Location. Ease of access eg stairs

Dirty, dated, spiders

do not like using public toilets

fff

From previous experience they are usually: cold, smelly & dirty. Not somewhere I'd like to change my baby at all

hjghhnn

I have no need to use them. I will time my toilet use around home/restaurants/cafes.

I havnt needed to

I just haven't needed to use the loo when in town. But would use my nearest disabled one if I got caught short.

I live close to the city centre so I just wait till I get home. Or use M&S toilets as they are always clean and well maintained

I normally have no bodily wish to use a toilet while in the city.

I use the toilets by BHS car park as they are the cleanest and easily accessible with a small child in tow when in town. The Lower Bemerton, Churchill Gardens, Lizzie Gardens and Car Park ones are just grotty! I've not used the others.

I'm local so know where else to go. Public toilets are a necessity. Don't close them.

Comment

Lack of facilities for disabled people. Doesn't feel nice to use.

Never felt it necessary - have always planned my journey efficiently and never been 'caught out'.

Never needed to.

No need

Not being clean or having adequate baby changing facilities

Not nice, prefer to use shop's

Often smelly and unclean. Some feel unsafe.

poor quality

Scared they will smell and not be clean. Definitely never would go in Culver Street loos because they are awful. The ones in the market square seem unsafe because they are below ground.

The difficulty of taking two small children into a cubicle with me; concerns over cleanliness

The unpleasant look of them and how they are not cleaned regularly.

They always have a strong odour of urine they are not clean and over the recent times they have become an area for the community to gather to take illegal substances you just dont feel safe.

They are dirty & dark. I would only use them in their current state in an emergency. Also concerned about drug taking in them.

They are dirty and often not free. I prefer to use clean and free facilities in large shops

They are dirty and smelly. I personally refuse to use them. However I have to take my disabled daughter into the disabled toilets and they aren't much better.

they are generally unclean

They are often incredibly dirty. They smell. They are cold. The only ones that are useable and clean are the ones you need to pay for but I don't carry cash.

they are unpleasant

They are usually disgusting(not clean,urine on the floor or seats, etc), so I rather hold it or use a pubs facilities

they might be dirty or broken, no loo roll, or cold in the winter

They stink

Thought of them being dirty and who I might meet in there.

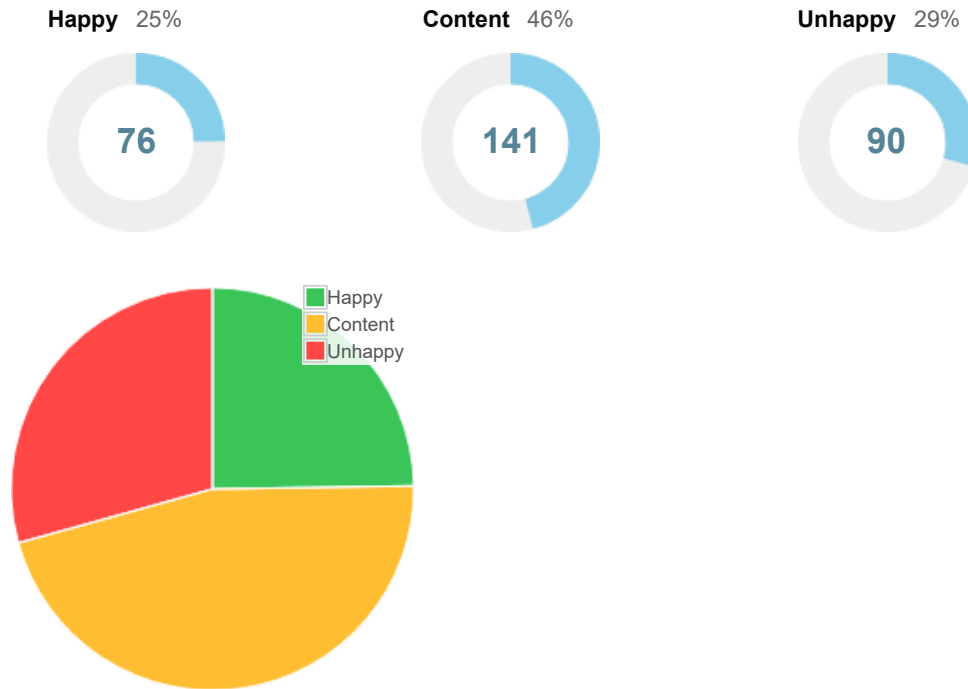
Use home beforehand or shops if in town

Use loos in cafes and restaurants when eating there but important for Salisbury to have good public toilets for visitors and those that need them.

Use toilets in Shops eg Debenhams and Marks and Spencer as often cleaner

Usually use a cafe or pub

5: How happy are you with the current public toilet provision in Salisbury?



6: We are sorry that you are not happy with the current public toilet provision in Salisbury. Please let us know why you answered in this way:

Value	Comment
Unhappy 😞	A disgrace, dirty smelly what must visitors think of us!
Unhappy 😞	All public toilets I've been to in Salisbury appear run down
Unhappy 😞	Always in a disgusting and smelly state when have visited public toilets
Unhappy 😞	because when u walk in it smells hobbie
Unhappy 😞	Changing facilities for older children still requiring nappies. Clean baby changing
Unhappy 😞	Coach park is the entrance to Salisbury for many of our visitors who arrive by bus and their first impression of our city is the toilet which is out dated and terrible. Tear it down and start again! Only decent toilet is in the Guild Hall!
Unhappy 😞	could be cleaner please
Unhappy 😞	Culver st toilets are dirty, smell, no toilet rolls.

Value	Comment
Unhappy 😞	Culver street car park all toilets have been closed for much of the year. Is it not better to reopen these public toilets rather than the stairs being used to urinate and in some cases defecate. I say this because I work in the City and have noticed the stairs and walkways getting increasingly worse. It does not give a good impression for tourists and those that wish to use Culver Car Parking facilities.
Unhappy 😞	Dirty and smelly. Can't bring myself to use them
Unhappy 😞	Dirty toilets. Not enough provision for disabled people
Unhappy 😞	Dirty, smelly, often closed, not enough toilets, missing toilet roll
Unhappy 😞	Dirty. Smelly. No baby changing station. Sanitary products on floors and excrement on walls.
Unhappy 😞	Disabled toilets and others appear to be locked in the evenings. When our car broke down recently in the central car park at 6pm, my husband (a wheelchair user) needed the toilet. All the toilets in the car park were locked including the Disabled one for which you require a radar key anyway. We had to go to the Market Place but see that those are locked at 8pm. Are disabled people not able to go to the toilet if out in Salisbury after 8pm?
Unhappy 😞	Ended up not using (used local pub instead) as both toilets were disgusting with human waste all over the cubicle
Unhappy 😞	Except for the coach station toilets the charges are too high.
Unhappy 😞	Feels unsafe
Unhappy 😞	fff
Unhappy 😞	For the reasons stated before. And a lack of disability toilets and changing spaces. Luckily my son is just put of nappies buy exceeded the weight for the changing trays from a younger age so had to be changed on the floors. We are lucky he is able to stand but many people don't have this ability. Also my son struggles with the noises in the toilets (hand dryer, chains flushing) and we often have to make a sharp exit and have to clean our hands with alcohol rub instead. There is a lack of disabled toilets within salisbury full stop.
Unhappy 😞	I hate using any public toilets because they usually feel unclean
Unhappy 😞	I need to use the toilet frequently due to a medical condition, but if I had a choice, I wouldn't want to use any of the public toilets in Salisbury. I'd advocate to scrap the charges entirely as that penalises those who need to go to the toilet more often. Especially given the state of the toilets: nearly all run-down in appearance, ugly exteriors and grim interior, and often smell vile too. Provide new and/or proper facilities.
Unhappy 😞	I object to the charge and they do not appear very clean

