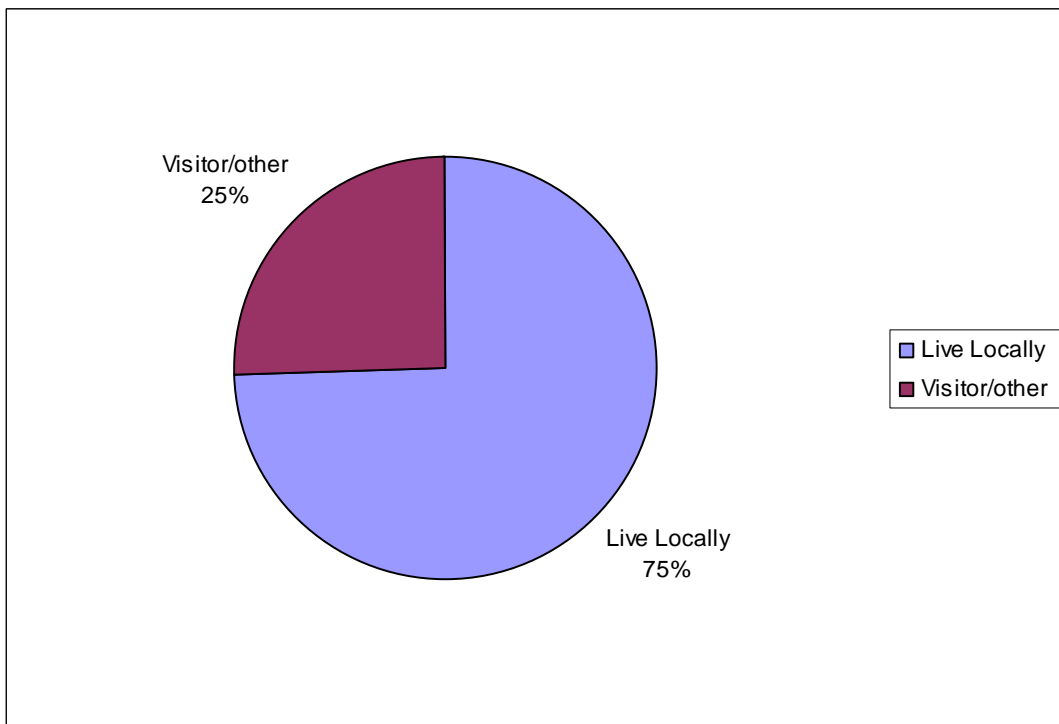


## Melton Town Centre Public Conveniences Analysis (Appendix 5)

The Council has invited customers and local stakeholders to complete questionnaires on public conveniences provision in Melton Town centre and we received 186 responses. Please note that the total responses in each section do not always reflect the total number of surveys received. The reason for this is that in some questions respondents chose more than one answer, while others did not answer the question.

Q1) Can you please say whether you live locally or you're a visitor to the town?

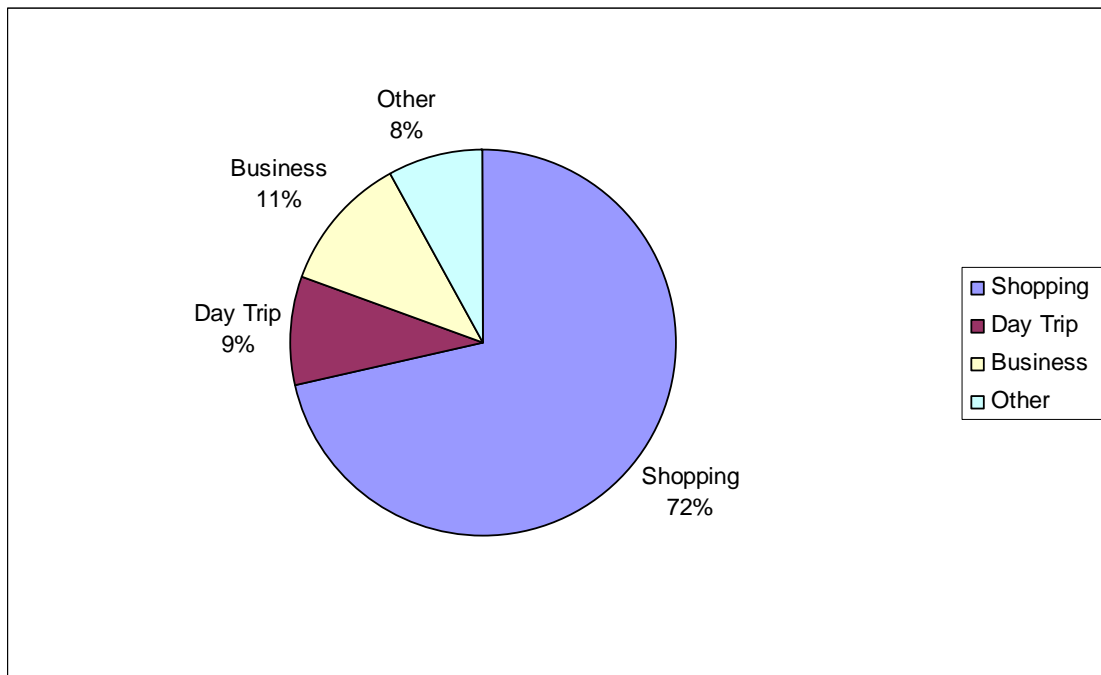
Value	Number of Respondents	Percentage
Live Locally	114	75%
Visitor/other	39	25%
Total	153	100%



