

### Public Conveniences Review consultation – Feedback

152 responses

**Q1: Are you answering this questionnaire as...? (Please tick all boxes that apply to you)**

Answer choices	Responses (%)	Responses (no.)
I am a resident of East Cambridgeshire	88.73	126
I am a tourist/visitor to East Cambridgeshire	3.52	5
I work/own a business in East Cambridgeshire	17.61	25
I am a representative of a local organisation	7.04	10
Other (please specify) see responses below	4.23	6
Total respondents	-	142*

n.b. Respondents could select more than one option

Other (please specify) responses:

- Dullingham Parish Council
- Former District Councillor for Bottisham Ward, County Councillor for Burwell division.
- Have been a resident since August
- I live 20yds inside Norfolk, pay Council Tax to Kings Lynn but get all by services from East Cambs. A fairly common cross boarder situation, I think.
- Mepal Parish Council
- Witcham Parish Council

**Q2: Would you be prepared to pay 20p per use if the Council were to provide improved facilities in the public conveniences at the locations below?**

	Yes	No	Undecided	N/A	Total Respondents
Ely	19.57% (27)*	<b>71.01% (98)</b>	7.97% (11)	1.45% (2)	138
Burwell	13.49 % (17)	<b>58.73% (74)</b>	4.76% (6)	23.02% (29)	126
Fordham	12.4% (15)	<b>59.5% (72)</b>	4.13% (5)	23.97% (29)	121
Littleport	12.2% (15)	<b>60.16% (74)</b>	5.69% (7)	21.95% (27)	123

\*Number brackets indicates number of respondents

Comments (86 respondents made comments)

## **Impact on city centre/tourism**

- Charging will drive the public away to other towns (such as Bury St Edmunds and Newmarket) – 2 comments
- As a visitor, one of the reasons for visiting Ely and other towns is the good facilities such as FREE parking and FREE plentiful toilet facilities. East Cambs. District Council need to understand that a significant income comes from visitors spending in shops and that the council must not discourage this.
- I don't fully understand the argument for charging when it is considered alongside those for free parking. Presumably we still want East Cambs to be a chosen destination for shoppers and tourists.
- As a visitor, one of the reasons for visiting Ely and other towns is the good facilities such as FREE parking and FREE plentiful toilet facilities. East Cambs. District Council need to understand that a significant income comes from visitors spending in shops and that the council must not discourage this.
- Just as the free car parking aids Ely so does the free facilities. If these start to be charged I believe this will impair the overall feeling to Ely, level of trade and potentially lead to some unsavoury behaviour.
- Ely is a tourist destination so toilets should be free.
- The large numbers of very young and elderly will be disadvantaged greatly and as the cathedral is a major draw to elderly visitors, this may indeed have a serious knock on effect.
- This would significantly impact of my enjoyment of days out within Ely and from a tourism perspective I feel it would impact upon the experience of those coming into our city.
- To impose a charge would annoy many visitors.
- As a resident of Ely the main source of income for the city is tourism. Most tourists are elderly & would feel that a charge would detract from the visit. Possibly more importantly the group of people who habitually 'hang out' around the cathedral would use local doorways & alleys as a urinal again reducing the tourists experience

## **Anti Social Behaviour**

- If you start charging people, they will just use the street or nearest tree. Better to keep it free and provide a well needed service than create anti social behaviour.

- If this policy comes into effect, ECDC only has itself to blame if our district becomes contaminated with people's urine in public places!
- Charging could lead to anti-social behaviour outside the public conveniences if people urinate outside the toilets rather than pay.
- I fear it would lead to increase in gents relieving themselves behind trees in the parks etc.
- Charging would encourage increased urinating in the streets by those without change or those simply making a point. In short, charging would in my opinion do nothing for the cleanliness of the district.
- I am sure that charging will only result in public urination.
- What about people just 'nipping round the back of the block' because they don't have 20p, which would make a terrible and unhygienic mess.

### **Having cash available**

- I would be unlikely to have cash on me.
- This is a bad idea. Many of Ely's residents are elderly and instant access to toilets is important. Paying 20p is not really the issue, but having 20p in an urgent situation is. As I have grown older here, access to free toilets has become very important.
- Often you don't have the change on you, and if you are desperate for the toilet it would be somewhat of a disaster and embarrassment. Ely be different and keep things FREE.
- Having to pay to use the loos would be terrible! It's such an enormous comfort to know I can just pop in when I need to, without worrying about whether I happen to have the correct money. I very seldom carry cash anyway.
- As society moves toward using less cash, simply having 20p might also be an issue.
- I have an illness that requires urgent trips to the toilet. What if I found myself with no 20 pence pieces??
- With more and more people using cards and doing away with cash and small change this is a ridiculous idea.
- Would a change machine be available should a person be caught short with no small change?