Value	Comment
Unhappy 😞	I used to regularly use the toilets in Culver Street Car Park but they've been closed since the Council took them over. The toilets in the Coach Station are now closed earlier than they used to be, so when we travel back once a month from London, they are all closed. There used to be a limited numbers of toilets open all night here which was very convenient for people travelling. Unfortunately I am not able to use coach toilets because of limited mobility which becomes more of a problem on public transport. I am also on water tablets so need frequent trips to the toilet and am in town on a daily basis. I have also several friends in similar positions who are now not coming into town unless they have to because they are so concerned about lack of toilets. I would like to add that I am happy with the standard of toilets that are open, there are just not enough of them for someone like me, using the town on a daily basis and needing regular convenience stops.
Unhappy 😞	I'm town I choose to go to shop toilets so I don't have to pay for them. The park toilet facilities are disgusting, dirty and very unloved. I'm not disabled but I can imagine that if I were I would struggle to find a toilet in the town centre to use unless I am missing something. A changing rooms toilet would also be a welcome addition.
Unhappy 😞	In general, the majority of the public toilets in Salisbury are disgusting. Out dated and unhygienic. I understand that keeping them clean costs money but maybe implement plans whereby street cleaners in that area take responsibility for the cleanliness?
Unhappy 😞	It always smells in there there shit up the walls
Unhappy 😞	It is general cleanliness. The market square toilets used to be well used. That was when there were female attendants. They kept the area very clean. The attendants that I saw last time I used the toilets, men, busy reading a newspaper or looking at their mobile phones. I, along with most people, use the toilets at Debenhams. The toilets at central car park are kept clean.
Unhappy 😞	Its not a nice experience they are usually smelly especially the ones in queen Elizabeth gardens these are avoided at all cost they are disgusting!!!
Unhappy 😞	Its not a nice experience they are usually smelly especially the ones in queen Elizabeth gardens these are avoided at all cost they are disgusting!!!
Unhappy 😞	Lack of disabled facilities for anyone requiring more than basic toilet. Need Changing places style toilets with bed and hoist
Unhappy 😞	Lizzie gardens in particular are revolting

Value	Comment
Unhappy 😞	Market Square toilets are totally inaccessible to those in a buggy. If I need to use the toilet when I (regularly) take my kids to the library, I have no choice but to use the library's children's toilets, as after 2 children I can't walk far as my bladder control is not great, also trying to drag two kids far from the library, to get to the next suitable toilets is tricky. Many of the public toilets have those terrible all in one sink/soap dispenser/hand dryer things. Trying to lift my children up to them to wash is hard as they often miss catching the soap from the nozzle, the water doesn't run long enough to allow them to rinse properly, and I can't go around again to get more soap/water as they are scared of the hand dryer. Generally, the toilets are dirty, smelly and have nowhere to hang a bag so everyone ends up dirty (with nowhere to properly wash our hands afterwards, see above!). Water fountains near toilets would be great, to discourage purchasing of bottled water (when you run out of your own free home). A provision of changing spaces for nappy change facilities for disabled children and adults who cannot use baby changing tables is desperately needed. A shocking lack in our city centre, given it's size.
Unhappy 😞	Market square toilets are ugly and should be in one of the empty shops instead. Others are not always clean.
Unhappy 😞	Market Square toilets were vile. Nothing had been properly cleaned for AGES. Things were rusty. And the toilet attendant was asleep!
Unhappy 😞	More facilities for the disabled. Adults as well as children. Warmer, nicer toilets. No cold metal.
Unhappy 😞	More loos needed
Unhappy 😞	Most of them are dirty and smelly. I don't like using them myself and I certainly wouldn't take my toddler into them.
Unhappy 😞	not clean
Unhappy 😞	Not enough facilities and the current ones are poor
Unhappy 😞	Not enough public toilets
Unhappy 😞	not very clean
Unhappy 😞	Not where you need them
Unhappy 😞	Often dirty and smelly. Dark and dim. Changing facilities for babies aren't great. No changing facilities for older children/adults with disabilities such as beds rather than a tiny pull down baby changer.
Unhappy 😞	Often see rough sleepers entering toilets for daily wash and its sad to see people in such a situation in Salisbury. Other users often say toilets not clean.
Unhappy 😞	old,smelly could do with being updated and made fresher in every way
Unhappy 😞	oooooooo
Unhappy 😞	Opening hours are somewhat limited and the condition and cleanliness is inconsistent, often quite poor. The toilets in Crane Street are particularly poor.
Unhappy 😞	Opening times - it would be useful for them to be open at 8 am, especially the ones in the market square as they are closest to the main buses such as X3 and X7.
Unhappy 😞	Please see answer to previous question

Value	Comment
Unhappy 😞	Please see previous answer the cleanliness of the toilets is below standard, there is always urine and water on the floor especially by Queen Elizabeth Garden Toilets and at night you dont feel safe using them
Unhappy 😞	Poorly maintained dryers not working etc
Unhappy 😞	Salisbury needs more public toilets that are modern and fully equipped to accommodate everyone. More provision of accessible toilets for disabled/additional needs people are desperately needed.
Unhappy 😞	smelly and expensive
Unhappy 😞	Smelly, dirty full of undesirables
Unhappy 😞	Standards are dire. Baby changing facilities lacking in Market square for single parent with pushchair. Rundown old facilities in central carpark still charging for use. Locker metal toilets at 4pm in the afternoon for market square. Unacceptable when a small baby has nappt explosion and single parent! Often no toilet rolls.
Unhappy 😞	Talking about the Market Square & given the status & importance of Salisbury, find them grubby & in need of refurbishment - hand driers & taps inefficient. Although not used recently, the last time used in the evening - horrendous!
Unhappy 😞	The coach station and market place toilets stank and there was toilet paper all over the floor. They also look very old fashioned and could do with a bit of modernisation.
Unhappy 😞	The disabled facilities are poor.
Unhappy 😞	The disabled toilets that I take my blind husband too are absolutely disgusting they need a major refurbishment and someone that knows how to clean toilets properly on a regular basis.
Unhappy 😞	The female toilets were blocked and unusable. Such a shame. Not sure if it was a genuine plumbing issue or abuse by public.
Unhappy 😞	The locations are really good and some are clean but there is no where to change toddlers/older children or diasbaled children still in nappies without putting them on the floor which is quite unpleasant. Also there is rarely soap in any of the dispensers.
Unhappy 😞	The public toilets in Salisbury are extremely poorly maintained. They are unclean and they are poorly supervised. Street vagrants are regularly seen being removed from toilet blocks here they have been sleeping particularly in the Market Place. Where John Glen MP advocates vast commercial development in the Maltings without any public consultation whatsoever and this supported by a variety of Wiltshire and Salisbury City Councillors there is a definitive lack of focus on what Salisbury actually needs and what the ego-polishing politicians wish to pat them selves on the back for. Being 'SORRY' is not what the electorate vote for or pay council taxes for.
Unhappy 😞	The toilets are unclean and smelly. Not a nice experience when you're desperate for the loo. Lack of baby change facilities too

