

## Wetton Cleaning Services Limited – Brighton & Hove Public Toilets Questionnaire 2012

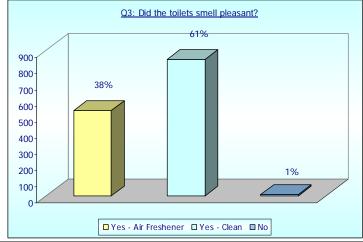
**Location:** The Public Toilets Questionnaire 2012 was carried out at 41 sites in Brighton & Hove questioning 1382 people. A total of 20 questions were asked and the following details the headline results.

	Where do you li	ve?	
Option:		Number of Answers:	Percentage:
01.	Brighton & Hove	813	59%
02.	Other	569	41%
900 800 700 600 500 400 300 200 100	59%		11%

	How clean or t	unclean would yo	ou say these toilets are?
Option:		Number of	Percentage:
		Answers:	
01.	Very Clean	562	41%
02.	Clean	702	51%
03.	Unclean	70	5%
04.	Very Unclean	48	3%
6 5	41% 500- 500- 500- 500-		
2	00-	5%	3%
	□ Very Cl	ean □ Clean □ Unclean □ V	ery Unclean

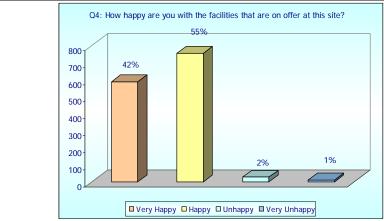


		Wetton	Cleaning Services Limited	
	Did the toilets sme	II pleasant?		
Optio	n:	Number of	Percentage:	
-		Answers:		
01.	Yes – Air Freshener	529	38%	
02.	Yes – Clean	846	61%	
03.	No	7	1%	
	03.	Did the toilets smell pleasa	ant?	
	<u>us.</u>	Did the tollets silleli piedse		
		61%		



Brighton & Hove City Council has been working with Wettons to improve the facilities available in the toilets, such as low level sinks, more baby change tables, family facilities. How happy are you with the facilities that are on offer at this site?

	01101 41 1110 01101		
Option	n:	Number of	Percentage:
		Answers:	
01.	Very Happy	587	42%
02.	Нарру	756	55%
03.	Unhappy	28	2%
04.	Very Unhappy	11	1%





Did you find th	ration and equipment we	ell maintained?
Option:	Number of Answers:	Percentage
01. Yes	1290	93%
02. No	92	7%
1400 1200- 1000- 800- 600- 400- 200- 0	e decoration and equipment well maintain 7%  Yes No	

Q8:	How easy or difficu	ult was it to find the	se toilet?
Option	ns:	Number of Answers:	Percentage:
01.	Very Easy	1046	76%
02.	Fairly Easy	256	18%
03.		67	5%
04.	Very Difficult	13	1%
	1200 76% 1000 - 800 - 400 - 200 -	18%	1%
	□ Very Easy	□ Fairly Easy □ Fairly Difficult □	Very Difficult



How safe die	d you feel while visiting	these public toilets?
ns:	Number of	Percentage:
	Answers:	
Very Safe	492	36%
Fairly Safe	791	57%
Fairly Unsafe	87	6%
Very Unsafe	12	1%
800 - 700 - 600 - 500 - 400 - 300 - 200 - 100 -	36%	1%
0	□ Very Safe □ Fairly Safe □ Fairly Unsafe	□ Very Unsafe
	Very Safe Fairly Safe Fairly Unsafe Very Unsafe Very Unsafe  800 700 600 500 400 300 200 100 0	Very Safe 492 Fairly Safe 791 Fairly Unsafe 87 Very Unsafe 12  O9: How safe did you feel while visiting the your feel while visiting the safe did you feel whil

Would	Would you be happy to use the toilets again?				
Options:		Number of Answers:	Percentage:		
01. Yes		1354	98%		
02. Only ii	n an Emergency	22	2%		
03. No		6	0%		
12 16 8	98% 400 200 300 300 400 0	2% ————————————————————————————————————	0%		



	Have you found the cleaning staff at this site?			
Option:		Number of Answers:	Percentage:	
a.	Helpful	459	34%	
b.	Unhelpful	11	1%	
C.	Friendly	279	20%	
d.	Unfriendly	6	0%	
e.	Presentable	351	25%	
f.	Not Presentable	3	0%	
g.	Working whilst you used the	182	13%	
ĥ.	site	97	7%	
	Neutral			

