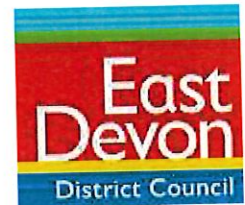


[text only](#)

# East Devon District Council

## Public Toilets Review: Tell us what you think

### 2021



**We are reviewing our Public Toilets service because:**

- We want to improve the quality of public toilets we provide and need to invest in refurbishment – which will cost money. The public toilets we're currently proposing to keep and invest in would need £3.15 million of capital investment in the buildings to bring them up to standard.
- We think some of the toilets offer opportunities for alternative uses such as cafes or community spaces, which could include a toilet.
- We can't afford to keep providing everything as it is.
- We're facing a £3 million annual funding gap from 2022 to run our services, which impacts everything we do.

This consultation is an opportunity to tell us what you think about the review so far.

The results from this consultation will be used to finalise the categorisation of our public toilet stock and help us make decisions on what public toilets we can provide in the future.

**Please fill in this questionnaire and send your answers to us by 5pm on Friday 1 October 2021.**

#### **Data Protection**

Any personal information which you provide will be held and used by East Devon District Council for the purpose of this consultation. Your information will be briefly stored by SNAP Surveys Ltd who provide our online survey software. Your information may also be shared within East Devon District Council for the purposes of carrying out our lawful functions. Otherwise your personal information will not be disclosed to anybody outside East Devon District Council without your permission, unless there is a lawful reason to do so, for example disclosure is necessary for crime prevention or detection purposes. Your information will be held securely and will not be retained for any longer than is necessary. There are a number of rights available to you in relation to our use of your personal information, depending on the reason for processing.

Further detail about our use of your personal information can be found in the relevant Privacy Notices which can be accessed online: [East Devon District Council's Privacy Notices](#)  
[SNAP Surveys Privacy Policy](#).

By filling in this questionnaire and sending your responses to us you are giving your consent for us to process your data in the ways described. If you change your mind and want to withdraw your consent, please contact our Data Protection Officer at: [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk)

## About you

**1. Are you filling in this questionnaire as the official response of a town or parish council within East Devon?**

We're asking each town or parish council to fill in one questionnaire, either by completing one questionnaire together, or by nominating someone to fill in your official response.

- ☐ No
- ☒ Yes, please tell us the name of your town or parish council below then move onto question 4:

HONITON TOWN COUNCIL

**2. Are you filling in this questionnaire as:**

Please select all that apply

- ☐ A resident of East Devon
- ☐ An East Devon business
- ☐ A visitor to East Devon
- ☐ A voluntary or community group, or social enterprise within East Devon
- ☒ Other, please tell us below:

TOWN CLERK

**3. Which is the nearest town or village to where you live / where is (are) your business or organisation based?**

Honiton

## Guiding principles

So we could review our public toilets, we set out some guiding principles. We used these principles to help us propose which toilets to invest in and maintain, which to look at other uses for and which to offer to the local town or parish council, community groups or for use by local businesses. These were the Guiding Principles we used:

The overall objective of the council should be to provide high quality, modern facilities that are mainly located in town centers, tourist areas and parks which help support these areas. The council should look at other means of operating toilets and be concerned with overall levels of provision, but not necessarily direct provision in all cases. These principles have been used to steer this review and produce the suggested categorisation lists.

**A. Charter standard** – public toilets to be maintained to a high standard meeting [British Toilet Association review standards](#) and capable of achieving National Toilet of the Year Awards.

Toilets to be unisex open access cubicles where appropriate, but incorporate a male urinal and designated female cubicle where space allows and attempting to address gender parity on available toilets. Incorporate accessible/open access design standards, baby change facilities, water and energy saving, auto-locks and a long term investment plan (as adopted successfully since the 2004 toilet review). Investigation of changing places in large towns. Develop and publish a 'Charter standard' from service best practice and previous review work.

