



PUBLIC TOILET PROVISION

Survey Report



Created by:	Sofia Vartsaki
Department:	PIMU
Date created:	February 2025

Table of Contents

Executive Summary	2
1.0 Methodology	4
2.0 Demographics	9
3.0 Findings.....	12
Type of Respondent	12
Visiting Glasgow City Centre and Other Glasgow Areas	14
Use of Public Toilet Facilities.....	15
Public Toilet Locations Typically Used	19
Views on Public Toilet Provision.....	20
Locating the Nearest Public Toilet	22
Satisfaction with Public Toilet Provision	26
Issues with Public Toilet Provision	29
Safety and Security.....	33
Accessibility.....	37
Potential Public Toilet Locations.....	39
Most Recent Use of a Public Toilet	40
Charge for Using a Public Toilet	42
Suggestions for Improvement.....	46
Health and Public Toilet Provision.....	47
Inclusivity and Public Toilet Provision.....	56
Public Toilet Provision and the Service Economy	64
4.0 Recommendations	66

Executive Summary

There were 1,988 responses to this survey.

Are there adequate public toilet facilities in Glasgow city centre and across Glasgow?

Few respondents said that there are adequate facilities in the city centre (5%), with most respondents saying that there are some public toilets, but not enough (35%) or that there are few public toilets in the city centre (45%). 85% of respondents said that provision of public toilets in the city centre during the evening/night is poor with two thirds of all respondents saying this is 'very poor' (65%).

For areas outwith the city centre, the plurality of respondents said that there are no public toilets in these areas (44%), whilst 37% said there are few public toilets in these areas. Respondents in the North West were less likely to say there are no public toilets in their area (30%).

Around half of all respondents have experienced difficulties locating their nearest public toilet in the city centre (47%) and areas outwith the city centre (56%), with the majority of these respondents saying they don't know where to find information about the location of public toilets in Glasgow (63%).

Are public toilets facilities in Glasgow of good quality? If not, what are the main issues?

Other than the lack of public toilet facilities, experienced by 83% of respondents, main other issues were the lack of supplies (64%), bad odours (60%), toilets being out of service (58%) and inadequate cleaning of toilets (58%).

Respondents who need to use products and facilities that are not universally used (such as baby changing rooms, family rooms, period products and Changing Places) were more likely to experience issues when trying to access these facilities.

Are public toilets in Glasgow inclusive and accessible to everyone?

The majority of respondents felt safe using a public toilet during the day both on weekdays (75% feel safe) and on weekends (72% safe). On the other hand, the majority of respondents feel unsafe using a public toilet at night both on weekdays (55% feel unsafe) and particularly on weekends (that is Friday, Saturday and Sunday night) (65% unsafe).

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The main reasons for this is antisocial behaviour (34%) mostly related to people being drunk and rowdy in public toilets. This concern is followed by the toilets not being staffed (25%). 14% of women feel vulnerable using a public toilet due to their gender.

Only a third of respondents has not encountered any difficulties accessing a public toilet due to a characteristic of theirs (32%).

A third of respondents with a disability (33%) and two out of five respondents with a health issue (41%) have experienced a lack of Changing Places. 84% of respondents with a health issue said they experience this frequently.

Men were more likely to experience vandalism in the men's toilets (40%) and other security issues, such as drug-taking or antisocial behaviour (23%). Amongst other difficulties encountered by men were: using a gendered toilet when accompanying a child of the opposite sex, the lack of screens for privacy between urinals, and the lack of sanitary bins in the men's toilets for the disposal of incontinence products.

Women frequently experience inadequate cleaning (62%) and lack of toilet supplies (71%), as well as a lack of period products (31%). Regarding safety concerns, 9% of all women raised the issue of males accessing women's toilets, often in relation to the Gender Recognition Reform Bill of December 2022. Many of these comments revolved around safety, with women saying they would not feel comfortable or safe with trans women or men were using the same toilets as them.

Most transgender (51%) and non-binary (64%) respondents said that they had experienced issues accessing a gender-neutral toilet, with a third of transgender people feeling unsafe due to fear or transphobic harassment (33%).

Visitors to Glasgow were more likely to feel unsafe using a public toilet at any point during the week, compared to residents.

Are residents and visitors willing to pay a small charge/fee to ensure clean and secure public toilet facilities?

A third of respondents would be willing to pay a small fee to use a clean and safe toilet (33%) whilst the majority said that public toilets should be free (67%). On the other hand, two out of five visitors would be willing to pay a small fee (39%) compared with just 31% of residents who said the same.

The easiest way to pay for using a toilet was by using contactless methods (e.g. card or mobile) with 86% of those who paid this way finding it very or fairly easy to do so.