Value	Comment
Unhappy 😞	The toilets in several locations are dreadful. The hand washing and drying facilities are next to useless. The only decent ones are in the places where you pay to use them. After these close, the available toilets are absolutely disgusting. I wonder what tourists think after walking across Town Path then through Queen Elizabeth Gardens when faced with the abysmal facilities! I don't understand why they are so bad. Other cities seem to manage this much better.
Unhappy 😞	The toilets smell really bad when you walk in. I don't know what cleaning products you use, but I suggest using bleach. It cleans and it makes an area smell clean too. The smell is bad in all the council toilets.
Unhappy 😞	There are few open in the early morning when I'm delivering in the city. 6-630am
Unhappy 😞	There are no changing facilities for older babies and disabled children.
Unhappy 😞	There are no council rub toilets that provide provision for changing children with nappies when they are older. The Churchill gardens toilets are literally disgusting. I went to use them with my son and decided to let him wee outside as I concluded it was more hygienic.
Unhappy 😞	THESE TOILETS ARE AWFUL! THEY SMELL & MUST PUT TOURISTS OFF FROM FUTURE VISITS.
Unhappy 😞	They are all an embarrassment to Salisbury residents and visitors. They are old and tiles horrid and toilet seats wobbly. I will not use any others either as they are gross! The coach station one really do smell horrid
Unhappy 😞	They are closed or dirty
Unhappy 😞	They are disgusting and filthy and often not free
Unhappy 😞	They are not cleaned very often
Unhappy 😞	They are old and dirty
Unhappy 😞	They are old, not clean (apart from market square). Often blocked, missused and no soap!
Unhappy 😞	they lack investment other than the main maltings toilets
Unhappy 😞	They need a serious investment in them. They've been neglected for years.
Unhappy 😞	They shut too early.
Unhappy 😞	They're dirty and I don't feel safe using them.
Unhappy 😞	Toilets always dirty and smell disgusting
Unhappy 😞	Toilets are revolting, the church hill gardens loos are dirty, cold and I would rather use a bush than go in the building!
Unhappy 😞	Unclean
Unhappy 😞	Unclean and smell awful
Unhappy 😞	Usually not well kept and unsavoury people around
Unhappy 😞	Would prefer to pay a fee and have clean serviced toilets

Value	Comment
Unhappy 😞	you need to pay, the often smell disgusting as no one cleans them, and to be honest there is not enough in the city centre with facilities for nappy changes for older children only babies well 2 and 3 and even 4 yr olds sometimes still use them.

7: There are currently 9 public toilets provided by Salisbury City Council. Is this provision....

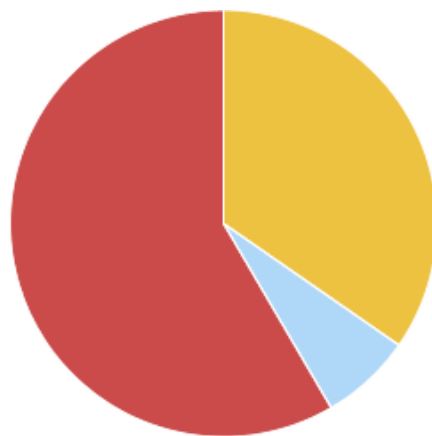
Too few for the city? 35%



Too many for the city? 7%



The correct number for the city?

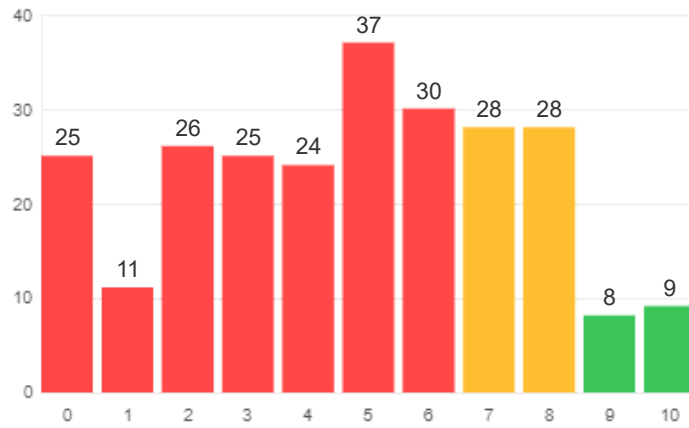


Legend:
■ Too few for the city?
■ Too many for the city?
■ The correct number for the city?

8: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the cleanliness of the public toilets?

NPS Score:

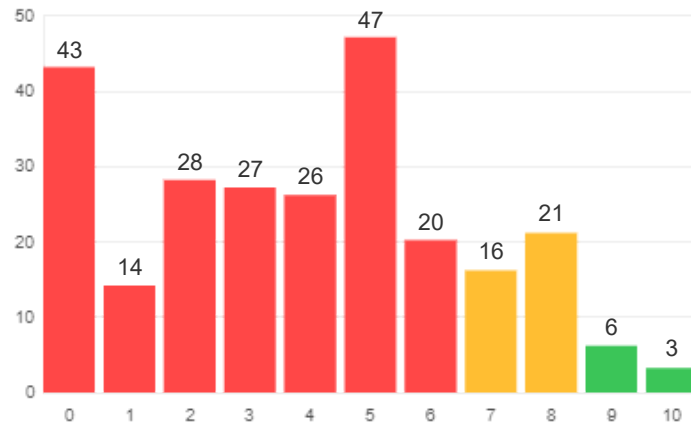
-64



9: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the smell of the public toilets?

NPS Score:

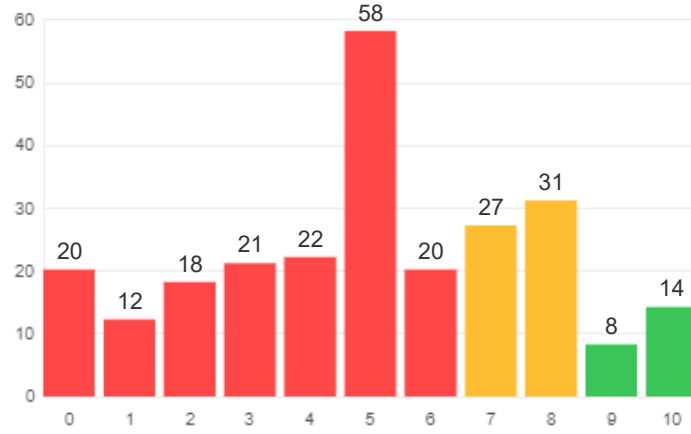
-78



10: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the availability of toilet paper and soap in the public toilets?