**B. Access** – We will ensure all toilet blocks have modern clean facilities with disabled/open access for all (not limited by RADAR key) and baby change facilities. Investigate provision of adult changing facilities at a few key sites.

**C. At least 1 per town** - East Devon will continue to maintain at least 1 public toilet for each town with a population over 5000, but won't be responsible for toilet provision in villages or some smaller towns as we can't afford to provide facilities everywhere. To assist Town & Parishes with their provision 'peppercorn' freehold disposal of some sites should be considered. Provision in new towns – To be discussed on a case by case basis and if public toilets can be incorporated into other public buildings or attractions this to be pursued. Cranbrook provision is being discussed through the Cranbrook Strategic Delivery Board and is likely to be provided within a community building in the town centre.

**D. More than 1 in some coastal or visitor attraction areas** - It may be appropriate to provide more than 1 toilet in some locations because of our visitor economy, for example where we have a prime park site or large beach.

**E. Proximity** – A toilet within reasonable easy walking distance is an important consideration for most users. We will ensure at a minimum that there is a toilet block within an 8 minute walk at the most in town centre areas (600m radius of a town centre and/or seafront). This will be based on demand and facilities in other ownership. Where possible this radius should be 300m / 4 minutes reasonable walk. Walking times are calculated based on a 3 miles per hour walking pace. This is the UK average walking pace and the recommended walking speed used in many British standard design guides.

**F. Community need** - Public toilets are important to support health, recreation and leisure activities in our towns and at nominated parks or beaches. We will try to match community need either through direct provision, business concessions or developments that incorporate public toilets or community toilets where toilets are provided by others but available to the public. If we transfer provision to others, or offer concessions (such as Seaton Hideaway Café) where toilet provision is incorporated into the business offer, we will ensure that publicly accessible toilets are maintained as part of the business concession. Standards of provision for these sites will be laid out in our Charter Standard.

**G. Covid secure / hygienic design** – Following the pandemic and our risk assessment of toilet access and hygiene against the government Covid secure guidance it became obvious that we needed to alter the design and hygiene standards of our toilets. This design change will incorporate minimised touch points, sensor flushes and taps and easy clean surfaces to protect and minimise viral transmission now and in the future.

#### 4. Do you agree or disagree with these proposed principles?

☒ Agree   ☐ Disagree   ☐ Don't know / unsure

If you disagree, please tell us how you would improve the proposed principles:

It is welcomed that the toilet block at Lace Walk is intended to be kept open and operated/maintained by EDDC, although it is noted that there is no option for that toilet block and the costs to retain open/maintained to be passed to the Town Council and perhaps there should be a discussion about that option. We disagree that Kings Street and Lace Walk are within proximity of each other and therefore proximity cannot be used as an argument for Kings Street toilet block to be closed. There appears to be a disparity between the number and costs of provision across East Devon's towns. Honiton Town Council believes that providing just one public convenience in a town with Honiton's population is disproportionate with other East Devon Towns. There must be parity of provision by EDDC.

Other information used to review the public toilets



We have used the 'guiding principles' above along with the following information to help us propose which of our public toilets to invest in and maintain, which to look at other uses for, opportunities for cafes, businesses or community spaces, which could include a toilet and which could be offered to the local town or parish council.