The majority of people who answered the survey live locally while the other 25% are visitors to the town.

Q3) Can we please ask you the purpose of your visit to Melton Mowbray today?

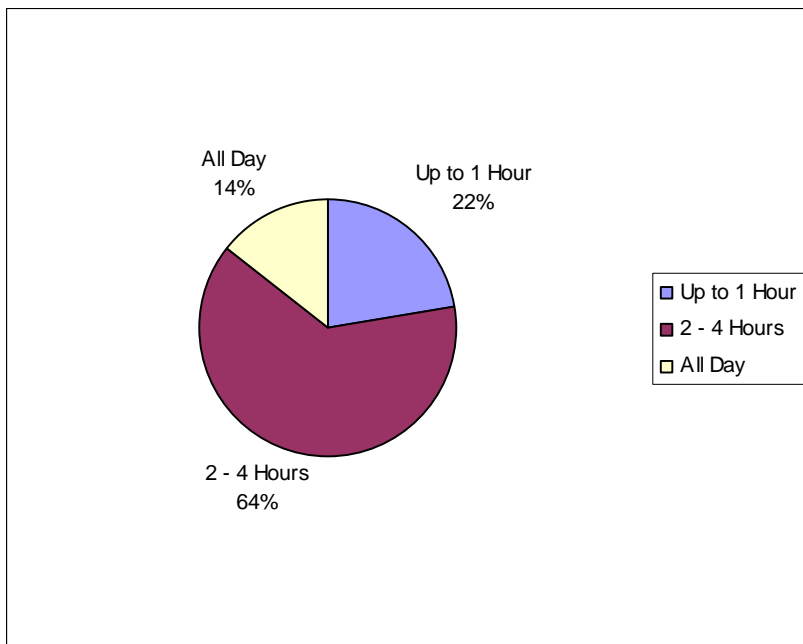
Purpose of your visit	Number of Respondents	Percentage
Shopping	114	71%
Day Trip	15	9%
Business	18	11%
Other	13	8%
Total	160	100%



The majority of locals and visitors come to the Melton Mowbray town centre to shop, while the other 28% are in the town centre for other purposes.

Q4) How long do you expect to stay in town centre today?

