



Town Centre Survey - Salisbury CC - Public Toilet

Salisbury City Council

Objectives

Understand the visitor view of the current public toilet provision for Salisbury

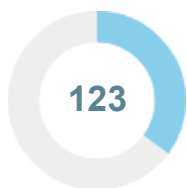
Report Date: 10.12.18

transformation comes as standard



1: Which postcode do you live in?

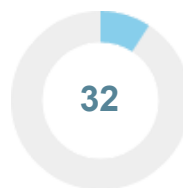
SP1 35%



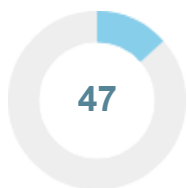
SP2 21%



SP3 9%



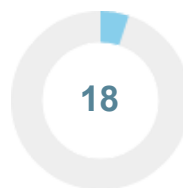
SP4 13%



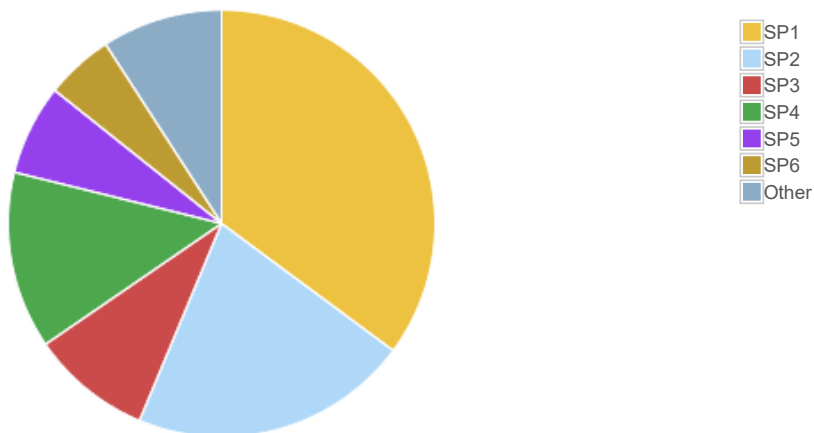
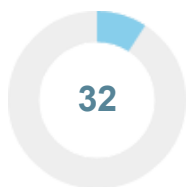
SP5 7%



SP6 5%



Other 9%



2: What is your postcode?

Value	Comment
Other	So16
Other	So18
Other	So20

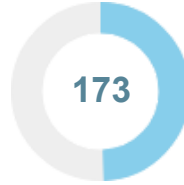
Value	Comment
Other	So20
Other	So23
Other	So40
Other	So50
Other	So50
Other	So53
Other	Sp10
Other	Sp10
Other	Sp11
Other	Sp11
Other	Sp11
Other	Sp13
Other	Sp13
Other	Sp13
Other	Sp13
Other	Sp7
Other	Sp7
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp8
Other	Sp9

3: Have you used any of the public conveniences in the last 6 months?

Yes 51%



No 49%

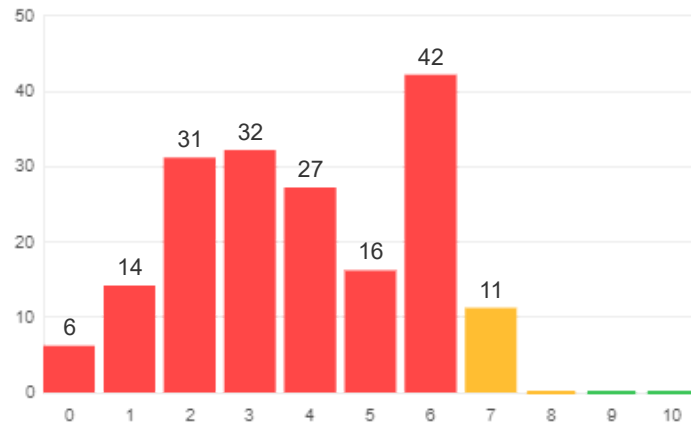


■ Yes
■ No

4: On a scale of 0-10, where 0 is very unhappy and 10 is very happy, how happy are you with the current public toilet provision in Salisbury?

NPS Score:

-93

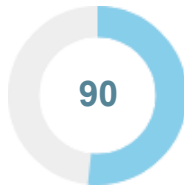


5: What is the main reason for not using the public toilets?

