



Talk Toilets Consultation Statement South Lakeland District Council

May 2010

For further information please contact:
Ben Hickman

E-mail: ben.hickamn@visiontwentyone.co.uk

Requested by:
South Lakeland District Council

Please Note: The Consultation statement is a collection of comments received during the consultation process. Comments included within this document are those of individuals and organisations and do not necessarily represent the views of South Lakeland District Council.

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1.0 EXECUTIVE SUMMARY

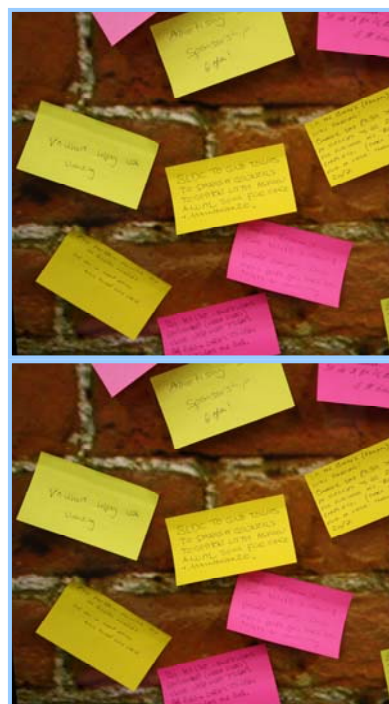
1.1 Introduction



- South Lakeland District Council is currently looking for alternative ways to provide public toilets across the region as part of a drive to meet a series of challenges facing their current provision.
- Vision Twentyone, an independent research and consultation company were commissioned by South Lakeland District Council to facilitate a public engagement and consultation programme to offer residents, businesses, visitors and key stakeholders the opportunity to feed their views into the decision making process.
- The consultation and public engagement programme was carried out over a three month period between the 18th January and 11th April 2010. This report provides a summary of the feedback received.
- In total during the consultation period, 682 resident questionnaires were returned, 277 visitor interviews were conducted and over 250 people attended exhibitions.

1.2 Alternatives

- The questionnaires asked residents and visitors their views on four alternative options which may provide solutions for the provision of public toilets in the future. There was broad support for all of the options, as detailed below:
- **Pay-to-use schemes**
A large majority of residents (72%) support the introduction of pay-to-use schemes. Support amongst visitors is even higher (86%).
- **Hand over to willing town and parish councils**
A large majority of residents (70%) support the hand over of public toilets to willing town and parish councils. The majority of visitors 'don't know' (59%), but very few visitors (7%) are opposed.
- **Private companies**
Over half of residents (54%) support the involvement of private companies in running public toilets. Support amongst visitors is more mixed.



- **Community schemes**

The majority of residents (61%) support the idea of introducing community schemes. Support amongst visitors is even higher (86%).

- **Other ideas**

Additional ideas suggested by residents for ways in which public toilets could be provided in the future include:

- Sponsorship/advertising
- Community involvement
- Use of toilets in other premises (e.g. public buildings, libraries and churches)
- Combining male, female and disabled toilets into smaller unisex blocks
- Providing only basic services
- A tax on tourists/visitors
- Involving other partners
- Links to car parks
- Temporary toilets
- Council Tax

1.3 Usage

- Amongst residents, across the 39 public toilets run by South Lakeland District Council, usage of public toilets appears to be relatively low. On average:
 - One third (34%) of respondents had never used a given public toilet.
 - Half (50%) of respondents had used a given public toilet but did so infrequently (once a month or less)
 - Only 1 in 10 respondents (12%) used a given public toilet frequently (more than once a month).
- Similarly, only a minority of visitors surveyed (37%) had used a public toilet whilst in South Lakeland.



1.4 Decision making criteria

- The most important criteria residents would want SLDC to take into account when making their decisions regarding the future of public toilets are:
 - Condition
 - Accessibility
 - Local context.

1.5 Priorities



- An indication of resident's priorities for public toilets in five areas across South Lakeland has been captured. The two highest priority public toilets from each area are as follows:
- **Windermere & Bowness-on-Windermere**
 - Bowness Bay, Bowness
 - Broad Street Car Park, Windermere.
- **Ambleside, Grasmere, Coniston and Chapel Stile**
 - Rydal Road, Ambleside
 - Moss Parrock, Grasmere
 - (Rothay Park, Ambleside was a very close third highest priority).
- **Grange-over-Sands, Cark in Cartmel, Cartmel, Lindale and Flookburgh**
 - Ornamental Gardens, Grange-over-Sands
 - Promenade Playground, Grange-over-Sands.
- **Ulverston, Aldingham, Bardsea and Broughton-in-Furness**
 - The Gill, Ulverston
 - Bardsea.
- **Arnsdale, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh**
 - Devil's Bridge, Kirkby Lonsdale
 - Promenade, Arnsdale.

2.0 INTRODUCTION

South Lakeland District Council (SLDC) is currently looking for alternative ways to provide public toilets across the region as part of a drive to meet a series of challenges facing their current provision. Vision Twentyone, an independent research and consultation company were commissioned by South Lakeland District Council to facilitate a public engagement and consultation programme around the issue.



The aim of the consultation was to allow local residents, businesses, visitors and key stakeholders to play an active role in the process that will shape future provision. This report sets out the approach taken and details the outcomes of the three month stakeholder consultation and engagement programme.

2.1 Background

A number of public toilets in South Lakeland are in need of urgent upgrades to meet modern standards and the cost to the local taxpayer for running them is high. Despite the high cost, some of the public toilets are rarely used and others are not as accessible as they should be for all sections of the community. To meet the challenges, changes must be made.

In January 2010, South Lakeland District Council commissioned NPS to carry out a technical Options Study of their public toilets. The study comprised measuring annual running costs, looking at the local context of each public toilet, establishing their condition and looking at the extent to which the public toilet buildings complied with specific building regulations. The performance of each public toilet was subsequently measured against a benchmark of evaluation methods comprising footfall, location, condition, annual running costs and life expectancy of the public toilets.

2.2 Consultation Focus

Following on from the NPS options study, South Lakeland District Council wished to involve the local community in its decision making process to ensure that their views are taken into account as the process moves forward. The primary focus of the Talk Toilets consultation and engagement programme was to gather creative feedback on the way public toilets could be provided in the future with a view of moving forward positively.

In summary, the consultation focused on:

- Alternative solutions covering pay-to-use schemes, handovers to town and parish council, private companies and community schemes.
- Community generated ideas about how public toilets might be provided in the future.

Talk Toilets Consultation Statement

- The criteria for decision making that are most important to people when making decisions about public toilet provision.
- A chance to comment on public toilet provision across five areas in South Lakeland.

3.0 METHOD

3.1 Consultation Strategy

The consultation and public engagement programme was carried out over a three month period between the 18th January and 11th April 2010. This maximised the opportunity for interested parties to get involved in the consultation process. A variety of techniques and methods were incorporated into the programme to ensure that people could give their feedback via a method appropriate to them.

3.2 Sources of information

Information about the consultation was available via a suite of Talk Toilets consultation materials. These are introduced below. All the Talk Toilets consultation materials were available on request in a number of formats such as large print, Braille, audio or in an alternative language.

Webpage

A dedicated webpage on the Council's website went live on 18th January 2010. Visitors to the site were able to access all the Talk Toilets consultation materials including the exhibition boards and details of static exhibitions around the district. There was also the opportunity to complete an online feedback questionnaire. Alternatively, visitors to the site could download a printer friendly version of the questionnaire and use a Freepost address to send the response form back. During the consultation period the Talk Toilets webpage was viewed 1,084 times.

Exhibition boards

Exhibition boards were produced for use at exhibitions and various events taking place during the consultation period. These were used to explore the background to the consultation, explain why changes would need to be made and introduce the alternative options available.



Dedicated information line/email

A dedicated email address and local rate telephone line were available for people to ask questions or request copies of materials/questionnaires. These were advertised in the publicity material and on the webpage. All calls and emails were logged by the consultation team along with the response where appropriate. In total, 89 emails were received and 24 telephone calls.

3.3 Publicity

Various methods were employed to publicise the consultation process. These were designed to raise awareness of the opportunity to get involved and explain the different ways that people could give their feedback.

Letters

Letters were distributed notifying key stakeholders of the start of the consultation and detailing how people could get involved. Consultation packs included a letter, poster and postcards and were distributed to town and parish councils, Tourist Information Centres, visitor and recreational organisations, community groups, coach companies and equality and diversity groups.



E-shots

E-shots were delivered at key points during the consultation, encouraging participation and notifying people of upcoming exhibitions. These were sent to stakeholders as well as people who had provided an email address when completing a questionnaire and had requested to be kept informed.

Press coverage

'Talk Toilets' appeared in the local press on a number of occasions throughout the consultation period. Media that covered the story included:

- Westmorland Gazette
- Northwest Evening Mail
- BBC Radio Cumbria
- Granada Television.

Council publications

Information about the consultation was included in the spring edition of the Council's newspaper - South Lakeland News. This was delivered to all homes in the District. In addition, a special edition of Trade Talk, the Council's newsletter for trade and tourism, was sent to all subscribers.

Posters/Postcards

Posters and postcards were delivered in information packs to key stakeholders, delivered by hand to some local businesses and attractions and were available to take away from the exhibitions. They advertised the opportunity to get involved and detailed how further information could be accessed.



Flyers

Flyers were given out personally by the consultation team to members of the public on the four days exhibitions were held across South Lakeland. Around 500 flyers were given out in Grange-over-Sands, Ambleside, Ulverston and Bowness-on-Windermere, encouraging people to get involved.

3.4 Consultation Methods

Resident's questionnaire

The resident's questionnaire provided residents and local organisations with an opportunity to offer their views and opinions. It was designed to facilitate feedback about priorities for public toilet provision in their area and the alternative solutions. Open-ended comment boxes were situated throughout the questionnaire so that further comments and views could be offered. The questionnaire also collected demographic information and contact details so that interested parties can be kept informed as the process moves forward.

The questionnaire was available to complete online or to download via the Talk Toilets webpage (www.southlakeland.gov.uk/talktoilets). Paper copies could be requested using the phone line or by email, and were available to pick up at the various events and static exhibitions. A total of 682 resident questionnaires were submitted.

Visitor survey

The Talk Toilets fieldwork team interviewed visitors to South Lakeland in seven locations over four days of the Easter weekend. A survey was designed specifically for visitors to the area so that it was appropriate to them. Surveys were carried out face-to-face lasting approximately 5 minutes. A total of 277 people completed the visitors survey and fed their views into the consultation process. Interviews were conducted in the following locations:

- Kirkby Lonsdale and Kendal (Thursday 1st April 2010)
- Ulverston and Grange (Friday 2nd April 2010)
- Ambleside and Hawkshead (Saturday 3rd April 2010)
- Bowness (Sunday 4th April 2010)

Stakeholder briefings

Members of the consultation team met with key stakeholders over two days at the beginning of the consultation programme. Stakeholders that attended included:

- Media
- District Councillors
- Cumbria Tourism

- The Lake District National Park
- South Lakes Development Trust
- Windermere Chamber of Trade
- South Lakes Tourism Action Group
- Local Strategic Partnership
- Kendal Futures

Equality and Diversity Groups workshop

A workshop took place with local equality and diversity groups. A number of activities encouraged participants to have their say on what might impact upon, or be important to, the groups they represented. Much of this focused on the alternative options that may be introduced. To advertise these workshops, letters were sent to over 70 individuals and organisations working in the field of equality and diversity. A number of follow up emails were sent and reminder telephone calls were also conducted.



Talk Toilet drop-in exhibitions

Dedicated Talk Toilets exhibitions took place in:

- Grange-over-Sands 1st March 3.00pm – 6.30pm
- Ambleside 2nd March 3.00pm – 6.30pm
- Ulverston 3rd March 3.00 – 7.30pm
- Bowness-on-Windermere 5th March 3.00 – 7.30pm.

Staffed by the consultation team and South Lakeland District Council officers, the exhibitions offered people the opportunity to view the consultation materials, talk through any questions that they might have and complete a questionnaire. There were also preview sessions for local councillors, key organisations and the media between 2.00pm – 3:00pm in each location.

Throughout the course of the week, members of the consultation team were present on the street in each of the locations handing out consultation materials and raising the profile of the consultation process. In all, over 250 people attended the exhibitions.

Static exhibitions

All of the exhibition materials and copies of the questionnaire were available to view at a number of locations across South Lakeland throughout the consultation period. These included:

- Ulverston Town Hall, Payments Office
- Grange Library
- Windermere Council offices and Library
- Ambleside Library
- South Lakeland House, Kendal
- Kirkby Lonsdale Library

Local Area Partnerships

A South Lakeland District Council officer attended meetings of each of the newly established Local Area Partnerships (LAPs). These included:

- Kendal LAP
- Upper Kent LAP
- Ulverston & Low Furness LAP
- High Furness LAP
- Sedbergh & Kirkby Lonsdale LAP
- Central Lakes LAP
- South Westmorland LAP
- Grange and Cartmel LAP

Town and Parish Councils

The consultation team held a consultation session prior to the Cumbria Association of Local Councillors (CALC) meeting on 4th March 2010. In addition, meetings were held with Grange-over-Sands, Windermere, Kendal and Kirkby Lonsdale Town Council's.

3.5 This report

This report provides a summary of the responses collected during the consultation. Part 1, The Alternatives, explores residents and visitors views of the various options presented by the materials including pay-to-use schemes, handover to town and parish councils, private companies and community schemes. Part 2, Priorities, details resident's views on the relative importance of public toilets within five areas across South Lakeland.

Talk Toilets Consultation Statement



Part 1: THE ALTERNATIVES

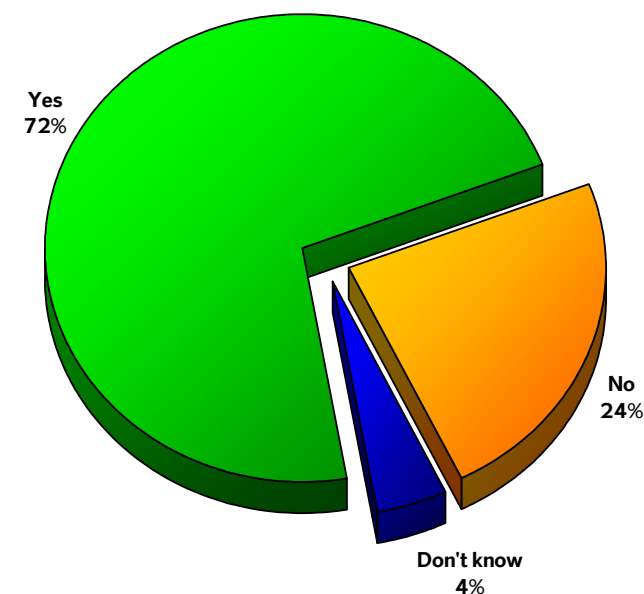
4.0 PAY-TO-USE SCHEMES

The first of the alternatives explored through the consultation was the introduction of pay-to-use scheme. The money raised from this option would help towards running costs, keeping the toilets clean and help to fund improvements. It is clear that this alternative would work best in areas where public toilets are used frequently.

4.1 Support from residents

There is strong support for the introduction of pay-to-use schemes from respondents to the resident's survey. Over two thirds (72%) of respondents said that they support this option.

Figure 1 – Pay-to-use (Residents)¹



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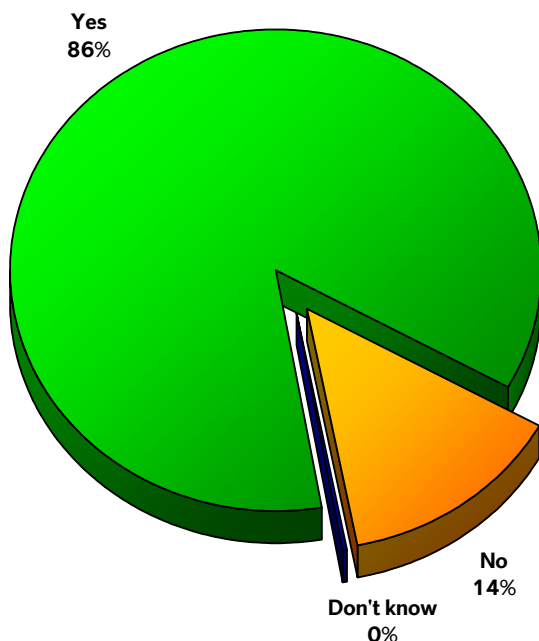
Base: 670 respondents

¹ See Table R1, Appendix 5

4.2 Support from visitors

Support for pay-to-use schemes amongst visitors is also high. Nearly 9 in 10 (86%) visitors said that they would pay a small fee to use a public toilet if this meant it was kept clean and well maintained.

Figure 2 – Pay-to-use (Visitors)²



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Base: 277 respondents

4.3 How much?

A number of respondents to the resident's survey commented that the amount charged should remain reasonable. Figures of between 10p and 50p were mentioned, and 20p appears to be the amount mentioned most frequently.

"A realistic price would be no more than 20p I would think."

"20p is reasonable"

"As long as the charges were reasonable e.g. 50p"

Amongst visitors, the amount most commonly selected (52%) by respondents to pay to use a public toilet was 20p. A good number (18%) would be prepared to pay up to 50p³.

² See Table V1, Appendix 6

³ See Table V2, Appendix 5

4.4 Resident comments

A number of respondents to the resident's survey made comments about the introduction of pay-to-use schemes, these included the following themes:

Small change

A key concern is the availability of change. Some respondents suggested making change machines available.

"I sometimes don't have any change on me."

"These would need to be fitted with change machines or located within short distance of shops."

Using the money raised

Some respondents suggested that any money raised from pay-to-use schemes should be re-invested into public toilets.

"The money raised must only be used for the toilets – not used to fund other council services."

"I strongly feel that the money raised through the charge must be reinvested back into the service."

Security/Vandalism

Respondents made a number of observations on the benefits and risks concerning security and vandalism.

"I don't mind paying but there is a security aspect in isolated areas."

"It may help to deter the occasional vandalism."

"I think it will reduce graffiti in the toilets."

Charging the user

A number of respondents commented that pay-to-use schemes ensure that people who are using public toilets are the ones that are paying for them.

"I think the best idea is to ask visitors to pay to use the toilets."

"It is necessary to make the users pay the full cost of upkeep."

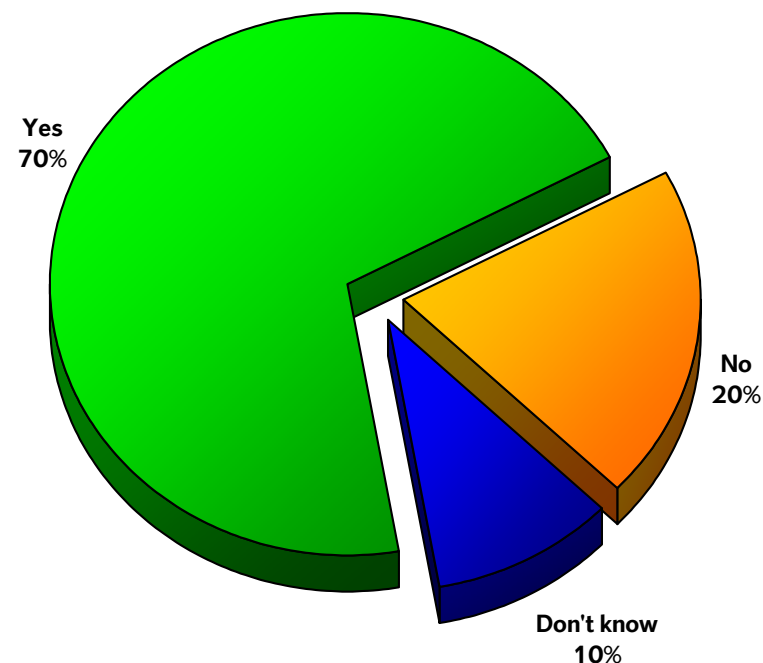
5.0 HAND OVER TO TOWN AND PARISH COUNCILS

The second alternative explored by the consultation was the potential hand over of public toilets to willing town and parish councils. Some town and parish councils in South Lakeland already contribute towards the running of public toilets. Those that do contribute different amounts of money. The information provided during the consultation stated that any handovers would need to happen fairly.

5.1 Support from residents

There is strong support for the transfer of public toilets to town and parish councils. Over two thirds (68%) of respondents to the resident's survey would support this option.

Figure 3 – Handover to town & parish councils (Residents)⁴



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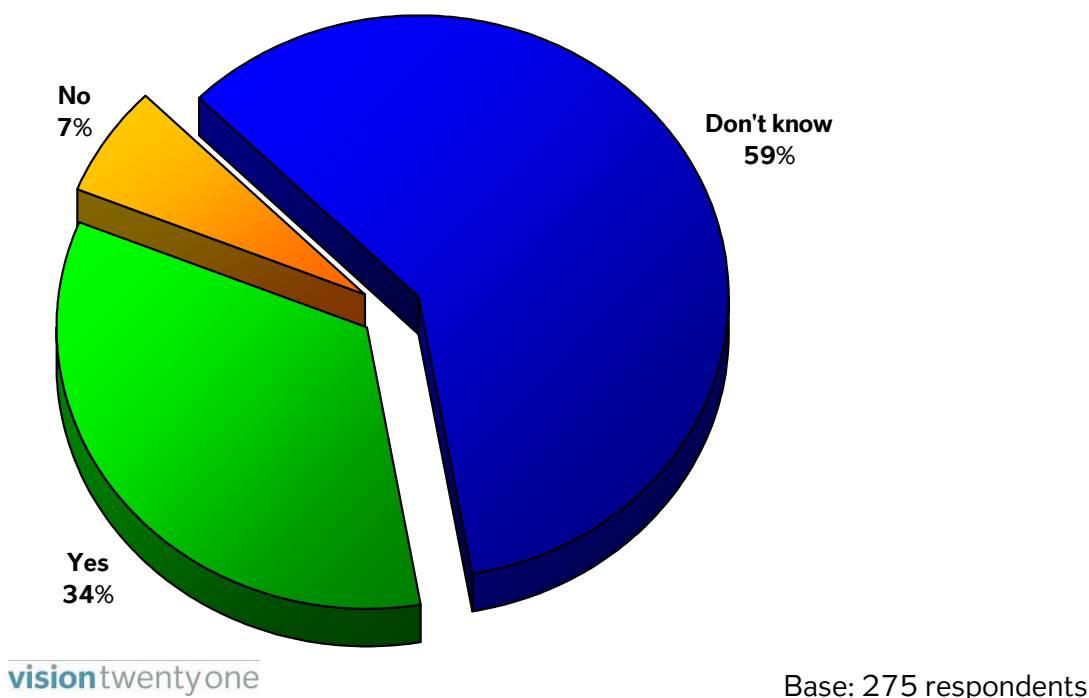
Base: 667 respondents

⁴ See Table R2, Appendix 5

5.2 Support from visitors

A third of visitors (34%) would support town/parish councils as an alternative way of providing public toilets. A small minority (7%) did not support this option. The majority (59%) of visitors said that they don't know.