- **Financial information** for each of the toilets shows the annual running costs and budget over a number of years, which includes materials, consumables, maintenance, services and staffing. The financial information generally indicates how well used a toilet is, as it comes partly from the direct operating costs, which increase as use increases. The costs can also be used to indicate where a toilet is aging, when excessive repairs are required. [Full cost information.](#)
- **Water consumption information** for each toilet has been used as an indicator of overall use of the toilets, combined with service knowledge from cleaners and supervisors. The water usage figures have then been considered alongside the total costs and a check against the 'Guiding Principles' to determine the suggestions for the future of the toilets. [Water consumption data.](#)
- **Proximity maps** – maps of the public toilets with walking distances to and between them have been used to look at how the public toilets meet 'Guiding Principles' C, D and E. Please note that proposed Category C sites are not shown separately from proposed Category B sites on the maps;  
[Axminster Public Toilets Map](#); [Beer Public Toilets Map](#); [Budleigh Salterton Public Toilets Map](#); [Exmouth Public Toilets Map](#); [Honiton Public Toilets Map](#); [Seaton Public Toilets Map](#); [Sidmouth Public Toilets Map](#)
- **Alternative uses** – where there are potentially additional sites according to the proximity to others, suggestions have been made on possible alternative uses such as cafes, local business venues or community spaces. This would have the added benefit of providing a new economic uses or attractions which could still have a public toilet.
- **Stock condition surveys** – we have inspected each site and looked at the building condition, future costs and maintenance. [Average annual building maintenance cost details for proposed category A public toilets.](#) [Average annual building maintenance costs for proposed category B and C public toilets.](#)

## 5. Tell us about anything else you feel we should have used when reviewing our public toilet sites:

There may be alternative or in addition (to the toilet block) provision at the toilet block buildings. See above comment about proximity. We believe that King's Street toilet block has been incorrectly categorized as C and should instead be Category A.

## Categorisation of public toilet sites

We know public toilets are important to people, but we think there are opportunities in reviewing them. This applies particularly where there are more toilets, or where the toilets are less well used. It is of vital importance to most people to be able to access a public toilet when out, within a reasonable walking distance of key areas such as a town centre, beach or large park, particularly for those who suffer from involuntary urination or have certain disabilities. It is of equal importance that these facilities are of a high standard, well maintained and easily accessible to all.

We're facing a £3million funding gap from 2022, this will impact everything we are able to do. In some cases we need to ask if we should be providing the public toilet, when other commercial operators could, especially if the toilet benefits their business. Or where a different use might provide community benefit or a visitor attraction.



These are sensitive considerations, but as our budgets continue to reduce we need to think differently about provision. Using the Guiding Principles and the other information as listed above, we've proposed which of our public toilets to invest in and maintain, which to look at other uses for and which could be offered to the local town or parish council by splitting them into three categories.

The annual running costs cover the management of the toilets and items such as staffing, overheads and materials. It will include a small element of running repairs as well. In addition to this the projected annual average over the next 10 years for building maintenance and refurbishment covers items such as roofs, refurbishment and building costs.

Please note that ALL the Category A sites:

- would be refurbished and brought up to Charter Mark standards if they don't already meet them. Current suggestions in this category would receive £3.15 million of investment to bring them up to standard.
- where there are multiple in a town / area they have been chosen to meet the Proximity Guiding Principle and minimise the distance between toilets.

## **Category A Toilets**

These are important public toilet sites which underpin the community, visitor economy or town, in which we will continue to invest and maintain. These toilets will meet our Guiding Principles and be open in design, easy to maintain, will have open access disabled facilities (not RADAR key restricted) and incorporate energy saving features. Where category A toilets do not currently meet these standards we will invest in them so they do. Category A sites will have a long term investment plan to ensure the facilities East Devon manages continue to be of a high standard.

### **Axminster**

1. West Street Car Park Public Toilets. This is a well used facility, and meets our Guiding Principle of having at least one public toilet site in each town. It has disabled / open access for all. Running costs are £16,258.12 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £10,893 a year.

### **Budleigh Salterton**

These two toilets would meet our Guiding Principle of having at least one public toilet site in each town and more in coastal areas.

2. Cliff Path (West End / Steamer) Public Toilets. Running costs such as staffing, toilet rolls and water are £15,271.54 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,323 a year.

3. East End (Lime Kiln) Public Toilets. Running costs such as staffing, toilet rolls and water are £18,279.88 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,293 a year.

### **Beer**

4. Jubilee Gardens Public Toilets. This is a heavily used public toilet, Beer is a large coastal village, but also a prime visitor location. Running costs such as staffing, toilet rolls and water are £39,692.09 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £13,883 a year.