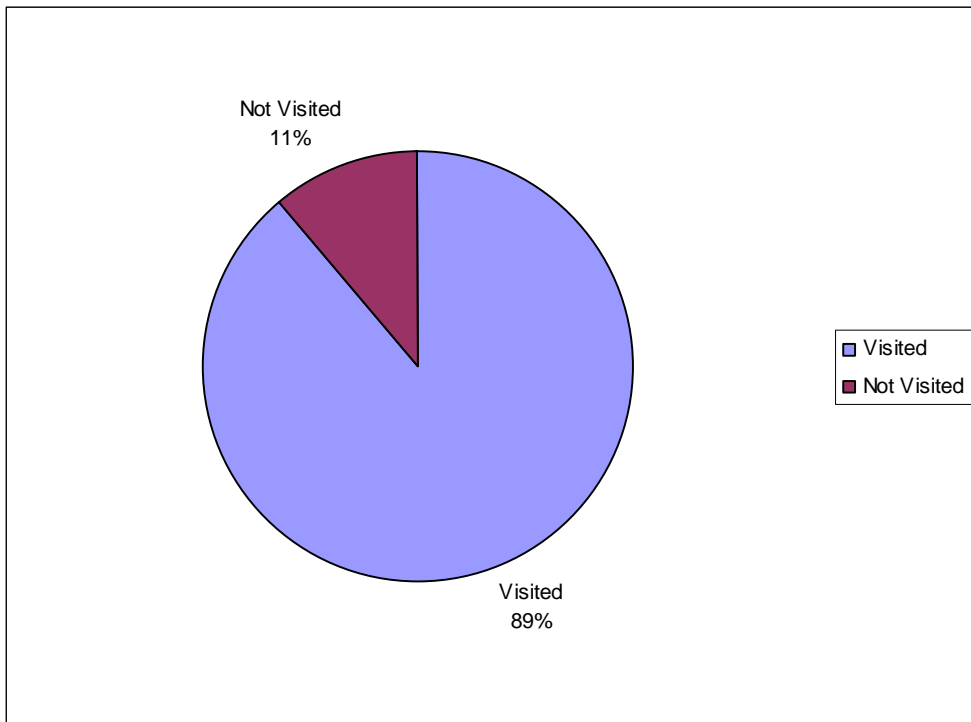
Length of Stay	Number of respondents	Percentage
Up to 1 Hour	34	22%
2 - 4 Hours	97	63%
All Day	22	14%
	153	100%



The majority of respondents stayed in the town centre for two to four hours.

Q5) Have you visited the Public Toilet Facilities in Melton Mowbray town centre?

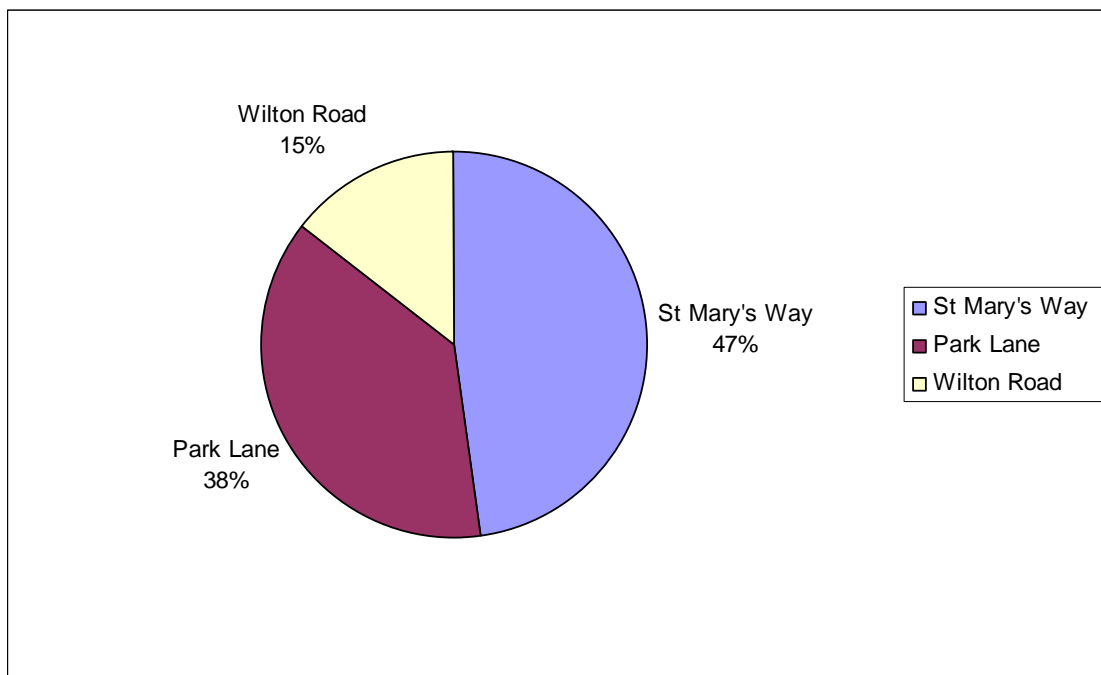
Value	Number of respondents	Percentage
Visited	154	89%
Not Visited	19	11%
Total	173	100%



The high number of responses regarding people visiting public toilet facilities indicates that people are aware of the location of the public toilets.

Q6) which public toilet do you normally visit?