Figure 4 – Hand over to town & parish councils (Visitors)⁵



5.3 Resident comments

A number of respondents to the resident's survey made comments about the hand over of public toilets to town and parish councils. The key themes include:

Reduced running costs

Some respondents believe that a local approach by town and parish councils might result in reduced running costs.

"Pay...local parish councils to run them locally, I'm sure they can run them for far less money."

"Parish Councils could take over the management and perhaps reduce the running costs by keeping things local."

⁵ See Table V2, Appendix 6

Funding

A number of people commented on funding implications of this option. There were concerns that town and parish councils might not have sufficient funding. Some respondents suggested that SLDC could provide some funding to town and parish council's for taking over public toilets.

"Can town and parish councils afford this?"

"The Town/Parish Councils will need funding."

"Provided some funding followed the transfer."

Transferring responsibility

A few respondents were concerned that handing over might simply shift responsibility for public toilets and not solve the problem. Other people were concerned that it may mean a rise in their Council Tax or parish precept.

"This would just shift the funding problem, it wouldn't help anything."

"Handing over the responsibility to Town/Parish councils means adding a further precept to the Council Tax."

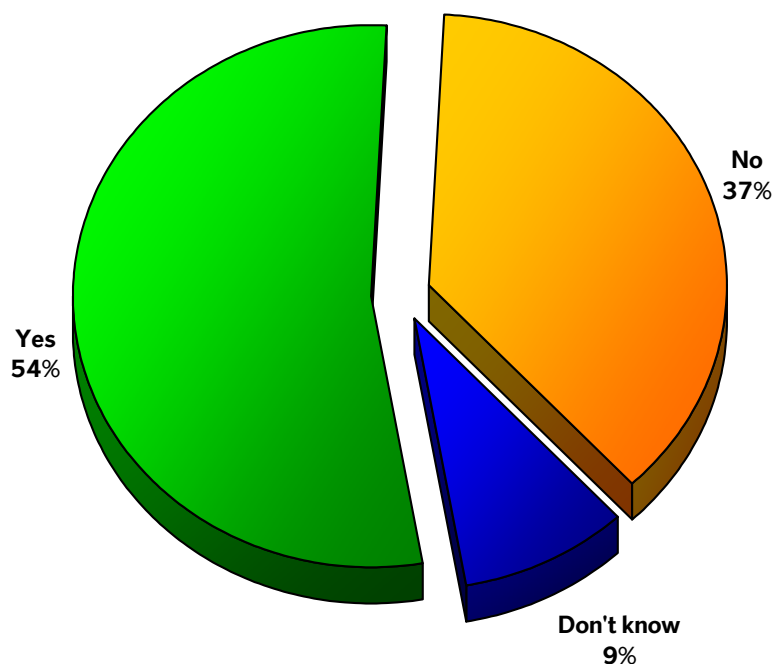
6.0 PRIVATE COMPANIES

The third alternative explored through the consultation was the involvement of private companies in the running of public toilets. Private companies may be interested in taking over the running of some of the existing public toilets. They might also be able to provide alternative services such as 'superloos'. The Council would have to pay for private companies to do this but it may be cheaper, especially if the companies operate a pay-to-use scheme. This solution wouldn't work everywhere because of the costs involved.

6.1 Support from residents

There is support for private companies running public toilets. Just over half (54%) of respondents to the residents' questionnaire would support this. One third of respondents (37%) would not support this option.

Figure 5 – Private companies (Residents)⁶



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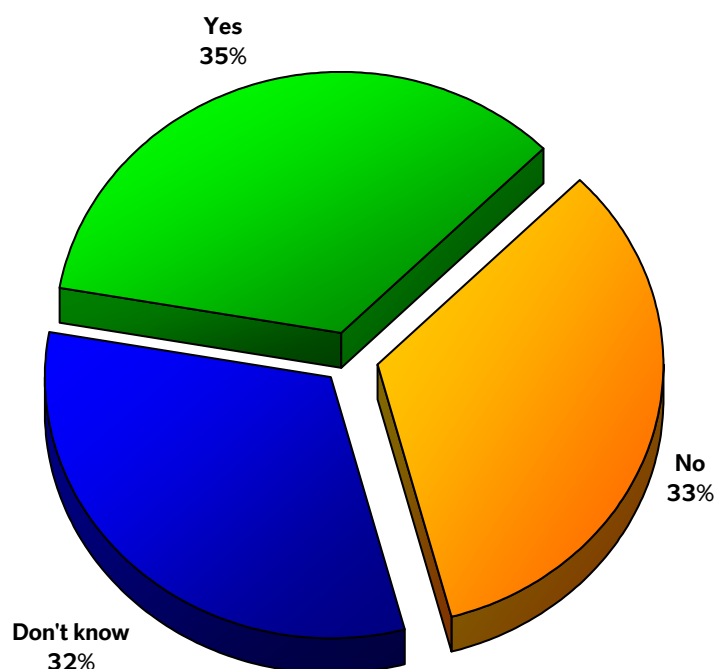
Base: 672 respondents

⁶ See Table R3, Appendix 5

6.2 Support from visitors

Opinion amongst visitors of private companies as an alternative is more mixed. One third of respondents (35%) would support a private company as an alternative way of providing public toilets, one third (33%) would not, and the final third (32%) don't know.

Figure 6 – Private companies (Visitors)⁷



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Base: 276 respondents

6.3 Resident comments

A number of respondents to the resident's survey made comments about the private company option. The key themes include:

Standards/Management

A number of people commented about the importance of setting and maintaining good standards if a private company took over public toilets. Some people linked this to management and contracting.

"Should definitely be run by private companies or individuals under a 'code of practice.'"

⁷ See Table V3, Appendix 6

“Provided management is robust, to guarantee excellent service.”

“I have no objection to a private company being contracted to run the toilet facilities but the ultimate control of standards and cost must be the Council’s.”

Accountability

Some respondents were concerned that a private company would be less accountable than a public body.

“I support public services and accountability.”

“I would be concerned about a private company’s lack of accountability.”

“Only if the company is answerable to The Council.”

Cost to user

Some people were concerned that a private company would mean a higher cost for users under pay-to-use schemes.

“If private companies provided toilets the price would keep going up.”

“There should be a limit placed on what private companies could charge.”

Cost to SLDC

A number of comments related to the cost to SLDC if private companies were to take over public toilets.

“Not if The Council is paying a private company a similar amount. But if a cheaper company then OK.”

“I’m opposed in principle to greater privatisation because of the extra cost of commissioning.”

Profit

A number of comments related to the profit-making nature of private companies. Some people suggested that SLDC might be able to run the public toilets for a profit.

“They want profits, not to offer services.”

“Private companies have to make a profit – The Council just needs to break even.”

“If private companies can do it, SLDC should be able to.”

Superloos

There were a number of comments which expressed a dislike for superloos.

“Superloos can be quite intimidating if you aren’t used to using them.”

“Strong reservations about superloos.”

“Not in favour of superloos.”

A public service

Some respondents suggested that toilets should be a public service and objected to private involvement on these grounds.

“There are fundamentals that the council should have control of and public toilets are among these.”

“This should be an SLDC responsibility.”

Which public toilets and for how long?

A number of respondents expressed concerns about the fact that private companies may only take over public toilets that are used more frequently. The potential for private companies to withdraw from a public toilet in the future was also raised as a concern.

“Private companies would only be interested in high usage toilets.”

“If a public toilet didn’t provide enough revenue, would a private company be interested in running it?”

“How long is a private company’s interest guaranteed?”

“A system of continuing the facility if the private should fail is essential.”

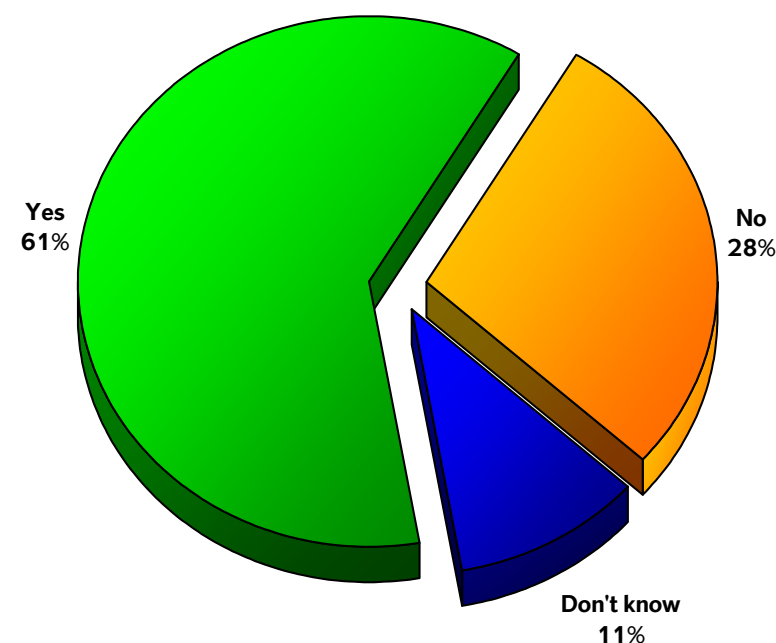
7.0 COMMUNITY TOILET SCHEMES

The final alternative explored through the consultation was community schemes. A community scheme would make existing toilets available to the public. For example, pubs, cafes and shops could be involved and allow people to use their toilets without having to buy anything. The Council would give the business a grant to make sure the toilets are accessible and are kept to a high standard. Community schemes could work on their own, alongside handovers to town and parish councils, or alongside private companies running public toilets.

7.1 Support from residents

There is support from residents for the introduction of community schemes. Nearly two thirds of respondents (61%) would support the introduction of a community scheme. Less than one third (27%) would not support the introduction of this option.

Figure 7 – Community schemes (Residents)⁸



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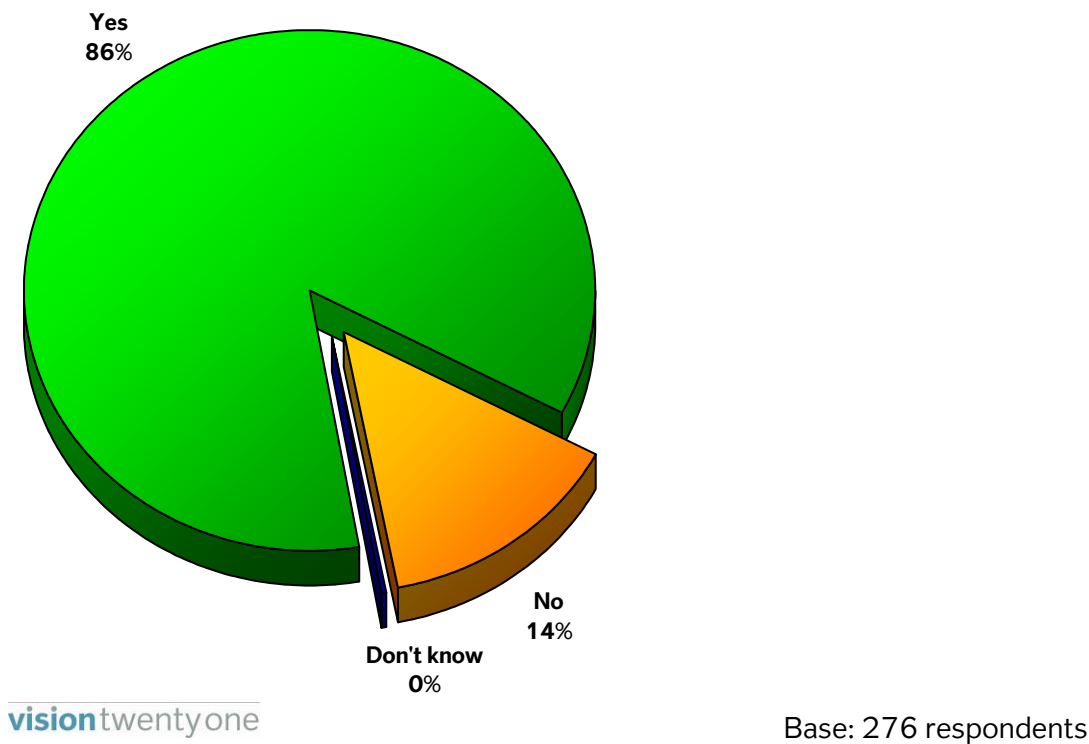
Base: 665 respondents

⁸ See Table R4, Appendix 5

7.2 Support from visitors

Support from visitors for community schemes is high. Nearly 9 in 10 (86%) visitors would support a community scheme as an alternative way of providing public toilets.

Figure 8 – Community schemes (Visitors)⁹

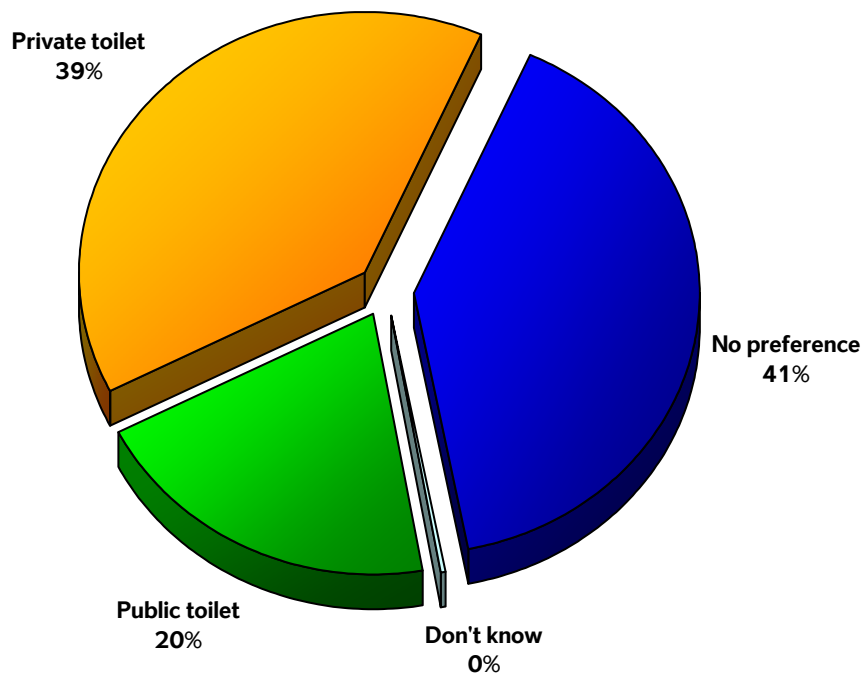


⁹ See Table V4, Appendix 6

7.3 Public or private toilets?

In line with the support for community schemes amongst visitors as above, only a minority (20%) of visitors would prefer to use a public toilet. The majority of visitors said that they have no preference (40%) or would prefer to use a private toilet (39%).

Figure 9 – Public or private toilets? (Visitors)¹⁰



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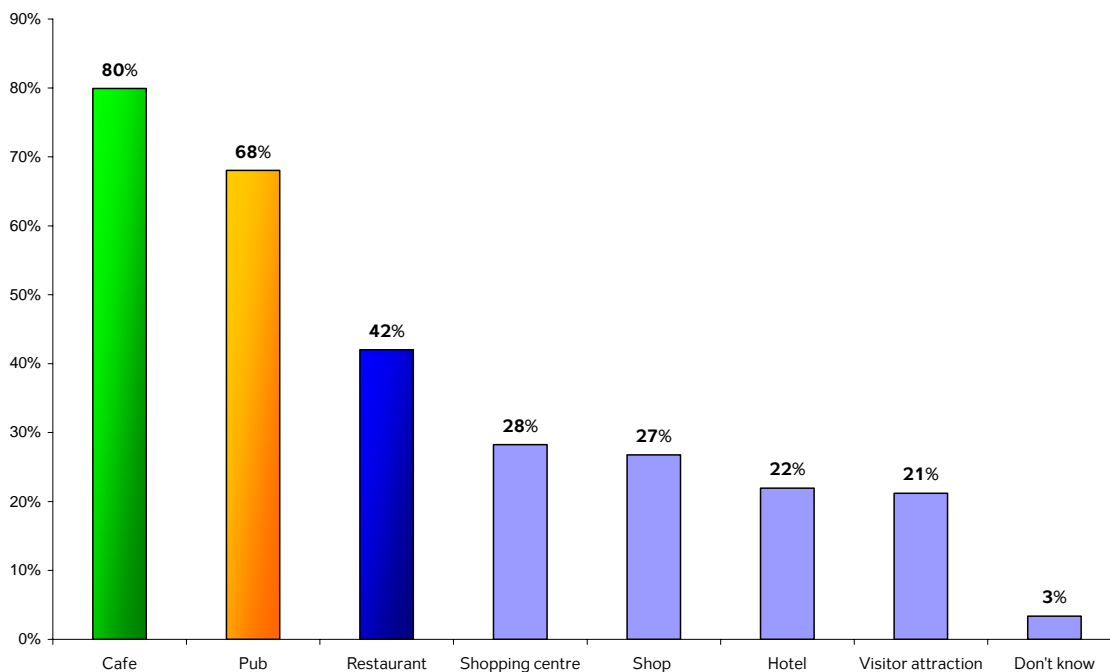
Base: 277 respondents

¹⁰ See Table V5, Appendix 6

7.4 What businesses?

If a community scheme was in operation, the majority of visitors said that they would prefer to use toilets in cafes (78%), pubs (66%) or restaurants (41%). At least 1 in 5 people would be happy to use toilets in shopping centres (27%), shops (26%), hotels (21%) or visitor attractions (20%).

Figure 10 – Types of business (Visitors)¹¹



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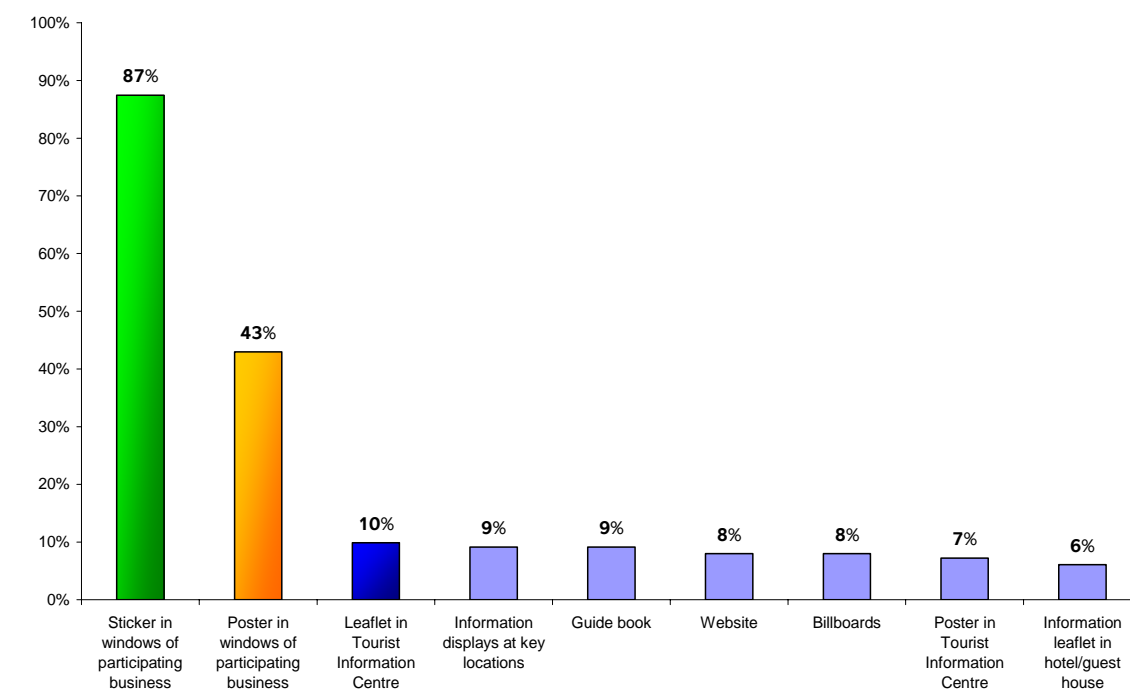
Base: 270 respondents

¹¹ See Table V6, Appendix 6

7.5 Advertising and information

Visitors said that their preferred means of finding out about a community scheme were 'stickers in windows of participating businesses' (83%) and 'posters in the windows of participating businesses' (41%). These two methods were considerably more popular than any of the others mentioned.

Figure 11 – Community schemes information (Visitors)¹²



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Base: 269 respondents

7.6 Resident comments

A number of respondents to the resident's survey made comments about the introduction of a community scheme. The key themes include:

Positive effect on businesses

Some respondents commented on the benefits that a community scheme could bring to businesses.

"Great idea and helps local business at the same time."

¹² See Table V7, Appendix 6

"I think this is a great idea. It would be good for businesses as people would buy things when they went in the shop."

"This makes a lot of sense and gives premises footfall which could be to their advantage."

Not viable for all businesses

Some respondents who did not support the scheme thought that it might not be viable for some businesses to be involved.

"May work for a large business but the practicalities for a small business outweigh the idea."

"Most establishments have only one toilet therefore making this non-viable."

"A small café doesn't want the public walking in and out when they are busy."

Would only work in some areas

Similar to comments about the viability of involvement for some businesses, some respondents commented on the fact that a community scheme might only work in certain areas of South Lakeland.

"This depends on the community and the location of the toilets."

"Could only work in larger service areas such as Kendal, Ulverston or, possibly, Bowness."

"Could only operate successfully in larger towns where there was a critical mass of toilets with the appropriate capacity."

Financial support

A number of respondents commented on the importance of offering financial support to local businesses that did get involved in a community scheme.

"The cost of extra cleaning and water metre charges would have to be taken into consideration."

"Only provided the businesses are properly compensated for the use of their facilities"

"As long as cafes etc. would receive money for tourists using their facilities."

Opening times/Seasonality

A key point that was raised was the availability of toilets under a community scheme at certain times of the day or year.

"Toilets are only available when the premises are open"

“Most pubs locally are not open all day, every day - the same with cafes and shops. If opening times were carefully coordinated and advertised at each premise it could work.”