**Exmouth** - East Devon's largest town, and a coastal town.

The following five toilets would meet our Guiding Principle of having at least one public toilet site in each town and more in coastal areas. All have disabled / open access.

**5. Exmouth Foxholes Car Park Public Toilets.** A good seafront location which serves the Eastern side of our beach. Running costs such as staffing, toilet rolls and water are £22,543.95 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,793 a year.

**6. Magnolia Centre (London Inn) Public Toilets.** In addition to being heavily used, the location serves the town centre well. Running costs such as staffing, toilet rolls and water are £28,881.03 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £13,543 a year.

**7. Manor Gardens Public Toilets.** These toilets are well used and are in a park location and visitor location. Running costs such as staffing, toilet rolls and water are £24,599.32 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,718 a year.

**8. Queens Drive Public Toilets.** A good central location which serves the seafront. These toilets already meet the Charter Mark. Running costs such as staffing, toilet rolls and water are £20,495.53 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £4,293 a year.

**9. Phear Park Public Toilets.** Prime park location. Running costs such as staffing, toilet rolls and water are £12,893.16 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,393 a year.

#### **Honiton**

**10. Lace Walk Public Toilets.** This is a well used central site serving Honiton town centre. This meets our Guiding Principle of having at least one public toilet site in each town. Running costs such as staffing, toilet rolls and water are £27,365.82 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £13,043 a year.

#### **Seaton**

**11. West Walk Public Toilets.** This meets our Guiding Principle of having at least one public toilet site in each town. This is a heavily used central site servicing the town. These toilets are open / disabled access and already meet the Charter Mark. Running costs such as staffing, toilet rolls and water are £33,670.32 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £3,643 a year.

#### **Sidmouth**

The following three would meet our Guiding Principle of having at least one public toilet site in each town and more in coastal areas. Proximity maps show more toilets than 'necessary' but all have high water usage.

**12. Connaught Gardens Public Toilets.** This is a prime park location. Running costs such as staffing, toilet rolls and water are £28,251.07 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,043 a year.

**13. Triangle Public Toilets.** These toilets are open / disabled access and already meet the Charter Mark. This is a central town centre site. Running costs such as staffing, toilet rolls and water are £22,100.20 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £2,673 a year.

14. Either the Market Place or Port Royal Public Toilets would be retained depending on any redevelopment of these sites, or there would be new alternative provision. The Market Place toilets couldn't be made open / disabled accessible. This would be a prime tourist / town centre location. Running costs such as staffing, toilet rolls and water are £40,588.09 a year for the Market Place and £7,407 (this is an anomaly, usual annual costs are around £20,000) for Port Royal. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £2,143 a year for the Market Place public toilets and £16,888 a year for the Port Royal public toilets.

## **Category B Toilets**

Still relevant locally, but less well used or where there are multiple toilets in close proximity (according to proximity maps and 4/8 minute walking zones). If a toilet has been listed as suggested category B it means we would look at other options for the use of the site. At sites identified as category B, we could consider marketing a lease opportunity for a different offer such as a café, to include a publicly accessible toilet, or sell the public toilets, depending on the options for each particular site. Town or parish councils and community groups could bid for these sites as well, but we believe category B sites offer good potential for an alternative use and therefore would attract a commercial value.

All the public toilets listed in this section are proposed to be Category B toilets:

### **Budleigh Salterton**

15. Station Road Car Park Public Toilets. The town is well served with public toilets as shown in the proximity map. The site has potential for redevelopment together with the Lower Station Road Car Park. Running costs such as staffing, toilet rolls and water are £15,021.62 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,478 a year.

### **Exmouth**

16. Imperial Recreation Ground Public Toilets. Well used, and just outside a 4 minute walk from the public toilets in Manor Gardens. However, it could offer a very good café / bar or other concession with publically accessible toilets operated by others. Running costs such as staffing, toilet rolls and water are £24,058.37 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,983 a year.