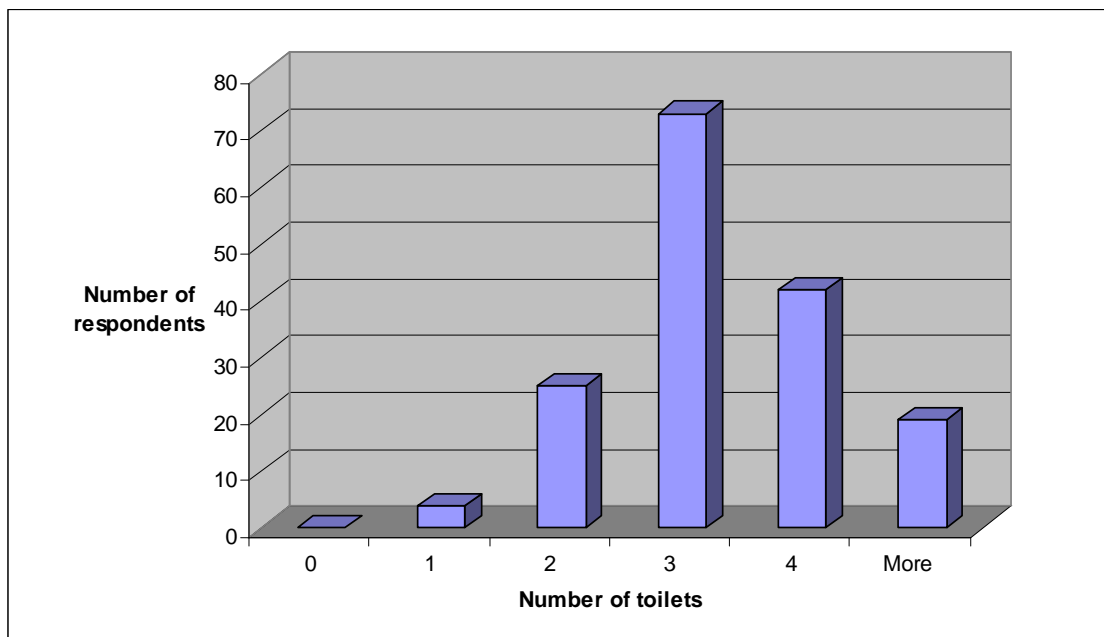
Value	Frequency	Percentage
St Mary's Way	97	46%
Park Lane	80	38%
Wilton Road	32	15%
Total	209	100%



St Mary's Way is the most frequently visited toilet while Wilton Road is the least visited. However, Wilton Road has been listed as one of the most important toilets out of the three. Principle reasons for low visits could be that Wilton Road toilets are currently not open everyday.

Q7) In a town the size of Melton Mowbray, do you have a view on how many public toilets should be available in the Town Centre?

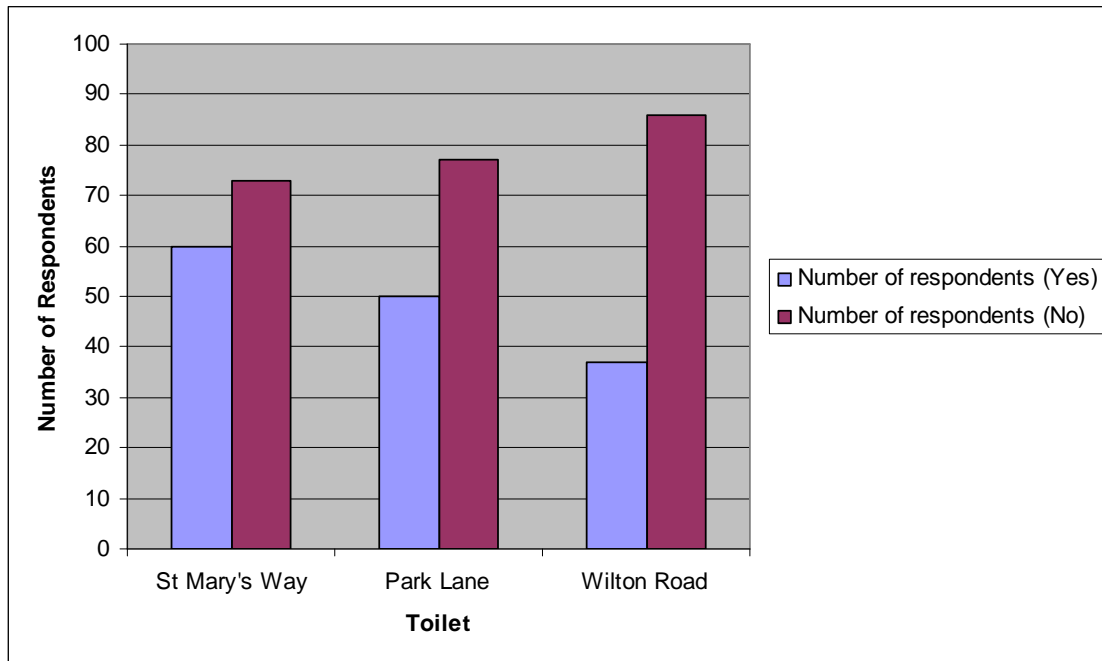
Number of toilets	Number of respondents	Percentage
0	0	0%
1	4	2%
2	25	15%
3	73	45%
4	42	26%
More	19	12%
Total	163	100%