“Often cafes and shops are not always open in quiet months.”

Advertising/Information

The requirement to advertise the scheme well and provide good signage was raised by a number of people.

“How would a person find out which pubs, cafes or shops would be part of the scheme?”

“There would need to be some signage so you would know where to go.”

“An excellent idea – as long as SLDC publicise their availability – e.g with standard signage.”

Standards

A few respondents commented on the standard of toilets under a community scheme. Some expressed that these toilets would need to be kept clean. Others think that community schemes would provide a higher standard of toilets.

“They have to be clean, with baby changing facilities.”

“This would provide more available toilets for the public to use and ought to be much nicer and better maintained – and warmer!”

“This level of control is best – people see the toilet as an extension of their own homes and have a vested interest in maintaining the highest standards of comfort.”

Impact on users/customers

A few people suggested that a community scheme might cause embarrassment for people who were using toilets in a local business.

“To enter a café, pub or shop would be embarrassing.”

“People feel ill at ease using them if they aren’t customers.”

“Some people may be embarrassed if they had to go into a business they didn’t want to patronise.”

It works elsewhere

A number of the respondents who support the scheme had positive experiences of using similar schemes elsewhere.

"I recently visited Chester and their community toilets scheme appears to be very successful."

"I have recently returned from skiing in Austria where the toilets were in businesses. They were amazing, clean, warm, modern, accessible and one even offered hand cream and emery boards."

"In some European countries this is common practice, and should be encouraged in the UK"

8.0 OTHER IDEAS

The resident's survey asked for ideas about other ways South Lakeland District Council could provide public toilets if funding had to be withdrawn. These are summarised below.

8.1 Sponsorship/Advertising

Asking local businesses to sponsor public toilets or bringing in revenue by using the toilets as advertising space were ideas suggested by a number of people.

"Local well-know companies should be invited to 'adopt' or 'sponsor' individual toilets."

"Updated toilet facilities could provide prime advertising space for local businesses."

"Toilets are a great place to advertise, if they are clean and welcoming."

Linked to advertising, one person suggested the publication of a 'good loos guide' which could be sold for a small amount.

"Publish a good loos guide distributed by tourist information centres and newsagents for say £1. Ask cafes and shops to nominate their good loos."

8.2 Community

There were a large number of alternative ideas that relate to the increased involvement of the community in local public toilets. Some of these suggestions relate to community volunteers taking over responsibility for the toilets

"If communities could be encouraged to 'adopt' some toilets and put flowers in them etc. how great would that be for our visitors welcome."

"Use/employ local people as 'toilet champions' to check/clean loos"

"Recruit volunteers in an imaginative way to clean the toilets. Each site having a team of volunteers who take pride in their job."

"Community organised provision/support may work in some areas, especially cleaning costs and daily maintenance."

Other suggestions were linked to communities taking over public toilets under a business model.

"Volunteer based co-operatives."

"Community enterprise schemes. I think it would be great to have a community owned facility with shareholders for example."

One person suggested turning public toilets into miniature art galleries.

“Turn them into miniature art galleries – where people pay £1 to view art work.”

8.3 Other premises

A number of people commented on the option of making existing toilets in other premises available to the public. For example, public buildings, public houses and churches.

“Open toilets in all public buildings to the public.”

“Many libraries could have a public toilet available.”

“Where town halls are situated I think public toilets should be made available to the public.”

“Give funding to pubs to adapt their premises to allow access to toilets from the car park outside of hours. Advertise this and encourage users to patronise the pub when open to show appreciation.”

“Most churches have toilets and it may be that this is an example of where they could be used in the community.”

8.4 Combining blocks

Some respondents suggested that running costs could be reduced by combining male, female and disabled public toilets to into single, unisex blocks.

“Downsizing existing toilets would be ideal. A unisex toilet with a few cubicles would suffice in most places.”

“Where there is infrequent use, close the gents section and maintain the other half for the use of both sexes.”

“Forget about separate male and female toilets and ditch urinals in favour of toilets that can be used by everyone.”

8.5 Providing basic services

Similar to the suggestions above relating to combining public toilet blocks to reduce costs, a number of people commented that public toilets only needed to offer basic services.

“Provision of only absolute basic requirements should be considered to keep costs to a minimum.”

“People’s expectations will have to be lowered. Hot water, hand dryers and baby-change facilities all cost money and are luxuries we can live without.”

"Public toilets do not need do not need hot water or baby-changing facilities."

"I don't think hot water and fancy extras are important."

8.6 Tax on tourists

Systems that would mean visitors were funding public toilets were suggested. This was linked to the fact that visitors are the main users of public toilets in many areas.

"Somehow the tourist should help support these facilities as they are heavy users and we need to have decent loos to impress and encourage tourists."

"Perhaps a small levy on the tourism industry as a large proportion of the users of public toilets will be visitors."

"Perhaps we need something like a visitor levy - a £1 extra per booking of accommodation."

8.7 Other partners

Links to other partners and agencies operating in Cumbria were suggested by some people. These include the National Trust, National Parks and Cumbria Tourism.

"Perhaps the National Trust could be approached to provide pay toilets on more of their property"

"Cumbria Tourist Board should have some financial input."

"Pass the toilets to the county tourism body."

"The area attracts a lot of visitors and part of the visitor experience will be how clean and accessible toilets are, therefore working with other authorities and Cumbria Tourism would make sense."

"There should be coordination with provision by the likes of Lake District National Park and National Trust."

8.8 Links to car parks

Some respondents suggested that funding for public toilets could be linked to car parks and car park charges.

"It should be a condition of qualifying for a license for a privately owned, fee paying car park."

"Lavatories on car parks where car drivers have to pay should be subsidised by the payments."

"Could use parking fees to fund public toilets particularly the ones on public car parks."

8.9 Temporary toilets

Temporary toilets or 'portaloos' were suggested for use at peak times or in rural locations.

"Possible portaloos at peak periods in some places."

"In out of the way places use portaloos."

"Get a contractor...to provide portable toilets at peak times."

8.10 Council Tax

A few people suggested that they would be willing to accept increased Council Tax charges to pay for public toilets.

"I would be prepared to pay additional Council Tax to keep toilets open as an essential service."

"A small 'toilet' tax added to Council Tax bills."



Part 2: PRIORITIES

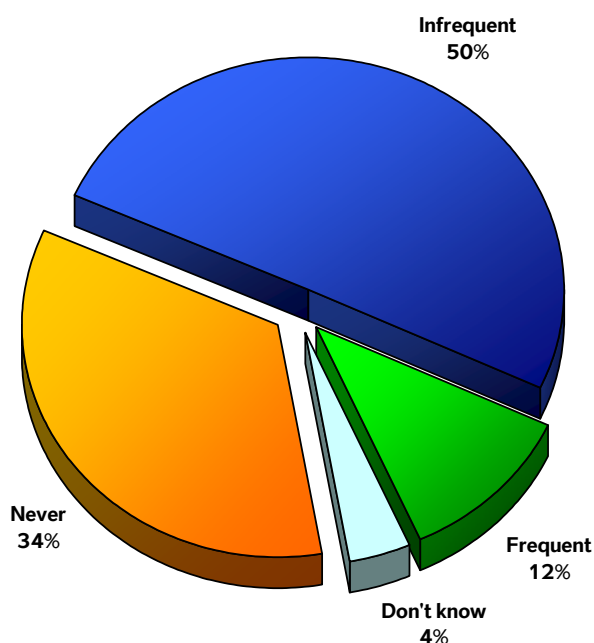
9.0 USAGE

9.1 Residents usage

Across the 39 public toilets run by South Lakeland District Council, usage by respondents completing the resident's survey appears to be relatively low. On average across the 39 public toilets:

- Around one third (34%) of respondents said that they had never used a given public toilet.
- Half (50%) of respondents had used a given public toilet but did so infrequently (once a month or less)
- Only 1 in 10 respondents (12%) used a given public toilet frequently (more than once a month).

Figure 12 – Usage of public toilets (Residents)¹³



vision twentyone

Base: Varying¹⁴

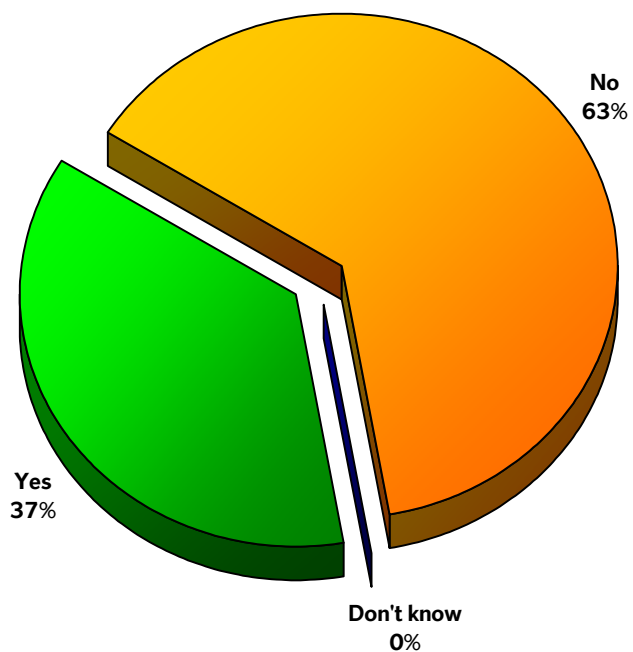
¹³ See Table R5, Appendix 5

¹⁴ Please note this is an average, number of respondents varies depending on area.

9.2 Visitor usage

Similarly, two thirds (63%) of visitors said they had not used a public toilet whilst in South Lakeland.

Figure 13 – Usage of public toilets (visitors)¹⁵



vision twentyone

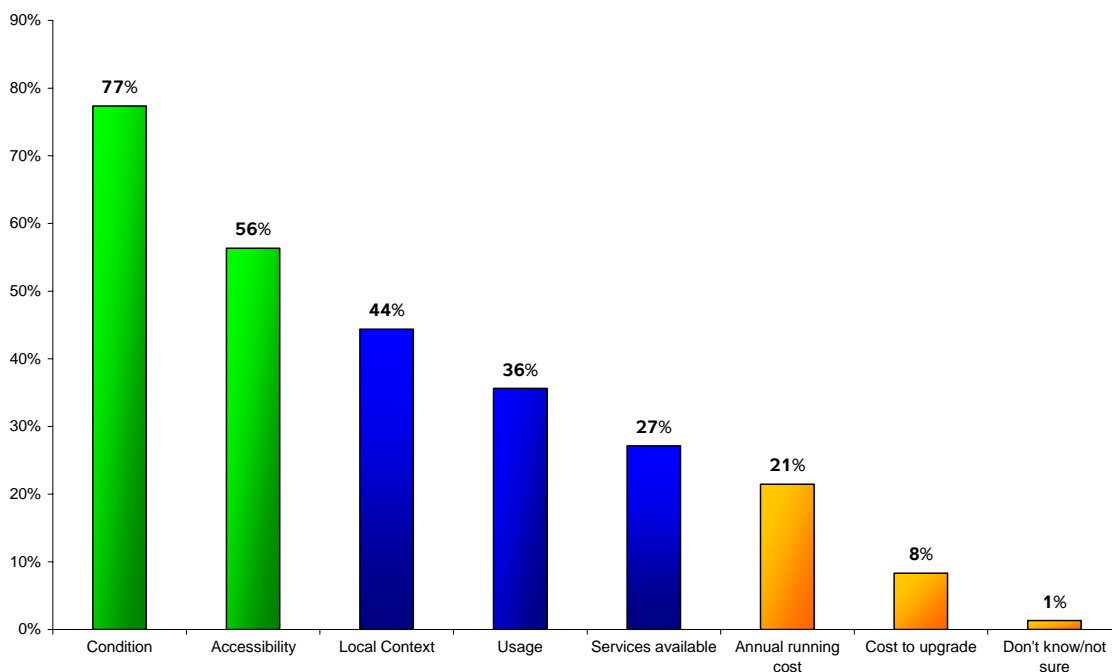
Base: 276 respondents

¹⁵ See Table V8, Appendix 6

10.0 DECISION MAKING CRITERIA

The resident questionnaire asked participants what they think should be the most important decision-making criteria that The Council should take into account as they move forward. Condition (77%), accessibility (56%) and local context (44%) were the top three most important decision-making criteria.

Figure 14 – Most important decision making criteria (Residents)¹⁶



vision twentyone

Base: 277 respondents

¹⁶ See Table R6, Appendix 5

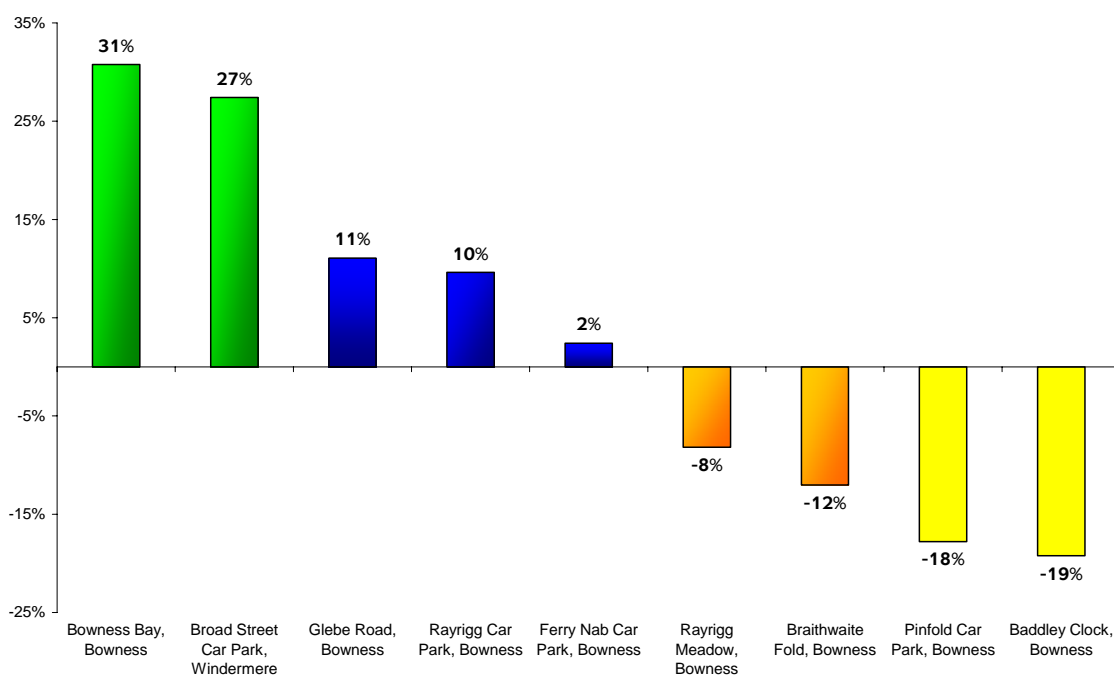
11.0 AREA PRIORITIES

11.1 Priorities - Windermere & Bowness-on-Windermere

Figure 15 gives an indication of the priority scores¹⁷ given to public toilets in this area. The two highest priority public toilets are:

- Bowness Bay, Bowness-on-Windermere
- Broad Street Car Park, Windermere.

Figure 15 – Priority public toilets - Windermere & Bowness-on-Windermere (Residents)¹⁸



vision twentyone

Base: 208 respondents

11.2 Comments - Windermere & Bowness-on-Windermere

A number of residents made comments about their priorities. The key themes for Windermere & Bowness-on-Windermere include:

All toilets and visitors

A number of people commented that all of the toilets in this area are important. Many people linked this to tourism.

¹⁷ Priority scores have been derived from calculating the difference between the percentage of respondents that said a toilet was a high priority and the percentage that said it was a low priority.

¹⁸ See Table R7, Appendix 5

“All toilets are important due to the number of visitors.”

“They are all important to tourism.”

“All of these are important to tourism.”

Car parks

Some people commented that toilets should be linked to the location of car parks.

“There should be good provision at major car parks.”

“All car parks need toilets.”

“Most people expect toilets to be provided in large car parks.”

Glebe Road

A number of people commented on the fact that Glebe Road toilets are closed¹⁹. Some suggested that these toilets should re-open.

“Glebe Road toilets – these facilities have been closed for years.”

“I believe the Glebe Road toilets need to be opened as they are at a very busy area in summer months.”

¹⁹ Whilst SLDC are aware the Glebe Road public toilets are closed, the decision was taken to include them in the Talk Toilets consultation as people may have wished to comment on the facility.

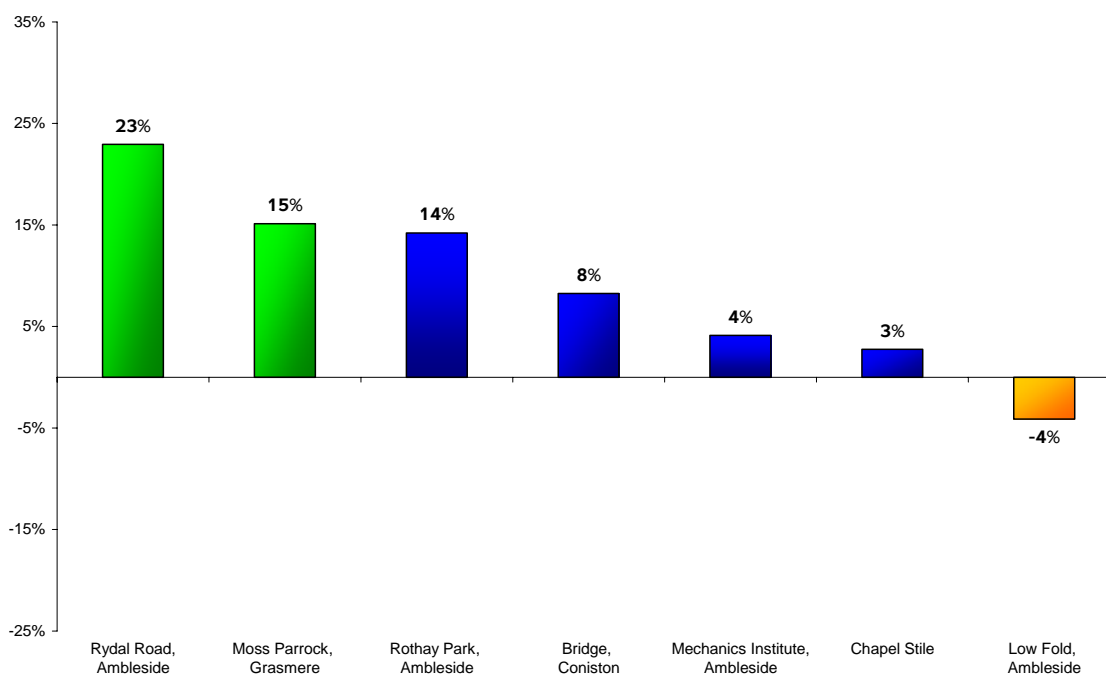
11.3 Priorities - Ambleside, Grasmere, Coniston and Chapel Stile

Figure 16 gives an indication of the priority scores given to public toilets in this area. The two highest priority public toilets are:

- Rydal Road, Ambleside
- Moss Parrock, Grasmere.

Rothay Park, Ambleside was a very close third highest priority.

Figure 16 – Priority public toilets - Ambleside, Grasmere, Coniston and Chapel Stile (Residents)²⁰



vision twentyone

Base: 218 respondents

11.4 Comments - Ambleside, Grasmere, Coniston and Chapel Stile

A number of residents made comments about their priorities. The key themes for Ambleside, Grasmere, Coniston and Chapel Stile include:

All toilets and visitors

A number of people commented that all of the toilets in this area are important. Many people linked this to tourism.

²⁰ See Table R8, Appendix 5

"All these toilets are important to some users."

"They are all important to tourism."

Rothay Park, Ambleside

Some people commented on the importance of the Rothay Park public toilets.

"Rothay Park toilets are very important given their location beside a recreational area."

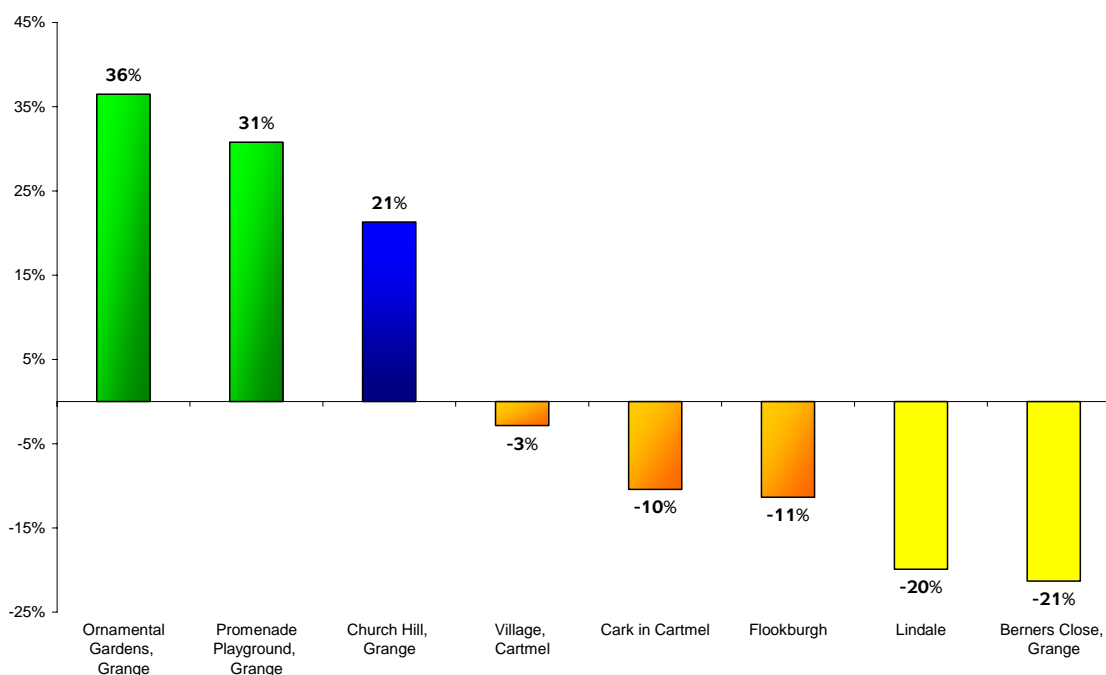
"The toilets at Rothay Park are very important. The children and adults who use the park rely on them - as do the walkers coming off the fells."

11.5 Priorities - Grange-over-Sands, Cark in Cartmel, Cartmel, Lindale and Flookburgh

Figure 17 gives an indication of the priority scores given to public toilets in this area. The two highest priority public toilets are:

- Ornamental Gardens, Grange-over-Sands
- Promenade Playground, Grange-over-Sands.