NPS Score:

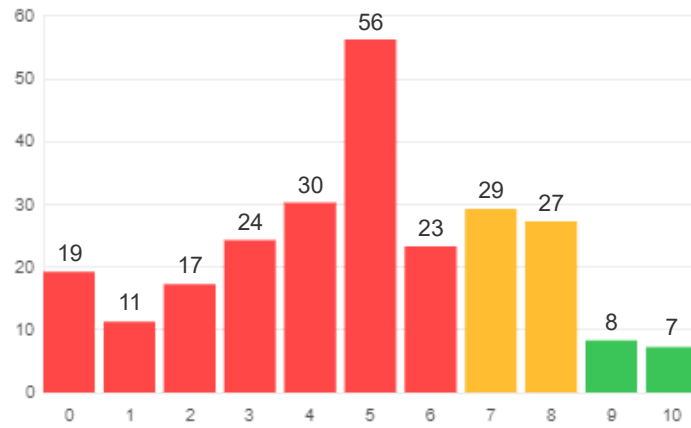
-60



11: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the hand washing facilities in the public toilets?

NPS Score:

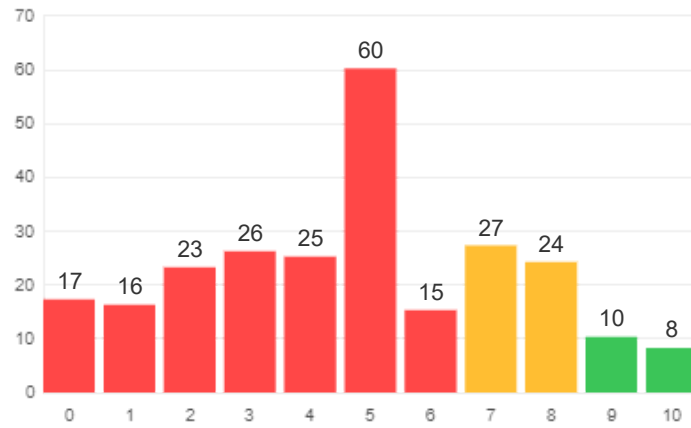
-66



12: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the hand drying facilities in the public toilets?

NPS Score:

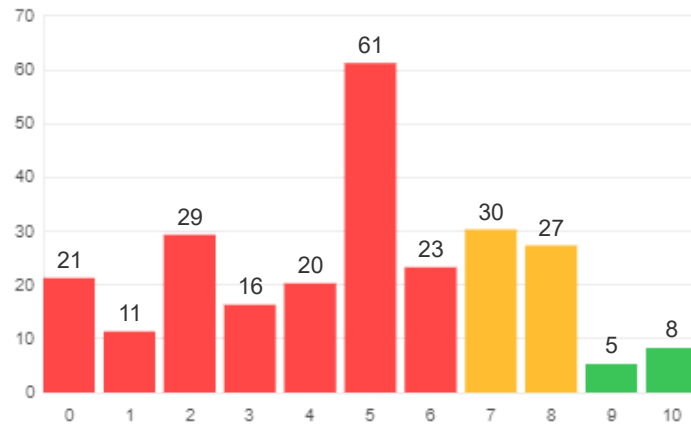
-65



13: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the condition of basins and toilets in the public toilets?

NPS Score:

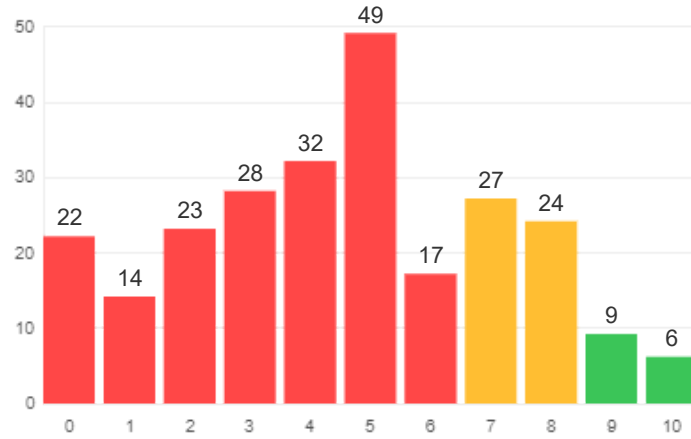
-67



14: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the overall condition of the public toilets?

NPS Score:

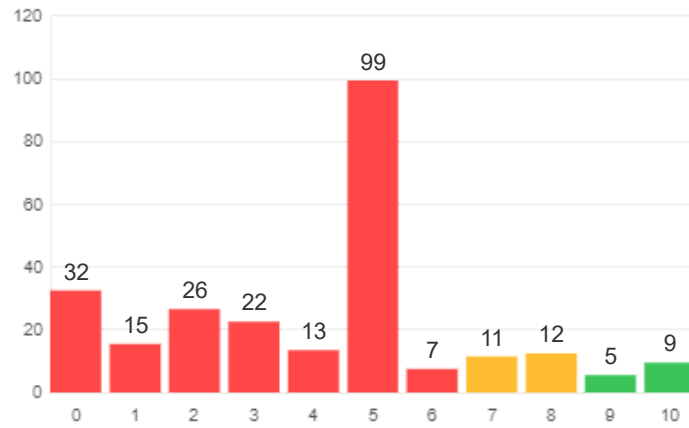
-68



15: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the disabled access and disability facilities in the public toilets?

NPS Score:

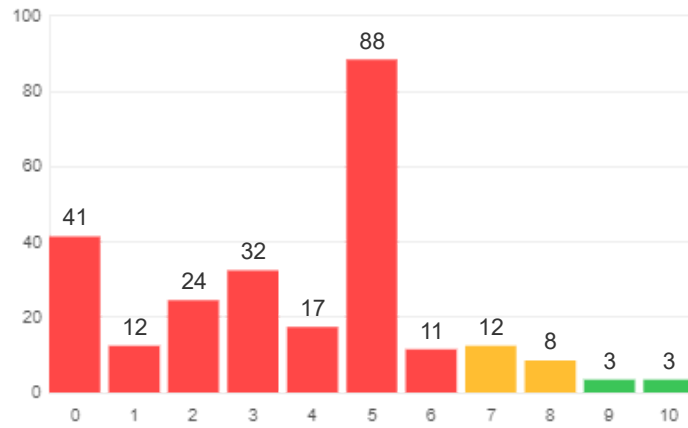
-80



16: On a scale of 0-10, where 0 is very poor and 10 is excellent, how would you rate the baby changing facilities in the public toilets?

NPS Score:

-87

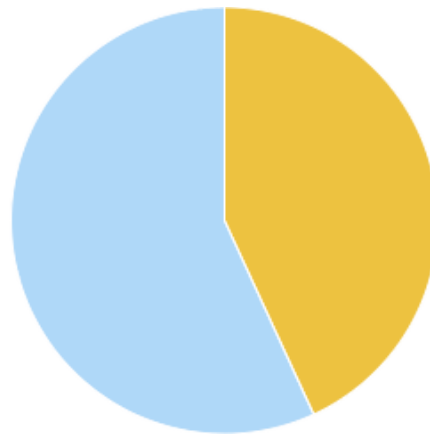
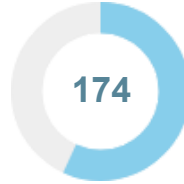


17: If the current public toilets were refurbished to higher standards, would you be willing to pay more than 20p to use well-maintained facilities?

