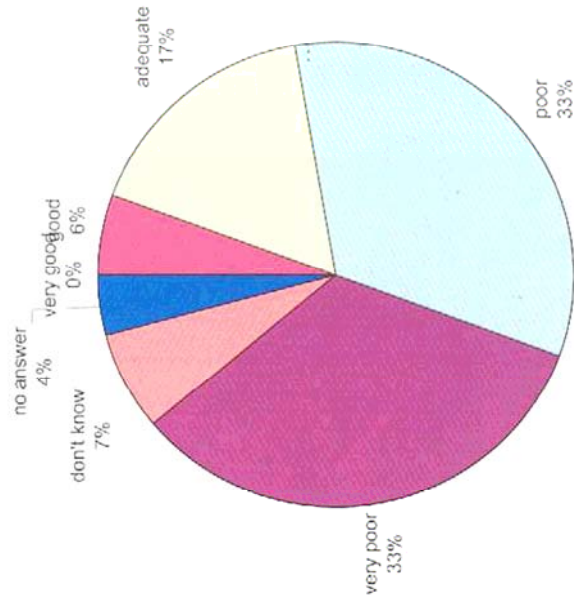


Public toilet survey results –summary of women's responses

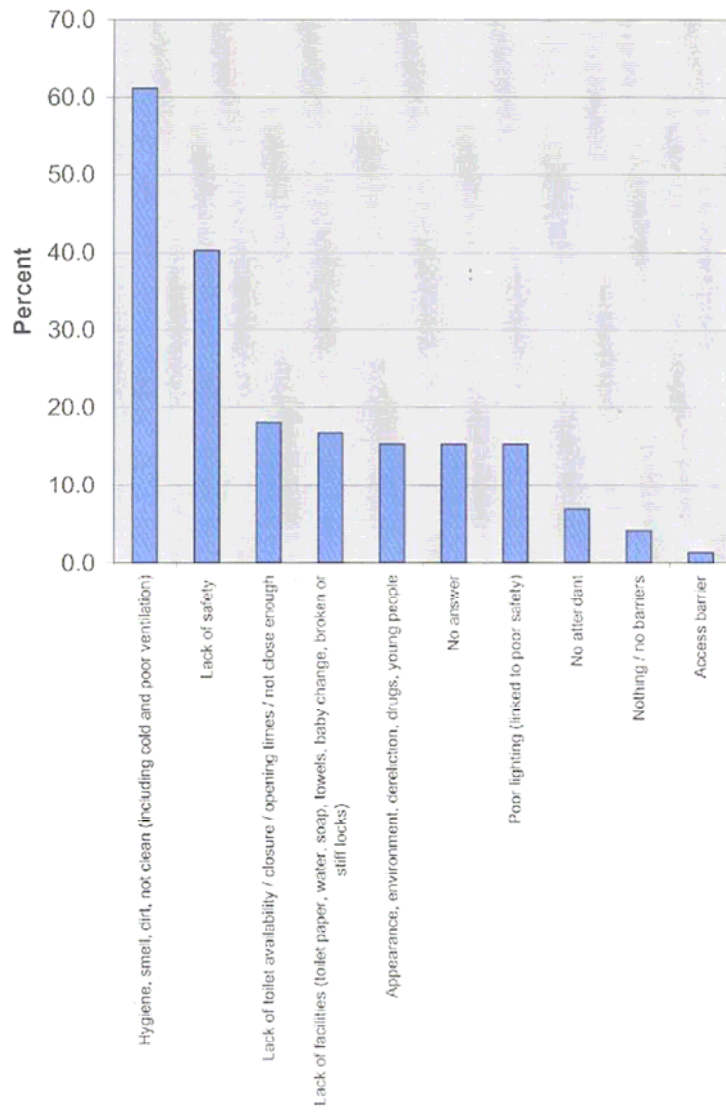
- ❖ **Rating of public toilets** in Bristol largely poor / very poor (66%)
- ❖ On desired **quality of facilities** for women: cleanliness and safety / good lighting are key
- ❖ **Willingness to pay:** mixed answers; willingness to pay up to 20p (although nearly 40% said 'nothing'). More willingness to pay for quality facilities.
- ❖ 30% of respondents have **health needs** relying on good access to toilets.
- ❖ **What puts women off** using toilets: hygiene and safety key concerns.
- ❖ **Women's experiences** due to lack of toilets: hassle and inconvenience; cost (buying drinks); physical discomfort; embarrassment (having to use pubs; culturally inappropriate); using bushes / laybies; rearranging outings ('limits to where I will go'); what do pubs and shops think about people relying on their facilities?
- ❖ **Women-specific concerns:** unease of going into pubs; having children / babies; needing the toilet a lot when pregnant, menstruating or during menopause; older / disabled women have high need of toilets; long queues; less facilities for women than for men
- ❖ **Further comments:** requesting information and sign-posting; want more toilets and 24 hour opening times; comments on individual toilets; recurring theme of need for attendants; theme of disability and access; comments on 'state' of toilets; ladies queues
- ❖ **Results from mapping exercise:** specific need for toilets in parks, playgrounds, shopping areas and along public transport routes. 'Need' of toilet repeatedly highlighted e.g. Mina Park, Lawrence Hill Station, Avonmouth Park and Ride, the Downs, College Green / Centre, the Galleries and Queens Road.