The majority of the public consider that Melton Mowbray should have 3 public toilets or more.

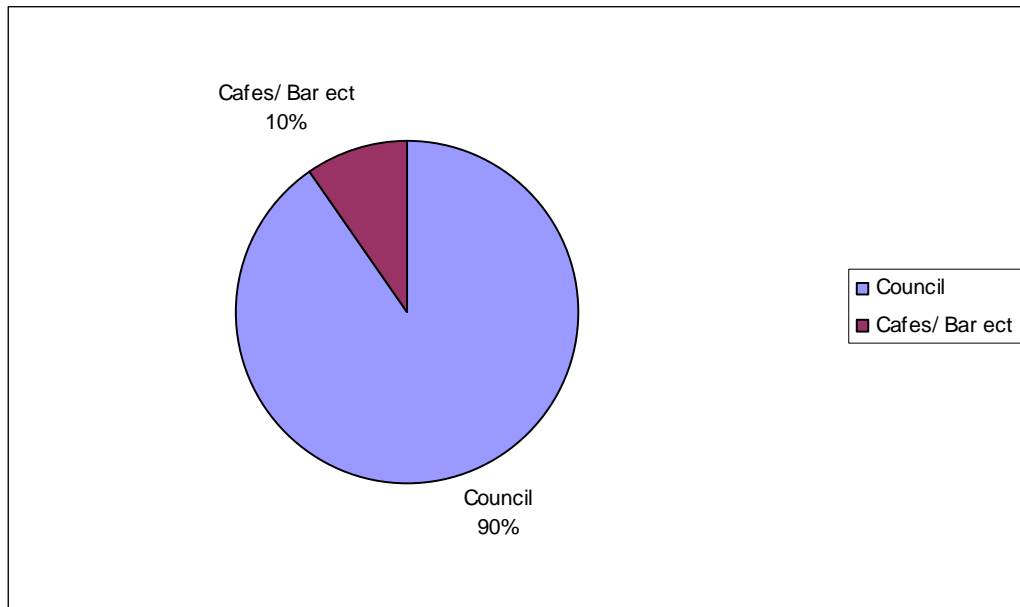
Q8) Do you think that the signposting of the toilets is good?

Toilets	Number of respondents (Yes)	Percentage	Number of respondents (No)	Percentage
St Mary's Way	60	41%	73	31%
Park Lane	50	34%	77	33%
Wilton Road	37	25%	86	36%
Total	147	100%	236	100%



The report recommends some improvements to the signage of the toilets.

Q9) Should the council provide toilet facilities or should it be left to cafes and public house etc to provide them?