- You would need to provide change giving for coins and notes, card and smart device payment, someone to empty and service machines.
- I may be in favour of the charge if multiple ways to pay are offered. I will rarely have a 20p piece in my wallet, so the ability to get change or even paying by card (especially contactless) would be a required feature.
- What if you don't have 20p handy?

### **Would use pub/café etc rather than pay**

- There is usually a pub, cafe or library nearby.
- I would opt not to use the public conveniences whilst in the city as my home is not far away.

### **Suggested alternatives to charging**

- If you have to make savings, perhaps close one of the loos. But please don't charge - especially as the toilets don't have the cleanest reputation to begin with!
- Of all council services, this should be free. I'd much rather you introduced parking charges (and yes, I am a car driver).
- I feel that the council need to look in more depth in alternative ways of delivering this service than charging this cost of 20p per use. For example: as central government is having to reduce funding maybe at a local level East Cambridgeshire District Council need to review all pay scales on economic grounds.
- I would review the provision in these 3 locations and potentially review/reduce the duplication of facilities in the Ely centre.
- I think there should be 1 toilet where you do not have to pay, not everybody might have 20p in there purse. If there is 1 free of charge and a queue waiting for that toilet, more than likely people would pay rather than queue.
- Why not explore other methods of raising revenue, e.g. closing some facilities completely (does Ely really need 6 public toilets?) or seeking business sponsorship?
- The council could save money elsewhere.
- £200,000 doesn't sound like a big proportion of council spending. How much do libraries cost? How about charging for the loan of books, as you do for CDs and DVDs? Can you evaluate the usage of these two facilities?

- One small cost reduction might be to reduce the automatic tap flow time.
- There are a ridiculous number of toilets in Ely; surely this is not the best use of council resources? Might I suggest closing at least (and focus on improving the remaining ones).
- Surcharge the Parish Councils (&COEC) for maintenance of their toilets.
- You decided not to charge for car parking so why charge for the use of toilets? Where there is a need to raise revenue by charging you need to be consistent. All towns, to my knowledge charge for car parking in Cambridgeshire so taking one of your arguments, why not raise the revenue in that way.
- Could getting local business sponsorship be an easier option (in the same way as roundabouts are?)
- 2 facilities in/near Palace Green are probably not necessary - a saving could be made by reducing that facility to just one convenience.
- Would it not be better to add £1 to the council tax so we all pay, this could be used as an incentive to report anyone causing damage etc.
- A better cost saving could be achieved by introducing a community toilet scheme whereby a number of businesses are given a sum of cash annually (e.g. £1000) for allowing members of the public to use their toilets. These would be inspected periodically by the Council to check a suitable standard of cleanliness is maintained.

### **Would pay**

- It costs money so needs to be paid for.
- Dullingham Parish Council - the Parish Council has no objections to a nominal (but not excessive) charge being made, as long as the toilets are clean and maintained to a higher standard than present.
- I support the idea to charge 20p entrance to our public conveniences. This would have several benefits in addition to offsetting some costs of operation.
- Willing to pay 20p if there is as a result, a significant noticeable improvement in the facilities, especially updating tired decor and ensuring facilities very clean at all times. This means that all funds raised by introducing the charge should be 'ring fenced' for the toilets. Current facilities in central Ely and by river are a very poor advert for our lovely city, especially to tourists.

- My wife and I would be happy to pay a small entrance charge if it meant the retention of the excellent toilet facilities that you provide in this fortunate city.
- In an ideal world it's best to have free toilets because going to the loo is not a choice! However if it means that by charging the toilets are well maintained then so be it.
- If properly managed with an attendant ensuring cleanliness then yes. If they remain as they are presently no.
- I think it is a good idea. The toilets are always clean and I wouldn't mind paying.
- But there would need to be an attendant on duty all day
- Probably yes if it was easy to pay i.e you don't have to have exact change and if there were decent baby change facilities with space for an adult toilet also so you can take the baby (and accessible by mums and dads)
- But only if the present standard is improved - the toilets I have visited don't seem to be cleaned and smell awful.

### **Would not pay**

- A resounding NO. In my opinion the council has deliberately let the toilets in Ely fall into disrepair over the last 7 years or so. A typical ploy used by councils all over the country.
- No, I do not believe people should have to pay to use public toilets. I live in Ely and very rarely use the public toilets; however, I feel they should remain free.
- I and my family would not be willing to pay for convinces.
- No, I refuse to pay for a necessity!

### **Facilities should remain free**

- Public conveniences should be free to the public
- Public conveniences should be free to users.
- Cambridge City's Lion Yard public conveniences were recently refurbished and remain free at the point of use. Ely's public conveniences should likewise remain free.