September 2006, 85 replies received, > 20% response rate

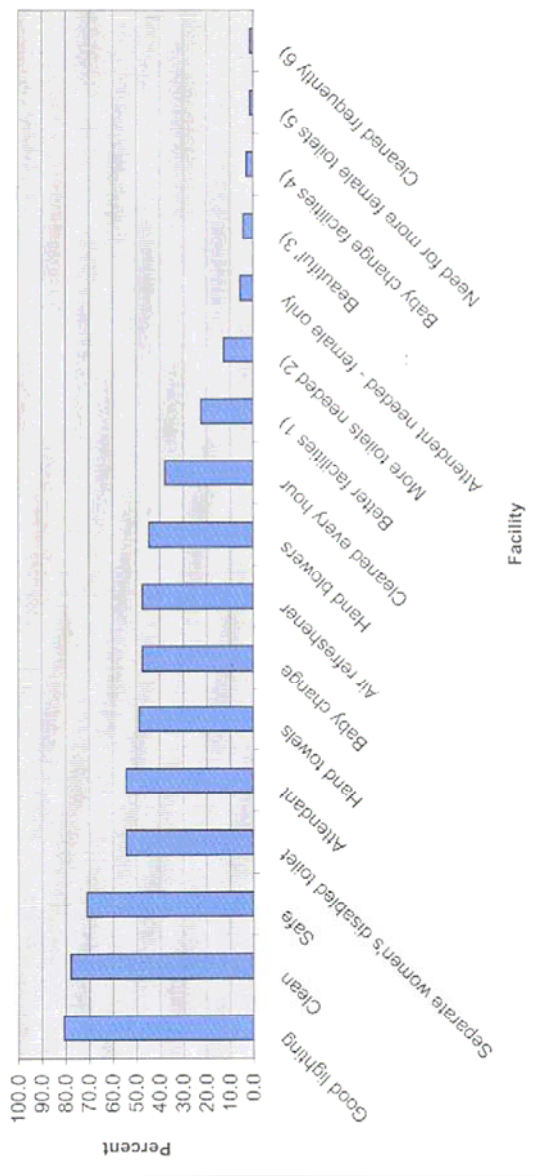
Women rating provision of public toilets in Bristol



Factors putting women off using public toilets



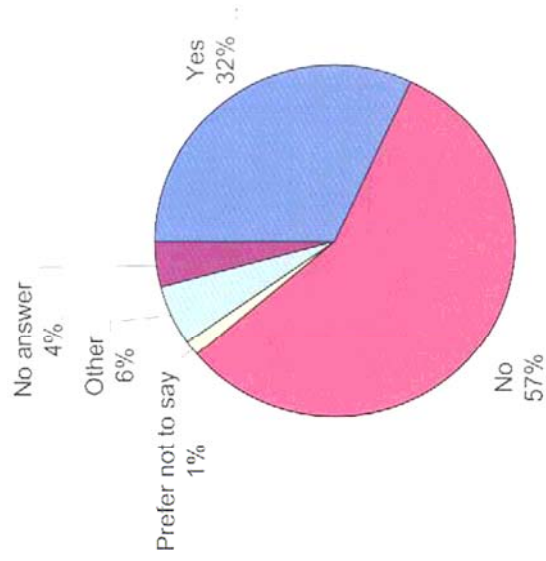
What toilet facilities women would like



Women's comments

- 1) liquid soap, toilet paper, dispensing machines for sanitary and other useful products, clean floors, working door locks, secure seats, hooks for handbags, good quality mirrors with shelves underneath and full length, alarm inside toilet for attention
- 2) including 24 hours, more cubicles for women
- 3) décor, flowers, no graffiti, pride in building
- 4) baby change facilities also for disabled and men
- 5) need for more female toilets than men (men never queue)
- 6) cleaned frequently - every two hours

Do you have a health need which relies on availability of public toilets for your wellbeing?