17. Orcombe Point Public Toilets. Can't be made to have open access design or disability access. The proximity map shows this is only just outside a 4 minute walk to the Foxholes toilet block. Even when the fact that it's only open 6 months of the year is taken into account it has very low water usage, indicating lower use than other nearby sites. Running costs such as staffing, toilet rolls and water are £6,371.78 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,913 a year.

18. The Maer Public Toilets. The proximity map shows other public toilets serve the area. Usage is low. Could be better used as a cafe/bar with community toilets, potential link with BBQ area. Businesses locally are looking for new outdoor restaurant opportunities. Running costs such as staffing, toilet rolls and water are £8,951.94 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,093 a year.

## **Seaton**

**19. Harbour Road Car Park Public Toilets.** Was originally intended for closure as toilets were provided as part of Tesco's. The tram terminal redevelopment also has toilets. Chine Hideaway cafe also has publically accessible toilets. Proximity map shows the town is served by West Walk public toilets. Consider options for alternative uses. Running costs such as staffing, toilet rolls and water are £26,972.73 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £2,673 a year.

**20. Hole Public Toilets.** Proximity map shows the town is best served by West Walk public toilets, with additional ones available at Tesco and the Chine Hideaway cafe. Consider options for alternative uses. Running costs such as staffing, toilet rolls and water are £25,142.83 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,453 a year.

## **Sidmouth**

Sidmouth has more than one Category A toilet that would be kept and invested in under this review. Proximity maps show the town is served by the Category A public toilet sites, and so consideration of alternative uses for the remaining sites should be given. Both or either of these public toilets could be looked at under Category B, depending on alternative provision under Category A (see number 13 under Category A).

**21. Market Place Public Toilets.** Significant redevelopment opportunity as town centre site. Running costs such as staffing, toilet rolls and water are £40,588.09 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £2,143 a year.

**22. Port Royal (Alma Bridge) Public Toilets.** Potential for commercial use tied to Port Royal. Requirement for community toilets / folk festival provision issue or alternative provision. Running costs such as staffing, toilet rolls and water are £7,407 a year (this is an anomaly, usual annual costs are around £20,000). The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £16,888 a year.

## **Category C Toilets**

As above, but less well used or the area is well served by toilets. In these examples we don't believe there is a commercial alternative that could provide an income and publicly accessible toilet. The toilet should be offered as a freehold transfer for a negligible / very low amount to the town or parish council or community group to operate with a requirement that they should make an additional payment to us should the use subsequently change. It is acknowledged and accepted that a parish or town council or community group might wish to remodel a building and we would have no objection to them doing so, provided an appropriate toilet facility remains. It is proposed that no money would be paid by us to anyone taking on these toilets, due to our budget shortfall, but that they would be in serviceable condition.

Under these proposals these toilets are over the level of provision as outlined in the Guiding Principles and it can be considered that we can no longer afford to provide them. If the town or parish council or a community group did not wish to take them on, they would be closed, and in most cases demolished to provide additional car parking spaces.

All the public toilets listed in this section are proposed to be Category C toilets:



### **Budleigh Salterton**

**23. Brook Road Car Park Public Toilets.** Proximity maps show that the two Category A toilets that will be kept and invested in will serve the town. If no-one wishes to take it on, this toilet block could be demolished and be a development site or provide further car parking spaces. Running costs such as staffing, toilet rolls and water are £1,761.94 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £13,503 a year.

### **Colyton**

**24. Dolphin Street Car Park Public Toilets.** The Guiding Principles state that we will no longer provide public toilets in smaller towns, in addition Colyton is not a coastal area. Usage is very low. The proposal is to offer this to the town / parish council or demolish it to provide further car parking spaces. Running costs such as staffing, toilet rolls and water are £7,105.87 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,943 a year.

### **Exmouth**

The following two public toilets are proposed to be Category C sites as Exmouth has more than one Category A toilet site that would be kept and invested in under this review, proximity maps show the town is well served by the Category A public toilet sites.