- My view is that this is a basic service that should be free at the point of use to residents and visitors. However, I'd like to be much better informed about the issues than I am at present and I'm surprised that (a) the council has provided so little information to the public in support of this 'consultation' and (b) that the questionnaire is relatively difficult to find on the website. I had to phone up to find where the online version was on the home page, and I'm a daily internet user. I would like to see an analysis of costs - what the current breakdown of the £200,000 cost is, what it would cost to install and manage the pay machines, and what the estimated income and improvement costs are. This seems more like a straw poll than a consultation.
- Public loos should be provided for both visitors and residents free of charge.
- I definitely support those who want to keep the conveniences free of charge. It seems absurd to charge for toilets when parking is free, which I also support.
- I firmly believe that public toilets should be free at the point of use.

### **Village facilities**

- Not likely to visit Fordham or Littleport.
- I do not visit Burwell, Fordham or Littleport very often and have never used their public conveniences.
- The Burwell public convenience is well placed and very close to Burwell VC School. One hopes that pupils will have used the school facilities but they and parents should be warned initially. Library also.
- I would not expect Littleport, Fordham or Burwell to have public toilets and imagine that they would be used largely by visitors to these locations as most residents have their own which they would most probably prefer to use
- If you go to Ely shopping you can have choice of several places to go to the toilet which may already not be charged for. In the more rural areas you have no, or very little choice.

### **Cleanliness/condition of toilets**

- Many of the conveniences are in a poorly state but are usable.
- Clean the Ely toilets - and what happened to Soham? They are filthy too!

- The present provision is extremely poor and needs upgrading to the highest of standards.
- The toilets are filthy especially in Ely but other Local Authorities within the area do not charge despite their toilets being clean.
- Recently I have experience of 2 toilets in Ely. The ladies toilets in the Cloisters.....lift up the seat for sheer build up grime. The ladies toilet in the Palace Green... I think it probably takes a considerable length of time for so much accumulated dirt and green algae to build up.

## **General**

- Mepal PC - We think that our residents might be prepared to pay a small amount to have good conveniences available in Ely but they are unlikely to use the toilets in other villages.
- It is difficult to understand how it costs £200,000 to run and maintain the 9 local toilets as quoted in the Ely Standard 30/07/2015. I would like to know more about how these costs are incurred
- I think this is a basic public service and as such am opposed to a charge being levied. However if a charge to use the 2 sets of public toilets closest to Ely Cathedral was made temporarily to allow ECDC to improve the significantly poorer quality of these facilities compared to others in Ely & improve the quality of cleaning & maintenance, which is much too low, I would not be opposed to this.
- Cost of collection of charges may outweigh benefit.
- We already pay for these facilities through council tax.
- I think you would be most ill advised to introduce a toilet charge for the following reasons: my observation of the charged toilets in Cambridge is that they are underused and do not cover their maintenance costs let alone the installation costs. If you want to attract more people to come to Ely, the way to do this is not to say welcome, welcome now pay this pay that.
- If you go to Ely shopping you can have choice of several places to go to the toilet which may or may not be charged for. In the more rural areas you have no, or very little, choice.
- By having to pay you will encourage more breakages of your payment fixtures, which will only lead to more money being spent and to encourage people to use outside space to relieve themselves.



- The only problem might be that a number of people with urgency problems for whatever reason - including children who should not be expected to 'hold on' - might experience difficulties.
- Ely has a reputation as being the UK's "kindest city". I can think of few less hospitable gestures! I pay my council tax to cover this sort of thing. On principle I think it's really rude to charge people for something that's beyond their control. I'm aware this is a growing trend within the UK and that ECDC is strapped for cash but this is not something to embrace – either for our residents and tourists! As someone with young children who simply can't wait, I think it's pretty rude to charge people for a call of nature.
- What about the poor/elderly who most need the service? What about children?
- I was at the meeting when these charges were raised and remember the comment being made about it mainly being tourists who used the toilets? Having thought about it I feel this is not necessary the case. As a parent of 3 children living in Ely I would take my children when they were younger into town every Saturday, and their nanny more often in the week. Looking back I can state that there was hardly a visit that went by where we would have to stop to use the toilets. Living in Kings Avenue we could hardly pop home even though we were locals. I feel this will hit local people more than visitors, who are more likely to stop in a coffee shop and use the convenience. I also feel that this will cause an increase in urination in the street, as can be witnessed when the toilets are closed. As a development manager I travel a great deal, and struggle with toilets that charge, due to not having the correct change, car parks are bad enough. I am fully aware of the cost implications in keeping these open however I am concerned over charging.
- I was in the Lake District recently, where in some places they do charge 20p for toilets. The fear of being 'took short', without the appropriate coins spoiled the experience for me. I will probably never go there again.
- Have you thought about the number of older people who shop in Ely and use the toilets because of some medical complaint or predicament and also younger children with parents who often need to go to the toilet quickly.
- Is this a way of getting money after being stopped on the parking fee issue?
- I cannot see what improvements can be made to public conveniences although I will admit I have only used those in Ely, all of them at one time or another, I would not be prepared to pay 20p to use a toilet although I did once in Cambridge but only then because I was desperate lol. I am 56 but can remember when the large old pennies were in use and placed into a slot to open the door so that one could use the convenience. It would appear that we are turning back the clock but on a more expensive coinage.