Diabetic and weak bladder
Old age 87 years
As a menopausal woman I find I need to go more often and more urgently
Celostomy
Once a month usually
Occasionally
No more than the normal human being
Sometimes
Yes, I need to use the toilet more frequently because of my medication
Hypocyaemia (a form of diabetes)
I did have a time when it was difficult
Pregnancy

Women's stories of coping with a lack of public toilets
e.g. did you ever have to buy a drink to use the toilet...?
yes I have which I think is unfair
no
I have in the past done work that involved travelling in areas I didn't know. I avoided drinking too much and was on the look out for toilet facilities. Larger supermarkets proved to be very useful
Once had to enter a pub - not culturally acceptable to use toilet. The owner was understanding. Offered to pay, but he didn't accept
It could do, but I am retired and can plan. Coaches which don't have loos are a nuisance (not Bristol's fault)
I used to feel that I should buy something but now will use some restaurants / pubs without buying anything
yes
Walking up park street - Fresh and Wild has facilities - I shop frequently and have no comp... to prevent me using their toilet if necessary. But that walk up from centre could do with a public toilet
Frequently buy drink etc. to use shop toilets. No specific stories just a 'fact of life'
Yes! If a colostomy bag bursts, there is no time to walk far for a toilet, preferably a disabled toilet
You have to use the toilets in shops as there are no public toilets
On many occasions I have purchased food / beverage just to be able to use the toilet facilities.
As above, have had to purchase goods in a shop / café just to be able to use their bathroom facilities
I have had to go into town and a department store (House of Frasers) or a pub to use the bathroom. I have also had to take a child into a pub which is inappropriate at times.
I have regularly had to visit cafes and buy drinks just so that I can use the toilet. I have children and believe it is essential that adequate facilities are provided for all.
As I have lived in Bristol for a long time, I know where toilets are available, so it is not a big problem for me - but I think it is for visitors
Yes - to be somewhere safe, clean and accessible
Yes, I feel embarrassed to ask in pubs / cafes if I don't want to purchase food / drink
Just not finding one when you need it or not 'enjoying' finding one
sometimes, lack of toilet rolls
Also think men need more. All their street pissing might be curbed if more
I have experienced severe discomfort on Gloucester Rd, being forced to 'hold on' because the toilet had been closed down.
Had to use layby
I pluck up the courage to use the nearest pub and find the ladies, or go to McDonalds
There is a lack of public toilets, when surveyed the women's group everyone had an experience of buying a drink to use a toilet somewhere
Using department stores, pubs, bushes etc.

I often have to go into pubs, I don't buy a drink but get some looks and stares. When I(shop in Lidl's I sometimes have to go in the car park. I have bopped down at the edge of railway lines too. In parks I go in the bushes if the toilet looks too bad or there isn't one. I am really afraid of the new Broadmead expansion because a lot of stores only have toilets on the top floor and it takes ages to get there. The Galleries only has one lot of toilets of all those floors of shops and it takes time in lift and escalators to get to them. The more concrete and lack of parks to pee in , the more risky it is for me. Generally it is a great thing to have public toilets and to have them serviced, it is a measure of our civilisation. Are they counted in the 'quality of life' index?
Yes; I know which pubs have a toilet which I can sneak into, unobserved by the bar staff
Yes, 2 local loos at shops ie sandy park, bristlington village have been closed so I have to buy drink to go to loo when shopping
In the hot weather inclined to go without a drink because of a lack of toilet facilities in and around Bristol. Having a drink means finding a toilet which can be extremely difficult if you are not in the city's department stores.
Yes, very often - I have felt that I needed to purchase something in order to use the premises loo
Due to health problems asked store (and not always) to use toilet before soiling myself
Yes, I've frequently had to buy a drink in a pub or café in order to use the facilities in Broadmead, whilst shopping, I have to go up to the toilets on the third floor of the Galleries which I find very inconvenient because of my limited mobility. The only public toilets that I recall using recently are the ones on Cannon St, Bedminster, which are very clean and tidy. Otherwise, when I'm out, I usually use toilets in either Tesco's, Asda, The Galleries or toilets in pubs and cafes.
It is a problem on my regular jogging route. Last week I ran an 18 mile circuit and did not pass any obvious toilets. None by cycle paths, portway etc.
Many a time I have been forced to change a baby's nappy on a park bench for lack of facilities. Honestly, most of the people who use parks regularly are mums (often pregnant with frequent need to use loo) with babies (who must have their nappies changed) and toddlers (who have to go when they have to go). Yet nothing is available.
Baby change and son has toileting problems therefore has caused accidents.
Regularly. Also experienced extreme pain.
Occasionally
There are limits where I will go
Yes. Not good enough.
yes often
Yes, also stops me from going to certain areas and attending events due to lack of facilities.
yes
Frequently needed to purchase drink or go out of my way to a store
Not affected = 6
No answer = 22