**25. Bus / Train Station Public Toilets.** Very low usage. This site is at a gateway to the town, but directly benefits the station and could be operated by others. The building can't be used as anything other than a public toilet. Could be re-modelled as part of the Motorhome parking project pending Councillor approval. Running costs such as staffing, toilet rolls and water are £24,541.37 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £14,623 a year.

**26. Jarvis Close Public Toilets.** Very low usage. This site isn't in the town centre and doesn't serve a tourist attraction / visitor area. Was offered to Exmouth Town Council with the car park following the Car Park Review in 2012 on the basis that if the Town Council didn't want it then it would be sold. Offer not taken up, so proposal is to seek to dispose of car park and toilet site. Running costs such as staffing, toilet rolls and water are £10,000.23 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £11,183 a year.

### **Honiton**

**27. King Street Car Park Public Toilets.** Water usage is low, showing the toilets aren't well used. Honiton has one Category A site proposed which will be kept and invested in, following the Guiding Principle of at least one public toilet per town. Proximity maps show the town is well served by Lace Walk Public Toilets. If no-one wishes to take it on, the proposal is that this toilet block be demolished to provide further car parking spaces. Running costs such as staffing, toilet rolls and water are £11,534.96 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £12,093 a year.

### **Seaton**

**28. Marsh Road Public Toilets.** Proximity maps show that the town is well served by West Walk public toilets which are in Category A and would be kept and maintained, following the Guiding Principle of at least one public toilet per town. In addition Tesco in Seaton have publically accessible toilets, as do the Chine Hideaway cafe and other attractions. We propose to offer these public toilets to the town council, if they don't wish to take them on then they would be demolished and the site sold or used to provide car parking spaces. Running costs such as staffing, toilet rolls and water are £20,910.43 a year. The projected annual average cost over the next 10 years for building maintenance and refurbishment, for example roof or floor repairs, is £13,333 a year.

## **Further information on the suggested categories**

## Questions on the categorisation of public toilet sites

**6. Do you agree or disagree with the proposed categorisations of each public toilet site, as listed above? Please bear in mind that the council has a £3 million funding gap from 2022 and wants to spend money on improving some public toilets.**

- ☐ Agree - move onto question 8
- ☒ Disagree
- ☐ Unsure - move onto question 8

**7. Which public toilets do you disagree with the categorisation of?**

Please select all that apply. Please note that the numbers given to the public toilets matches up to the numbers given to them in the section above, please refer to the section above.

- ☐ 1 - Axminster West Street
- ☐ 2 - Budleigh Salterton Cliff Path (West End / Steamer)
- ☐ 3 - Budleigh Salterton East End (Lime Kiln)
- ☐ 4 - Beer Jubilee Gardens
- ☐ 5 - Exmouth Foxholes Car Park
- ☐ 6 - Exmouth Magnolia Centre (London Inn)
- ☐ 7 - Exmouth Manor Gardens
- ☐ 8 - Exmouth Queens Drive
- ☐ 9 - Exmouth Phear Park
- ☐ 10 - Honiton Lace Walk
- ☐ 11 - Seaton West Walk
- ☐ 12 - Sidmouth Connaught Gardens
- ☐ 13 - Sidmouth Triangle
- ☐ 14 - Sidmouth Market Place / Port Royal or other alternative provision
- ☐ 15 - Budleigh Salterton Station Road Car Park
- ☐ 16 - Exmouth Imperial Recreation Ground
- ☐ 17 - Exmouth Orcombe Point
- ☐ 18 - Exmouth The Maer
- ☐ 19 - Seaton Harbour Road Car Park
- ☐ 20 - Seaton Hole
- ☐ 21 - Sidmouth Market Place
- ☐ 22 - Sidmouth Port Royal (Alma Bridge)
- ☐ 23 - Budleigh Salterton Brook Road Car Park
- ☐ 24 - Colyton Dolphin Street Car Park
- ☐ 25 - Exmouth Bus / Train Station
- ☐ 26 - Exmouth Jarvis Close
- ☒ 27 - Honiton King Street
- ☐ 28 - Seaton Marsh Road

**Please tell us why you don't agree with the categorisation of each of the public toilets you've selected in question 4, and how you would improve the proposals for that public toilet site:**

If you are suggesting we keep and improve additional sites, how would you propose that we fund it?