Figure 17 – Priority public toilets - Grange, Cark in Cartmel, Cartmel, Lindale and Flookburgh (Residents)²¹



vision twentyone

Base: 211 respondents

11.6 Comments - Grange-over-Sands, Cark in Cartmel, Cartmel, Lindale and Flookburgh

A number of residents made comments about their priorities. The key themes for Grange, Cark in Cartmel, Cartmel, Lindale and Flookburgh include:

All toilets and visitors

A number of people commented that all of the toilets in this area are important. Many people linked this to tourism.

"All toilets are of equal importance to residents and tourists who need them."

²¹ See Table R9, Appendix 5

"They are all important to tourism."

"As a tourist area we need toilets in all areas."

Older people

A number of people commented on the older population in this area and the importance of toilets to them.

"Grange has a higher than average population of elderly residents."

"All have a high priority for older people."

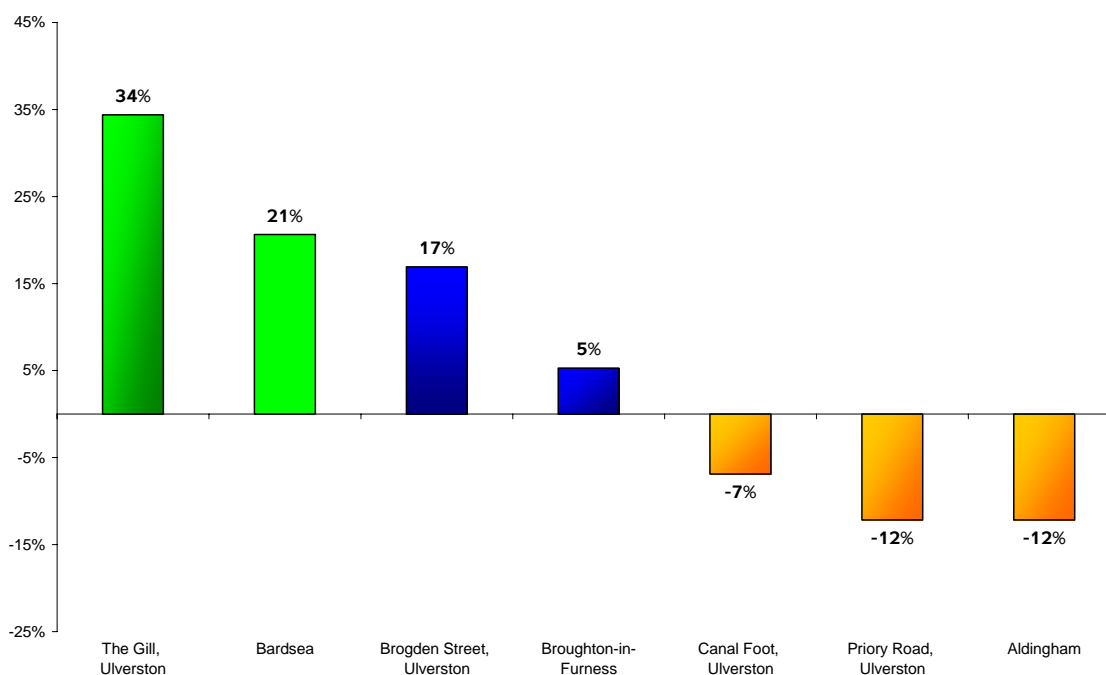
"With a particularly elderly population...all are vital."

11.7 Priorities - Ulverston, Aldingham, Bardsea and Broughton-in-Furness

Figure 18 gives an indication of the priority scores given to public toilets in this area. The two highest priority public toilets are:

- The Gill, Ulverston
- Bardsea.

Figure 18 – Priority public toilets - Ulverston, Aldingham, Bardsea and Broughton-in-Furness (Residents)²²



vision twentyone

Base: 189 respondents

11.8 Comments - Ulverston, Aldingham, Bardsea and Broughton-in-Furness

A number of residents made comments about their priorities. The key themes for Ulverston, Aldingham, Bardsea and Broughton-in-Furness include:

All toilets

A number of people mentioned that all of the toilets are a priority to them.

"All toilets are important to someone."

²² See Table R10, Appendix 5

"All equally important."

"All of these areas serve different communities and have equal importance."

Brogden Street, Ulverston

There were a number of comments relating specifically to Brogen Street, Ulverston.

"Brogden St because its nearer the centre of Ulverston."

"Brogden Street are used by visitors using coaches and I feel they are most important."

"Brodgen Street must stay open because it is used by people at the library and the main bus stops."

Aldingham

Aldingham public toilets were mentioned by some respondents. Comments often related to the proximity of the public toilets to the Church and beach.

"Aldingham is a very important facility to beach visitors and those attend services at church."

"Aldingham for use by church goers would be sorely missed."

"Aldingham Church has no toilets of its own so without the public toilets churchgoers will have no where to go."

Bardsea

Some people commented on the Bardsea toilets. This often related to the proximity of the public toilets to the beach.

"Bardsea Beach is very popular with visitors and locals."

"Bardsea Beach is a popular spot throughout the year and it would become disgusting if the toilets were closed."

The Gill, Ulverston

The importance of the public toilets at The Gill, Ulverston was mentioned by specifically some people.

"The Gill has parking and coach parking for visitors and toilets are often the first place visitors visit when they arrive."

"The Gill - Needed for walkers starting the Cumbria Way."

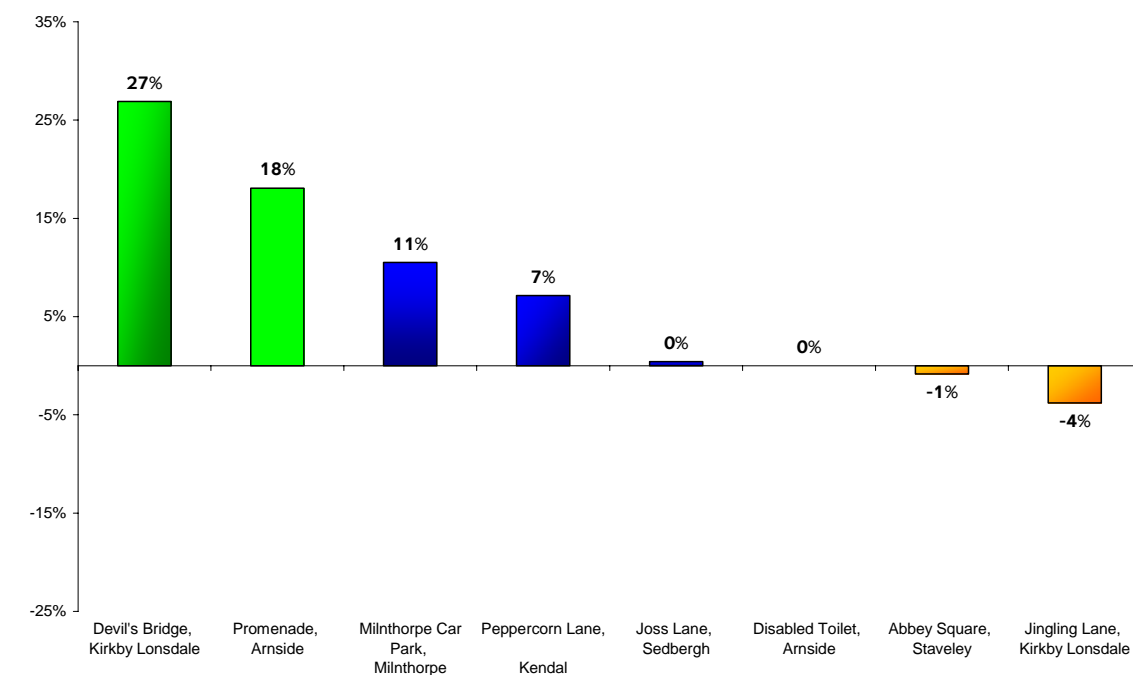
"The Gill is useful because it is in a car park."

11.9 Priorities - Arnside, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh

Figure 19 gives an indication of the priority scores given to public toilets in this area. The two highest priority public toilets are:

- Devil's Bridge, Kirkby Lonsdale
- Promenade, Arnside.

Figure 19 – Priority public toilets - Arnside, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh (Residents)²³



visiontwentyone

Base: 238 respondents

11.10 Comments - Arnside, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh

All toilets

A number of people mentioned that all of the public toilets are a priority to them.

"To the local people these are all important."

"All are essential for the community and visitors."

"All of them are important."

²³ See Table R11, Appendix 5

Kendal

A number of comments related directly to the town of Kendal. Some people suggested that Kendal would benefit from more public toilets

"Kendal has too few loos as it is without closing another."

"Kendal needs more than one public toilet."

"The public provision in Kendal is very poor given its size and importance as the district centre."

Some people commented on the absence of the public toilets at New Road, Kendal from the questionnaire and consultation materials. The public toilets at New Road, Kendal could not be included in the Talk Toilets consultation. These facilities are built on common land and as such are to be included as part of the re-development of the area, plans of which have been available for public inspection.

Devil's Bridge and Jingling Lane, Kirkby Lonsdale

A number of people commented on the Devil's Bridge and Jingling lane public toilets in Kirkby Lonsdale. There are mixed views about which is more important.

"Devils Bridge loo is more important than Jingling Lane in Kirkby Lonsdale where I live, as it needs to cater for all the visitors by motor bike /car, to the bridge and coffee bar."

"Jingling Lane does not have the same usage as Devils Bridge but it is more important to the town."

"I doubt though, that the thousands of visitors would be very happy if the Devil's Bridge unit closed."

Milnthorpe

Some people commented on the importance of the public toilets at Milnthorpe and it's links to the market day.

"The Milnthorpe ones are essential."

"Milnthorpe has a thriving Friday market so a toilet is important."

"Milnthorpe is essential but needs upgrading and better maintenance."

12.0 EQUALITY AND DIVERSITY

Many people who responded to the resident's questionnaire were concerned about the impact that changes to the provision of public toilets might have upon certain parts of the population. This often included older people or families with young children.

"Toilets are vital to older people and if adequate facilities aren't provided they will just not be able to visit places."

"Toilets are a basic human need, the lack of which can severely impact on the daily activities of all sections of society, but particularly older people and families with young children."

"Public toilets are a major issue for older people when they are out and about as they are needed more."

"We have an ageing community and many of our visitors are either older people or young families. These sections of the community tend to have a higher requirement for convenient and accessible public toilets."

There were a number of points raised at the equality and diversity workshop relating to the impact of any potential changes to the way public toilets are provided. The key themes are summarised below.

General comments:

- Don't just look at the obvious forms of disability
- If you are looking at accessibility, trials are very important. Do it with someone who's actually using a wheelchair
- It is not common knowledge that information is out there about the location of public toilets for disabled people
- There needs to be a basic standard, wherever the toilet is.

Pay-to-use schemes

- The need to use small change may impact on people with dexterity issues or learning disabilities
- A card system could be introduced for people with disabilities and older people
- There should be a separate disabled toilet with a radar key if possible.
- With regard to seasonal charges, it is important to remember that visitors may have disabilities too.

Handovers to town and parish councils

- Are they able to make sure they are up to standard and accessible?
- Will parish and town councils be required to conduct an equality impact assessment?

Community schemes

- There would need to be fully accessible toilets available
- There would need to be inspection to ensure they are up to standard and accessible.

13.0 OTHER COMMENTS

A number of comment boxes were situated throughout the resident's questionnaire to allow people the opportunity to express their opinions. This section provides a summary of the most common themes.

13.1 Effect on tourism

Many people commented that public toilets are important to visitors. Some respondents were concerned that changes to public toilet provision might impact on visitors or the tourist industry.

"It is essential that toilets continue in the main tourist areas, otherwise we will lose the tourists"

"We get millions of visitors to the Lake District and it is important to have toilet facilities available to them."

"Tourism is a priority for South Lakeland. Facilities must be provided in order to keep towns attractive to visitors."

"Toilets are essential for visitors."

13.2 SLDC responsibility

A number of the respondents (particularly those who do not support some of the alternatives discussed in Part 1) think that public toilets should be the responsibility of South Lakeland District Council.

"This should be an SLDC responsibility"

"It is your [SLDC's] responsibility to provide toilets as a basic service for people."

"Removing funding from public toilets is just one way SLDC is abandoning its responsibilities."

13.3 Public toilets are necessary

Some respondents suggested that public toilets are a necessity.

"Providing public toilets is a necessary service and needs to be handled as such."

"It is a basic human right to have toilets provided, otherwise people will be going in the street."

"Toilets are a necessary facility in a civilised society."

"Why has SLDC suddenly decided toilets are no longer necessary for its residents?"

"Provision of adequate public toilets is an essential service for residents and visitors."

13.4 Public health

A number of respondents had concerns about public health in relation to changes to the provision of public toilets.

"We are concerned about the public health issues surrounding the withdrawal of public conveniences. We do not want to see people urinating and defecating in the streets."

"Toilets are a basic necessity and fundamental to health and hygiene."

"There will be a huge cost of clean up if public toilets are lost."

"I can not accept that a local authority could see public health as a low priority."

Appendix 1 RESIDENT QUESTIONNAIRE

RESIDENT QUESTIONNAIRE

Talk Toilets

Making tough choices, together



QUESTIONNAIRE

Why Talk Toilets now?

A number of toilets in South Lakeland are in need of urgent upgrades to meet modern standards and the cost to the local taxpayer for running them is high. Importantly, despite the high-cost, some of our toilets are rarely used and others are not as accessible as they should be for all sections of our communities. To meet the challenges that we are currently facing, changes must be made. Together, we need to find the right solutions. We need to look to save a significant amount from the current £790,000 annual public toilet cost.

The opportunity

Change brings opportunity and there are a number of different solutions available. We are committed to providing people with plenty of time and different ways to get involved and have their say. We want to work with local residents, businesses and visitors to reach the right decisions together.

Have your say

This questionnaire is your opportunity to have your say. By completing it you can help us to make the right decisions for South Lakeland.

If you require any help or would like a copy of this questionnaire in another format such as Large print, Braille, Audio or in an alternative language please call **0845 230 0139** or email talktoilets@southlakeland.gov.uk

This questionnaire is also available to complete online at:
www.southlakeland.gov.uk/talktoilets

SECTION A

Criteria for decision-making...

In January 2009 an independent study assessed the condition, accessibility and usage of South Lakeland's toilets. The study resulted in a set of criteria which will be used to inform the process of deciding which solution is best for each area.

1. **When moving forward with our decisions, we would like to know how important the following criteria are to you. Please tick the THREE which you think are most important.**

- ☐ **Condition** - General standards and appearance, what they look like inside and out
- ☐ **Services available** - For example, whether or not they have hot water or baby changing facilities
- ☐ **Accessibility** - How easy it is for all sections of the community to access the toilets
- ☐ **Usage** - How often the toilets are used
- ☐ **Annual running cost** - Including utility bills, maintenance, staffing and cleaning
- ☐ **Cost to upgrade** - Amount of money needed to make accessible and bring up to modern standards
- ☐ **Local Context** - For example whether they are located in remote or busy areas
- ☐ Don't know/not sure

Alternative solutions...

Although South Lakeland District Council will have to withdraw funding from some toilets, there are other solutions available that will ensure toilets are available in the future. We would like to know what you think of them.

Pay-to-use schemes

We would like to introduce a charge for the use of some toilets. The money raised will help towards running costs, keeping the toilets clean and help fund improvements. This will work best in areas where toilets are used frequently.

2. **Would you support the idea of paying to use toilets if this helped to keep some open and ensures they are kept clean and well maintained in the future?**

- ☐ Yes ☐ No ☐ Don't know

3. **Comments**

For help with this questionnaire please call 0845 230 0139 (local rate)

Handover to Town and Parish Councils

Another solution could be to handover upkeep to willing Town and Parish Councils. Some Parish Councils already do this and contribute different amounts of money. We would need to handover toilets fairly.

4. If South Lakeland District Council had to withdraw funding from toilets, would you support their handover to Town and Parish Councils, where appropriate, as an alternative way to keep toilets open?

☐ Yes☐ No☐ Don't know

5. Comments

Private companies

Private companies may be interested in taking over the running of some of the existing toilets. They might also be able to provide alternative services such as 'superloos'. The Council would have to pay for private companies to do this but it may be cheaper, especially if the companies operate a pay-to-use scheme. This solution wouldn't work everywhere because of the costs involved.

6. If South Lakeland District Council had to withdraw funding from toilets, would you support a private company, where appropriate, as an alternative provider to keep toilets open?

☐ Yes☐ No☐ Don't know

7. Comments

Community schemes...

A community scheme would make existing toilets available to the public. For example, pubs, cafes and shops could be involved and allow people to use their toilets without having to buy anything. The Council would give the business a grant to make sure the toilets are accessible and are kept to a high standard. Community schemes could work on their own, alongside handovers to Town and Parish Councils, or alongside private companies running toilets.

8. If South Lakeland District Council have to withdraw funding from toilets, would you support a community scheme as an alternative way of providing toilets?

☐ Yes☐ No☐ Don't know

9. Comments

For help with this questionnaire please call 0845 230 0139 (local rate)

Areas you would like to comment on further...

SECTION B

This Section focuses specifically on toilets in Bowness-on-Windermere and Windermere. If you do not wish to comment on these toilets please move to Section C.

Bowness-on-Windermere and Windermere...

10. How often do you use the following toilets?

	Never	Less than once a year	Once a month	Once a fortnight	Once a week	More than once a week	Don't know
Rayrigg Car Park, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ferry Nab Car Park, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bowness Bay, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glebe Road, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Braithwaite Fold, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pinfold Car Park, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rayrigg Meadow, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baddley Clock, Bowness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broad Street Car Park, Windermere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lower priorities... making tough choices, together.

South Lakeland District Council have to withdraw funding from some toilets. Savings are essential to ensure that we can continue to provide toilets in locations where they are used most and most important. To help us make these tough choices, we would like to know which toilets you think are a lower priority in your area.

11. Which toilets from the following list do you think are a lower priority because they are used less or less important? (Please tick all that apply).

- ☐ Rayrigg Car Park, Bowness
- ☐ Ferry Nab Car Park, Bowness
- ☐ Bowness Bay, Bowness
- ☐ Glebe Road, Bowness
- ☐ Braithwaite Fold, Bowness
- ☐ Pinfold Car Park, Bowness
- ☐ Rayrigg Meadow, Bowness
- ☐ Baddley Clock, Bowness
- ☐ Broad Street Car Park, Windermere

For help with this questionnaire please call 0845 230 0139 (local rate)

12. Comments**Higher priorities... making tough choices, together.**

As we have mentioned, South Lakeland District Council have to withdraw funding from some toilets. To help us make these tough choices, we would like to know which toilets you think are a higher priority in your area.

13. Which toilets from the following list do you think are a higher priority because they are used more or more important? (Please tick a MAXIMUM OF 2).

- ☐ Rayrigg Car Park, Bowness
- ☐ Ferry Nab Car Park, Bowness
- ☐ Bowness Bay, Bowness
- ☐ Glebe Road, Bowness
- ☐ Braithwaite Fold, Bowness
- ☐ Pinfold Car Park, Bowness
- ☐ Rayrigg Meadow, Bowness
- ☐ Baddley Clock, Bowness
- ☐ Broad Street Car Park, Windermere

14. Comments.

P.T.O

For help with this questionnaire please call 0845 230 0139 (local rate)

SECTION C

This Section focuses specifically on toilets in Ambleside, Grasmere, Coniston and Chapel Stile. If you do not wish to comment on these toilets please move to Section D.

Ambleside, Grasmere, Coniston and Chapel Stile**15. How often do you use the following toilets?**

	Never	Less than once a year	Once a month	Once a fortnight	Once a week	More than once a week	Don't know
Rydal Road, Ambleside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mechanics Institute, Ambleside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Fold, Ambleside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rothay Park, Ambleside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moss Parrock, Grasmere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bridge, Coniston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapel Stile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lower priorities... making tough choices, together.

South Lakeland District Council have to withdraw funding from some toilets. Savings are essential to ensure that we can continue to provide toilets in locations where they are used most and most important. To help us make these tough choices, we would like to know which toilets you think are a lower priority in your area.

16. Which toilets from the following list do you think are a lower priority because they are used less or less important? (Please tick all that apply).

- ☐ Rydal Road, Ambleside
- ☐ Mechanics Institute, Ambleside
- ☐ Low Fold, Ambleside
- ☐ Rothay Park, Ambleside
- ☐ Moss Parrock, Grasmere
- ☐ Bridge, Coniston
- ☐ Chapel Stile

17. Comments

For help with this questionnaire please call 0845 230 0139 (local rate)

Higher priorities... making tough choices, together.

As we have mentioned, South Lakeland District Council have to withdraw funding from some toilets. To help us make these tough choices, we would like to know which toilets you think are a higher priority in your area.

18. Which toilets from the following list do you think are a higher priority because they are used more or more important? (Please tick a MAXIMUM OF 2).

- ☐ Rydal Road, Ambleside
- ☐ Mechanics Institute, Ambleside
- ☐ Low Fold, Ambleside
- ☐ Rothay Park, Ambleside
- ☐ Moss Parrock, Grasmere
- ☐ Bridge, Coniston
- ☐ Chapel Stile

19. Comments

P.T.O

For help with this questionnaire please call 0845 230 0139 (local rate)

SECTION D

This Section focuses specifically on toilets in Grange, Cark in Cartmel, Lindale and Flookburgh. If you do not wish to comment on these toilets please move to Section E.

Grange, Cark in Cartmel, Cartmel, Lindale and Flookburgh

20. How often do you use the following toilets?

	Never	Less than once a year	Once a month	Once a fortnight	Once a week	More than once a week	Don't know
Ornamental Gardens, Grange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Church Hill, Grange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promenade Playground, Grange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berners Close, Grange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cark in Cartmel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Village, Cartmel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lindale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flookburgh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lower priorities... making tough choices, together.

South Lakeland District Council have to withdraw funding from some toilets. Savings are essential to ensure that we can continue to provide toilets in locations where they are used most and most important. To help us make these tough choices, we would like to know which toilets you think are a lower priority in your area.

21. Which toilets from the following list do you think are a lower priority because they are used less or less important? (Please tick all that apply).

- ☐ Ornamental Gardens, Grange
- ☐ Church Hill, Grange
- ☐ Promenade Playground, Grange
- ☐ Berners Close, Grange
- ☐ Cark in Cartmel
- ☐ Village, Cartmel
- ☐ Lindale
- ☐ Flookburgh

22. Comments

For help with this questionnaire please call 0845 230 0139 (local rate)

Higher priorities... making tough choices, together.