Yes 43%



No 57%



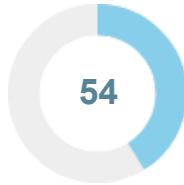
■ Yes
■ No

18: How much would you be willing to pay to use refurbished toilets?

20p 26%



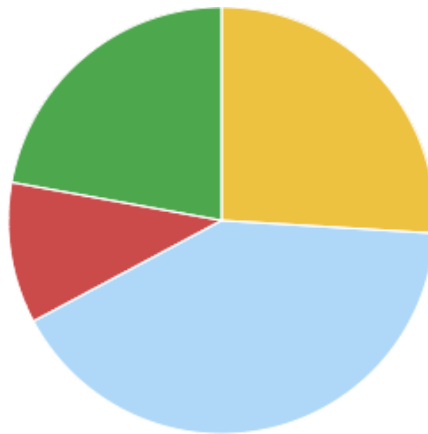
30p 41%



40p 11%



50p 22%



19: Please add any further comments you wish to make on the public toilets

Comment

!pre loos needed

1. Please don't gave us metallic Toilets and cubicles. shiny surfaces i.e. (You can see yourself in reflection in shiny surfaces) 2. Please don't gave us too Many Mirrors. As some people don't like it or have a phobia of them. 3.The Toilets don't stay open long enough in the evenings. As they close at 5.00 - 6.00pm. Can they stay open longer in the evening?! Please note: You be surprised to know there is a such thing of a "Public Toilets Phobia" means Some people don't like or are a afraid to use Public Toilets because of the way the look like. Thank you for giving me this opportunity to speak up about Public Toilets Phobia because it's not well known out there. from Public Toilets Phobia Suffer. Who lives locally.

1/. Are you considering gender neutral toilets? 2/. If the toilets had an attendant keeping them clean, stocked up, taking money & giving change, it would feel safer to use and I would pay more. 3/. Have you considered the toilet booths that self clean?

10p or 20p is a fair price any higher is a rip off. You should give decent toilets without having to pay. The toilets in some areas are terrible, no update since the 60s.

A few excellent toilets would be preferable to several poor quality / poorly maintained facilities

All loos on list are out of the actual town centre. Market Square being the only one exception etc. I tend to use those available in shops/cafes. The Salisbury Library could do with public toilets as well. To be honest, I try not to use any. As a child my mum used to take me to some grotty loos when shopping in Gravesend, Kent, usually most Saturdays. I never forget this when I need one when out and about in our city!

All the toilets need a face lift better handdryers baby change areas and better lighting

All tired looking and in need of refurbishment

All toilets should payable to have nice toilets

Amesbury really needs public toilets!! Market Square toilets should ideally not be down stairs. Disabled toilets in market square ugly. Better sine-age and prettier look?

Another way to get money out of us!

Apart from the ones in the central car park / coach park I dont see need for others as plenty of toilets available to use in city centre in pubs and cafes

As a tourist city the least we can do is provide clean, safe toilets. On the continent these are often staffed. It adds a sense of security, and could be combined with other role (first aider, interpreter) if not attractive enough employment.

Comment

As an older person with urinary problems, like most of us at my age seem to have, the provision of public toilets is a necessity more than a luxury. Quite often Oldies plan their shopping trips around loo provision. To have good facilities makes it a pleasure to visit a city or town safe in the knowledge that we will not embarrass ourselves if we do have to visit the loo. When I grew up in the 40s and 50s public loos always had to be paid for if you wished to use a cubical, hence the saying 'spend a penny'. A penny equated to 1/120th of my days pay so if today I was to earn £60 per day then 50p would be a fair price.

Baby change facilities are always too cold. Would avoid using them in winter.

Baby changing etc needs to be exemplary and better facilities would increase perception of the city and how the council views visitors

Be nice for proper disabled toilets to be provided for those who need a changing table.

Better baby changing facilities especially for older/heavier babies

Better facilities for disabled and baby changing

Better facilities for disabled children

Better signposted

Brighter, clean smelling toilets. I think we need more especially because of tourists

Changing tables need to be disabled friendly. Older children often need changing and current ones are too small.

Churchill Gardens toilets are used by many people on Saturday with park run taking place, often one is not working and the hand drying/ washing facilities are quite frankly crap.

Considering we are trying to get tourists to come to our city. Our toilets are a disgrace and an embarrassment.

Continued provision of toilets in the city, including recreation areas, is essential for the growing elderly population, as well as visitors and those with young children. The absence of public toilets in some towns and villages deters me from visiting them.

Council need to do more with them instead of wasting money on their stuff

Culver Street toilets have been closed for 10 months so should not be included. They were closed after several acts of vandalism but without consultation or even publicity. In a City that relies on tourism and where the population is ageing they are very essential and a good use of community monies. The opening hours of many are vague - the word "approximately" is applied but often not open an hour after the "approximate" time. Could the use of electronic opening/closing be considered (November 2018 visit to Bradford-on-Avon and station car park suggests it is practical). Clearly the Market Square toilets are of little use for those with a lack of mobility and one hopes any Maltings redevelopment may improve this situation - as close to the Market Square as practical.

ddd

Decrease the number of public toilets and increase the quality of those remaining. As there has been a large increase in the number of cafés and restaurants in the city, all having facilities, I feel the city only needs probably 3 public conveniences. No brainier really is it.

Disabled children's changing places is such an important facility. Please look urgently in providing something in the city centre that's easily accessible

Comment

Disabled toilets are used by drug and alcohol users and are smelly messy and find needles and foil and sometimes black residue on seats too many keys around and anyone can buy one so not only disabled people

Do not always have coins so need card to pay with - say a national toilet payment card? Some questions should allow a "not applicable" answer - for example, I have not tried to change a baby. Market Square toilets are different in evenings and very early morning. Also there are three here. How much of cost is "rates"? What is the breakdown of quoted costs? Did the recent budget make a difference?

Doesn't matter if you charged any amount of money people would still abuse the toilets as they are not the ones who have to look after them only way to prevent that is to have attendants to be there

fewer but cleaner and more modern toilet would be better

Firstly, I can't even find the toilets in Culvert Street car park. Some of these toilets are not sign posted well enough for the public to make good use of them. Secondly, where are the toilets with hoists and changing tables for special needs adults? There should be at least one in the town centre, this is 2018. Thirdly, we really need to change to paper towels, hot air dryers are repeatedly shown to be dirty and spread bacteria. I would also like to say that I have always found the toilets on Market Square clean and managed by someone very polite, although sadly they are inaccessible to anyone with any kind of mobility issue.

For people similar to me with bladder complaint they are essential although I would like to see a scheme called PUBLOO where pubs could make a small charge for use without embarrassment.