- In Bury the facilities are much nicer, maintained and serviced and there is no fee. London is the only place that I understand the need to pay for the loo and Ely is most assuredly not London.
- As a new Ely resident, I was delighted to find well kept, free, toilets in the city. If you are in the town for some time, and I have a half hour walk back to my house, it is comforting to know that a comfort stop is within easy reach.
- I appreciate that providing the facilities is expensive, but I am a pensioner and also have family members with medical conditions that mean more frequent use of public toilets is necessary. It seems unfair to penalise the old and ill more than other members of the public.
- I understand that accessible and baby facilities are of higher priority than traditional standard facilities given the requirements of the service users.
- Street lighting going, toilet charges, what's next? Better to cut councillors pay and expenses.
- There are no toilet facilities in any shops in Ely, so the Council facilities are the only ones available that are not part of eating establishments in the city.
- This would be unfair for people with young children.
- ECDC should get its own house in order before finding new ways to extract further monies from local residents.
- Define what "improved" means...
- Free public toilets are a necessity for a whole group of people from special needs disabilities to anyone living in the surrounding villages.
- The banks bankrupt our country now we have to pay to p- on them. Tories charging for a pee! You are joking? Quickest way to have the street awash with widdle.
- Has the Council obtained costs for the infrastructure to install the turnstiles in all of the toilets and to adapt the frontage of the toilets where they have a joint entrance? Has the Council obtained quotes for the secure cash collection and banking of the monies? Surely usage will decrease if charges are introduced therefore the projected income may be lower than anticipated? Does the Council expect a surplus of income after the cost of collection has been taken into account? How will the improvements to the facilities be funded? Will improvements be done before charging is introduced (if approved)? How will the Council deal with malfunctioning turnstiles - will someone be on-call to rescue users? Whenever I have paid to use a

public toilet there has always been an attendant on site – I assume this will not be the case with ECDC? Does the Council intend to make the business case public?

- The Council is keen to promote that it will not charge residents of ECDC to park in its city centre car parks so why should residents and visitors be expected to pay for using public conveniences.
- Too steep - 10p would be better.
- 20p seems a high charge, if it has to be enforced, would 10p not be sufficient?
- 20p is quite a lot just to go to the toilet!!
- Whilst I appreciate that public conveniences have to be paid for somehow, I use the conveniences in Ely (very occasionally Littleport) not because I want to but because I HAVE to. It is one of the best features of Ely that there are so many easily accessible facilities provided with the car parks (including "The Cloisters") being the most sensible locations.
- A significant proportion of the middle aged (and older) male population require a toilet much more often than anyone else and so it (20p) would penalize this part of the population. They require a visit at least twice per hour unless they have had the forethought to avoid liquids for several hours before leaving their house!
- I feel very strongly that introducing a charge, however 'nominal', would be a very retrograde step, for residents, local employees and visitors alike.
- There would be additional costs in installing and maintaining systems for collecting the charge, potentially security issues, which have not been outlined.
- The introduction of these charges me concerns me as it is likely to be the elderly and those with young children affected most. Has consideration been made for baby changing facilities? Whilst I may be able to hold on until I get home a short distance from the city centre, elderly residents may not be able to and may not have the money on them to access the toilets. Unlike other locations in Cambridgeshire, Ely does not have the benefit of a department store with customer toilets that the elderly could use if needed.
- I cannot see how the cost of installation of the 20p charging system, gating and refurbishment would ever be recouped at 20p, especially in towns like Burwell, Fordham and Littleport where they would only be used by a few people a day. It would be simply pouring council money down the drain.
- Public toilets are an essential service. Charging would unfairly discriminate against groups such as the disabled and the elderly who have a particular need for these facilities.