Refer to the numbers given to the public toilets wherever possible, and provide as much detail as possible so we can understand your response.

We believe that the toilet block at King's Street should be Category A and not Category C based on lack of proximity and the social and economic impact of closure on the Town Centre and businesses/shops/tourism. We believe that the proposal would be disparate in provision across East Devon's Town for example based on population.

## Opportunities for alternative provision and innovation

We also want to look at options for alternative provision at some of the sites and innovative ways of reducing service costs, or providing the toilets differently. For example:

- At some of the public toilet sites bars, cafes or shops could be created, with public toilets operated by the business.
- To reduce costs and have money to invest in improving them public toilets could include paid access.

**8. Do you think there are any opportunities for different uses such as cafes, bars or shops at any of our public toilet sites, that could then provide public toilets and pay for the running of them themselves?**

- ☒ Yes
- ☐ No - move onto question 9
- ☐ Unsure - move onto question 9

**If yes, please tell us which public toilets and what different uses you would suggest:**  
Please use the public toilet numbers as listed under question 7.

The Town Council may suggest alternative uses to the toilet block at King's Street, in addition to or instead of public conveniences.

**9. Would you / your town or parish council / your organisation / your business be interested in taking on any or all of the public toilets in your area to enable more public toilets to be kept open and / or to operate them in a different way such as a cafe with publically accessible toilets?**

- ☒ Yes
- ☐ No - move onto question 12
- ☐ Unsure - move onto question 12

**If yes, please give us your name, email address and phone number below:**

We will only use these personal details to contact you to discuss your interest in taking on public toilet buildings, they won't be linked to your other answers or used for any other purpose.

Stephen Hill - Town Clerk clerk@honiton.gov.uk 01404 42957



**10. Which of the public toilets that we've currently proposed to be category A, B or C public toilets would you be interested in taking on?**  
Please select all that apply.

Please see the [draft Heads of Terms](#) which set out the terms and conditions of taking on any public toilet blocks.

**Proposed to be Category A Public Toilets**

These are important public toilet sites that underpin the community, visitor economy or town. We're proposing that we continue to look after these, and invest in them long term. However, we're open to the idea of others taking them on as long as publically accessible toilets are still provided.

Please select all that apply.

- ☐ Axminster West Street
- ☐ Budleigh Salterton Cliff Path (West End / Steamer)
- ☐ Budleigh Salterton East End (Lime Kiln)
- ☐ Beer Jubilee Gardens
- ☐ Exmouth Foxholes Car Park
- ☐ Exmouth Magnolia Centre (London Inn)
- ☐ Exmouth Manor Gardens
- ☐ Exmouth Queens Drive
- ☐ Exmouth Phear Park
- ☒ Honiton Lace Walk
- ☐ Seaton West Walk
- ☐ Sidmouth Connaught Gardens
- ☐ Sidmouth Triangle

**Proposed to be Category B Public Toilets**

Still relevant locally, but less well used or where there are multiple toilets in close proximity (according to proximity maps and 4 to 8 minute walking zones). If a toilet is suggested as category B it means we would actively look at other options for the use of the site. At sites suggested to be category B, we could consider marketing a lease opportunity for a different offer such as a café, to include a publicly accessible toilet, or sell the public toilets, depending on the options for each particular site. Town or parish councils could bid for these sites as well, but we believe category B sites offer good potential for an alternative use and therefore would attract a commercial value.