As we have mentioned, South Lakeland District Council have to withdraw funding from some toilets. To help us make these tough choices, we would like to know which toilets you think are a higher priority in your area.

23. Which toilets from the following list do you think are a higher priority because they are used more or more important? (Please tick a MAXIMUM OF 2).

- ☐ Ornamental Gardens, Grange
- ☐ Church Hill, Grange
- ☐ Promenade Playground, Grange
- ☐ Berners Close, Grange
- ☐ Cark in Cartmel
- ☐ Village, Cartmel
- ☐ Lindale
- ☐ Flookburgh

24. Comments

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P.T.O

For help with this questionnaire please call 0845 230 0139 (local rate)

SECTION E

This Section focuses specifically on toilets in Ulverston, Aldingham, Bardsea and Broughton-in-Furness. If you do not wish to comment on these toilets please move to Section F.

Ulverston, Aldingham, Bardsea and Broughton-in-Furness**25. How often do you use the following toilets?**

	Never	Less than once a year	Once a month	Once a fortnight	Once a week	More than once a week	Don't know
Brogden Street, Ulverston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Gill, Ulverston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canal Foot, Ulverston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Priory Road, Ulverston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aldingham	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bardsea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broughton-in-Furness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lower priorities... making tough choices, together.

South Lakeland District Council have to withdraw funding from some toilets. Savings are essential to ensure that we can continue to provide toilets in locations where they are used most and most important. To help us make these tough choices, we would like to know which toilets you think are a lower priority in your area.

26. Which toilets from the following list do you think are a lower priority because they are used less or less important? (Please tick all that apply).

- ☐ Brogden Street, Ulverston
- ☐ The Gill, Ulverston
- ☐ Canal Foot, Ulverston
- ☐ Priory Road, Ulverston
- ☐ Aldingham
- ☐ Bardsea
- ☐ Broughton-in-Furness

27. Comments

For help with this questionnaire please call 0845 230 0139 (local rate)

Higher priorities... making tough choices, together.

As we have mentioned, South Lakeland District Council have to withdraw funding from some toilets. To help us make these tough choices, we would like to know which toilets you think are a higher priority in your area.

28. Which toilets from the following list do you think are a higher priority because they are used more or more important? (Please tick a MAXIMUM OF 2).

- ☐ Brogden Street, Ulverston
- ☐ The Gill, Ulverston
- ☐ Canal Foot, Ulverston
- ☐ Priory Road, Ulverston
- ☐ Aldingham
- ☐ Bardsea
- ☐ Broughton-in-Furness

29. Comments

P.T.O

For help with this questionnaire please call 0845 230 0139 (local rate)

SECTION F

This Section focuses specifically on toilets in Arnsdale, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh. If you do not wish to comment on these toilets please move to Section G.

Arnsdale, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh

30. How often do you use the following toilets?

	Never	Less than once a year	Once a month	Once a fortnight	Once a week	More than once a week	Don't know
Promenade, Arnsdale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled Toilet, Arnsdale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Square, Milnthorpe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peppercorn Lane, Kendal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abbey Square, Staveley	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devil's Bridge, Kirkby Lonsdale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jingling Lane, Kirkby Lonsdale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joss Lane, Sedbergh	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lower priorities... making tough choices, together.

South Lakeland District Council have to withdraw funding from some toilets. Savings are essential to ensure that we can continue to provide toilets in locations where they are used most and most important. To help us make these tough choices, we would like to know which toilets you think are a lower priority in your area.

31. Which toilets from the following list do you think are a lower priority because they are used less or less important? (Please tick all that apply).

- ☐ Promenade, Arnsdale
- ☐ Disabled Toilet, Arnsdale
- ☐ The Square, Milnthorpe
- ☐ Peppercorn Lane, Kendal
- ☐ Abbey Square, Staveley
- ☐ Devil's Bridge, Kirkby Lonsdale
- ☐ Jingling Lane, Kirkby Lonsdale
- ☐ Joss Lane, Sedbergh

32. Comments

For help with this questionnaire please call 0845 230 0139 (local rate)

Higher priorities... making tough choices, together.

As we have mentioned, South Lakeland District Council have to withdraw funding from some toilets. To help us make these tough choices, we would like to know which toilets you think are a higher priority in your area.

33. Which toilets from the following list do you think are a higher priority because they are used more or more important? (Please tick a MAXIMUM OF 2).

- ☐ Promenade, Arnside
- ☐ Disabled Toilet, Arnside
- ☐ The Square, Milnthorpe
- ☐ Peppercorn Lane, Kendal
- ☐ Abbey Square, Staveley
- ☐ Devil's Bridge, Kirkby Lonsdale
- ☐ Jingly Lane, Kirkby Lonsdale
- ☐ Joss Lane, Sedbergh

34. Comments

P.T.O

For help with this questionnaire please call 0845 230 0139 (local rate)

SECTION G**Other ideas...**

35. Do you have any other ideas for ways we could provide toilets if South Lakeland District Council has to withdraw funding? If yes, please give details.

Other comments...

36. Do you have any other comments?

For help with this questionnaire please call 0845 230 0139 (local rate)

37. What parish do you live in? (If you do not know the name of your parish, please give the name of your nearest town or village).

38. Would you like to be added to our database and kept informed about Talk Toilets and future consultation? (please tick one box only)

- ☐ Yes (please make sure you complete the contact details section overleaf)
☐ No

About you...

To help us make sure we are talking to people from a mixture of backgrounds, please answer the following questions about yourself.

39. What is your gender? (please tick one box only)

- ☐ Male ☐ Transgender
☐ Female ☐ Prefer not to say

40. How old are you? (please tick one box only)

- ☐ 16-19 ☐ 40-49 ☐ Prefer not to say
☐ 20-29 ☐ 50-59
☐ 30-39 ☐ 60 and over

41. Do you consider yourself to have any of the following? (please tick one box only)

- ☐ A disability
☐ A long term limiting condition that affects health
☐ A long term limiting condition that does not affect health
☐ None of the above
☐ Prefer not to say

42. What is your ethnic origin? (please tick one box only)

- | | | |
|---|--|---|
| <input type="checkbox"/> British | <input type="checkbox"/> Indian | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Pakistani | <input type="checkbox"/> African |
| <input type="checkbox"/> Gypsy Traveller / Romany | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Irish Traveller | <input type="checkbox"/> White & black Caribbean | <input type="checkbox"/> Philippine |
| <input type="checkbox"/> Polish | <input type="checkbox"/> White & black African | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Lithuanian | <input type="checkbox"/> White and Asian | |

43. Other ethnic background, please state.

For help with this questionnaire please call 0845 230 0139 (local rate)

44. Are you completing this questionnaire on behalf of an organisation or group?

- ☐ Yes (go to question 45)
- ☐ No (go to question 46)

45. Name of the organisation you are completing this form on behalf of:

46. First name

47. Last name

48. Address1

49. Address2

50. Town

51. Postcode

52. Daytime telephone

53. Mobile

54. Email

**Thank you for completing this survey. Please post your completed survey to the
FREEPOST address below by 4th April 2010.**

**FREEPOST
Talk Toilets
c/o Vision Twentyone
Milton Hall
Deansgate
Manchester
M3 4BQ**

For help with this questionnaire please call 0845 230 0139 (local rate)

Appendix 2

VISITOR QUESTIONNAIRE

SLDC Talk Toilets - Visitor Survey

Before we start, my name is _____. I just need to let you know that this questionnaire is being conducted on behalf of South Lakeland District Council. All of the information you provide will be treated anonymously. The results of the survey will form part of a wider consultation that the Council is currently running about public toilets.

1. Fieldworker

- ☐ 1 ☐ 2

2. Location of interview (do not ask)

- ☐ Ambleside ☐ Kendal ☐ Hawkshead
☐ Windermere ☐ Grange over Sands ☐ Kirkby Lonsdale
☐ Bowness ☐ Ulverston

Your visit...

The first few questions are about your visit to South Lakeland.

3. Can I just confirm that you are a visitor to this area today?

- ☐ Local resident (within interview location)..... (close interview as not a visitor)
☐ Day trip from your home under 3 hours time spent in the area and under 20 miles from home (close interview as not a visitor)
☐ Regular shopping trip....(close interview)
☐ Regular place of work....(close interview)
☐ Day trip from your home over 3 hours spent in area and over 20 miles
☐ Day trip from overnight accommodation outside of Cumbria
☐ Day trip staying overnight with friends or relatives outside of Cumbria
☐ Staying visitor within Cumbria

4. How did you travel here? (Tick all that apply)

- ☐ Car/van/motorbike ☐ Coach ☐ Other
☐ Train ☐ On foot ☐ Don't know (DO NOT PROMPT)
☐ Public bus service ☐ Bicycle

5. Other method of travel, please state

Using toilets...

The next few questions are about your use of toilets when you're visiting an area.

6. When visiting an area, do you prefer to use a...

- ☐ Public toilet (go to Q7)
☐ Private toilet (e.g. a toilet in a cafe, pub, shop, museum) (go to Q9)
- ☐ No preference (go to Q7 and Q9)
☐ Don't know (DO NOT PROMPT) (Go to Q7 and Q9)

7. Why might you prefer to use a public toilet? (Tick all that apply)

- ☐ Cleanliness
☐ Services available (for example baby-change, hand dryers, hot water, toilet roll)
☐ Accessibility
☐ Location
- ☐ Condition (e.g lighting, appearance etc.)
☐ Safety
☐ Other
☐ Don't know (DO NOT PROMPT)

8. Other reason, please state

9. Why might you prefer to use a private toilet? (Tick all that apply)

- ☐ Cleanliness
☐ Services available (for example baby-change, hand dryers, hot water, toilet roll)
☐ Accessibility
☐ Location
- ☐ Condition (e.g lighting, appearance etc.)
☐ Safety
☐ Other
☐ Don't know (DO NOT PROMPT)

10. Other reason, please state

11. During your visit to South Lakeland have you used a public toilet?

- ☐ Yes (go to Q12)
☐ No (go to Q15)
- ☐ Don't know (DO NOT PROMPT)

12. If yes, did you find it satisfactory?

- ☐ Yes (go to Q15)
☐ No (go to Q13)
- ☐ Don't know (DO NOT PROMPT)

13. If you did not find it satisfactory, why was this? (Tick all that apply)

- ☐ Cleanliness
☐ Services available (for example baby-change, hand dryers, hot water, toilet roll)
☐ Accessibility
☐ Location
- ☐ Condition (e.g lighting, appearance etc.)
☐ Safety
☐ Other
☐ Don't know (DO NOT PROMPT)

14. Other reason, please state

Ways of providing toilets...

The final section is about different ways toilets can be provided in an area. A mix of solutions will be necessary.

15. Would you pay a small fee to use a toilet if this meant it was kept clean and well maintained?

☐ Yes

☐ Don't know (DO NOT PROMPT)

☐ No

16. What is the maximum amount you would be prepared to pay to use a clean, well maintained toilet? (DO NOT PROMPT)

☐ 0 - 10p

☐ 41 - 50p

☐ 80 - 90p

☐ 11 - 20p

☐ 51 - 60p

☐ 91 - £1

☐ 21 - 30p

☐ 61 - 70p

☐ more than £1

☐ 31 - 40p

☐ 71 - 80p

☐ Don't know (DO NOT PROMPT)

17. Would you support town/parish councils as an alternative way of providing toilets?

☐ Yes

☐ No

☐ Don't know (DO NOT PROMPT)

18. Would you support a private company as an alternative way of providing toilets?

☐ Yes

☐ No

☐ Don't know (DO NOT PROMPT)

Community schemes...

A community scheme would make existing toilets available to the public. For example, pubs, cafes and shops could be involved and allow people to use their toilets without having to buy anything. The council would give the business a grant to make sure the toilets are accessible and are kept to a high standard.

19. Would you support a community scheme as an alternative way of providing toilets?

- ☐ Yes
 ☐ No
 ☐ Don't know (DO NOT PROMPT)

20. If a community scheme was introduced, what would be the best way for you to find out about it? (Tick TOP THREE)

- | | |
|---|--|
| <input type="checkbox"/> Website | <input type="checkbox"/> Poster in windows of participating business |
| <input type="checkbox"/> Leaflet in Tourist Information Centre | <input type="checkbox"/> Information displays at key locations |
| <input type="checkbox"/> Poster in Tourist Information Centre | <input type="checkbox"/> Guide book |
| <input type="checkbox"/> Information leaflet in hotel/guest house | <input type="checkbox"/> Billboards |
| <input type="checkbox"/> Sticker in windows of participating business | <input type="checkbox"/> Don't know (DO NOT PROMPT) |

21. If a community scheme was introduced, what type of businesses would you be most likely to use? (Tick all that apply)

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Cafe | <input type="checkbox"/> Shopping centre |
| <input type="checkbox"/> Pub | <input type="checkbox"/> Visitor attraction such as museum |
| <input type="checkbox"/> Restaurant | <input type="checkbox"/> Hotel |
| <input type="checkbox"/> Shop | <input type="checkbox"/> Don't know (DO NOT PROMPT) |

Other comments...

22. Do you have any other comments?

About you...

I just need to take a few details about you, to make sure we're speaking to a wide range of people.

23. What is your gender? (DO NOT ASK)

- | | |
|------------------------------|---|
| <input type="radio"/> Male | <input type="radio"/> Transgender |
| <input type="radio"/> Female | <input type="radio"/> Prefer not to say |

24. How old are you? (please tick one box only)

- | | |
|-----------------------------|---|
| <input type="radio"/> 16-19 | <input type="radio"/> 50-59 |
| <input type="radio"/> 20-29 | <input type="radio"/> 60 and over |
| <input type="radio"/> 30-39 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 40-49 | |

25. Do you consider yourself to have any of the following? (please tick one box only)

- | | |
|--|---|
| <input type="radio"/> A disability | <input type="radio"/> None of the above |
| <input type="radio"/> A long term limiting condition that affects health | <input type="radio"/> Prefer not to say |
| <input type="radio"/> A long term limiting condition that does not affect health | |

26. What is your ethnic origin? (please tick one box only)

- | | |
|--|---|
| <input type="radio"/> British | <input type="radio"/> White & black Caribbean |
| <input type="radio"/> Irish | <input type="radio"/> White & black African |
| <input type="radio"/> Gypsy Traveller / Romany | <input type="radio"/> White and Asian |
| <input type="radio"/> Irish Traveller | <input type="radio"/> Caribbean |
| <input type="radio"/> Polish | <input type="radio"/> African |
| <input type="radio"/> Lithuanian | <input type="radio"/> Chinese |
| <input type="radio"/> Indian | <input type="radio"/> Philippine |
| <input type="radio"/> Pakistani | <input type="radio"/> Other (please state) |
| <input type="radio"/> Bangladeshi | |

27. Other ethnic background, please state.

Contact Details...

Can I just take a few contact details as a way of quality checking the surveys we are conducting? The answers you have provided will remain anonymous and confidential, and none of your information will be passed to any third party.

28. First name
29. Last name
30. Daytime telephone
31. Would you like to be added to our database and kept informed about Talk Toilets and future consultation?
☐ Yes (complete the contact details section)
☐ No (Thank and close)
32. Address 1
33. Address 2
34. Town
35. Postcode
36. Email

THANK AND CLOSE

Appendix 3

RESIDENT QUESTIONNAIRE DEMOGRAPHICS

RESIDENT QUESTIONNAIRE DEMOGRAPHICS

Respondent type

	Count	Percentage
South Lakeland resident	582	85%
Someone living outside the South Lakeland area	47	7%
Organisation	24	4%
Other	29	4%
Total	682	100%

Organisations

Organisation name
Age Concern
Age Concern South Lakeland
Blue Badge Tourist Guide
British Toilet Association (BTA)
Cross Keys Hotel
Cumbria Disability Network
Cumbria Tourist Guides
Great North Air Ambulance
Heaton Cooper Studio
Lakes Parish Council
Longsleddale Parish Meeting
Lower Allithwaite Parish Council
Manna House
Sandgate School
SLDC Tourism Programme Team
Staveley Parish Council
Ulverston Town Council
Ulverston Trades Council
Windermere lake cruises (Ambleside)
Woman's Institute

Gender

	Count	Percentage
Male	301	45%
Female	353	53%
Transgender	5	1%
Prefer not to say	10	1%
Total	669	100%

Age

	Count	Percentage
16-19	3	%
20-29	20	3%
30-39	41	6%
40-49	80	12%
50-59	144	21%
60 and over	360	54%
Prefer not to say	22	3%
Total	670	100%

Disability

	Count	Percentage
A disability	49	7%
A long term limiting condition that affects health	79	12%
A long term limiting condition that does not affect health	33	5%
None of the above	455	70%
Prefer not to say	38	6%
Total	654	100%

Ethnic origin

	Count	Percentage
British	611	89.6%
Irish	1	.1%
Polish	1	.1%
Lithuanian	3	.4%
Indian	1	.1%
Pakistani	1	.1%
White & black Caribbean	1	.1%
White & black African	1	.1%
Chinese	1	.1%
Philippine	1	.1%
Other (please state)	6	.9%
Prefer not to say	33	4.8%
Not answered	21	3.1%
Total	682	100.0%

Talk Toilets Consultation Statement

Parishes

	Count	Percentage
Aldingham	9	2%
Arnside	5	1%
Barbon	1	%
Beetham	3	1%
Blawith & Subberthwaite	6	1%
Broughton East	2	%
Burneside	3	1%
Burton-in-Kendal	5	1%
Cartmel Fell	3	1%
Casterton	4	1%
Claife	2	%
Colton	5	1%
Coniston	5	1%
Crook	3	1%
Crosthwaite & Lyth	6	1%
Dent	2	%
Docker	0	%
Duddon	2	%
Egton with Newland, Mansriggs & Osmotherly	6	1%
Fawcett Forest	0	%
Firbank	0	%
Garsdale	1	%
Grange-over-Sands	85	15%
Grayrigg	0	%
Haverthwaite	2	%
Hawkshead	5	1%
Helsington	2	%
Heversham	3	1%
Hincaster	0	%
Holme	3	1%
Hutton Roof	0	%
Kendal	65	12%
Kentmere	0	%
Killington	1	%
Kirkby Ireleth	4	1%
Kirkby Lonsdale	12	2%
Lambrigg	0	%

	Count	Percentage
Lakes	76	13%
Levens	6	1%
Longsleddale	0	%
Lower Allithwaite	13	2%
Lower Holker	8	1%
Lowick	0	%
Lupton	1	%
Mansergh	0	%
Middleton	1	%
Milnthorpe	5	1%
Natland	6	1%
New Hutton	1	%
Old Hutton & Homescales	0	%
Pennington	8	1%
Preston Patrick	1	%
Preston Richard	1	%
Satterthwaite	0	%
Sedbergh	7	1%
Sedgwick	0	%
Skelsmergh and Scalthwaitrigg	0	%
Skelwith	2	%
Stainton	0	%
Staveley-in-Cartmel	1	%
Staveley with Ings	15	3%
Torver	0	%
Ulverston	70	12%
Underbarrow & Bradleyfield	1	%
Upper Allithwaite	5	1%
Urswick	8	1%
Whinfell	0	%
Whitwell & Selside	0	%
Windermere	73	13%
Witherslack	0	%
Total	564	100%

Appendix 4

VISITOR QUESTIONNAIRE DEMOGRAPHICS

VISITOR QUESTIONNAIRE DEMOGRAPHICS

Dates and location of interviewing:

Thursday, 1st April – Kirkby Lonsdale and Kendal

Friday, 2nd April – Ulverston and Grange

Saturday, 3rd April – Ambleside and Hawkshead

Sunday, 4th April – Bowness

Interviews by location

	Count	Percentage
Ambleside	73	26%
Bowness	61	22%
Kendal ²⁴	2	1%
Grange over Sands	54	19%
Ulverston	26	9%
Hawkshead	27	10%
Kirkby Lonsdale	34	12%
Total	277	100%

Visitor type

	Count	Percentage
Day trip from your home over 3 hours spent in area and over 20 miles	108	39%
Day trip from overnight accommodation outside of Cumbria	9	3%
Day trip staying overnight with friends or relatives outside of Cumbria	1	%
Staying visitor within Cumbria	159	57%
Total	277	100%

Gender

	Count	Percentage
Male	123	44%
Female	152	55%
Transgender	0	%
Prefer not to say	2	1%
Total	277	100%

²⁴ An equal amount of time was spent in Kendal. However, there were a lack of visitors available for interview.

Age

	Count	Percentage
16-19	1	%
20-29	32	12%
30-39	30	11%
40-49	43	16%
50-59	85	31%
60 and over	82	30%
Prefer not to say	4	1%
Total	277	100%

Disability

	Count	Percentage
A disability	2	1%
A long term limiting condition that affects health	9	3%
A long term limiting condition that does not affect health	2	1%
None of the above	259	94%
Prefer not to say	5	2%
Total	277	100%

Ethnic origin

	Count	Percentage
British	240	86.6%
Irish	1	.4%
Gypsy Traveller / Romany	0	.0%
Irish Traveller	0	.0%
Polish	0	.0%
Lithuanian	0	.0%
Indian	3	1.1%
Pakistani	0	.0%
Bangladeshi	0	.0%
White & black Caribbean	0	.0%
White & black African	2	.7%
White and Asian	0	.0%
Caribbean	0	.0%
African	1	.4%
Chinese	2	.7%
Philippine	0	.0%
Other (please state)	26	9.4%
Prefer not to say	2	.7%
Total	277	100.0%

Appendix 5

RESIDENT QUESTIONNAIRE TABLES

RESIDENT QUESTIONNAIRE TABLES

R1

Would you support the idea of paying to use toilets if this helped to keep some open and ensures they are kept clean and well maintained in the future?

	Count	Percentage
Yes	482	72%
No	158	24%
Don't know	30	4%
Total	670	100%

R2

If South Lakeland District Council had to withdraw funding from toilets, would you support their handover to Town and Parish Councils, where appropriate, as an alternative way to keep toilets open?

	Count	Percentage
Yes	466	70%
No	134	20%
Don't know	67	10%
Total	667	100%

R3

If South Lakeland District Council had to withdraw funding from toilets, would you support a private company, where appropriate, as an alternative provider to keep toilets open?

	Count	Percentage
Yes	360	54%
No	251	37%
Don't know	61	9%
Total	672	100%

R4

If South Lakeland District Council had to withdraw funding from toilets, would you support a community scheme as an alternative way of providing toilets?

