

Information request/Comment Required	Reference Number
1. How does the Local Authority decide on opening times of public toilets?	PR/BCC/RQ/47
2. What was the response rate of the surveys of toilets?	PR/BCC/RQ/48
3. What changes have been made as a result of feedback from these surveys?	PR/BCC/RQ/49
4. How does the Local Authority measure overall satisfaction with accessibility and provision of public toilets outside of onsite surveys?	PR/BCC/RQ/50
<b>LINK suggestion:</b> online poll on Brighton and Hove Consultation portal.	PR/BCC/RQ/51

Responses are:

**1. How does the Local Authority decide on opening times of public toilets?**

Opening hours for public toilets are set according to location and environment. An example is where a public toilet is situated within a park and therefore in darkness if no adjacent lighting exists or where a toilet is located on a busy public highway. Hours are staggered at isolated sites during the winter period to allow for hours of daylight. Sites are reviewed when a change in circumstance occurs.

**2. What was the response rate of the surveys of toilets?**

The response rate for customer satisfaction surveys was 1,435 persons. The survey results were obtained over a period of approximately 3.5 months during the summer period at the following sites.

	Number of Inspections carried out at this site
01. Black Rock	25
02. Blakers Park	20
03. Dyke Road Park	20
04. East Brighton Park Sports Pavilion	20
05. Lower Prom @ West Pier	50
06. Lower Prom @ West Street	60
07. Lower Prom East of Brighton Pier	50
08. Madeira Drive at Peter Pans Play Area	35
09. Old Steine	10
10. Old Market	50
11. Ovingdean Undercliff	35
12. Park Road	30
13. Preston Park Chalet	25
14. Preston Park Rotunda	25

15.	Providence Place	10
16.	Queens Park	20
17.	Rottingdean Recreation Ground	10
18.	Rottingdean Undercliff	10
19.	Royal Pavilion Gardens	60
20.	Saltdean Oval	20
21.	Saltdean Undercliff	25
22.	Saunders Park	20
23.	Stanmer Park Village	25
24.	The Colonnade	60
25.	The Lanes	60
26.	The Level	20
27.	Wild Park	10
28.	Aldrington Recreation Ground Saxon Road	10
29.	Aldrington Recreation Ground Wish Road	20
30.	Easthill Park	25
31.	Goldstone Villas	60
32.	Greenleas	20
33.	Grenadier	25
34.	Hove Cemetery North Side	10
35.	Hove Park	25
36.	Hove Recreation Ground	25
37.	King Alfred	60
38.	Kings Esplanade	60
40.	Lagoon	60
41.	Nevill Playing Fields	5
42.	Norton Road	60
43.	St Annes Well Gardens	25
44.	Station Road	35
45.	Vale Park	20
46.	Victoria Recreation Ground	25
47.	Victoria Road	25
48.	Western Esplanade	35

**3. How does the Local Authority measure overall satisfaction with accessibility and provision of public toilets outside of onsite surveys?**

- Review undertaken with contractor responsible for cleansing and maintenance of public toilets.
- Feedback given on levels of performance identified within the survey so that further monitoring can be undertaken if necessary. Survey includes comments on individual sites so that this can be traced to contractors staff and their routes to see if adjustments are necessary.

-Head line results published on website along with questionnaire for further feedback. Each year questions are reviewed.

- Various improvements implemented each year as necessary. These have included:

- Additional signage at sites to include maps showing alternative sites, how to report anti social behaviour.
- Review of cleaning frequencies and opening hours which provided additional attendance at busy park sites during the busiest time of the summer period during weekends.
- Addition childrens facilities including baby change units, toddler chairs, low level washing and low level toilets/urinals.
- Improved lighting.
- Introduction of murals and stickers around childrens/babies facilities.

**4. How does the Local Authority measure overall satisfaction with accessibility and provision of public toilets outside of onsite surveys?**

In addition to the annual customer satisfaction survey the council enters the independent British Toilet Association Loo of the Year Awards each year. In addition to entering the awards the council receives a detailed report on each facility entered, this includes recommendations for improvements. This can relate to cleansing or maintenance issues which are raised with the contractor responsible or can be recommendations for refurbishments or redesigns.

**5. LINK suggestion: online poll on Brighton and Hove Consultation portal.**

This will be followed up to see if this can be done for 2010 and onwards.

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