Given the age of some of our toilets (Market Square) they are run very well by our dedicated and friendly teams - tweak but don't change what does not need change

I believe there needs to be more toilets for disabled children or children over the age of 3 in nappies.

I can't comment on whether the services should be improved or maintained at their current level. I do not know the current footfall or the general requirements for the service so am not qualified to feed back.

I do not agree with having to pay to use a toilet. It's a basic necessity. I pay enough in tax and council tax as it is. You closed the toilets near the boardwalk on Ashley road.

I do not think we should have to pay when using the toilets it's a nightmare finding change when you have children that are desperate and some people have stomach problems introducing charges could mean they would rather not visit the city.

I do not think you should pay to use a toilet, ever. It is a basic human need that should not be charged for.

I don't think it's right that we have to pay to do a natural thing but if paying helps keep the facilities clean then it's worth it.)

I don't think we should have to pay to use a toilet especially with small children Salisbury also is in desperate need of a changing places toilet in the centre, suitable for adults with disabilities, hoists ect..

I have a bladder problem and need regular access to public toilets. You seem to want to spend nothing on this facility as you see it as another expenditure. You need to consider the impact on the public and visitors.

Comment

I have a medical condition, which I have to know where the toilets are in Salisbury. Some of them I will not go in cause of the horrible mess they are in and the smell. They are discussing basically.

i have many friends with children with additional needs and they struggle with needing baby changing for older children. please could you consider an adult changing facility in a central location.

I mostly use public toilets with my toddler who is potty training I'm sure a lot of other mums are the same, please consider a lower basin for children.

I pay council tax. This should be used to maintain decent public toilets. They are not a luxury I should have to pay extra for, but a basic facility which should be provided. Charging will just encourage people to use non council maintained toilets (m&s, Debenhams, Costa etc). Disgusted you are even thinking of charging, Southampton, Basingstoke, plenty of free public toilets in good condition.

I recently used the market square facilities. Having paid I would expect that facilities would be clean at least, they were not. The attendant was fast asleep in the booth when he should have been providing a nicer experience. I wonder what visitors to our city must think.

I think 40p per person is a reasonable amount if they are clean. Obviously children should not be changed but the parent should. I would also like to see changing facilities for older disabled children, parents having to change their children on a floor is no longer acceptable.

I think it is important that public toilets are also open on Bank holidays. I tried to find one last bank holiday Monday and ended up having to go home!

I think they should be free after paying for parking then more money needed

I try to time my visit to the City around coffee or lunch time so I may use the facilities of the establishment I am visiting for food/drink.

I understand that to improve will cost money. But the council needs to understand that we aren't a big city like Bath or Bristol where you'd expect to pay 50p to use the toilets. Baby changing facilities and disabled access is also very poor.

I use the toilets at Churchhill Gardens every Saturday on ParkRun. I have also been inside the toilets at the Coach Park last year and was not impressed, so that I do not use them anymore. Maybe public facilities are not as important in locations where there are many coffee shops or restaurants about (Market Square) but they are needed at the public parks for the park users of any age and gender, and especially at the coach park/major car parks as they are often the first impression our visitors get of Salisbury.

I was pleasantly surprised at the facilities offered in the Central Car Park toilets. Clean and fresh. However, if I hadn't been desperate I certainly would not have paid twenty pence for a wee. Most Salisbury people will know which shops have loos they can use.

I would have no issue with paying to use toilet facilities if the amount charged was reasonable and the toilets were refurbished and kept to a high standard. At the moment the free toilet facilities are a disgrace to our city and the ones that charge are only marginally better! I also don't think you can close any of them as they are strategically placed around parks and things.

I WOULD ONLY LIKE TO PAY TO USE THESE TOILETS IF THEY WERE IMPROVED 100% I ONLY USE THESE PLACES BECAUSE I HAVE TO, CERTAINLY NOT THROUGH CHOICE!

I would pay £1 if they were safe, clean and not smell.

Comment

I would remove the Central Carpark toilets and refurbish with pay on entry at the Coach Park. Many of our visitors come off the coaches and head straight to the facilities. Its probably the first thing our visitors use, see as they get off the coach. I would also continue to close the Coach Park toilets after 8pm. I would also remove Lush House Car Park, convenience.

I'd be willing to pay, but rarely carry cash.

I'm glad I have male children, so I can get them to wee in bushes, rather than having to force them to use the public toilets in Salisbury. There are no stalls big enough to fit me and my two kids should any of us need the toilet whilst in town. Crazy. I am forced to use Debenhams or to traipse to the multistorey carpark (via the office to get the keys), difficult with two kids and a below average bladder control. Terrible provision for the disabled with no central changing spaces. It's basic human need.

If people are charged to use toilets then people will just go in bushes outside. Very few people carry money on them. Toilets should be welcoming as part of salisbury's appeal and draw to the public. Having recently been to Bicester village I was amazed by the quality of the toilets and made me want to spend time there. Currently state of toilet facilities (and cost of parking and quality of shops) leave very little reason to want to spend time or money in salisbury. Also where are the easily accessible disabled/ family/ baby facilities.

if u need to go and u don't have 20p u are stuck so no

If you want to give a good impression to tourists and visitors to Salisbury the public toilets are really due for an upgrade.

It has come to my attention that there is a real need for changing facilities for those with older disabled children, so they are not forced to change their children on the toilet floor. Also if possible, a pleasant place for mothers to breastfeed their children would be much appreciated by the local community.

It is difficult to give an accurate response when each of the toilets is so varied

It seems Wiltshire Council wants the public to pay for every service carried out. What is happening to our local taxes? As far as I understand thsy are being used to fund other projects outside of the Grater Salisbury area!

It us not only the ones in the centre but not sure you are including those like up at cold harbour lane (where we have an allotment) they are awful at best and disgusting other times , would happily pay to have decent facilities

It would be better if they were open earlier in the morning i.e from 6am and slightly later in the evening. It's didficult for people with irritable bowel syndrome getting around the city without use of the loos. Or do we just do it in the city and pick it up and put it in the dog waste bins?!

It would be good if there were more public toilets

I'm glad you are doing this surgery. I hope you listen and make the changes the public ask for The state of the toilets are an embarrassment to the city. I was by the toilets in Elizabeth Gardens, I could smell the toilets from outside. This was the first impression of the tourists parking in the car park and using the toilets before going into the city. I felt embarrassed for our city.

Keep the public toilets open!

Keep them. Close them at your peril!

Comment

Living near the town centre, I only use the public toilets if I am desperate, preferring the local stores toilets, because my husband was very scathing about the public toilets that he used. Though he said that the disabled toilets were a lot cleaner, but some of them were a bit cramped if there were 2 people - carer and a wheelchair.

IIIIII

Making people pay for public toilets is cruel, especially now that most people pay on contactless or using their phones and are therefore unlikely to have any change on them. Given the extortionate amount I pay in council tax in Salisbury it is a bit much to expect to pay even more so that I don't have to wet myself in the street!

Money is constantly wasted in Salisbury keeping a fake image for tourists whilst ignoring the people who actually live here, facilities for actual residents should be free and the council needs to do more. Charging for facilities like toilets will only encourage more people to use the street or bushes, clean well maintained facilities that are free will discourage it.

more attendant run toilets please

More facilities for the disabled. Public conveniences reopened in Amesbury as soon as possible.