	Count	Percentage
Yes	408	61%
No	187	28%
Don't know	70	11%
Total	665	100%

Talk Toilets Consultation Statement

R5

How often do you use the following toilets?

Average across 38 toilets ²⁵					
	Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Responses
Total Count	2154	3179	733	237	6303
Average percentage	34%	50%	12%	4%	100%

Windermere & Bowness-on-Windermere						
		Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Respondents
Rayrigg Car Park, Bowness	Count	48	100	12	7	167
	%	29%	60%	7%	4%	
Ferry Nab Car Park, Bowness	Count	51	99	9	4	163
	%	31%	61%	6%	2%	
Bowness Bay, Bowness	Count	36	99	24	6	165
	%	22%	60%	15%	4%	
Braithwaite Fold, Bowness	Count	76	66	10	5	157
	%	48%	42%	6%	3%	
Pinfold Car Park, Bowness	Count	84	59	8	8	159
	%	53%	37%	5%	5%	
Rayrigg Meadow, Bowness	Count	69	79	9	5	162
	%	43%	49%	6%	3%	
Baddley Clock, Bowness	Count	65	83	9	4	161
	%	40%	52%	6%	2%	
Broad Street Car Park, Windermere	Count	39	97	28	6	170
	%	23%	57%	16%	4%	

²⁵ Please note Glebe Road, Bowness has not been included as this facility is closed.

Ambleside, Grasmere, Coniston and Chapel Stile						
		Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Respondents
Rydal Road, Ambleside	Count	26	116	23	13	178
	%	15%	65%	13%	7%	
Mechanics Institute, Ambleside	Count	41	91	31	13	176
	%	23%	52%	18%	7%	
Low Fold, Ambleside	Count	39	97	14	16	166
	%	23%	58%	8%	10%	
Rothay Park, Ambleside	Count	36	105	28	6	175
	%	21%	60%	16%	3%	
Moss Parrock, Grasmere	Count	36	101	24	12	173
	%	21%	58%	14%	7%	
Bridge, Coniston	Count	50	94	16	9	169
	%	30%	56%	9%	5%	
Chapel Stile	Count	53	92	15	10	170
	%	31%	54%	9%	6%	

Grange-over-Sands, Cark in Cartmel, Cartmel, Lindale and Flookburgh						
		Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Respondents
Ornamental Gardens, Grange	Count	24	105	58	3	190
	%	13%	55%	31%	2%	
Church Hill, Grange	Count	39	59	63	5	166
	%	23%	36%	38%	3%	
Promenade Playground, Grang	Count	31	89	48	3	171
	%	18%	52%	28%	2%	
Berners Close, Grange	Count	55	79	21	4	159
	%	35%	50%	13%	3%	
Cark in Cartmel	Count	70	66	11	5	152
	%	46%	43%	7%	3%	
Village, Cartmel	Count	56	86	11	7	160
	%	35%	54%	7%	4%	
Lindale	Count	86	47	8	5	146
	%	59%	32%	5%	3%	
Flookburgh	Count	82	52	11	6	151
	%	54%	34%	7%	4%	

Ulverston, Aldingham, Bardsea and Broughton-in-Furness						
		Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Respondents
Brogden Street, Ulverston	Count	33	71	35	4	143
	%	23%	50%	24%	3%	
The Gill, Ulverston	Count	23	90	36	4	153
	%	15%	59%	24%	3%	
Canal Foot, Ulverston	Count	40	76	15	4	135
	%	30%	56%	11%	3%	
Priory Road, Ulverston	Count	59	56	14	3	132
	%	45%	42%	11%	2%	
Aldingham	Count	53	74	9	5	141
	%	38%	52%	6%	4%	
Bardsea	Count	34	95	19	4	152
	%	22%	63%	13%	3%	
Broughton-in-Furness	Count	45	85	8	6	144
	%	31%	59%	6%	4%	

Arnside, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh						
		Never	Infrequently (Once a month or less)	Frequently (More than once a month)	Don't know	Total Respondents
Promenade, Arnside	Count	56	124	14	7	201
	%	28%	62%	7%	3%	
Disabled Toilet, Arnside	Count	138	21	5	4	168
	%	82%	13%	3%	2%	
Milnthorpe Car Park, Milnthorpe	Count	68	114	8	6	196
	%	35%	58%	4%	3%	
Peppercorn Lane, Kendal	Count	60	99	20	6	185
	%	32%	54%	11%	3%	
Abbey Square, Staveley	Count	96	69	12	5	182
	%	53%	38%	7%	3%	
Devil's Bridge, Kirkby Lonsdale	Count	70	107	20	6	203
	%	34%	53%	10%	3%	
Jingling Lane, Kirkby Lonsdale	Count	87	73	17	6	183
	%	48%	40%	9%	3%	
Joss Lane, Sedbergh	Count	100	64	10	5	179
	%	56%	36%	6%	3%	

R6

When moving forward with our decisions, we would like to know how important the following criteria are to you.

	Count	Percentage
Condition	530	77%
Accessibility	386	56%
Local Context	304	44%
Usage	244	36%
Services available	186	27%
Annual running cost	147	21%
Cost to upgrade	57	8%
Don't know	9	1%
Total	684	100%

R7

Priorities - Windermere & Bowness-on-Windermere

	High priority		Low priority		Priority Score
	Count	Percentage	Count	Percentage	Percentage
Bowness Bay, Bowness	71	34%	7	3%	31%
Broad Street Car Park, Windermere	65	31%	8	4%	27%
Glebe Road, Bowness	37	18%	14	7%	11%
Rayrigg Car Park, Bowness	35	17%	15	7%	10%
Ferry Nab Car Park, Bowness	23	11%	18	9%	2%
Rayrigg Meadow, Bowness	8	4%	25	12%	-8%
Braithwaite Fold, Bowness	4	2%	29	14%	-12%
Pinfold Car Park, Bowness	2	1%	39	19%	-18%
Baddley Clock, Bowness	8	4%	48	23%	-19%
Don't know	28	13%	56	27%	
Total Respondents	208				

R8

Priorities Ambleside, Grasmere, Coniston and Chapel Stile

	High priority		Low priority		Priority Score
	Count	Percentage	Count	Percentage	Percentage
Rydal Road, Ambleside	63	29%	13	6%	23%
Moss Parrock, Grasmere	43	20%	10	5%	15%
Rothay Park, Ambleside	46	21%	15	7%	14%
Bridge, Coniston	33	15%	15	7%	8%
Mechanics Institute, Ambleside	47	22%	38	17%	4%
Chapel Stile	22	10%	16	7%	3%
Low Fold, Ambleside	16	7%	25	11%	-4%
Don't know	33	15%	66	30%	
Total Respondents	218				

R9

Priorities Grange-over-Sands, Cark in Cartmel, Cartmel, Lindale and Flookburgh

	High priority		Low priority		Priority Score
	Count	Percentage	Count	Percentage	Percentage
Ornamental Gardens, Grange	83	39%	6	3%	36%
Promenade Playground, Grange	69	33%	4	2%	31%
Church Hill, Grange	55	26%	10	5%	21%
Village, Cartmel	23	11%	29	14%	-3%
Cark in Cartmel	6	3%	28	13%	-10%
Flookburgh	13	6%	37	18%	-11%
Lindale	4	2%	46	22%	-20%
Berners Close, Grange	7	3%	52	25%	-21%
Don't know	21	10%	40	19%	
Total Respondents	211				

R10

Priorities Ulverston, Aldingham, Bardsea and Broughton-in-Furness

	High Priorities		Low Priorities		Priority Score
	Count	Percentage	Count	Percentage	Percentage
The Gill, Ulverston	70	37%	5	3%	34%
Bardsea	49	26%	10	5%	21%
Brogden Street, Ulverston	51	27%	19	10%	17%
Broughton-in-Furness	25	13%	15	8%	5%
Canal Foot, Ulverston	20	11%	33	17%	-7%
Priory Road, Ulverston	10	5%	33	17%	-12%
Aldingham	14	7%	37	20%	-12%
Don't know	22	12%	46	24%	
Total Respondents	189				

R11

Priorities Arnsdale, Milnthorpe, Kendal, Staveley, Kirkby Lonsdale and Sedbergh

	High Priorities		Low Priorities		Priority Score
	Count	Percentage	Count	Percentage	Percentage
Devil's Bridge, Kirkby Lonsdale	76	32%	12	5%	27%
Promenade, Arnsdale	54	23%	11	5%	18%
Milnthorpe Car Park, Milnthorpe	39	16%	14	6%	11%
Peppercorn Lane, Kendal	47	20%	30	13%	7%
Joss Lane, Sedbergh	14	6%	13	5%	0%
Disabled Toilet, Arnsdale	13	5%	13	5%	0%
Abbey Square, Staveley	20	8%	22	9%	-1%
Jingling Lane, Kirkby Lonsdale	19	8%	28	12%	-4%
Don't know	37	16%	85	36%	
Total Respondents	238				

Appendix 6

VISITOR QUESTIONNAIRE TABLES

VISITOR QUESTIONNAIRE TABLES

V1

Would you pay a small fee to use a toilet if this meant it was kept clean and well maintained?

	Count	Percentage
Yes	238	86%
No	38	14%
Don't know	1	0%
Total	277	100%

V2

What is the maximum amount you would be prepared to pay to use a clean, well maintained toilet?

	Count	Percentage
0 - 10p	48	17%
11 - 20p	145	52%
21 - 30p	12	4%
31 - 40p	4	1%
41 - 50p	49	18%
51 - 60p	0	0%
61 - 70p	0	0%
71 - 80p	1	0%
80 - 90p	0	0%
91 - £1	13	5%
More than £1	3	1%
Don't know	2	1%
Total respondents	277	100%

V3

Would you support town/parish councils as an alternative way of providing toilets?

	Count	Percentage
Yes	93	34%
No	18	6%
Don't know	164	59%
Total respondents	275	100%

V4

Would you support a private company as an alternative way of providing toilets?

	Count	Percentage
Yes	96	35%
No	92	33%
Don't know	88	32%
Total respondents	276	100%

V5

Would you support a community scheme as an alternative way of providing toilets?

	Count	Percentage
Yes	237	86%
No	39	14%
Don't know	1	0%
Total respondents	277	100%

V6

When visiting an area, do you prefer to use a 'public toilet', 'private toilet' or 'no preference'?

	Count	Percentage
Public toilet	56	20%
Private toilet	109	39%
No preference	111	40%
Don't know	1	0%
Total respondents	277	100%

V7

If a community scheme was introduced, what type of business would you be most likely to use?

	Count	Percentage
Cafe	215	80%
Pub	183	68%
Restaurant	113	42%
Shopping centre	76	28%
Shop	72	27%
Hotel	59	22%
Visitor attraction	57	21%
Don't know	9	3%
Total respondents	269	

V8

If a community scheme was introduced, what would be the best way for you to find out about it?

	Count	Percentage
Sticker in windows of participating business	230	85%
Poster in windows of participating business	113	42%
Leaflet in Tourist Information Centre	26	10%
Information displays at key locations	24	9%
Guide book	24	9%
Website	21	8%
Billboards	21	8%
Poster in Tourist Information Centre	19	7%
Information leaflet in hotel/guest house	16	6%
Don't know	7	3%
Total respondents	270	

V9

During your visit to South Lakeland have you used a public toilet?

	Count	Percentage
Yes	101	37%
No	175	63%
Don't know	0	0%
Total respondents	276	100%

Appendix 7

REPRESENTATIONS RECEIVED BY EMAIL

REPRESENTATIONS RECEIVED BY EMAIL

Staveley with Ings Parish Council (Supported by Upper Kent LAP)

Dear Sir,

The consultation documents "Talk Toilets" on the future of public toilets in South Lakeland has been considered by members of this council at its recent meeting and they agreed that the following comments on both the general question of public toilets and the specific case of the toilets in Staveley should be made:

General comments

1. Members feel that the consultation process has serious flaws. The exhibitions and consultations were based in only a few centres which is likely to result in a concentration of responses from those areas and the subsequent marginalising of other communities who were unable to attend the exhibitions;
2. The focus of the consultation was heavily biased towards what or how communities could do to share the (financial) burden of public toilets; there was much less emphasis on why they should remain as a public service;
3. Why in 2010 are we apparently considering removing this public service? The need for toilets must (by definition) be as great or greater than ever - it is a sad indictment of our District Council's management of services in the early 21st century that they even ask the question.

Particular comments on the Staveley situation

4. Staveley is on the major bus route into/out of the Lakes. The toilets are situated at the main bus stop in the village and this is the only convenient public toilet for use by bus passengers and drivers between Kendal and Keswick and probably between Lancaster and Keswick. Buses are used extensively by local people and visitors. Given the current greater encouragement to use public transport, the Staveley toilets couldn't be more strategically placed and their use is likely to increase as more and more people use public transport;
5. The toilets are on the route from Staveley railway station to the centre of the village - no toilets at the station. As train travel is also currently being encouraged, this link to the village will be more heavily used;
6. The toilets are immediately opposite the Village Hall and complement the facilities there;
7. The toilets are at the entrance to the Kentmere valley and there are no public toilets in the valley at all;
8. The village and surrounding area are increasingly being used by bikers and walkers and the only alternative to the public toilets in Abbey Square are in the local cafe and pub. These latter facilities are only open during business hours and people should not feel that they have to use these businesses in order to go to the toilet;
9. An increasing number of organised walking groups, arriving by coach, off-load in Abbey Square and inevitably use the toilet facilities before setting off into the countryside;
10. There is an increasing number of visitors arriving in Staveley. a trend that is likely to continue as additional tourist facilities are opened. The developing Lake District National

Park Local Development Framework is proposing that Staveley should become a Rural Service Centre and this will bring more people into the village and increase the demand for public toilets;

11. There are already complaints to Parish Councillors about walkers and bikers changing and urinating in public around Staveley. If the public toilets were closed, this situation would be exacerbated;

12. A high number of older people live and visit the village and this puts an even greater strain on the existing toilet facilities.

13. Members do not feel that closing the Staveley public toilets as suggested in the consultants report is the right way forward. Neither do they feel that expecting the residents of Staveley to pay for the maintenance of these toilets is the way forward either. This would simply shift the costs from the District Council's budget to that of the Parish Council and thereby increase the overall council tax bills of residents as the small amount of business tax currently used to fund public toilets would be removed. The main beneficiaries of public toilets are visitors who in turn bring trade to local businesses much more than they benefit local people. Members feel that the provision and maintenance of public toilets should remain the responsibility of the District Council who, because of their professional officers, are in a better position to negotiate suitable contracts than are Parish and Town Councils. The District Council ought to be able to identify the best way of maintaining the service across the District and how it might be funded. Parish and Town Councils could be asked to help in monitoring toilets, reporting faults, perhaps emptying coin machines if it is decided to charge for the use of the facilities, keeping the surrounding areas clean and tidy and other relatively simple tasks that would be within the capacity of local Parish Stewards and other local volunteers. One or more Parish Representatives might also be usefully co-opted by the District Council to help with formulating the future policy rather than just being presented with a fait accompli afterwards.

I hope these comments are helpful and I think you for agreeing to extend the consultation period to enable this council to consider the matter at its April meeting before submitting comments.

Yours faithfully

S T Simpson

Clerk of Staveley with Ings Parish Council

Kendal Town Council (Supported by Kendal LAP)

Town Clerk
 Elizabeth Richardson BSc (Hons)
 Town Treasurer
 John M. Hutchinson ACMA
 Email: office@kendaltowncouncil.gov.uk

Town Hall
 KENDAL
 Cumbria
 LA9 4DL
 Phone: 01539 797597
 Fax: 01539 735984

13th April 2010

Dear Emma,

TALKTOILETS CONSULTATION

I am writing on behalf of Kendal Town Council regarding the consultation exercise being undertaken by SLDC on the provision of public toilets in South Lakeland. The points made in this letter reflect the views of Council at their meeting held on 12th April 2010.

The toilets within Kendal under consideration are those at New Road and Peppercorn Lane. However, we understand the toilet at New Road will be closed as part of the change in use of this area.

Council appreciate the financial pressures SLDC are under. Overall Council would wish to retain the public toilet provision at Peppercorn Lane in Kendal with an upgrade of the facilities, which are noted to be in poor condition. The costs of this could be met through charging for their use. The Council would encourage SLDC to work in partnership with others (private business and/or the community) in order to retain the provision of public toilets. Improved signage at the Peppercorn Lane car park as well as appropriate signage to such facilities at entry points to the town (e.g. bus station and car parks) would be particularly helpful.

Council would also like to encourage the additional provision of facilities. This could be through the proposed scheme with private businesses to pay a grant for them to open their facilities for public use. In addition, slot in toilets (pay for usage) would be beneficial to locations such as Market Place. Thought also needs to be given to a replacement facility for the loss of the public toilet at New Road.

In addition to this submission many Councillors have completed the questionnaire and these have been forwarded to yourselves.

Yours sincerely,
 Town Clerk

Grange Town Council**CONSULTATION RESPONSE FROM GRANGE TOWN COUNCIL**

Grange Town Council is strongly of the opinion that the town centre toilets in Grange are all essential and must be retained if the town is to meet the requirements of locals and visitors.

CONSULTATION PROCESS

Grange Town Council believes the 'Talk Toilets' consultation process was flawed, with regard to the questionnaire that was used. Many of the questions were closed, leading questions. As an example, question 4 asks 'If South Lakeland District Council had to withdraw funding from toilets, would you support their handover to Town and Parish Councils, where appropriate, as an alternative way to keep toilets open?'

It is difficult to see how a member of the public who cares about retaining toilet provision could answer anything but 'yes' to this question. It does not give any opportunity for respondents to say that they wish SLDC to retain responsibility for the public toilets. Importantly, it does not advise respondents that handover to Town and Parish councils would necessitate a significant increase in the parish precept.

RESIDENTS

Grange has the highest percentage of residents aged 60+ in South Lakeland, at over 49% of its residents (Office of National Statistics, 2006) compared with an average across SLDC of less than 20% (South Lakeland SHMA summary 2009 produced by SLDC). In addition, 8% of Grange's residents have difficulty walking (South Lakeland Older Person's Housing Strategy Update 2007-2011 produced by SLDC). Elderly residents have more time for recreation, and higher needs for public toilets than other residents. Elderly people are also more likely to require toilets nearby because of medical issues. Provision of public toilets in the town and on the promenade significantly increases the accessibility of Grange to elderly and disabled residents and visitors; surely an integral part of 'making South Lakeland a great place to live...and visit'. In addition, elderly residents often visit facilities such as the prom with their grandchildren, who are also likely to require toilet facilities close by. The Town Council therefore believes that Grange's need for retention of public toilets is higher than other centres.

VISITORS

Grange's population in 2006 was 4191 (Office of National Statistics). Grange is a tourist town, and in the spring, summer and autumn numbers are boosted significantly by day-trippers and holidaymakers. On average, two coaches visit each day through the period Easter to October, bringing 100 day trippers into the town. There are over 400 car park spaces in the town, which are very well used. Grange has a train station and more visitors come by train, bus and bicycle. The town has 750 beds in hotels and guest houses. Additionally, there are about 700 static and touring caravans and tents on sites very close to Grange (such as Meathop and Flookburgh). Many of the visitors on these sites use Grange as a base for shopping and leisure. The most recent figures for visitors to Grange's Tourist Information Centre give an annual number of visitors to the TIC of 70,000. This represents the number of people using the Tourist Information Centre, not the total number of visitors to the town. Many visitors on day trips and short breaks are elderly, while many families with young children use the static caravan site in Flookburgh for a budget holiday.

FINANCIAL

Grange Town Council already makes a significant contribution towards the financial upkeep of the public toilets in the town. In addition, the Town Council organises volunteers who lock the toilets every day of the year, which hugely reduces the risk of vandalism and associated cost to the district council.

TOPOGRAPHY

Grange is a linear town, with the current public toilets located at strategic points across the town. The newest toilets, at Church Hill, are situated in the town centre midway between Kents Bank Road car park and Hampsfell car park, about 150 metres from each.

The toilets in the Ornamental Gardens are situated about 150 metres from both Main St and Windermere Road car parks (the most heavily used car parks in town). It is assumed that as part of the Berners redevelopment, the current toilets there will be relocated to a suitable place in relation to the new car park..

The toilets on the promenade are adjacent to the children's play area for younger children, and are the only toilet facilities on the 1.25km long prom. The promenade offers a safe, traffic-free leisure facility and is heavily used by elderly residents and visitors, and by families with young children. The facilities available on the prom, including play equipment, a cafe and putting and bowling facilities, means that prom visitors often spend significant time periods on the prom. The nearest alternative toilet facilities are at least a twenty minute round trip on foot for someone fit and healthy, and a significantly longer journey for families with young children, or people with reduced mobility.

It is unlikely that the 'Community Loo' model would work in Grange, as there is only one large and accessible business in the town which might be suitable; this is located very close to the Church Hill toilets, which are only 5 years old. Other towns, such as Kendal, have privately-run toilets in shopping centres and supermarkets, which supplement the public toilets provided by the district council. No such additional facilities exist in Grange. Specifically, there is no possible alternative provision to the toilets on the promenade.

The toilets at Church Hill in Grange have an adjoining shelter, which has a mural on the wall. The Young Cumbria organisation is applying for funding to work with a new group of young people to redo the mural, hopefully this summer. This will be the third mural on the site, and it now has a historical significance for Grange's young people. It allows young people in the area to create public art that represents them in the town, and is considered to be an additional reason for retention of the toilets in this locality.

Alix Jagger
Deputy Town Clerk
6 April 2010

Natland Parish Council

Dear Sir,

Natland Parish Council comments as follows on the Talktoilets consultation:

"The provision of sufficient public toilets is vital for a tourist area like ours and whether the provision is a duty or merely a power is irrelevant. The most appropriate sites for public toilets are arrival points such as car park and bus stations".

Thanking you,

Kevin M Price. Parish Clerk.

Longsleddale Parish

In Longsleddale we have a public toilet that is open all year round, is recognised as being of very high standard, and is cheap to run because the local community has a rota for cleaning/looking after them. We get a grant to cover the running costs and occasional help if capital work is required. The cost is therefore just over £1000 pa. This model could and should be adopted elsewhere with the parish taking on that responsibility for such a cost with a contractual commitment to maintain a specified standard or face closure.

The idea of local businesses being encouraged to open their own/customer toilets is also worth pursuing where this is possible but in rural communities such as ours this is not an option.

South Lakes Development Trust

Talk Toilets Consultation and findings

It is pleasing that the public consultation on the future of public conveniences has finally commenced, and encouraging that the questionnaire requests feedback on various alternative delivery mechanisms.

