

Appendix A – Public Consultation Survey Results

Survey Participation

The consultation received just under 250 responses from Saltash residents.

Age profile:

- 23% under 55
- 77% over 55

This reflects strong engagement from older residents, who are statistically the highest-need users of public toilet facilities.

Most Important & Most Used Toilets

Residents ranked the importance of each site as follows:

1. Waterside
2. Belle Vue
3. Longstone Park
4. Alexandra Square

The most frequently used toilets were Waterside and Belle Vue, confirming their central role in supporting Fore Street, the waterfront, and park-based activity.

Support for Investment

A significant majority (86%) support Saltash Town Council investing in public toilet provision.

This demonstrates clear public backing for maintaining and improving facilities.

Closure of Alexandra Square

A narrow majority (54%) support closure only if alternative provision is available.

This indicates conditional support rather than a mandate for closure, with concerns focused on accessibility, opening hours, and reliability of alternatives such as the Guildhall.

Support for Charging

The majority (62%) support a small charge for toilet use.

Key preferences include:

- Card/contactless payment, not cash
- Charges used specifically to fund maintenance, cleaning, and vandalism prevention
- Protected free access for vulnerable groups (disabled users, RADAR-key holders, OAPs, medical-need users)

Charging remains divisive, but modernised systems receive notable support.

Summary of Public Comments

Public toilets are widely viewed as a fundamental public service essential for:

- Health and medical needs
- Dignity and independence
- Accessibility for older and disabled residents
- Family use, especially young children
- The economic wellbeing of Fore Street and the waterfront

Most respondents strongly oppose closures and emphasise the need for toilets to remain open, safe, clean, and reliably accessible.

Charging is acceptable to many if:

- Modern card-based systems are used
- Vulnerable groups retain free access
- Revenue directly supports maintenance and security

Vandalism is a significant challenge, with strong public backing for:

- CCTV
- Anti-vandal materials

- Improved lighting and monitoring

Interpretation

Survey results should be considered alongside:

- Financial implications (running costs, vandalism repairs, capital investment)
- Operational implications (opening hours, staffing, reliability)
- Accessibility implications (distance between sites, disabled access, transport links)

The consultation demonstrates clear public expectation that Saltash maintains a robust, accessible public toilet network as part of its core community infrastructure.