- I have not replied to the consultation until now, because I wanted time to think exactly what I wanted to say. As you recall, until the election I was on the consultation working party. I think you have already said that Ely is different from anywhere else within the District. Ely attracts a large number of tourists, shoppers and people landing from the river. It is important for visitors and tourists to see loos of a good standard. ECDC withdrew from the loo-of-the- year in 2011, at which time the maintenance budget was cut, and the cleanliness deteriorated. Now, it will be much more expensive to bring them up to a reasonable standard. Users treat loos with much more respect if they are seen to be clean and well maintained. There is less vandalism if they are well maintained. Morale of the cleaners will improve if their efforts are seen to be appreciated. I think it would create widespread anger if a significant number of loos were closed. On market days, the traders are in the market place for a long period and would probably need to use the loo more than once. Those near the cathedral are opened when there is a performance after hours. Many vagrants use those near to the cathedral: how would they react? Is it likely they would go behind bushes? Would an increase in vandalism be expected? If a charge is to be introduced, how much would it cost to set up a system? What extra security would be needed? Would the revenue expected justify the cost? Would a commercial firm be prepared to take on the project? I know the cost is in the region of £200k but we charge a considerable sum in Council Tax to our residents, and I suspect there would be a strong reaction. The council has off loaded a number of things for which they were previously responsible (ADeC, Dial-a-Ride, some mowing, etc). If the council can afford free car parking, can it not afford free loos? I feel that Council Tax should continue to provide these facilities without charge.
- A charge is totally inappropriate.
- I would probably gravitate towards the two superstores and do less shopping locally.
- I disagree with this idea. What about children and toddlers that can't wait to get home.
- It would be a shame to charge 20p per use and would put people off using them. It's hard enough to find public toilets in any place nowadays.
- By having to pay, you will encourage more breakages of your payment fixtures which will only lead to more money being spent and so encourage more people to use outside space to relieve themselves.

**Q3: On a scale of 1 to 5, 1 being “Very Poor” and 5 being “Excellent” for each of the public conveniences, how would you rate the current provision in terms of:**

Cleanliness						
	1	2	3	4	5	Total no. respondents
<b>Newnham Street, Ely</b>	4.29% (3)	12.86% (9)	<b>34.29%</b> <b>(24)</b>	<b>34.29%</b> <b>(24)</b>	14.29% (10)	70
<b>Cloisters, Ely</b>	6.25% (6)	16.67% (16)	<b>38.54%</b> <b>(37)</b>	26.04% (25)	12.5% (12)	96
<b>Sacrist Gate, Ely</b>	18.57% (13)	24.29% (17)	<b>34.29%</b> <b>(24)</b>	17.14% (12)	5.71% (4)	70
<b>Palace Green, Ely</b>	18.57% (13)	15.71% (11)	<b>37.14%</b> <b>(26)</b>	20.00% (14)	8.57% (6)	70
<b>Barton Road, Ely</b>	8.47% (5)	13.56% (8)	<b>35.59%</b> <b>(21)</b>	20.34% (12)	22.03% (13)	59
<b>Ship Lane, Ely</b>	2.94% (2)	4.41% (3)	30.88% (21)	<b>35.29%</b> <b>(24)</b>	26.47% (18)	68
<b>The Causeway, Burwell</b>	0	5.26% (1)	<b>36.84%</b> <b>(7)</b>	<b>36.84%</b> <b>(7)</b>	21.05% (4)	19
<b>Carter Street, Fordham</b>	0	0	<b>46.15%</b> <b>(6)</b>	15.38% (2)	38.46% (5)	13
<b>Main Street, Littleport</b>	9.09% (2)	4.55% (1)	31.82% (7)	<b>40.91%</b> <b>(9)</b>	13.64% (3)	22

\*Number brackets indicates number of respondents

Décor						
	1	2	3	4	5	Total no. respondents
<b>Newnham Street, Ely</b>	10.61% (7)	10.61% (7)	<b>42.42%</b> <b>(28)</b>	22.73% (15)	13.64% (9)	66
<b>Cloisters, Ely</b>	11.69% (11)	22.83% (21)	<b>40.22%</b> <b>(37)</b>	17.39% (16)	7.61% (7)	92
<b>Sacrist Gate, Ely</b>	25.0% (16)	26.56% (17)	<b>29.69%</b> <b>(19)</b>	12.5% (8)	6.25% (4)	64
<b>Palace Green, Ely</b>	26.15% (17)	21.54% (14)	<b>35.38%</b> <b>(23)</b>	7.69% (5)	9.23% (6)	65
<b>Barton Road, Ely</b>	16.36% (9)	12.73% (7)	<b>30.91%</b> <b>(17)</b>	21.82% (12)	18.18% (10)	55
<b>Ship Lane, Ely</b>	7.81% (5)	6.25% (4)	<b>31.25%</b> <b>(20)</b>	29.69% (19)	25.0% (16)	64
<b>The Causeway, Burwell</b>	5.88% (1)	11.76% (2)	<b>58.82%</b> <b>(10)</b>	11.76% (2)	11.76% (2)	17
<b>Carter Street, Fordham</b>	0	9.09% (1)	<b>45.45%</b> <b>(5)</b>	27.27% (3)	18.18% (2)	11
<b>Main Street, Littleport</b>	10.0% (2)	0	<b>40.0%</b> <b>(8)</b>	35.0% (7)	15.0% (3)	20