State of repair 16%



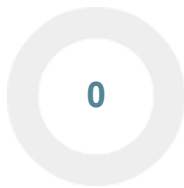
Cleanliness 52%



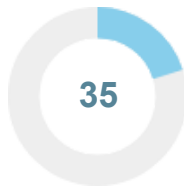
Accessibility 2%



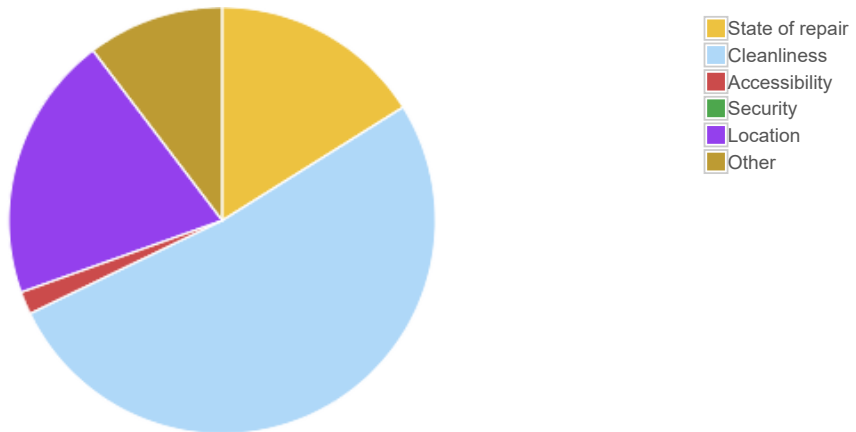
Security 0%



Location 20%



Other 10%



6: Please comment on your reason for not using the public toilets:

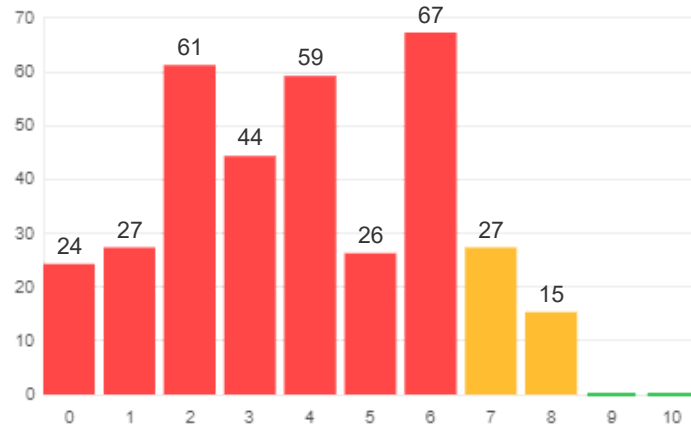
Value	Comment
No	Didn't need to
No	Didn't need to
No	Haven't need to
No	Haven't neede to
No	Haven't neede to
No	Haven't needed to

Value	Comment
No	Haven't needed to
No	Haven't needed to
No	Haven't needed to
No	Haven't needed to
No	Live in town
No	Live in town
No	Live in town
No	Ne need
No	No need
No	No need
No	No need
No	Personal preference

7: On a scale of 0-10, where 0 is very unhappy and 10 is very happy, how happy would you be to pay 20p to use the public toilets in Salisbury?

NPS Score:

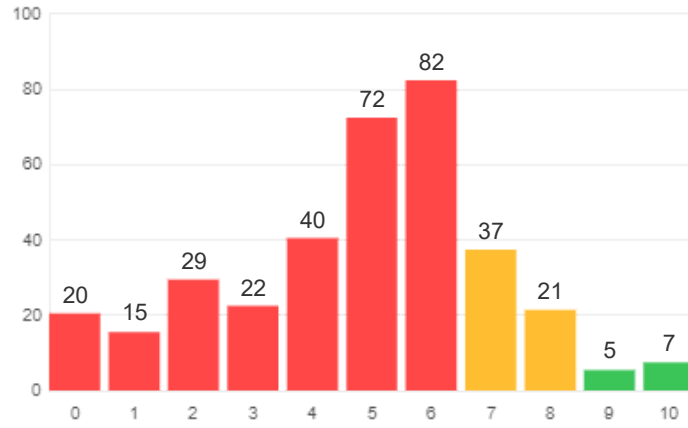
-88



8: On a scale of 0-10, where 0 is very unhappy and 10 is very happy, how happy would you be if the number of public toilets was reduced and they were refurbished to high standards?

NPS Score:

-77



9: Thank you for your time today. If you have further comments to make about the public toilet provision in Salisbury please do so here:

Comment
Better access
Better accessibility
Better cleanliness
Better disabled access
Better lighting, cleaner
Better locations
Clean and maintain existing
Clean existing
Clean existing
Clean existing
Clean existing ones
Clean existing ones
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner
Cleaner, less smell
Improve existing

Comment

Improve existing ones

Maintain existing

More access not less

More provisions for disabled

Need to be cleaner and well maintained

Open later

They need to be clean and safe. Attendants make this work.

Would be happy to pay if they were better