South Lakes Development Trust fully appreciate the financial necessity for SLDC to restructure the manner in which public conveniences are delivered and have been instrumental over many months in highlighting with your fellow officers and elected members the potential opportunity for future operation of such facilities to be undertaken by the establishment of a social enterprise capable of working in partnership with the Council to achieve the operational outcomes required by the Council, and the community.

Unfortunately no mention of a social enterprise option appears to feature within the research now being undertaken and I believe this to be an unfortunate omission likely to compromise the outcome of the study.

It might be argued that social enterprise would fall under the 'Private Company' heading but, without clarification as to the potential advantage of social enterprise delivery against the private sector, the option is not one that is likely to be considered at the time the paper, or on line, questionnaire is completed.

SLDT continue to believe that properly equipped public conveniences are capable of generating considerable revenue capable of materially subsidising their delivery through the implementation of 'pay to use', sponsorship and advertising. Therefore

If a solution to the ongoing provision of high quality toilets lies within the private, or social enterprise sector, and consideration is given by the Council to supporting delivery via the private sector the same consideration should be given to supporting delivery via a social enterprise delivery route where both the facility delivery, and financial benefit remains within the community.

Yours sincerely

W F Smith

Chief Executive

South Lakes Development Trust

Other email representations
<p>We are a tourist area and you have a responsibility to ensure that these facilities remain open as the major industry of South Lakeland is tourism!!! Why, when we visit other areas of England, which do not have a great influx of tourists do they have excellent public facilities, what is SLDC doing with our money?</p>
<p>What state has SLDC sunk to if the public cannot find a toilet to go to; the most basic of amenities that ratepayers should expect. Try starting to think about efficiency in the council and a proper day's work. You will soon have a sea of empty seats to pay for basics. What else do we pay rates for?</p>
<p>Rothay Park is listed [in the questionnaire] but how do you use this when it is shut for several months each year. Moss Parrock in Grasmere are the only toilets open all year – thank goodness! Rothay Park is shut in the winter already. If free available toilets were deemed necessary many years ago how is it not now thought not necessary or is it a new era that people do not excrete waste. Is it the eco friendly era gone mad, open air squatting behind walls.</p> <p>Clearly local people are not the primary users of their local toilets but they do see many, many visitors rushing to use facilities. Cumbria is an area that relies solely on tourism and freely available toilets are essential to keep the nation healthy and indeed many visitors are elderly and do not want to have to fumble for the correct change or find toilets locked up. Indeed in Kendal the Westmorland Centre are now pay toilets and a man sits outside and sees that you pay, however this does not guarantee good clean facilities. In the winter many cafes and shops close for alterations etc. Not much use for visitors search a toilet.</p>
<p>If you're going to have a 'pay toilet', don't just have a bloke on a stool collecting money, give him a mop and bucket and make it look like he/she is visibly cleaning it all the time and the place is spotless. Psychology is everything - rightly or wrongly, we generally sympathise with those who do this sort of job, and it makes it much easier to give them money.</p> <p>To avoid having to adapt toilets which are rarely used to have full wheelchair access, perhaps a local business close by could offer that facility - to wheelchair users only? That way the business gets some 'Brownie Points', and maybe cash, but doesn't suffer the trail of 'non-customers' that I imagine many would fear.</p> <p>Motorway service stations have advertisements above urinals and on the back of cubicle doors - a bit crude, but I'll bet some local businesses would pay for that and it would mount up pretty quickly. They also have vending machines for lots of useful items, and not the obvious ones.</p> <p>A little investment could save money: Skylights, solar powered lighting (an hour in B&Q could find the right stuff to manage that without breaking the bank, it just needs will power). Rainwater Harvesting - using the water off the roof to fill the cisterns and reduce water bills. Have you noticed how every public toilet in the country has a dripping filler on the cisterns?</p>

Talk Toilets Consultation Statement

There are some toilets somewhere in the Lakes (either Whinlatter or Tarn Hows) which use waterless urinals. A solar powered fan sucks air downwards to eliminate odours.
I have just read the article on the above on the Westmorland Gazette website. As a very regular visitor to the Silverdale Arnside AONB, I spend a considerable amount of money in a year at local shops and other amenities. I also regularly use the toilets at Arnside and Silverdale. Whilst I appreciate that PC's cost money to maintain, by providing facilities for visitors, visitors will come and spend money in the area. Close down visitor amenities and make the area visitor "unfriendly" and the visitors and their money will not come. Should any of your ratepayers say "Why should we pay for the convenience (sorry about that) of the visitor", I would reply that I live in the Yorkshire Dales and, should any residents of South Lakeland visit Yorkshire, I am quite happy for them to use toilets my Council tax helps pay for - have that on me.
I am from Canada and stayed in Kirkby Lonsdale for the month of January 2010. There always seemed to be visitors walking about on the weekend, and the park by the Devils Bridge was used even in the snow. The public toilet there is absolutely essential for your tourism. I was satisfied with the cleanliness and state of maintenance -neither fancy, but adequate-, and did not feel unsafe using it at dusk. I was quite surprised that the library does not have a public toilet, and think you might perhaps relocate the ones near the market to the library, which could enable closing the lower ones and have a double purpose serving the library as well.
<p>It was my intention to complete your questionnaire, but it does not provide for many of the questions which I have in mind. The decision to close a number of facilities seems to be already made without any consultation that I recall. I do not accept the argument that the provision of toilets is a power not a duty. That may be correct on a strict interpretation of the present legislation, but it is a weak argument and not one which any responsible local council, promoting itself as a tourist destination, would utilise. If councils are going to seek to take advantage of this 'loophole' then the legislation needs to be amended so that the provision of toilets is mandatory and closures cannot take place unless there is incontrovertible evidence that the facility in question is never used. The Council has already pursued a policy of closing some of these facilities and I doubt if any of the alternatives proposed in the questionnaire is satisfactory, so what are people supposed to do? That is not a rhetorical question - it requires an answer.</p> <p>I am opposed to the scam, stealth tax, creative accounting or blackmail, call it what you will, whereby the Council threatens closure unless the Parish Council in question contributes to the cost. This is most unfair and results in the parishioners paying (I suspect twice but we shall see) for a facility which they probably never use, a facility required by the visitors which you encourage.</p> <p>The quoted annual cost of maintenance is unbelievably high, working out at £20,000 per annum for each site. That is more than some families have to live on. The standards of cleaning and repair are adequate but not exceptional, but better than nothing at all. It would seem that there is something desperately wrong somewhere.</p>
Please do not close Public Toilet facilities in the lakes; I am a regular user of same at the weekend & during the week.

Arnside has 2 Public toilets - a Male and Female facility and a Disabled facility on the other side of the road.

Please note the following, in case someone is thinking of cutting costs and closing them:

Arnside gets precious little investment in social infrastructure (compared with Grange over Sands, for example) so letting us have public toilets would be appreciated by residents.

Arnside plays host to thousands of day trippers every year and throughout the year as it is the centre of the local AONB - Area of Outstanding Natural Beauty - and it has several very popular walks radiating from it.

Arnside plays host to the Cross Bay Walks several times a year. Thousands of people make the walks for Charity and for the experience. The Walks go from Arnside to Kents Bank (near Grange).

All these activities are good for local businesses, but they need decent Public Toilets to be available. There is an argument going round that local businesses should open up their toilets to these visitors. This is a silly idea - at New Barns (on the route of the Cross Bay Walk) there is a Cafe with a toilet and walkers were originally allowed to use it if they asked but it got out of hand - staff and paying customers were swamped by the walkers who bought nothing and left the place in a terrible mess.

Please take these facts into account in your plans, thank you.

Community schemes. Is this practical? How much grant would be required to cover the additional insurance costs for the shops, cafés etc?

Has anyone done a survey of those premises possibly to be involved or a risk assessment or a health and safety study? This suggestion could if done properly cost a lot.

If anything went pear shaped everyone would be suing everyone else!!

Toilets are primarily used by tourists, our most esteemed and needed customers.

Toilets need to be open all year round in all country areas: free, basic, no frills no showers, no need for baby changing and not just the area we live in or are visiting. Only yesterday we walked into Broughton, near the village square there was a good clean open toilet. It was 5.15pm and all the cafes were closed and I did not want to drink and drive.

Where there are car / coach parks it should be possible to press the car park people to take on the toilets and open all year round and add on up to 10 pence to each car parking fee. However people in village centres need toilets available too. No local café would wish to have 5 or 6 coach loads trailing through their premises on most days of the year.

In my view it is a basic human right to have reasonable access to free toilets and it is an abuse of that right to limit their free use. I cannot understand how it costs £20,000 to keep each block of toilets open for a year. Maybe too many expensive surveys or too many tiers of hierarchy in SLDC.

The Lake District is unique, it attracts many, many visitors. Several years ago a count was done and in summer months 2,000 people walk up Red Bank Road Grasmere to join the lake shore footpath. All these visitors ultimately either end up in Grasmere, Ambleside, White Moss, Skelwith, Chapel Stile or Elterwater and most will require these facilities. Already folk living in rural areas regularly pick up bag fulls of litter and dog poo. Do we really want to be a 3rd World country. France and Europe and India have much improved their facilities.

Do you really want to be known as the filthiest and most primitive nation around?

We have got perfectly good toilet blocks, and these should be kept open as toilets and not end up being closed and becoming different units than this most basic service.

Economises could be made by turning off street lights between midnight and 6am. Also council depots and recycling areas do not need lights on when closed.

Cumbria would do well to buck the current trend of selling everything off or closing toilets but continue to provide a much needed service needed by all of us both now and in the future. There would be an outcry, with good reason if SLDC closed all its office Toilets and charged for each usage. Staff would rightly all scream, 'Do not be so Stupid'

As an elderly resident, not very conversant with websites, I cannot get onto any form for giving my comments. I feel extremely strongly about toilet closure and was disgusted when SLDC closed toilets, especially at alighting points of tourist coaches. It is a very poor welcome to visitors. Only motorway services can afford to give free access to 'comfort stations' as they are termed in the USA. A reasonable charge to enter a well maintained, clean facility, preferably with an attendant of appropriate sex in charge, is surely desirable. In former more civilized times the elderly female in charge did a most valuable social service. Any sum up to 50p would be acceptable, after all a modern pound is worth less then six old pennies.

Mainly, Public Toilets are absolutely essential in areas visited by tourists, people would much prefer to pay than be locked out when relief is needed. Cleaning them would be a good use of young offenders and supervision should be undertaken by mature people. They don't need to be luxurious but should be well maintained.

Money down the drain? We are asked to comment on the cost of running public toilets. At a declared £750,000 annual cost, this works out at over £20,000 per toilet! How can it possibly cost this much (on average) to run these 39 loos?

Even more extraordinary is the estimated refurbishment cost. At £39 million this is a million pounds per loo! For that you could put up a row of houses!

So bring in local or private enterprise! Give just a fraction of this amount to Local Councils and watch what happens. Or do any of you recall Superloos? All Mod Con and inspected daily. How much each? Rather less than a Million, I guess.

One solution which may not have been suggested is this:

Do you remember those signs: "You may Telephone From Here" ?

These were, I recall, privately offered facilities to passers-by who (for a fee) could use something that already existed, usually in a shop. Now we have for centuries provided for people's refreshment needs in an efficient and cost-effective way. We call the tea shops or restaurants.

Can we not provide for other "needs" in a similar manner? "You may relieve yourself here" is the message....and all is provided (for a fee) at approved shops, commercial premises.... or even homes. Standards can be maintained, just as they are in eating places. I have even invented a LOGO that can be put up outside participating premises. ((C)) 2010

Do all this and your problems are solved. All you pay for is a licensing inspector.

Alternative scheme

If you balk at going this far, you could do the same thing on a commission basis where you paid certain premises to make these facilities available to the public. You could even include private homes! Why not? Everyone has well-maintained plumbing facilities and would thereby be able to turn a modest extra penny. ("Spend a penny on me?") I can even envisage some proud home owners putting flowers and reading matter next to the Airwick.

Here are some suggestions to think about, based upon the premise that in most locations a less than perfect standard is better than no provision at all.

a) I think by now you will be aware that I am opposed to any total closures, except where there is duplication within convenient walking distance. To suggest closing Bowness Bay and The Glebe and keeping Braithwaite Fold does not meet that criteria and is the wrong choice. It is a long way from Bowness Bay. Better to keep the Glebe. On the other hand and by way of example, Priory Road in Ulverston could be closed and the Leisure Centre utilised.

b) Toilets on pay and display car parks should be paid for out of car park fees. Similarly Braithwaite Fold and Ferry Nab costs should be met from caravan pitch and winter boat storage fees in the first case and launching, storage fees and mooring fees in the other.

c) The cost of cleaning and maintaining National Park toilets should be the subject of complete recharge including on-cost.

d) Install water saving devices (Hippos) in all cisterns. I would hope this has already been done.

e) Cease to provide running hot water for hand washing.

f) In all but heavily used toilets, close the gents section and make the ladies section available to both sexes. I see nothing wrong with this in this day and age. It gets rid of water use in constantly flushing urinals and cuts cleaning by 50% in those situations where it is adopted.

g) Similarly, except in heavily used areas there is scope to reduce the frequency of cleaning to every other day and in some places it could be even less frequent.

h) These measures give scope for revised work rosters with savings in wages, NI, vehicles, fuel etc.

Appendix 8

REPRESENTATIONS RECEIVED BY LETTER

REPRESENTATIONS RECEIVED BY LETTER

Grasmere Village Society

GRASMERE VILLAGE SOCIETY
Registered Charity Number 506443

The Chief Executive,
South Lakeland District Council,
Lowther Street,
Kendal,
Cumbria,
LA9 4DQ.

1/4/2010

Dear Mr. Chief Executive,

The Executive Committee of Grasmere Village Society is well aware of the Talk Toilets Survey and has endeavored to encourage residents of Grasmere to complete and submit it.

On behalf of the residents, the Grasmere Village Society would like to make three important points about the need for toilets in Grasmere.

- Toilets in Grasmere must remain open for the benefit of the many tourists, and the residents both young and old who need to use public toilets. Tourism is vital to the village economy.
- The toilets off Moss Parrock are the only public toilets with provision for disabled people. They are also the only ones to be kept open all year, which is important as tourists now visit Grasmere during the whole year.
- Many tourists approach the village from the north and park in the northern car park. The Moss Parrock toilets are the ones which meet their needs and are extensively used both by villagers and the many thousands of tourists who visit Grasmere every year.

Yours sincerely,

Mr Bev Dennison,
Chairman of Grasmere Village Society.

cc: Councillor Jonathan Brooke, Chairman of SLDC
Councillor Brendan Jameson, Leader of the Council
Peter Ridgeway, Chief Executive Officer, SLDC

Chairman Grasmere Village Society do Mr B P Dennison Broadrayne Farm, Grasmere, Ambleside, Cumbria LA22 9RU. Tel 01 5394 35055

Central Lakes LAP

6 April 2010

Vision Twentyone,
Milton Hall,
244 Deansgate,
Manchester,
M34BQ

Dear Sirs

Re: Talk Toilets Consultation
response from the Central Lakes Local Area Partnership

Following consideration of the future options for delivery of public toilets in South Lakeland the Central Lakes Local Area Partnership strongly believes that the following issues should be taken into consideration by the consultants when preparing their recommendations to South Lakeland District Council:

- It is essential that the existing level of provision in the Central Lakes area is maintained or enhanced.
- Quality toilets are an essential part of the overall facility mix required to meet visitor expectation in an economy so critically orientated towards tourism.
- Reduced provision discriminates against our ageing population, many of whom need easily accessible toilet provision when venturing out of their homes. The same is true of families with children.
- SLDC are probably not best placed to operate toilets commercially in a manner that will financially sustain the service.
- If private companies can operate public toilets profitably it is considered that a social enterprise route should also be able maximize such opportunities to the direct benefit of the community served.
- SLDC should consider working in partnership with a not for profit organisation, to ensure existing provision is maintained and enhanced.
- Charging for use is an essential element of effective provision
- Advertising and sponsorship revenue could also help sustain well maintained facilities. .
- Modern access control mechanisms could allow for concessionary use by some members of the community.
- SLDC should not expect to retain the most heavily-used toilets and expect others to operate the remainder. If there is a desire to sustain the existing level of provision an external provider will need revenue from higher volume toilets to sustain less well-used (but strategically important) toilets
- Community Toilet Schemes should be promoted to help extend, not replace, provision
- Businesses should be actively assisted in recognising how Community Toilet Schemes could boost their sales through increased footfall.
- Consideration should be given to the introduction of a voluntary levy via hospitality providers to help subsidise public toilet costs.

Talk Toilets Consultation Statement

As a World Class Visitor Destination, the Lake District should provide a high quality comprehensive network of accessible public toilets which fully meets, or ideally exceeds, visitor expectations.

Please do not hesitate to contact our partnership should you require any further clarification of the issues raised in this letter

Yours faithfully,

Bill Smith

On behalf of the Central Lakes Local Area Partnership

Windermere Town Council

Your Ref:

Our Ref: BGW.SVT.WTC

Date: 25/03/10

Vision 21
Milton Hall
244 Deansgate
MANCHESTER
M34BQ

Dear Sirs,

SOUTH LAKELAND DISTRICT COUNCIL - TALK TOILETS CONSULTATION

Windermere Town Council considered the future options for delivery of public toilets in South Lakeland at its meeting on the 22nd March.

It first of all would emphasize that Windermere Town Council would not wish to get directly involved in the provision or management of toilets within its area. The Town Council resolved that the following issues should be taken into consideration as part of the consultation relating to the provision of toilets.

The Council believes that the Lake District as a whole and Windermere and Bowness in particular, which is considered to be a world class visitor destination, should provide sufficient accessible public toilets which fully meet or exceed visitor expectations. To this end, the following points should be borne in mind:-

- It is essential that the existing level of provision in Windermere and Bowness is maintained or enhanced.
- Quality toilets are an essential part of the overall facility mix required to meet visitor expectation in an economy so critically orientated towards tourism.
- Any reduction in provision of toilets would discriminate against the high level of ageing population within the area of Windermere and Bowness.
- If private companies can operate public toilet profitably it is considered that a social enterprise route should also be able to maximise such opportunities to the direct benefit of the community served. To this end, the District Council should take all relevant steps to work in partnership with a non-profit organisation to ensure the existing provision is maintained and enhanced.
- The Town Council would not have any objections to charging for use and seeking advertising and sponsorship revenue to sustain well maintained facilities. This would not prevent concessionary use by some members of the community taking into account modern access control mechanisms.
- South Lakeland District Council should not expect to retain the most heavily used toilets and expect others to operate the remainder. Those well used toilets that may currently pay their way, will be needed by any external provider to in effect subsidise less well used, but strategically important toilets.

- Community toilet schemes should be promoted to help extend, not replace any provision that exists at present.
- Businesses should be actively assisted in recognising how community toilets schemes could boost their sales through increased footfall and consideration should be given to the introduction of a voluntary levy from hospitality providers to help subsidise public toilet costs.

Yours faithfully,

B.G Whittaker
Windermere Town Council

Bowness and Windermere Community Care Trust

The Phoenix Centre Phoenix Way Windermere Cumbria
LA231BZ

Telephone: 015394 48415

e-mail: phoenix@ignetics.co.uk

25th March 2010

FREEPOST,
Vision Twentyone,
Milton Hall,
244 Deansgate,
Manchester,
M3 4BQ

Dear Sirs

Re: Talk Toilets Consultation
response from the Central Lakes Local Area Partnership

Following consideration of the future options for delivery of public toilets in South Lakeland the Bowness and Windermere Community Care Trust would like the following comments to be taken into consideration by the consultants when preparing their recommendations to South Lakeland District Council:

- We are opposed in principle to the closure of any toilets in Windermere & Bowness and the surrounding area
Toilets are an essential part of the overall facility mix required to meet community expectation and, in an economy so critically orientated towards tourism, they fulfill an important role in the perception of the area given to visitors.
- Reducing the provision materially discriminates against our - ageing population, many of whom need easily accessible toilet provision when venturing out of their homes. The same is true of families with children.
- We accept that the public sector is probably not best placed to operate toilets commercially in a manner that will financially sustain the service.
- We understand that private companies already operate public toilets elsewhere profitably and this should therefore
- Enable such facilities to be operated successfully via social enterprise.
- BWCCT would be interested in discussing with SLDC how it might work in partnership with other community enterprise to ensure existing provision is maintained and enhanced.
- We believe that charging for use is an essential element of achieving sustainable provision
- We understand that Community Toilet Schemes are being considered and feel that such facilities should be developed as an extension, not replacement, of the existing facilities.

Talk Toilets Consultation Statement

If the Lake District is to remain as a World Class Environment, it should provide a high quality comprehensive network of accessible public toilets fully meeting the needs of its resident and visitor population

Please do not hesitate to contact us should you require any further clarification of the issues raised in this letter

Yours faithfully

Chairman
Bowness and Windermere Community Care Trust

Bowness and Windermere Community Care Trust is a company limited by guarantee No.
3857179

Registered in England. Registered Office at 90 Stricklandgate, Kendal LA9 4PU
Registered Charity No. 1079452

Quarry Rigg Management Limited

The Chief Executive,
South Lakeland District Council,
South Lakeland House,
Kendal,
Cumbria,
LA9 4UQ

Dear Sir,

Proposed Closure of Public Toilets in South Lakeland: Bowness-on-Windermere

I refer to the public consultation on this matter, which is currently taking place throughout the District.

I am writing as the representative of the owners of flats in the Quarry Rigg complex, situated between Lake Road and Rayrigg Road in Bowness.

My understanding is that, of the three public toilets in Bowness, those at The Glebe will be retained but that it is proposed to close either those on Lake Road, immediately uphill from Quarry Rigg, or the toilets in the Rayrigg Road car park.

Strangely, both of these toilets recorded heavy usage and, evidently, are necessary.

Several years ago, these toilets were closed at night as an experiment. Unfortunately, the consequences were that a number of people who had made their way to the toilets after leaving one of the pubs or restaurants in the village only to find them closed.

There followed regular instances of those either returning to the Rayrigg Road car park, or walking up the hill to Windermere, and finding the toilets closed, choosing to hide in the relative seclusion of the Quarry Rigg stairwells to relieve themselves.

The task of cleaning-up was left to our Site Manager. The Company protested to the Council and the toilets were kept open, after which the nuisance ceased.

If these are closed, this problem will inevitably recur.