Please select all that apply

- ☐ Budleigh Salterton Station Road Car Park
- ☐ Exmouth Imperial Recreation Ground
- ☐ Exmouth Orcombe Point
- ☐ Exmouth The Maer
- ☐ Seaton Harbour Road Car Park
- ☐ Seaton Hole
- ☐ Sidmouth Market Place
- ☐ Sidmouth Port Royal (Alma Bridge)

### Proposed to be Category C Public Toilets

Under the proposals these toilets are over the level of provision as outlined in the Guiding Principles and it can be considered that we can no longer afford to provide them. If the town or parish council or someone else did not wish to take them on, they would be closed, and in most cases demolished to provide additional car parking spaces. The toilet could be offered as a freehold transfer for a negligible / very low amount to the town or parish council to operate as a public toilet. No amount of money would be paid by us to anyone taking on these toilets, due to our budget shortfall and there would be no ongoing monetary support.  
Please select all that apply

- ☐ Budleigh Salterton Brook Road Car Park
- ☐ Colyton Dolphin Street Car Park
- ☐ Exmouth Bus / Train Station
- ☐ Exmouth Jarvis Close
- ☒ Honiton King Street
- ☐ Seaton Marsh Road

### 11. Please tell us what you would do with each of the public toilets you would be interested in taking on as part of question 10:

The Town Council recognises the social and economic importance of providing conveniences in the Town Centre and therefore understands the necessity to keep public conveniences at Lace Walk and King's Street. There needs to be detailed discussions about both.

### 12. To what extent do you agree or disagree with the following statements about the future of East Devon's public toilets:

Please note that payments to use the public toilets would be made by contactless credit or debit card, or contactless device. We would consider making access cards available for those with medical needs or without contactless ways of paying.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Unsure
Investment is needed to re-furbish and re-design the council's public toilets to make them more modern, clean and accessible.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would pay between 30p and 50p to use the council's public toilets if it helps keep more of the council's public toilet sites open in future years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
I would pay between 30p and 50p to use the council's public toilets if it means they're of better quality and cleaner in future years.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

If you disagree with any part of question 12, please tell us why:

**13. If we were to introduce a charge of between 30p and 50p for using some or all of our public toilets to help keep more of our public toilet sites open in future years, and make sure they're of better quality and cleaner, do you think:**

Please note that payments to use the public toilets would be made by contactless credit or debit card, or contactless device. We would consider making access cards available for those with medical needs or without contactless ways of paying.

Select all that apply

- ☐ No discounts should be available, everyone should have to pay the full charge.
- ☐ A discount card should be available for people with medical needs.
- ☐ A discount card should be available to people who can't afford to pay.

**14. If we were to introduce a charge for using some or all of the public toilets to help keep more of our public toilet sites open in future years, and make sure they're of better quality and cleaner, how much do you think that charge should be:**

- ☐ 30p per use
- ☐ 40p per use
- ☐ 50p per use
- ☐ More than 50p per use
- ☐ Unsure

Other suggestions

**15. Are there any public toilets outside of East Devon that you think are great examples of how a publicly accessible toilet should be, or can be?**

- ☐ Yes
- ☐ No

If yes, please tell us where they are in as much detail as you can, so we can find out about them:



**16. Please tell us about any other suggestions you have for our public toilets review that you haven't already mentioned. As we must save money on the operation of our public toilets, suggestions should explain how they would be achieved:**

At the next stage, Honiton Town Council wants to engage in detailed discussions with EDDC about the strategic objectives and risks of different options.

## Results and feedback

Any contact details you give below will not be linked to any of your questionnaire answers, will only be used for the purposes stated below and will be kept and used in accordance with Data Protection legislation and our Data Protection Policy.

**17. Would you like to receive the results of the consultation and information on what we are doing with the results?**

- ☒ Yes - please make sure you clearly write your e-mail address in the box below
- ☐ No – You will still be able to find out about the results and feedback from this survey on our website at [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

**If yes, please put your email address in the box below:**

[clerk@honiton.gov.uk](mailto:clerk@honiton.gov.uk)

Thank you for taking the time to fill this in.

Please press the 'submit' button below to send your answers to us.