\*Number brackets indicates number of respondents

Opening hours						
	1	2	3	4	5	Total no. respondents
<b>Newnham Street, Ely</b>	14.29% (9)	7.94% (5)	38.10% (24)	26.98% (17)	12.7% (8)	63
<b>Cloisters, Ely</b>	13.25% (11)	6.02% (5)	30.12% (25)	<b>36.14%</b> <b>(30)</b>	14.46% (12)	83
<b>Sacrist Gate, Ely</b>	13.33% (8)	10.0% (6)	<b>38.33%</b> <b>(23)</b>	28.33% (17)	10.0% (6)	60
<b>Palace Green, Ely</b>	12.70% (8)	12.70% (8)	<b>38.10%</b> <b>(24)</b>	26.98% (17)	9.52% (6)	63
<b>Barton Road, Ely</b>	12.0% (6)	10.0% (5)	26.0% (13)	<b>38.0%</b> <b>(19)</b>	14.0% (7)	50
<b>Ship Lane, Ely</b>	9.84% (6)	11.48% (7)	<b>34.43%</b> <b>(21)</b>	27.87% (17)	16.39% (10)	61
<b>The Causeway, Burwell</b>	0	7.14% (1)	42.86% (6)	42.86% (6)	7.14% (1)	14
<b>Carter Street, Fordham</b>	0	0	33.33% (3)	<b>55.56%</b> <b>(5)</b>	11.11% (1)	9
<b>Main Street, Littleport</b>	11.11% (2)	0	27.78% (5)	<b>50.0%</b> <b>(9)</b>	11.11% (2)	18

\*Number brackets indicates number of respondents

Safety						
	1	2	3	4	5	Total no. respondents
<b>Newnham Street, Ely</b>	0	8.33% (5)	25.0% (15)	<b>43.33%</b> <b>(26)</b>	23.33% (14)	60
<b>Cloisters, Ely</b>	2.60% (2)	7.79% (6)	22.08% (17)	<b>42.86%</b> <b>(33)</b>	24.68% (19)	77
<b>Sacrist Gate, Ely</b>	18.18% (10)	14.55% (8)	27.27% (15)	<b>32.73%</b> <b>(18)</b>	7.27% (4)	55
<b>Palace Green, Ely</b>	14.04% (8)	14.04% (8)	21.05% (12)	<b>38.68%</b> <b>(21)</b>	14.04% (8)	57
<b>Barton Road, Ely</b>	4.35% (2)	10.87% (5)	21.74% (10)	<b>34.78%</b> <b>(16)</b>	28.26% (13)	46
<b>Ship Lane, Ely</b>	1.85% (1)	7.41% (4)	22.22% (12)	<b>42.59%</b> <b>(23)</b>	25.93% (14)	54
<b>The Causeway, Burwell</b>	0	0	23.08% (3)	<b>53.85%</b> <b>(7)</b>	23.08% (3)	13
<b>Carter Street,</b>	0	0	28.57% (3)	<b>42.86%</b> <b>(7)</b>	28.57% (7)	7

<b>Fordham</b>			(2)	<b>(3)</b>	(2)	
<b>Main Street, Littleport</b>	13.33% (2)	0	13.33% (2)	<b>53.3%</b> <b>(8)</b>	20.0% (3)	15

\*Number brackets indicates number of respondents

Facilities						
	1	2	3	4	5	Total no. respondents
<b>Newnham Street, Ely</b>	3.39% (2)	10.17% (6)	<b>28.81%</b> <b>(17)</b>	32.2% (19)	25.42% (15)	59
<b>Cloisters, Ely</b>	3.75% (3)	12.5% (10)	<b>28.75%</b> <b>(23)</b>	32.5% (26)	22.5% (18)	80
<b>Sacrist Gate, Ely</b>	7.14% (4)	17.86% (10)	<b>35.71%</b> <b>(20)</b>	28.57% (16)	10.71% (6)	56
<b>Palace Green, Ely</b>	7.14% (4)	16.07% (9)	<b>39.29%</b> <b>(22)</b>	21.43% (12)	16.07% (9)	56
<b>Barton Road, Ely</b>	4.55% (2)	6.82% (3)	27.27% (12)	<b>31.82%</b> <b>(14)</b>	29.55% (13)	44
<b>Ship Lane, Ely</b>	0	5.77% (3)	25.0% (13)	<b>42.31%</b> <b>(22)</b>	26.92% (14)	52
<b>The Causeway, Burwell</b>	7.69% (1)	0	0	<b>61.54%</b> <b>(8)</b>	30.77% (4)	13
<b>Carter Street, Fordham</b>	0	0	14.29% (1)	<b>57.14%</b> <b>(4)</b>	28.57% (2)	7
<b>Main Street, Littleport</b>	11.76% (2)	0	5.88% (1)	<b>52.94%</b> <b>(9)</b>	29.41% (5)	17