However, there is a further problem now inasmuch as Bowness is unfortunately host to a number of vagrants who sleep rough and use both the Lake Road and Rayrigg Road toilets for their needs. If one of these is closed, it is likely that these persons will avail themselves of the quiet corners of Quarry Rigg. Not only is this sort of nuisance extremely offensive to residents of, and holiday visitors to Quarry Rigg, but is a public health issue.

On these grounds, I object to the proposed closure of either the Lake Road or the Rayrigg Road toilets.

I trust that you will take my views, expressed on behalf of the owners of the 83 flats and

Talk Toilets Consultation Statement

18 shops in Quarry Rigg, into consideration and look forward to hearing from you.

Thanking you,

Yours faithfully,
Christopher Snowdeii

Christopher Snowdeii – Company Secretary – Quarry Rigg Management Limited

Cumbria Tourist Guides

TalkToilets Consultation Team,
Vision Twentyone,
Milton Hall,
244 Deansgate,
Manchester, M3 4BQ.

1st April 2010

Dear Sir /Madam,

SOUTH LAKELAND TALK TOILETS CONSULTATION

I am writing in my capacity as Chairman of Cumbria Tourist Guides to express the views of our Association regarding the proposed closure of public toilets in South Lakeland.

I should explain that our members are Blue Badge Tourist Guides, who regularly escort coach parties of visitors in South Lakeland, and elsewhere in Cumbria. The visitors may be from the UK or overseas. Modern coaches often hold over 50 passengers, and where stops are scheduled is often determined to a large extent by the availability (or otherwise) of toilet facilities. It is true that the passengers may also disperse to visit shops, buy coffee, etc., but ready availability of toilets is always an important factor in the scheduling of tours.

We would therefore like to make a strong case for the retention of public toilets, if nowhere else, at least at venues where coaches park, or set down and pick up passengers. Ideally such toilets should not only be retained, they should be refurbished and improved. It may not be overstating the case to say that for many visitors arriving by coach from further south, their first experience of South Lakeland will be a visit to a public toilet. This may be followed by visits to shops, cafes, pubs, etc, but if the toilet is not available, these subsequent visits will not take place and businesses elsewhere will benefit. In other words the economy of a community may be affected by whether it has adequate toilet facilities, or not. There could be a real risk that coach operators who could not guarantee comfortable facilities in the Lake District for their passengers would simply "vote with their feet" and bypass us, preferring to head directly for Scotland where there are excellent facilities for coach stops.

One suggestion made in the consultation process is that commercial businesses could receive payment from local government funds to provide toilet facilities in their premises. This could occasionally be helpful, but only if the facilities provided are adequate to deal with, say, 50 people all arriving at more or less the same time. Any failure in this respect could lead to an undesirable scenario!

The profile of coach tours is often that of elderly passengers for whom "toilets" matter. The time spent disembarking 50 people from a coach and then taking them to the "convenience" in a shop or otherwise is too long for many. Toilets need to be easily available and usable before the visitor contemplates visiting a commercial venture or an historic site.

We would further like to express the view that charging visitors to use toilets is not an acceptable solution,, especially where overseas visitors are concerned. No doubt some would have the correct coinage available, but the prospect of a group, say, of Japanese visitors struggling to find the correct coinage to access the facilities, possibly while queuing in the rain, is a bleak one. It is all very well to say that change machines could be installed, but not everyone would have UK currency available to change if they were on a tour of Europe and relied for their purchases mainly on credit cards. The option to pay in Euros could ease the position for European visitors, but would not provide an overall solution.

Our recommendation would be that if closures are inevitable they should be restricted to toilets which are not in the vicinity of coach parks or set down / pick up points. Public toilets in venues such as Grasmere, Coniston and Bowness-on-Windermere should not under any circumstances be closed, nor handed over to private enterprise; nor should the public be charged for their use. I should be happy to provide further advice on exactly which toilets we would recommend are kept open, and ideally improved, if this would be helpful.

Yours faithfully,

Alan Heppenstall
Chairman
Cumbria Tourist Guides.

Individual

30 March 2010

I respond to your document in this manner as I am of the opinion that the questionnaire is too prescriptive and attempts to channel the replies in the direction that SLDC wishes. 'Making tough choices, together' is nothing more than a misnomer giving SLDC the opt out when wrong decisions are made. Surely SLDC has sufficient expertise to survey the whole Talk Toilets subject and then suggest guidance in the way that the area moves forward, not simply to state eight criteria for decision making, *Section A: 1*, and request that three should be supported. ALL eight are of importance,

An article, attached, in the current edition of *The Westmorland Gazette* outlines some of the social aspects that SLDC seems to have completely ignored. It is futile to ask 'How often do you use the toilets?' or '... of a lower priority'. Do council members record details of their toilet visits? Consider visitors possible needs; these include locals who visit other Cumbrian areas e.g. For shopping needs as well as holiday visitors. Too many toilets have already been closed so do not close any more. Consider those people who may have medical problems, *Section G: 41*, and their desperate/immediate toilet requirements. Does any council member suffer similar problems? Consider the holiday visitor—do we want repeat business? i.e. Will they return to the area? If we do not cater for these natural functions can we expect to see people relieving themselves in the streets and hedgerows?

I appreciate that the above is rather rambling but I am sure that you understand my thoughts.

May I end with the following statements:

- a. Explain how and where the £790,000 annual public toilet costs are spent.
- b. Payment for use should be at a very low level, not at the Westmorland Shopping Centre level.
- c. Do not abolish the council's moral responsibility of maintaining toilet provision.
- d. Community schemes would create problems. Businesses that have toilets usually restrict the use of them to 'customers'. Would council members with businesses open their premises for this purpose?
- e. *Sections B–F*. Be practical! How does one relate usage/lower or higher priorities to these toilets? ALL toilets are high priority when people need them; if there are none then people will use the nearest hedge or wall. A parallel is the provision/non provision of waste bins.
- f. *Section G: 42*. What has anyone's ethnic origins have to do with toilets?

G.D Roberts

Individual

Sunny Bank House,
Prince's Road,
Windermere,
Cumbria
LA23 2DD

I am a resident of Windermere, a town councillor and understand the concerns over the public conveniences.

If people arrive by train there is nothing in the way of conveniences. If it is during shop hours, our superstore booths – the original station allows people to use their facilities. The main conveniences are at the bottom of Broad Street at the end of the village shops and by the official car park. They are open for 24 hours unless we have trouble with youngsters doing damage, then they are closed at 8pm.

Baddely clock toilets are quite busy. Cars, vans and Lorries can park on either side and the use cannot be measured in the usual way because water is taken off for other purposes.

Millerground toilets are the only ones around there, without them there would be a public nuisance of people “going” behind trees, walls etc.

I believe their cost is covered by the S.L.D.C, who benefit greatly from the bed of the lake money.

Bowness has toilets on the road down from Windermere in the shopping area. The town council shares the cost with the shops there.

The busiest toilets are very old and just behind the Bowness T.I.C. We were told in council how they were measured. A person stands with a clicker and a watch and sees how long it takes to count to 100 people going in and out. It was ten minutes. The busiest toilets in the area. There is an almost new, almost unused block nearby, we do not use them to keep the costs down. I believe there is a block on the Car Park on Braithwaite Fold.

Our visitors and us residents deserve clean toilets, I will call us the users. They are not clean and disgusting although I haven't been in one lately.

On the whole the residents live moderately, many are on pensions and benefits. It isn't right to expect them to provide for the visitors. The obvious way I think is to charge enough to cover the costs of running and cleaning and upkeep – much more than we have now. The clean up every morning is not adequate.

Let the users pay and I will be delightful to hear what our visitors will think of our new clean toilets. It will mean more costs to create a mechanism so that they can pay. That will take away any grumbles about cost. It could come as a shock initially but it will soon become normal practise.

Talk Toilets Consultation Statement

Plenty of clean toilets are what is needed. Some of our businesses could provide a grant towards the cost of the initial alterations.

Lakeland Ltd,
E.H Booths
Raynigg Motors and Windermere Lake cruises.

These all care about the village and its visitors. I hope that this is a help.

Yours sincerely,
Jennifer Jewell

Individual

25th.Mar:2010.

Dear Sir,

I have been without my email connection for 3 weeks so hope it is not now too late to send in my views to the 'Talk Toilets' debate...

Your article states that it costs SLDC £790,000 pa to operate 39 public toilets in the area. That's over £20,000 a year for each toilet. What On earth do you do with all this money, flush it down.....?

I realise that the cost of removing graffiti and rubbish, redecorating, repairing and general upkeep don't come cheap, but for goodness' sake, these places are not manned so don't take full time wages to pay for. Are they serviced by a 'Gang' of cleaners who do a daily— similar to the way our Binmen work, or is each toilet looked after by a local cleaner, individually? (I've worked as a cleaner in various places from Old People's Homes, Hotels and Residential 'Outward Bound' Centres, to stables and farmyards so I do understand that it is not the most pleasant or aspirational job, but I never expected Celebrity wages!) Now a basic rate Pensioner I still can't get my head around your figures.

...

However, the question as to whether they should still be available? Yes! Yes! Yes! How can it possibly: be conceived that in the 21st Century our needs are less than the Victorians who invented these wonderful 'Life-Savers?' They are scarce enough as it is for us with 'normal' needs, but for mum's and toddlers, men with prostate problems and those with bladder or other difficulties, they are absolutely essential and must not be allowed to disappear.

Neither is the answer to be found in expecting shops, pubs, restaurants etc. to have to solve (or relieve!) the problem. All sorts of questions here of responsibility, damage, me, interruptions (imagine a coach load of passengers, or a hundred Cross Bay walkers all piling in to Abbot Hall (at Grange) for the loo or several half drunk youths piling into Renoir's at Windermere. . . No, we can't go there!

It strikes' me that The LDNP and S.Cumbria get a fair bit of European and grant funding money to entice people from all over the world to come and make the Tourist trip to our beautiful corner of England. What must the Japanese or Americans think of our few, often dirty and damaged conveniences? (And I'll not mention here about the rubbish strewn verges of S.Lakeland). No, SLDC, we Need our Loos, plenty of them, well kept as in Scotland @ pee

That's it. I've 'done had my say! '

Yours Hopefully,
Mrs.J.Pape.

Individual

The Chairman,
South Lakeland District Council,
South Lakeland House,
Lowther Street,
KENDAL,
Cumbria.
LA9 4UQ.

Dear Sir,

I am writing to express my concerns following the *decision* by South Lakeland District Council to review the provision of public conveniences with the probability that there will be closures.

It is important families, elderly and disabled people have confidence that toilets are open and available so that they are able to go out and about and feel fully included in their community. Within the parish of Aldingham there are toilets adjacent to the Church which are used regularly by church goers, walkers, families enjoying the beach and visitors. The church is used not only for services but at other times for meetings, concerts, exhibitions etc. and is a focal point for the community. I feel strongly that there is a need for these public facilities to be retained.

On the A5807 Ulverston to Barrow Coast Road the only available toilets, actually on the roadside, are at Bardsea. This is a very popular area all year round and the proposal for a Coastal Walk makes it even more important for Aldingham and Bardsea toilets to remain open.

South Lakeland relies heavily on tourism to boost its economy and through promotion is attracting more visitors to the area. All year round, and particularly for the festivals, which are widely advertised, coaches bring visitors into Ulverston. The objective of South Lakeland District Council should be to care for the hygiene of the people who attend by providing clean, accessible, clearly indicated public toilets, otherwise coach operators will avoid sites where they are not available or closures have been made. Difficulties have been experienced in finding toilets open when supporting family orientated events during the evening in Ulverston. There is potential impact on health and hygiene unless an effective network of publicly available toilets is maintained.

Yours faithfully,

A. Holcroft

Appendix 9 STAKEHOLDER MEETINGS

STAKEHOLDER MEETINGS

Adrian Faulkner, Windermere Chamber of Trade

Pay-to-use schemes

- Brilliant idea, everywhere else does - as long as toilets are left open.
- People would expect a higher standard in return.
- Employment and cost for collecting money could link with car parks.
- Reasonable price needed (more than 20p might be a problem).
- Whether 20p will cover the costs? That's down to SLDC.

Handovers to town and parish councils

- In principal it could be good.
- Windermere Chamber of Trade would be in favour of this.
- The biggest problem is going to be condition they're handed over in and the capital investment needed to improve.

Private companies

- Depends on the private company, not all private companies have local interests at heart.
- If it could be, for example, Bowness Bay Boating Company that would be no problem. Also Windermere Waterfront project might be worth incorporating into that project for Bowness Bay.
- There's a current BDP/LDNP development scheme and potential for communication with them.
- The chamber of trade are ambivalent towards social enterprise.
- If you use sponsorship/advertising it needs to be sustainable.

Community schemes

- Currently, this is our least favoured option. We are one of the highest rentable places.
- There is potential, if running alongside other options, that in our area this option could be more preferred.
- There are concerns about water rates increasing.
- SLDC would have to ensure grant money is non-taxable.
- There are issues with shop closures/retirements and continuity of community schemes. Pubs are national companies sometimes and could be more stable.
- Please keep us informed if producing a map for a community scheme, we produce a business map and could link in.

Other comments

- Car park revenue could be used for local services. If car parks were handed to Town Council in Bowness, there would never be a precept.
- Currently there are 8 toilets, 2 of them are out on a limb – these would be the ones you would have trouble getting people to look after.
- Main concerns are that central toilets are kept – Rayrigg Road, Pinfold C/P, Broad Street.
- Ferry Nabs – there is no other anchor near there.

- Braithwaite Fold will be dependent on a new enlargement scheme.
- Badley and Rarigg Meadows can be closed.
- Top 3
 - Broad Street
 - Bowness Bay *
 - Ferry Nab

*Bowness Bay and Glebe Road are very vulnerable to flooding, a major problem. Another reason why could be brought into regeneration scheme.

Bill Smith, South Lakes Development Trust**Pay-to-use schemes**

- This is essential. Can't consider taking forward this opportunity without funding.
- If charges are too high, people won't pay (20p okay).
- Needs to be non-profit making.
- Need to balance needs (needs of elderly) and existing population and high usage (ageing population).
- Pay-to-use toilets should be strategically located.
- The public will pay-to-use a service as long as it meets standards and expectations.
- Have to accept customer expectations change and toilets will need high standards to meet those expectations.

Handovers to town and parish councils

- Town/parish councils don't have the capacity to manage this or take it forward.
- Town/parish councils are unpaid volunteers in community and simply can't afford to manage toilets e.g. Lakes, Windermere Parish.
- The role of town/parish councils in some ways is to help look for funding rather than manage the process.

Private companies

- This is a good option but you need to distinguish between profit and not-for-profit commercial enterprise. As a social enterprise, SLDT could take on the toilets.
- You can't look at a social enterprise company to just facilitate some loos, we would need to have the better, more profitable toilets to fund others and subsidise/offset the cost of less profitable ones.
- Profits from a social enterprise will be reinvested to maintain the toilets or reinvested in the community.
- We could establish a business enterprise within SLDT for cleaning, this would help cross subsidise and maintenance of loos.
- We would look at taking on existing staff, this would have to be looked at and be part of a negotiation.
- There's an opportunity linked to the maintenance of blocks. The further education college could be brought into the process and those taking practical, vocational training could help maintain facilities.
- If private enterprise can make it work so to can the social enterprise, but profit goes into the community. There would be encouragement at community level.
- Private enterprise has the skills and knowledge. The challenge to social enterprise would be getting skills and knowledge.
- There is a challenge regarding asset transfer. If we were the body taking it, the asset would be passed to SLDT, we can then borrow against this asset to help with upkeep. We're already looking to become a Community Development Land Trust. That in itself will engage community interest.
- SLDT are registered as a charity so there is no reason why we wouldn't attract business rate relief on toilets. Immediately a cost is gone, helping to achieve financial sustainability.

Community schemes

- Great idea but should be in addition to others.
- Local businesses don't realise this will increase their footfall. SLDC need to present it as a business opportunity rather than a response to a need and businesses will be happy to assist. The scheme is being sold on wrong premise at the moment.

Other comments

- Can't just be about cost, you need to also think of the future in terms of visitors and the ageing population, and balance needs of both.
- Community pay back schemes would not work as they would not keep standards high enough.
- Good, clean loos can attract advertising opportunities and revenue can be raised from this.
- With right approach SLDC could seek sponsorship from elsewhere, but must ensure the quality of the facilities is high for people to be interested.
- The exterior walls of public toilets could be used to display information. This may also increase footfall.
- A voluntary levy could be introduced for toilet infrastructure delivery and development in the hospitality sector.

Catherine Webb, Cumbria Tourism**Pay-to-use schemes**

- No objection to this; you have to do it everywhere else. Toilets would need to be super quality.
- SLDC need to look at the bigger picture, the whole offer. If the quality of a service is good/really good you don't mind paying for it.
- Toilets need good signage
- SLDC need to bring about sense of place – developing the whole package. It's all about linking-up.

Handovers to town and parish councils

- Yes this is a good idea in theory but in practice it comes down to people, and who they are. If it's a proactive town council then fine, but the proactive council's may not necessarily be in a tourism hotspot.
- The town council are a small representative minority, but how representative are they?
- There needs to be a clear lead for anything to work. This is true of any of the options. We need to work in partnership but it does need a clear lead to make an impact and ensure decisions are made and ensure delivery happens in areas of greatest need.

Private companies

- This can work well.
- The provider needs to work in partnership with others who provide public facilities. However, the Council does need to take some responsibility to ensure that this is monitored and do need to give something to enable something to happen – cash injections important.

Community schemes

- On paper (rather than in practice) this sounds great, but needs to be in the right place. It could be more suitable for some areas and not others. For example, Kendal has more businesses so it might work.
- Need to combine tourism hot spots and other areas.

Other comments

- SLDC need to look at the results of this consultation as part of the bigger picture. Pick tourist hot spots. The Council needs to facilitate and empower the process through realistic grants. We need capital injection.
- You need different solutions for different areas depending on their make up. Identify the main locations.
- A joined up approach is needed – car parks, TIC's and toilets need to be joined up, so offer to join up.
- This depends on partnership, leadership and the context of that area – not on size. SLDC needs to look at individual opportunities.
- We need facilities and can't treat toilets in separation to everything else.

Joanne Goulton – Kendal Futures Board , Regeneration manager
Pay-to-use schemes

- They need to be clean and open at appropriate times.
- If these are automated they can break down.
- If manned, this could just be peak times.
- People don't mind if it's no more than 20p but there is an expectation about quality.
- Seasonal pricing would not work as seasonal tourism doesn't happen.
- I don't think this would send tourists away; but might inconvenience them.

Handovers to town and parish councils

- This is a good idea providing they can raise their preset, but only if they have a handy person locally to maintain.
- They know the locality and usage.
- They are more accountable.
- Looking after their local patch gives them a role in the local community.
- This option does need some additional funding from council and grants for capital work.

Private companies

- No objection to this option, but Councils need to pay them still. I'd rather they pay a social enterprise.
- Community schemes would work better. They put something back into the community and means community would have more respect, buy-in etc.

Community schemes

- This is a way to get more people into businesses through the footfall. Target those businesses near attractions.
- It provides a better tourist and shopper offers – 'buy local, shop local'.
- This would not work in more rural areas really as it needs a few businesses, though this doesn't rural businesses are not interested and the scheme could include pubs too. It depends on opening hours.
- In Kendal, we're doing a pilot for a year and to date 5 businesses have said yes to being involved.
- We're focusing on independent shops rather than major shops as long as they're viable businesses.
- Ask businesses how many have facilities they have and opening times and then you can decide where to give grants.
- Raise awareness by using window stickers, leaflets in TIC's and libraries, stickers on a pay and display car parks, buses and in hotels/B&Bs.
- Do mystery visits on upkeep and work with environmental health to help keep a check on upkeep and ensure the scheme is working and well monitored.

Mandy Dixon, Local Strategic Partnership
Pay-to-use schemes

- People need to see value for money, i.e. a clean, well kept, modern facility and a cheery faced individual.
- Price will be important you need to be careful where to pitch it. 20p yes, 30p too much.

Handovers to town and parish councils

- If town and parish councils have already identified toilets as a priority and want to spend precept on it then fine.
- It depends if a facility is being taken away and depends if it is seen as opportunity to their community.
- It requires the town and parish councils to think outside the box.
- It needs to be a three year project rather than annual project, with a business plan to ensure sustainability.

Private companies

- If it's viable and the contract is handled in the right way then no problem. Private companies are fine but this needs a realistic contract and financial plan. It needs monitoring.
- Superloos look great, but no! They need to be manned and maintained and be in high visibility areas. How clean are they in reality? How much do they need maintenance? Superloos should be used only if they are the last viable option.
- Need to set a depreciation time and then renew capital investment.

Community schemes

- I'm all for community schemes.
- You would need to pay money to get the pilot group.
- Businesses would need public liability and might worry about attracting the 'wrong types' but would benefit from increased footfall.
- There would need to be a renew period.

Other comments

- Toilets should be encouraged as part of major planning applications

Martin Curry, Lake District National Park

Pay-to-use schemes

- LDNP would not have problem with pay-to-use toilets. This is becoming more acceptable.
- If introduced, SLDC would need to ensure quality.
- LDNP could work with SLDC to do it across the board but needs time. Don't have resources at the moment.
- Cumbria Tourism doing something similar with car parks – streamline prices etc.

Handovers to town and parish councils

- There would need to be some resources available to support this.

Private companies

- LDNP would accept this in principal as long as quality standards are written in to contracts
- It is a missed opportunity if SLDC can't bring us on board if they go down this route. This could be a shared service.
- SLDC may pay more than LDNP for their toilet maintenance.
- SLDC need to ensure the deal is good financially.
- We would consider social enterprise as it fits in with ethos/values of park.

Community schemes

- Would not do this initiative community schemes ourselves but would support it. However, would want to see a pilot work first and ensure the concept is viable and actually suits our loos too – not sure it would work in more remote/rural areas but could in others (e.g. Ambleside). It doesn't need to link in to an existing facility.
- Similar schemes work in National Park supported by LDNP e.g. Longsleddale.
 - Village situation
 - Spoke to that community
 - They are given a cash sum £1000 per year to run and fund-raise.
 - Pride is taken in the facility and there is community ownership
- We have a portfolio of 23 toilets, 3 have direct community influence.

Other comments

- Public toilets are basic to the visitor experience and vary in quality.
- National Park interested in working with SLDC to present bilateral approach.
- Have had partnerships before, SLDC has handed 4 public toilets back.
- LDNP want to be considered a 'partner' and to be part of the discussion.
- LDNP are in the same situation as SLDC and want to find imaginative solutions that we can take forward together.