

## COVENTRY OLDER VOICES - Public Toilets Questionnaire

Do you feel the closure of these facilities could cause further isolation for older people

Yes =	117
No =	2
No Comment =	2

96.7%

### Further comments

*Older people need reliance and close availability*

*Severe disabled people need to use more frequently*

*Essential for older people and visitors*

*Emergency needs will lead to embarrassing situations*

*Prostate sufferers should be taken into consideration*

*Older people cannot control their bodily functions*

*Older people will be reluctant to leave home*

*Isn't it obvious older people need a toilet more frequently?*

*Older people will avoid coming into town/act as deterrent*

*Causes anxiety issues and worries amongst older people*

*We spend too much time wandering around looking for toilets*

(anxieties, worries, embarrassments, obvious and underlying disabilities, lacking confidence)

### 2 Have you used any public toilets on the Coventry area in the last 12 Months

Yes =	105
No =	16

121

121

### 3 If rarely, or have not in the last 12 Months - Why?

have not needed to use a toilet	3
prefer not to use public toilets-prefer to go home	8
most public toilets are <b>not</b> maintained	38
don't feel safe or comfortable using public toilets	13
prefer to use public toilets located <b>inside</b> buildings	40
<b>not</b> sure where they are located/ <b>not</b> sign posted	35
toilets are often <b>closed or locked</b>	30
<b>not</b> accessible for the disabled	27

2.5%

6.6%

31.4%

10.7%

33.1%

28.9%

24.8%

22.3%

(not maintained and reliance on indoor facilities)

### Further comments

*Use Debenhams or pool meadow*

*more resources required to ensure cleanliness*

*close toilets at night time to avoid vandalism/most toilets are abused*

*major stores get fed up public using their toilets/Wilco's closed*

*Café/shops don't like public to come in to use the toilets only*

### 4 Do you consider the availability and condition of toilets, when choosing which park or shops to visit

Yes =	91
No =	23
No comment =	2

75.2%

19.0%

1.7%

### Comments on answers

*Important to know toilets are easy to find and open*

*Street based toilets tend to be vandalised*

Store toilets preferred

Parking issues, not closer to toilets

Finding the nearest toilet an issue/don't know where they are

Have to think and plan before going out/need peace of mind

### 5 How long are you prepared to walk to the nearest toilet

less than a minute	16	13.2%
a few minutes	55	45.5%
five minutes	28	23.1%
more than 5 minutes	14	11.6%

\* not taken into account scooter users

### 6 Please rate the following features in terms of their importance

	Very important	Important	Neither	Not important	Not at all important		
are clean and well maintained (soap, paper, hand dryers)	108	11				119	98.3%
can be used easily by people with disability-hoist/table facility	86	23	3			109	90.1%
are safe to use at all times	96	19				115	95.0%
have a pleasant or neutral smell	76	31	7			107	88.4%
are free of graffiti or damage	69	37	5			106	87.6%
can be used in the evenings or weekends	74	30	6			104	86.0%
can be used by only one person at a time (single unit)	51	22	15	15	3	73	60.3%
have baby changing facilities	38	27	22	6	5	65	53.7%
are conveniently located in the places you visit often	88	26	2			114	94.2%
enough toilets are provided to minimise waiting/queues	82	29	4			111	91.7%
are free to use	80	20	7	4	1	100	82.6%

(clean and well maintained in convenient locations, need to feel safe and secure)

### 7 In your opinion, what type of community facilities should include toilets?

	Very important	Important	Not so important		
as part of major shopping areas (west orchards, car park)	105	6		111	91.7%
museums/theatres	91	12	1	103	85.1%
next to the larger playgrounds/parks	79	20	3	99	81.8%
at a church/religious building	68	27	8	95	78.5%
café/public house/restaurants	96	13	1	109	90.1%
library/community centre	87	20	1	107	88.4%
at popular sportsgrounds	64	31	8	95	78.5%

\* Other minor suggestions: Bus and Rail Stations/Cemeteries

(part of major shopping areas, pubs, restaurants and cafes)

### How would you feel visiting any of the above just to use toilets?

Have concerns as these places might not allow for public use

Feel uncomfortable with pubs, restaurants and cafes

If desperate will use them, in pubs and cafes, feel I would need to ask

There is pressure to purchase something

Don't care about the where but when  
 Slightly embarrassing  
 Would not use church toilets  
 Feel awkward/not happy/feel guilty  
 It's wrong  
 If desperate will try to find a clean one  
*Would feel very relieved!*

**8 Who should provide these in your local area?**

City Council	87	<b>71.9%</b>
Shops/Stores	11	9.1%
Local businesses	48	39.7%
Community Centres	30	24.8%

**9 How can City Council improve its public toilet facilities to meet your needs**

**Do you agree that City Council should fund local businesses, to allow public usage**

Provide and access and availability/no stairs and supervised  
 Provide in all shopping areas  
 Maintain current public toilets - clean more regularly/regular inspections  
 Provide more, we need more  
 Joint ventures with council and businesses  
 Refurbish existing toilets/keep clean and functional  
 Do not agree that city council should fund businesses  
 More provisions outside the city centre  
 Re-instate toilets at Cathedral Lanes/Upper Precinct/Wilkos  
 More toilets could create more job opportunities i.e. attendant  
 Have more toilets and charge for use i.e. 5 - 10 pence to cover maintenance  
 Why are there no toilets at Central 6?  
 Why is it not a priority for the City Council?  
 Encourage businesses to allow public usage  
 Do Councillors not have older relatives needing toilets in the city centre?  
 Council should provide on a supply and demand basis

**10 How can we help people find public toilets in Coventry?**

provide maps at key locations (Visitor Information Centre, Post Office, Local Supermarket, Library)	81	66.9%
Totems	52	43.0%
On line websites, e.g. www,toilet map.gov.au	31	25.6%
Install more signs	106	<b>87.6%</b>
Include locations on tourist information brochures	76	62.8%

(have more sign posts)

**11 Any other comments**

currently poor facilities in Coventry  
 a disgrace  
 sensible access i.e. less stairs  
 keep clean and safe  
 Coventry is growing, hence more toilets needed  
 When we have decent toilets they are spoilt by inconsiderate people  
 Bus Station toilets need to be maintained

More toilets could reduce urination in private corners  
 Bad first impressions for visitors to the City/Visitors must be appalled  
 Stores should follow Marks & Spencers excellent standards and example  
 Act on this survey sooner than later  
 Do we currently match the standards of other major cities?  
 Current signs are too high at the moment?  
 Have toilets dedicated for older people only  
 Why are retail parks i.e. Alvis, Airport, Gallagher built without toilet facilities?

## COVENTRY OLDER VOICES - Public Toilets Questionnaire

### 12 Equal Opportunities

AGE		
50 - 60	12	10.8%
61 - 70	22	19.8%
71 - 80	41	36.9%
80+	36	32.4%
GENDER		
Male	27	24.3%
Female	84	75.7%
DISABILITY		
YES	54	48.6%
NO	57	51.4%
CARER		
YES	18	16.2%
NO	93	83.8%
POST CODE		
CV1	6 St Michaels	5.7%
CV2	26 Willenhall	24.5%
CV3	18 Binley/Wyken	17.0%
CV4	6 Westwood	5.7%
CV5	28 Whoberly	26.4%
CV6	20 Foleshill/Holbrooks	18.9%
CV7	2 Henley	1.9%

70 years old and females from Whoberly and Willenhall areas,  
 around half had disabilities and around 1/5th were carers)

Post code responses 106

Equality responses 111