



Rayleigh public toilets customer survey

This survey aims to find out how the provision of public toilets in Rayleigh affects people in their daily lives, including those with health conditions requiring more frequent visits to the toilet, or with disabilities that need accessible toilets.

1. Which of the following best describes you (tick all that apply to you)

I live in Rayleigh	
I work in Rayleigh	
I visit Rayleigh	
I run a business in Rayleigh	
Representative of a local group or organisation (please give details)	
Other	

2. How often do use the free toilets in Rayleigh?

Frequency	Crown Hill	King George V Playing Field	Mill Arts & Event Centre
Daily			
In the last week			
In the last month			
Occasionally			
Never			

3. Are the opening hours suitable for you?

Frequency	Crown Hill (8am-6pm)	King George V Playing Field (7am to dusk)	Mill Arts & Event Centre (open hours vary)
Yes			
No			

4. Would you recommend this toilet facility to others?

Likelihood	Crown Hill	King George V Playing Field	Mill Arts & Event Centre
Definitely			
Probably			
Not sure			
Probably not			
Definitely not			

5. Do you ever use alternative toilets in Rayleigh? E.g. shops, cafes, pubs etc.

Daily	
In the last week	
In the last month	
Occasionally	
Never	

6. What are the possible reasons that discourage you from using public toilets in general?

Reasons	Crown Hill	King George V Playing Field	Mill Arts & Event Centre
Lack of cleanliness			
Lack of privacy			
Lack of accessibility			
Unpleasant odor			
Insufficient lighting			
Poor quality			
Other- e.g. baby changing, disabled access etc.			

7. What is good about Rayleigh's public toilets?

Please tick if you think the below are correct.	Crown Hill	King George V Playing Field	Mill Arts & Event Centre
Free to use			
Good location			
Safe environment			
Convenient parking facilities			
Toilet paper, soap etc. availability			
Good size/space			
Standard accessible toilet suitable for disabled people			
Other- e.g. baby changing, disabled access etc.			

8. Would you object to the council charging you to use the toilet facilities

	Crown Hill	King George V Playing Field
Yes		
No		

Equality Monitoring

All of the following questions are voluntary. You do not have to give us any of the information, but it will help us to understand and improve our services and make sure they are fair and accessible to all. Any information you provide is confidential and cannot be used to identify you.

9. Age group.

15yrs or younger	
16 – 24 yrs old	
25 - 44 yrs old	
45 - 64 yrs old	
65 – 74 yrs old	
75+	
Prefer not to say	

10. What is your gender?

Female	
Male	
Prefer to self-describe (non-binary, transgender, gender-fluid, agender)	
Prefer not to say	

Thousands of people with profound and multiple learning disabilities, as well as those with limited mobility, cannot use standard accessible toilets. Changing Places Toilets (CPTs) meet the needs of people with these disabilities as well as people with other physical disabilities.

11. Do you consider yourself to be a person with a disability?

Yes	
No	
Prefer not to say	

12. If you answered yes, please give details:

Physical impairment	
Mental health condition	
Learning disability	
Visual/Sensory impairment	
Living with dementia/Alzheimer's	
Long standing illness or condition	
Other	
Prefer not to say	

13. Do you look after or give help or support to family members, friends, neighbors or others because of either:

Physical impairment	
Mental health condition	
Learning disability	
Visual/Sensory impairment	
Living with dementia/Alzheimer's	
Long standing illness or condition	
Other	
Prefer not to say	

14. Are the current toilets in Rayleigh accessible to you?

	Crown Hill	King George V Playing Field	Mill Arts & Event Centre
Yes			
No			
Prefer not to say			

15. Have you ever heard of Changing Places Toilets before this survey.

Yes	
No	

16. Additional comments?

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Thank you for completing this survey. Please return it to Rayleigh Town Council

The Pavilion, Bull Lane, Rayleigh, Essex SS6 8JD or scan and email it to:

accounts@rayleightowncouncil.gov.uk