Women's additional comments

I notice that your maps don't include St Pauls or Easton or BS5/2 areas. Is there a reason for this?

I've no problem with public toilets except the one in McDonald's is disgusting. When in town I go to the Galleries

For preference I use facilities in buildings ie shops, theatres etc. As they are usually reasonably clean. It is probably more difficult to maintain stand alone facilities and some could be potentially dangerous if not in constant use. Out of normal shopping / daytime hours it is difficult to find any facility open except in pubs / restaurants etc.

Also when we take our service users on outings, the disabled in wheelchairs find it impossible to access the facilities. We would welcome consultation with our women only project regarding this issue. You can call the office to arrange a meeting especially with older vulnerable women.

I live in Bath so can't comment in Bristol facilities

I find the provision and quality of public toilets to be adequate for my needs

I try to time my shopping at least so that I don't need to find a loo.

I plan any shopping trips where I know there are toilets

Never go out nowadays - too ill

I think government should lay down directive on this rather than leave it to local councils. I understand there are financial implications but feel it should be one of prioritisation

As a walker in Clifton area ie Downs- good one in circular walk first thing in the morning - excellent one near bridge (attendant and clean). Don't know city centre - when I visit each day I have a drink at YHA and use ehirs - good exercise going upstairs but possibly not helpful for many people.

Please design loos with windows and not tepid air con - internal loos in supermarkets for example always smell frowsty. No hightech metal capsule loos please. All council owned / occupied premises should provide a public access loo as standard (for equal public as well as service users)

It is about time Bristol City Council got its act together to provide more public toilets, goodness knows we pay enough council tax

Definitely not enough toilet facilities provided in the Bristol City Centre area

Women need to use bathroom facilities more than men for obvious reasons, the sheer lack of public toilets is appalling and the ones that are available are either disgusting or too far away. E.g. St augustine's (disgusting), The Galleries (too far) when working in and around Park St.

I don't know of any public toilets apart from in Broadmead.

I believe that is an excellent campaign and do hope that women's views will assist in better toilet facilities in Bristol

Toilets should be open in the evenings and perhaps through the night - though appreciate there is a problem with vandalism. It is a public health issue. Also should be more of them - not just in City Centre but in suburbs (they are all closing down and being sold off)