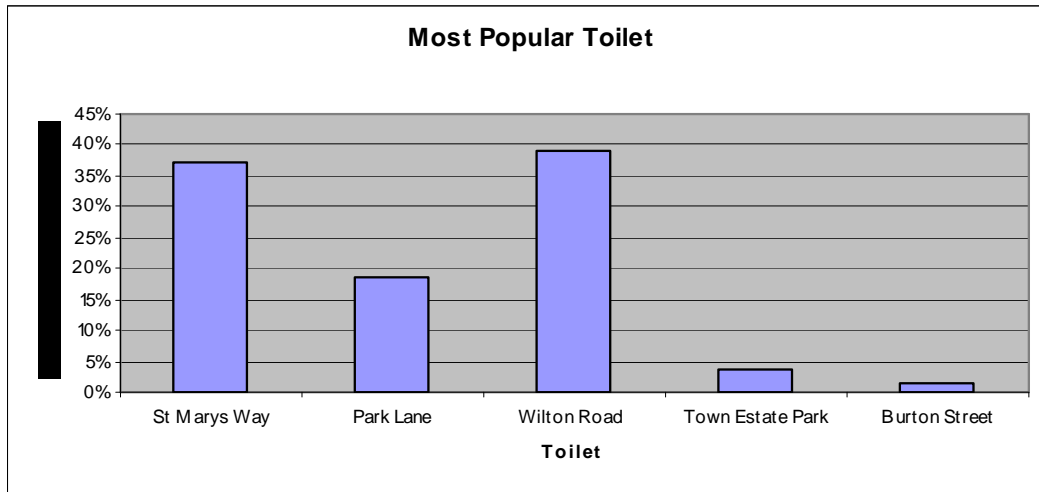


The majority of respondents believe that the council should provide the public toilet facilities.

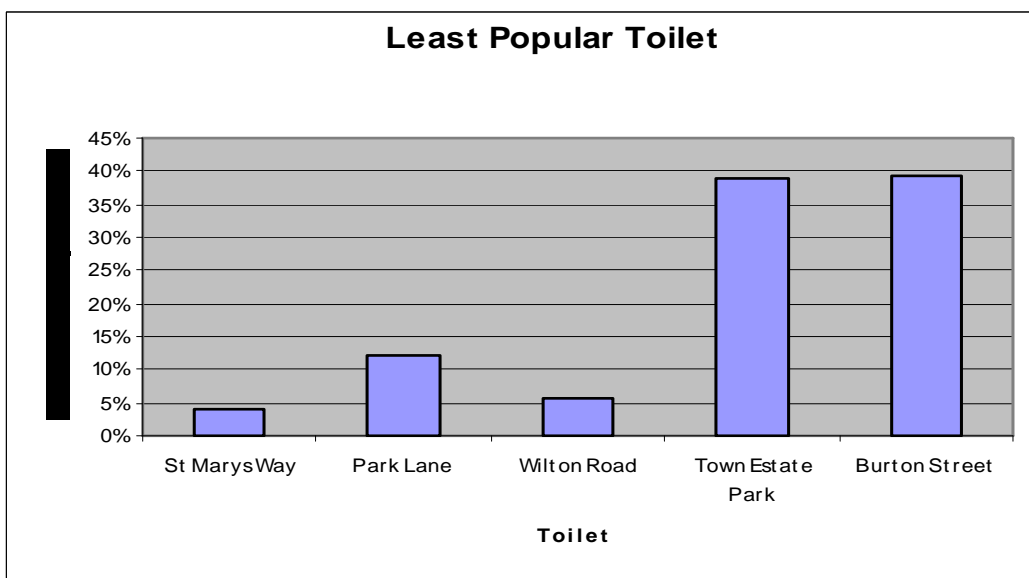


Q10) Can you please place these Public Toilet Facilities in priority order as to which one you think is the most important. Etc 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>.

Importance	1	2	3	4	5
Most Important	Wilton Road	St Mary's Way	Park Lane	Town Estate Park	Burton Street
	39%	37%	19%	4%	1%



Importance	1	2	3	4	5
Least Important	Town Estate Park	Burton Street	Park Lane	Wilton Road	St Mary's Way
	39%	39%	12%	6%	4%



By a scoring mechanism, the responses have been analysed, to establish which toilets were ranked by people as being the most important and those which were considered the least important. The results were as follows: **Wilton Road** was considered as the most important; **Town Estate Park** along with **Burton Street** was considered as the least important.

## **Customer Comments**

We have received a number of written comments to the questionnaire; these are supplementary and have been grouped together for analysis.

### Service Provision

- 5% of customers consider that opening times could be extended.
- 13% of customers consider having attendants to maintain the standards of cleanliness and deter anti social behavior.
- 9% of customers specifically mentioned the importance of keeping Wilton Road open.
- 6% of customers would like the idea of having a super loo investigated and having toilets fitted with CCTV to monitor the toilets.

### Business Involvement

- 5% of customers feel that having sponsorships would be the best way to increase revenue.
- 7% of customers feel that advertising and using businesses to provide toilets would be another good way to increase revenue.

### Charging Policy

- 7% of customers feel that increasing the costs and charging all customers would be the best way to increase revenue during these difficult times.
- 2% of customers feel that all toilets should be free of charge.