\*Number brackets indicates number of respondents

Comments (50 respondents made comments)

### Close some toilets

- I think that there are too many toilets in Ely and the one by Sacrist's Gate could be closed.
- Have you considered that there don't need to be so many facilities in Ely?
- I think there are too many public toilets in Ely; maybe the Council should consider closing the worst examples?
- I think that Ely compared with other cities has too many public conveniences and would rather have fewer facilities for the size of the city rather than have to pay to use them.

## **Opening times**

- When the filming at the Cathedral was going on recently with outdoor filming on the Wednesday, a lot of people were about but the toilets on the Palace Green were closed at 4.45pm - surely someone could have used their initiative to close later.
- Longer opening hours would be appreciated.
- Opening times are about right but I do think that they could remain open longer although do understand why they do not.
- Shops provide evidence of their opening hours so why should the council's public conveniences be exempt?
- Previously closed when needed.
- Consider one public convenience in Ely that is open 24/7 with notices about this on other facilities. A charge could be made, and great care taken so it is always clean, safe and never out of order.
- My only issue is that they are not open in the evening when I actually would make use of them.
- The Cloisters should also have more extended open hours because they serve customers visiting shops that are open for longer hours.

## **Maintenance/cleanliness**

- The two hand driers in the Gents, Cloisters have been on the blink for months. The last time I was there one did not work at all and the other would not stay on for more than a second at a time.
- Sat. 26th September 2015 - the men's toilet at Cloisters was very unclean. One urinal was blocked and a second badly stained. The hand dryer at Newnham Street men's was not working.
- Especial congratulations should be given to the cleaners of the Ely public conveniences as they keep them in excellent cleanliness.
- I only use Ely's toilets and all of them measure up very well except for the quality of the hand dryers. Everything else is fine.
- Some of these facilities ("Cloisters" particularly) experience extremely heavy 'traffic' (and are often misused).



- Whilst there will always be scope for improved cleanliness and decor I consider that the Authority and its employees/agents do an excellent job in maintaining the conveniences to the best standard possible in the circumstances.
- I'm sorry to have to say that in my opinion the general condition of the conveniences in Ely has deteriorated over the past few years. In particular, I think the missing wall tiles in the Barton Road facilities do not present a good image of the City to visitors.
- There are major differences in quality in the public toilets that I use in Ely - with the toilets at the side of the cathedral in the worst condition, and most poorly maintained. These give a poor impression of the city to visitors and they are unpleasant to use, when it is necessary to do so.
- The toilets on Ship Lane are in good condition and well kept.
- The toilets in the city centre (near Waitrose) are of reasonable quality though too small for the scale of use. However, they need more regular cleaning than the other facilities because of the frequency of use.
- The toilets are "fit for purpose" in that they satisfy their basic purpose. They are always clean and although the state of repair may not be ideal, they are not "run down"
- Any toilet I have been in has been cleaned very well. It's the public who use them that are the dirtiest. I feel sorry for the cleaners but they do a damn good job.
- All the facilities need some degree of renovation. It's difficult to keep things clean when there are broken tiles and dirt traps around.
- Very rarely use the toilets, so not in a good position to comment on their current state!
- As a male, I'm pretty indifferent to the surroundings as long as the drainage works, I can wash my hands.
- The extractor fan in the Palace Green toilets is ALWAYS ON (24hrs??) and has been for YEARS. It must have cost a fortune in electricity and could easily be controlled with a movement sensor!
- The Sacrist Gate toilets are terrible one of the hand dryers has not been working for months and last time I went in there there wasn't any hot water.
- Sacrist Gate - blocked urinal. Palace Green -strong stench of urine. Had the individuals supposedly running the council actually used these facilities and been

more pro-active these assets would not have deteriorated to the poor state of repair they currently are.