<p>Basically toilets in Bristol are almost as badly neglected as Schools and libraries! Pay supervisors to ride round and check them (on motorbikes, power bikes). Decent portaloos would be acceptable if these were big enough for any size person. I have found it extremely disturbing to see advertised several public toilets for sale, eg. lodge causeway, Fishponds among others. These public facilities are serving a large area, including local parks and shops. This area has many infirm and elderly residents, non-drivers, for whom this must be an even greater inconvenience. Basically, it is unacceptable to have large areas of the city with no public toilets, it is a recipe for the spread of disease and for foul-smelling alley ways.</p>
<p>Some are excellent e.g. Museum, suspension bridge</p>
<p>Areas that need toilets are by watershed area - as have seen men urinating in streets - needs to be clean and safe for women in day and night especially late at night, Friday, Saturday nights. Also with build up of Redcliffe area - needs to have good facilities built in. There also needs to be toilet facilities on Horfield Common - as lots of people live and walk about area - so families out can use facilities easily. There is a need to have more toilets on Whiteladies Rd - as the nearest toilets are at the Museum or by the triangle. Especially with all the restaurants and bars and again the Friday and Saturday night use of the strip. Public toilets are needed near St Phillips Causeway for travelling families and lorry and delivery drivers as on main link to A4 and other main link roads. Could build in a truck stop - that is family friendly as nothing can be so distracting as needing the toilet when driving into a city and not knowing where to go. Could the toilet guide be sent out to Road Haulage Companies and delivery drivers for companies - as this would argue that Bristol is business friendly by recognising the need of the business community to provide facilities in terms of its duty of care under health and safety legislation. Also if more security is provided at toilet facilities - so women have better lighting, cleaner facilities, on par with good facilities around - is best for tourism. Why not have facilities that are very high spec - ie on par with a hotel in cleanliness, ambiance, attendant - especially by the main holiday routes - these could pay - to give the rest of the city free facilities. Capture the travelling market.</p>
<p>I know that the toilets at Eastville Park have been shut for a while probably due to the drug addicts and weirdos that hang around. How about putting some new ones near the children's park by the car park. There are lights that don't show up veins so that drug addicts can't inject themselves in there. Also I work with children and older boys feel embarrassed about using women's toilets whilst accompanied by me but they're not always safe to go into a gents toilet alone. Toilets are also shut at night - would be good to have attendants that are trained to deal with public and working in pairs.</p>
<p>I feel that we need more toilets in most of the areas - when I shop in Broadmead I really struggle when I've got small children with me!</p>
<p>Toilet facilities are essential in public places. I don't think that people should pay for the use of it, just like we don't need to pay for the use of public libraries!</p>
<p>No26 - men's Victorian is aesthetically ok - but prefer brick built to be open (Horfield Common). We need more loos open night time with attendants and old closed loos reopened. I have marked these sites.</p>
<p>Toilets being closed. Shouldn't be. Should be open in the evenings. Clear out drug users. No 47 is - and has been for years - and from the outside looks splendid now. (Opinions and comments from St George Townswomen's Guild.</p>
<p>Toilets often close too early. E.g. if you go to the park until 6 or 7pm on a summer's evening. The problem is that the toilet is shut by then.</p>
<p>Need attended toilets</p>
<p>For disabled people the facilities are terrible. Toilets near Hippodrome have very steep steps and can be slippery - not very accessible.</p>

<p>Public toilets are an essential part of a civilised society. The new Broadmead expansion ought to have plenty of toilets to accommodate the expected extra 1000s of people. I am extremely worried about the business getting around the new part and what public facilities there will be in general. We definitely shouldn't have to pay to go to the toilet because we are held up in this area trying to cross town.</p>
<p>Bristol City Council has already closed toilets and sold them. Are we too late already? There are always queues for the ladies at theatres and concert halls. What is the plan for the new Colston Hall - lots of 'ladies'?</p>
<p>Please don't close any more local loos!! We need to support local shops and amenities. When new shops are built to have public toilets available - not as at St Annes</p>
<p>I think toilets should have attendants because at least you can guarantee their cleanliness. I don't mind paying for facilities if the conditions are acceptable. Toilets should be in well lit areas and be more obvious.</p>
<p>I feel Bristol has very inadequate toilet facilities and even where they are provided they're not very special. I usually hang on until I'm home. There is a great need for lots more toilets in town.</p>
<p>A word of appreciation for very clean toilets on Durdham Downs by Water Tower</p>
<p>Thumbs up Hengrove Park</p>
<p>We pay enough Council Tax for these things to be covered. Women are always considered last.</p>
<p>Having looked at the map have been surprised at how many toilet blocks are on bus routes and yet I have never spotted them. Perhaps there is also an issue about sign posting. Also, on a Friday / Saturday night temporary urinals are provided for the men which are put to real good. There is no provision for the women apart from the really scary toilets on the Centre! Presumably if additional toilets are built they will be for all i.e. female, male, disabled, mother and baby</p>
<p>It should be a system for loos in obvious places. And kept well.</p>
<p>In the 21st century I would have thought that clean safe public toilets would and should be available</p>
<p>I think that the closure of so many of the public toilet facilities is an outrage. I live at Whitchurch and can think of two such facilities which have been closed recently - Bamfield and Wells Road, Totterdown. The Bamfield toilets were only erected a few years ago and the Wells Road ones have been sold and now operate as a Gent's barber. When I visit other cities I can always find a toilet - not so in this city. Even the toilets on the centre are far from welcoming. In my opinion we should return to the days of having paid attendants which would ensure that the toilets are not vandalised or used for other purposes which is why I presume so many have been closed. Women have much more difficulty in this regard than men, often having children in tow or caring for elderly folk. It's a nightmare especially if you have to take medication and need a loo quickly! I fully support your endeavours.</p>
<p>Your campaign really strikes a chord with me. I like to run, slowly, but long distances and the toilet facilities are so abysmal, especially outside office hours that I have to build my route around the two (!) that I know will be open. These are in Blaise Estate (adequate) and by the docks near the SS Great Britain (dirty and often lacking in loo paper). Closure, sale of and demolition of existing blocks in Cromwell Rd, Southmead Rd, Sea Mills and Gloucester Rd / Wellington Hill make life really difficult. I would carry 20p (or even 50p) to use the 'tardis' type which you see in other cities. Why don't we have these in Bristol where the old facilities used to be?</p>
<p>No answer: 32</p>