More public disabled toilets and changing facilities for those who wear nappies that are older than a baby/toddler

My experience of the public toilets in Salisbury is limited to the ladies in the Elizabeth Gardens. In my opinion, they are pretty disgusting and I feel very ashamed that we offer these facilities to visitors to the city. I should imagine that Americans, particularly, would be astounded at the dirt, smell and general appearance of these loos. I hope it will be possible to improve them in time for next year's visitors to Salisbury.

Na

Need larger changing facilities for Older Children and disabled Adults in nappies

Need more disabled access toilets in more areas. Elderly have incontinence issues and cannot always make it. Since Mothercare left town baby changing facilities are far and few between given the amount of mums in Salisbury.

need to make them more visible easier to find, don't mean painting them red

needs to be better standard all round, modernised, cleaner, fresher decor and better smelling

No mention is made that the public toilets is running at a loss, therefore the facilities are adequate, at the current cost.

On the whole the toilets I have used have been generally good but they could do with regular maintenance to enable all facilities to be operational at all times and give a good first impression.

Pay enough council tax already for poor service from a council who are inept and financially clueless. Slash some of the councillors expenses? Stop taking money from the public and then providing endless excuses.

Perhaps a better awareness of where the existing toilets are would be helpful and result in higher usage. Also Salisbury desperately needs a "changing places" toilet, where people can change nappies for children over 3 who exceed the weight limits for standard changing tables e.g. if the child is disabled.

Comment

Personally I wouldn't even mind if scc take the cost from increased council tax IF they make toilets free at point of access, at the very least during daylight (charge or close entirely overnight? to discourage misuse etc) Refurbish or rebuild the toilets entirely, they are a mess - especially elizabeth gardens, has to be the worst.

Please consider installing a "changing places" style toilet in the city centre to accommodate people with disabilities. This would benefit residents but it would also be a huge attraction to tourists as people who require these facilities do plan days out around them.

Please consider older children and disabled children.

Please don't charge for use of public WC. I'd rather not piss on the street... I don't have money.

Please don't close the loos down they are vital to Salisbury and the public who come into Salisbury and use them

Please look at the likes of southampton/basingtoke. Free to use much higher standards!

Public toilets are an essential requisite for any tourist city. Although they may be infrequently visited they nevertheless are necessary.

Public toilets are essential for the long term success of the city

Public Toilets are essential for those with hidden disabilities such as stom's and crones and colitis, I appeal that you keep them open Salisbury is leading the way at present in the provision

Public toilets are essential to us visiting Salisbury. If they were no longer provided we would no longer come to the city to shop.

Public toilets should be free of charge to use - they are an important public amenity and important for general hygiene.

Public toilets should be free to all and open 24/7. If you need support seek sponsorship or create deals with pubs/shops and public places to help. Do something for the people please thank you. Tourist will also appreciate free use of toilets. This would reflect Salisbury in a good light.

Questions on disability and babies do not affect me... Please don't cut down the town centre toilets. I have no meaningful views on the rothers as I do not use them.

Ready change should be available or given at machines

Remove them

Residents already pay enough council tax and high car park charges, which should cover cleaning and maintenance. Visitors pay high car park charges, for train, bus and coach tickets to get to Salisbury and their spending contributes to the local economy so the least the city council can do is provide decent toilets.

Sadly the toilets are available to people who do not expect or appreciate high standards

Salisbury desperately needs a "changing places" toilet. Where can people change nappies for children over 3 who exceed the weight limits for standard changing tables go? The leisure centre has one but that is a long way from the city centre!

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Salisbury desperately needs a "changing places" toilet. Where can people change nappies for children over 3 who exceed the weight limits for standard changing tables go? The leisure centre has one but that is a long way from the city centre! Parents of disabled children should not have to change them on the floor.

Salisbury is a fab city and the toilet in central loo are very nice and the guy dos a good job

Salisbury is a tourist city. I have seen and heard how visitors react to out disgusting toilets. I hate having to visit them myself.

Salisbury is in need of changing facilities for children over 3 years and adults.

Salisbury needs a "changing places" toilet changing area for disabled children and adults who require nappy changes and there is no suitable area other than the floor.

Shops to allow public use of shop's toilets for a reduction in council tax.

Smell horrible, never any toilet roll, even the ones you pay 20p for are cold and smelly and dirty. Poor lighting and very dirty with needles in too, ones in Elizabeth gardens even have metal sticking out of the toilet roll that has ripped my hand before

Stop trying to charge for everything, we seem to be paying more tax every year for less services, I'm sure you'll just stick the 20p down on your massive expenses

The addition of sharps bins would be very useful addition to toilets in the city to prevent so many needles being left in parks. Also the addition of baby changing facilities on the men's toilet's to prevent father's having to change they're baby's on the floor in the men's toilet's that is frankly disgusting. A dedicated changing facility for disabled or incontinent people who are unable to use toilet's and need a place to be changed with dignity look at the changing places campaign.

The answers I have given relate to daytime facilities only. At night the situation is very different. Either toilets are closed altogether or if open, like the market square, they are particularly revolting (I know only of the gents in this respect) - smelly and badly equipped. Personally I would rather pay more in the daytime if this equated to better and more welcoming facilities after dark.

The best one in town isn't even listed that is in the George mall free and pretty good

The best way for Salisbury City Council to find out the condition of Salisbury's public toilets is to visit them a number of times unannounced and take some photographs. Then have a hygiene specialist visit the same toilets several times, take photographs and write a comprehensive report which is then openly and transparently published. Then ask the public what they think! I have no doubt that the street vagrants will be thoroughly pleased to have new, highly polished toilets and washing facilities made available to them. Currently the public has no option but to use them in the disgusting state they are in and have been in for years.

The Central Car park facilities are the best. I feel 'safe to use them as they are attended and kept tidy and clean. Culver street is the worst for smell and graffiti, but that's down to the public using them not the council's fault.

The coach station toilets are an embarrassment to the city.

Comment

The cost of running & maintaining the public toilets is very high. All of them need to be brought up to a very high standard that members of the public dread using them

The Council has a duty to maintain its facilities to a decent standard. After a huge hike in Council Tax you cannot seriously be proposing to charge us extra to pee.

The Council has changed the amount of water for each flush (to save money) and this is inadequate to PROPERLY flush the toilet. On numerous occasions I have had to flush the toilet at least 3 times, waiting for the cistern to fill each time, and then frequently the toilet has NOT flushed all down properly.

The disability facility in the Market Square might usefully be doubled.

The main element that put me off paying for the loo is that it is very rare that it would be carrying the correct (if any) cash. If you do opt for charging for the loos please consider accepting card or contactless

The market square accessible toilet is very hard to open on your own using a wheelchair

The market square toilets are clean and well maintained. I have no objection to paying 20p to use them. The free toilets near lush house car park are dirty, smelly and dark and I would not use them. Coach station toilets are fine.

