

## NNDC PUBLIC CONVENIENCES – CALL FOR COMMENTS FROM PARISH/TOWN COUNCILS

Blakeney:

- NNDC public toilet block on Quay in Blakeney is a huge asset to the village. It serves the locals and visitors, whether out walking, on the water, day trippers etc and Parish Council are most grateful for it. The toilet block in the main is serviced very well and this tourism hotspot could not manage without it.

Briston:

- Public conveniences are absolutely vital and if NNDC wish tourism to continue and grow in the area there must be sufficient public toilets at beaches, parks, towns and anywhere else that is used by visitors.
- Briston have public toilets operated by Briston Parish Council on the Recreation Ground and they are well used by the public and also by people whose work involves travel.

Fakenham:

- The Town Council strongly supports the provision of the toilets in Fakenham and the North Norfolk District.
- Councillors commented that the toilets are well looked after, and they are greatly appreciated by residents and visitors alike.

Holt:

- Everyone should have access to a suitable public toilet when visiting a town, popular tourist area or resort. It is an expectation from both residents and visitors that such a service should exist and be available. The Town Council feel that in Holt there are currently no suitable Public Toilets available.
- NNDC own a block of Public Toilets in Albert Street Car Park, the Town Council feel that these toilets have fallen into disrepair with the disabled toilet out of order for some time. The Town Council suggest that this means Holt does not have a disabled public toilet or baby change facility available to the public.
- The Town Council note that the only other public toilets in the town are located on Church Street and owned by the Town Council, following purchase from NNDC to save them from closure. These toilets do not have disabled facilities or hot water and are currently deemed unsafe for use. Holt Town Council have plans to change the toilets, to incorporate a disabled facility and upgrade the toilets to a suitable standard. The proposed works have been costed and the Town Council continues to fundraise for the works. The Town Council note that Holt's Albert Street toilets did not form part of the recent NNDC toilet refurbishment programme, and Cllrs question how the funding programme was prioritised. As such the toilets, which sit in NNDC's most profitable Car Park are now partly shut and not fit for purpose.
- The Town Council noted that the provision of toilets was addressed in the local press which suggested that Holt needs 15 toilets but only has 8 available. Cllrs believe this allocation includes toilets which are located out of town, in Holt Country Park and therefore do not form a true reflection of what is available for use in the town centre. It

was noted that Stalham, North Walsham and Holt all had less than the required amount available. The Town Council have looked at installing a Changing Places toilet at their Church Street site, architect plans and full costings have been undertaken. Unfortunately, the costs were deemed excessive due to the current roof not being suitable for the hoist needed, and as such Cllrs have been looking for an alternative site in the town to offer the much-needed facility.

- The Town Council would welcome an opportunity to have Albert Street Toilets inspected so Members can be made aware of their poor condition. If possible, Cllrs would like to see a Changing Places toilet installed, so that Holt is able to welcome everyone, no matter their disability or age to the town.

Horning:

- Horning PC noted that although the WCs are great, and open, and clean, the parking spaces are often used as free parking for the village rather than for the WCs.

Ludham:

- At the recent Parish Council meeting the Council was generally complementary of the WCs within the village.

North Walsham:

- North Walsham has two sets of public toilets and are pleased that Vicarage Street is to be rebuilt and New Road refurbished. A frequent complaint from public is that these are both outside of the town centre. Would like to see a small facility, even a single cubicle, in the centre. This might be on edge of Bank Loke car park, or even within the disused building between the car park and Eastern Carpets.

Overstrand:

- The public conveniences are an important provision and being free of charge and open for as long as possible is good for visitors coming to the village / beach. The Parish Council would hope they continue as they are. Should there be appropriate funding they would welcome extra provision of Changing Places standard.

Stalham:

- Vital to retain public services in the Town of Stalham. It is a Town rather than a village, with visitors and considerable through traffic. The toilets are well used and a lack of facilities would cause a real hygiene issue.
- The Town has an ageing population, and is subject to development over the next few years of supported living accommodation blocks, there are no other open facilities in the Town except for the private toilets for the customers of Tesco.
- The toilets in Stalham are poorly signposted, difficult to find, and accessed via an unmade private roadway, or a private footpath – albeit they are on the registered right of way FP1. The Town Council feel the location is far from ideal.
- Toilets are a key part of the community, there are no disabled facilities, and no baby changing facilities in the public toilets, which the Town Council feel is unacceptable.
- Whilst the provision of public toilets was seen as a vital provision, the Town Council felt that the current toilets were not ideal in terms of location, condition, and facilities

provided – given the choice, a more central location with good signage and improved facilities for both young, old and disabled would be preferred.

Sheringham:

- STC welcomes the refurbishment of the ‘Marble Arch’ toilet block.
- STC welcomes the potential of increased toilet accessibility provided by automatic locking.
- It is important that NNDC consider the facilities available across a whole town/community when assessing provision and need.
- That dementia accessibility in toilets should be included as part of a standards scheme for new toilets.
- Consideration of a changing coastline because of our geology and climate change should be included in discussions regarding future provision and strategy.
- NNDC should ensure the future provision of public toilets at the Station Approach site beyond the contract currently scheduled to end in 2026.

Trunch:

- Parish Councillors in agreement that they are needed in coastal villages and Market Towns for visitors and shoppers and should be maintained- would go further to say that they should be improved and/or renovated on a regular basis as well as cleaned/maintained daily as a reflection of the district.
- Some areas charge a small amount to use and have someone on duty to clean the toilets and they feel a very small amount (20p) paid at a turnstile would be acceptable to maintain them, especially at coastal locations during summer season.

Upper-Sheringham:

- More WCs needed in general. The ones on the esplanade are often out of action, particularly the disabled one.
- The WC built into the arch leading down to the esplanade may need to be spruced up, but must be conserved as part of Sheringham's cultural heritage.

Walcott:

- Public conveniences in the area are quite good and always seem to be clean, however there is a mis-match of facilities available and many, like those in Mundesley are out of date and need modernising.

Walsingham:

- The Public Conveniences in Walsingham are essential and are used by visitors, pilgrims and locals throughout the year.
- One parish councillor commented: We are ‘blessed’ having public conveniences in Walsingham. We would be in trouble without them, especially on the bigger pilgrimage days.
- The public conveniences are also used by regular visitors to the Abbey, people taking a day trip out from Wells on the Railway, and other tourists, walkers and cyclists who stop off in the village.
- The Parish Council trusts that the District Council will maintain these public toilets which provide a vital facility in the village. It is also hoped that they will be considered for refurbishment in the near future.

Wells:

- Public toilets are essential to Wells, which is one of the major tourist destinations on the North Norfolk Coast. On any day there can be several hundred visitors to the town and during the height of the season several thousand.
- The existing provision provided by the district is adequate and certainly shouldn't be reduced.
- The toilet block on the Beach Road is by far the busiest and often has large queues.
- The block on the Stearmans Yard Car Park mainly provides for those using the car park.
- The toilet block at Newgate Lane is alongside the town's main bus stop, which is the exchange hub for the Coasthopper service. The Newgate Lane block also serves the Buttlands and Staith Street.
- Currently the Stearmans Yard toilets are being replaced and the other toilet blocks would benefit from some improvement or modernisation.
- The provision of toilets is emotive but it is a basic human need. We all need to use them and it is not an option to ignore the bodies basic functions. Many people come to Wells for the day and will need to use the facilities while here. The provision within many of the cafes and restaurants is very limited and many eat alfresco.
- Many would support the introduction of a pay to use system.