## General

- I had never used half of the toilets in Ely, and therefore went out of my way to use all the facilities in order to best answer this survey. I have to say that I am unlikely ever to use these again (namely, Newnham Street, Ship Lane and Barton Road).
- I live in Littleport and never knew there were any public toilets!
- I have always thought highly of our public conveniences in Ely apart from those at Sacrist Gate where I feel nervous I guess because of the people who hang around outside.
- I don't understand the safety column - from being mugged? From slipping on the floor?
- My wife says the cubicles are too small.
- What is the capital cost of the proposed improvements and the installation of a paying mechanism? How much is this review costing by the way? How soon do you expect to recoup these costs? Wasn't there a similar review recently into the possibility of charging for parking spaces? That would surely bring in a bit more money?
- I'm responding on behalf of Public Toilets UK and as a possible visitor to the area who has urgency problems. Generally cleanliness and good maintenance should have priority. Decor is relatively unimportant as long as everywhere is clean. Opening hours should accommodate if possible the needs of shift workers, mobile workers. However clear signage re: opening hours whatever is decided is essential. Safety of course must also be considered and a free booklet Publicly Available Toilets: Problem Reduction Guide is available on request from the British Toilet Association [www.britloos.co.uk](http://www.britloos.co.uk). Facilities - baby changing available to both male and female carers plus of course accessible toilets for disabled people are required.
- Ely is a crucial tourism centre, the Cathedral alone has been shown to have enormous economic impact on Ely and the surrounding area. It is crucial not to start eroding facilities on which tourists will rely, and making the place less welcoming. This is just not a good idea or a good message to be sending to our visitors.
- I have travelled extensively around Europe and am always delighted to find somewhere which does NOT charge for toilets, rather than scraping about for change or some of your party not being able to go due to lack of change. It is a

genuine inconvenience when you are out travelling without a base, especially when guests to Ely are so limited by the 3h parking restrictions too.

- Automated toilets are expensive to install and difficult for families with children or those less able to move around. Toilets with attendants and a gratuity pot are embarrassing for many and often create etiquette issues.
- Why spend money installing a cash-dependent system in a society that's increasingly cashless?!?
- Usually pretty good all round.
- Mepal Parish Council: From the Parish Council's point of view we feel that it is reasonable for our money to go to support public conveniences in Ely, which as the nearest town is visited frequently by our parishioners. However it seems quite unreasonable that we should be financially supporting toilet facilities in villages such as Burwell, Fordham and Littleport, especially when we do not have any public toilets in our own village.
- Forest Heath D.C. do not charge for the very well maintained facilities in Newmarket , and I think that it is a great pity that whilst East Cambs. are about to spend many millions on the new sports complex in Downham Road, adequate funds cannot be found for providing well maintained public conveniences in the City without resorting to charging.
- I feel the toilets should be run by the Parish / City Councils – how about ECDC seeking an agreement with the Parish and City Councils to take them over, with ECDC renovating one toilet per annum and then handing them over?
- Having so many conveniences as well as free parking is a key factor in deciding to use Ely for business and shopping.
- It seems very strange that you can park for free but will then have to pay to use the facilities!!!!
- It seems madness that the Council is proposing to charge for the use of the toilets and parking remains free. Car Park income would be much higher and could have been used to improve the car parks and the toilet facilities within those car parks.
- Most people seldom used the public toilets, either not needing them or preferring to use pubs and coffee shops
- The toilets could all use an update and a really good scrubbing, but they provide the service needed to myself and my very young children.

- I don't believe it can cost £200k to operate 9 sets of conveniences. Have you looked into privatising this?
- To be honest I have not used for a few years as I now have children & I'd not trust any from my last few visits.
- None of the toilets I have used in Littleport and Ely are state of the art. They are all a bit dark and dingy and paying.
- 20p is overpriced.
- I strongly object to the introduction of a charge being made to use the public toilets.
- Generally speaking, they are all OK
- I personally would not pay.
- Not sure what to do about the village facilities
- The state of some of the toilets would suggest they are very well used - but I suspect they would be less well used if a charge was introduced.
- There are far too many boxes on this page for a questionnaire!!
- You have not made this form easy to complete - why don't the names of the loos on this page correspond exactly to those on the map used in the consultation?
- Excellent toilets - Council doing a great job. I wish they were the same in Sheringham.
- Why not install solar panels to generate revenue - is government funding for this. Or charge for advertising within toilets. Ask the suppliers of consumables, toilet rolls, soap etc for a better discount to cover the proposed charge or a contribution to running costs.
- The only issue we have is that the public loos for both visitors and residents do not stay open long enough in the evening.
- Maybe it would be safer if they were only open during daylight hours to avoid misuse?
- I am a Burwell Parish Councillors. I know men will just pee I the corner would there be locks for radar keys?
- Unfair for mums with children.

- Providing all toilets listed above are improved I see no reason why anyone would objects to paying 20p.
- The council already take more than enough money from us. Why should we pay extra for a basic need, cut councillors attendance fees instead.
- Public conveniences are best fitted out in a simple way with bare essentials and clean easy lines that are easily cleaned, not with fancy additions to encourage youngsters to rip everything off walls etc. Having cleaned Burwell look for 7 years, I could write a book about the failings of the human race and how they treat toilets and outside areas.