The Market Square WCs are the ones I use most (at least twice a week); I rarely use others in the city. The Market Sq. WCs (female) that are open during the day are usually excellent, clean and well serviced, and please do not lower the standard of them or remove the attendant. I do not mind in the least paying a small sum to use them. But they would be more welcoming (a) if the steps down to them were cleaned more often and (b) if they were more visible during market days. I know where the female facilities are but many people could have a problem locating them because of the parked traders' vans, barriers, power cables and the cafe's tables obscuring the entrance. There are so many obstacles, it's difficult finding a way through to them; it's quite a maze. Please look into these points

The metal toilets are terrible. The whole lot need replacing, as do the three in one hand wash/driers.

The money spent on existing facilities is v. good value

The opening times are now shorter than they used to be

The outside areas should blend in better with the surroundings that they are in.

The standard of the cleaning needs to improve to make any refurbishment worthwhile.

The standard should be of the P&R sites when they used to be staffed, always clean fresh smelling and well stocked- what locals and visitors should expect and have now!

The state of the Market Square toilets drags down the standard. When toilets are refurbished the planners make the cubicles as narrow as possible to get the maximum number of cubicles in. Then they add a cumbersome toilet paper holder and a bin crammed into a small space. This is really uncomfortable to use and often user can find themselves almost sitting on part of the bin. Women arrive with handbags, shopping, and sometimes children. They need more space.

The toilets are in a pretty poor state and rather than charge the constituents and visitors to use them you should be making the current £210k (as reported by local news) used to maintain them actually maintain them, rather than spending the money on a very poor service. The problem with this council is there is no accountability and taxes get raised for poorer services. I would not pay 20p to use a stinky toilet.

Comment

The toilets are not good, particularly the ones in Churchill Gardens. We never stay there very long, because of the toilets. We just go home. The Market Square ones are underground, which is totally unsuitable for people with young children, pushchairs or elderly people. The ones in Culver St are disgusting. The central car park ones are too far away from everything unless you're parked there. The best bet is usually to go to a shop or restaurant that doesn't mind you using their toilets.

The toilets in the central car park are maintained very well.

The toilets in the market square make the market square look ugly

The toilets in Victoria park, Elizabeth gardens and Churchill gardens are disgusting and a disgrace

The toilets need to be cleaned on a regular basis to a higher standard and maybe even a refurb as some toilets when last used have graffiti and toilet paper even at point poo smeared on the walls.

The toilets that you pay for are in very good condition and have been in others in the country that you pay for are in a worse state. I will say the only toilets I won't use are those at Elizabeth gardens as they are in a bad state and think it would be good if you charge for them.

The toilets in Victoria park are disgusting and are desperate for a refurbishment.

There are too many charges already for public services in Salisbury. Use some of the extra Council tax you raised this year.

There's needs to be more provisions of public changing rooms for children with disabilities. I know numerous parents who struggle to find some where to change them, bigger changing beds or a hoist for disabled who need to be changed and not on the toilet floor.

They are a disgrace compared to other city toilets! Please hurry and upgrade and yes, I would rather pay and have nice toilets

They are generally clean and just what we need when I'm out with my children. The "all in one" soap/spray/dry units are slow and a faff, please keep the loos simple, clean, free and available in the parks. Thank you.

They should be free. Fordingbridge Town has good public toilets.

They should be well maintained regardless of putting a price on. However, if you were going to charge, a lower cost would encourage more users so would be more beneficial in the long run for accruing back the money spent.

Think there's needs to be better facilities for baby changing especially older children in nappies (better changing tables) or disabled children that may need a hoist etc

This is a poorly designed survey requiring a "no opinion" option for questions like the baby change one. The right number of toilets but poor accessibility (downstairs and ill spread). I would continue to pay 20p, although the ability to pay using a card is needed as no one carries change.

This is a tourist city it should be free.

This survey is all very well but the condition ranges hugely. QE Gardens are shocking but central car park are very good. A survey allowing people to choose which loos to comment on would be more useful. And while we're talking loos - how about a central change table for disabled/older children. Salisbury desperately needs a "changing places" toilet. Where can people change nappies for children over 3 who exceed the weight limits for standard changing tables go? The leisure centre has one but that is a long way from the city centre!

Comment

Those with conditions that require a toilet at very short notice unexpectedly but have no suitable coins would be seriously disadvantaged. Everybody needs toilets at one point and this should always be available as a public funded facility in a civilised society

To provide adequate disabled changing. Not just a cubicle with rails. A proper plastic covered large bed with hoist. Waste bins for older child and adult pads. Large enough space for wheelchair to be able to turn properly.

Toilets need to be free and clean for visitors.

Toilets should be free as we don't all have coins and pay our council tax for amenities like this already. . Market square toilets are smelly and a disgrace. Just make the surface disabled toilet for everyone. I do use the Toilets in parks (not on q1 list of what i use) and they are essential or adults and children will use bushes.

Very needed facility's in need of overdue refurbishment

Very unfair survey. Standards of the toilets vary greatly; with those being paid for at a higher standard than those which are free. However, it would be harder to justify charging 20p at Churchfield Gardens for example when there are no facilities for a staff member to be on duty during opening times to ensure higher standards are kept, which, under this proposal, it would have to be done to all the outer reach facilities.

Visitors to the City attractions ie the Cathedral, the Museum, Mompesson House etc have good toilet facilities available to them.

Visitors to the city need open public toilets if you want more trade in the city,not closing them like Andover.

We are desperately in need of both accessible toilets for disabled children and adults, clean baby changing facilities and a breastfeeding/ feeding area. It's such a shame that there are none on offer at all in the city itself.

We have enter the 21st century some time ago but the toilet have not changed, they still look as old, dull and worn as they did when I was child 25 years ago. Please. Improve and update the flagging WC of Salisbury.

We need toilets for disabled people. Beds, hoists etc.

We pay far to much in council tax as it is and services are being taken away. Keep the free, keep then clean

We shouldn't have to pay to use them, they should automatically be clean and user friendly, and not just for the drug users! If you're going to provide toilets - keep them clean. Like street bins - if they're there, you're going to empty them, or will you charge us to use them too!!! ps talking of bins, why or why are these not recycling ones, you want us to cut down on plastic but don't give us the option. To recycle in town.

Whilst some toilets are still free, the main two already charge more than enough and based upon the extortionate cost of parking in Salisbury (I believe statistically one of the most expensive places in the country) any increase would be unacceptable and will only lead to more people using toilet facilities in stores.

Why not put in the self washing toilets like in France and central London.

Why put the price up when u get enough people thought any way

Comment

With costs to council would be best to get rid of there are plenty in shops cafes but maybe keep some of disabled tiolets

Would be helpful to have changing facilities for older children who weigh more than baby change tables can hold.

Would be more likely to use them if they were better maintained

Would love to see changing places for older children not able to use toilets whom are too heavy for the standard baby changing facilities

You need some that are available 24/7 and signs on the others advising where they are. Why can't those that need a radar key be available at any time?

You need to provide a facility whereby people can pay using their cards or smart phones as people are carrying less and less cash

You shouldn't charge for public toilets this is a minimum level of expectation in a city that tries to attract tourists. Clean them regularly and make people feel safe to use them