Comments about individual toilets on toilet map	
Number on toilet map	Comment
2	did no know
3	too old and hideous
4	nice
5	where? Not true! * did not know
7	only when library is open
8	need baby change
9	stink
10	plus attendant * open 24 hours
11	open these * not open
12	where?
17	closed
19	?
21	I thought this one was closed?
22	Where? In Canford Park? These are not signed - surely not the unmarked derelict building near the entrance? Baby change definitely needed too
26	open this * I thought this had been closed for a long time
27	awful condition
28	was v run down
29	was appalling last time I saw it * toilets are terrible
31	mens too? * always closed when I need it
32	? * shut and no female
33	I don't remember one here???
34	v poor state * please 24 hours and attendant
35	need baby change
36	hmm
39	shut
41	terrible condition and building
42	24 hours
46	?
47	poor condition * closed too early
52	in poor condition

Comments on toilet survey map

Sheet								
A	D	E	F	G	I	K	L	N
Why was look on park row closed?	Toilets on Gainsborough Square and Fiton Ave (by library)	Blackberry Hill: needs new one here	Redland Green: needed near play area	The old loo at bottom of Cromwell street is now sold / closed - why?	Needs new ones in Lawrence Hill	Redcatch Park: has 2 lots of loos where others have none	Bristol Hill and Sandy Park Rd recently shut	Hengrove Park: These are great; especially the baby change - not shown on this map - in the park. Hygienic stainless steel
St Mary Redcliffe: none here, only pubs	Where is Lockleaze?			need loo at bottom end of Gloucester Rd	Lawrence Hill: recently closed - replace please			
Old Market Roundabout: use old loos here					St Annes Rd: near shops			
Galleries: more needed here					Showcase Cinema: much needed here			
Need on on Castle Park								
More needed around town								
Henleaze park needs toilets and baby change								

Survey: Women and public toilets in Bristol

Think about the last time you went to the city centre, a local park or your neighbourhood...

1) How do you rate public toilet facilities for women in Bristol? Please circle.

Very good good adequate poor very poor don't know

2) As a woman, what kind of toilet facilities would you like to see?
Please tick and add on...

<input type="checkbox"/> Baby change	<input type="checkbox"/> Hand blowers	<input type="checkbox"/> Good lighting
<input type="checkbox"/> Air refreshener	<input type="checkbox"/> Safe	<input type="checkbox"/> Cleaned every hour
<input type="checkbox"/> Hand towels	<input type="checkbox"/> Attendant	<input type="checkbox"/> Clean
<input type="checkbox"/> Separate women's disabled toilet (not unisex)		

Any other.....

3) What, if anything, has dissuaded you from using public toilets?

4) How much would you be willing to pay for using toilet facilities? Please circle.

Nothing 10p 20p 30p 40p 50p Other.....

5) Do you have any health needs which rely on the availability of public toilets for your health and wellbeing? Please circle.

Yes No Prefer not to say

6) Has a (lack of) toilet facilities affected you? For example, did you maybe have to buy a drink to use one in a shop? Would you like to share your stories?
(Continue overleaf if need be)

7) Would you like to add any other comments? (Continue overleaf if need be)

Please return to Angela Hartmann, Women's Forum Development Worker in
Freepost envelope by **11th September 2006**