1.0 Methodology

Introduction

- 1.1 As human beings we have five fundamental requirements of life; to eat, drink, sleep, breathe, and go to the toilet.
- 1.2 Today more than ever there is a need for Local Authorities to make strategic investment in high-quality, clean, accessible, and safe public toilets. In this way, we can meet societal needs and encourage social inclusion whilst recognising the pivotal role of public toilets in promoting better health and protecting the environment.
- 1.3 Glasgow City Council recognise the strategic importance of public toilet services and committed to the development of this first Public Toilet Strategy at Full Council of 26th October 2023.
- 1.4 Working in partnership with the British Toilet Association and key stakeholders, Glasgow City Council designed and conducted a large-scale consultation with Glasgow residents and visitors on the quantity, quality and accessibility of public toilets in Glasgow.
- 1.5 The definition of a public toilet referred to every toilet that can be accessed by all members of the public. These facilities do not have to be provided or maintained by the Council and can include facilities in shopping centres, transport stations and others.
- 1.6 The research questions of this project were as follows:
 - Are there adequate public toilet facilities in Glasgow city centre and across Glasgow?
 - Are public toilets facilities in Glasgow of good quality? If not, what are the main issues?
 - Are public toilets in Glasgow inclusive and accessible to everyone?
 - Are residents and visitors willing to pay a small charge/fee to ensure clean and secure public toilet facilities?
- 1.7 In the first part of this report, we provide the overall findings of the survey. During the coding of the open comments, it was identified that people's views on public toilet provision and their needs for future provision depend to a great extent on their gender, age, disability, health condition, and other characteristics.
- 1.8 In the second part of the report, therefore, we are reporting on people's needs based on their state of health and other characteristics.

Methodology

- 1.9 Glasgow City Council (GCC) utilised an online survey to collect opinions as the most appropriate means to gather quantifiable evidence on the research questions. Paper versions of the questionnaire were also supplied, upon request, to interested parties. All GCC surveys are available in a variety of accessible formats and community languages, upon request.
- 1.10 Publicity of the survey took place via the GCC Consultation Hub, social media, professional networking sites, and internal emails to GCC staff.
- 1.11 We also sent direct emails to over 1000 stakeholders to give us their expert views as well as distribute the survey further to their members and clients. These included Area Partnerships, Community Councils, Housing Associations, community groups, environmental groups, Higher Education establishments, Key Agencies and GCC Partners, disability groups, national charities, and professional drivers' companies and organisations.

Sampling Strategy

- 1.12 The sampling strategy utilised was convenience sampling; this is, the survey was open to everyone to give their views, if they wished to do so.
- 1.13 The target population was over 535,000 adult residents of Glasgow¹ - aged 16 years or over - as well as visitors to Glasgow.
- 1.14 1,990 people took part in the survey. One response was removed as a duplicate and one response was removed because it contained abusive or obscene language. 1,988 responses were utilised for the statistical analysis production of this report.

Data Analysis

- 1.15 This report provides the findings of the survey in statistical form. Due to the rounding process, whole percentages presented in the report, charts and tables may add up to slightly more or less than 100% (within $\pm 1\%$).
- 1.16 In questions where the respondent was able to give more than one answer, the sum of all answers may exceed 100%.
- 1.17 The letter 'n' below all charts and tables indicates the number of respondents to that question. Charts comparing responses by sub-group do not indicate how many respondents are in each sub-group.

¹ National Records of Scotland (NRS) - Mid-2020 Electoral Ward population estimates by sex and single year of age

Weighting

- 1.18 The data has been weighted by age and gender, and the effect of this is shown in Chapter 2: Demographics. Data was weighted so it more accurately represents the population of Glasgow, as is standard practice when there is good reason to believe that it will improve the reliability of conclusions obtained from the study. Data presented in this report are based on weighting being applied to be representative of the population of Glasgow. Respondents who did not provide their demographic details or lived outside of Glasgow were not weighted.

Margin of Error analysis

- 1.19 Margin of error analysis has been conducted - that is we are 95% certain that if we conducted the survey many times, with different samples, the overall findings would not vary more than the margins of error in Table 1 below (also see examples).
- 1.20 A useful example is to think of national election polls. If party A is ahead of Party B by less than 3% then we say that the result is within the 'margin of error', and we cannot be sure which party will win the election.
- 1.21 Margins of error for this survey are shown in Table 1 below. As an example, if 70% of respondents indicated that 'they are satisfied with the provision of public toilets during the day' then, if we repeated the survey many times with different respondents, the percentage of these new surveys could vary as much as $\pm 2\%$ from what is presented in this report - that is, it could be as low as 68% or as high as 72%. The same margin of error of $\pm 2\%$ stands if only 30% of respondents selected an option – in this case the results from subsequent surveys could be as low as 28% or as high as 32%.

Table 1 - Margins of error at different response rates for sample size $n = 1,988$ at the 95% Confidence Interval (C.I.)

Percentage of respondents agreeing/disagreeing or selecting an option	The degree to which responses may differ from what is presented in this report
90% or 10%	$\pm 1\%$
70% or 30%	$\pm 2\%$
50%	$\pm 2\%$

- 1.22 If 90% said, for example, that they are ‘willing to access any toilet facility when needed’ the ‘real’ percentage (that is, if we repeated the survey many times) would be between 89% and 91%. The same stands if only 10% selected an option - the ‘real’ figure could be as low as 9% and as high as 11%.

Analysis by Demographic sub-groups

- 1.23 The data has been analysed by demographic sub-groups to identify whether respondents from different groups have significantly different views on public toilet provision in Glasgow. Analysis was done by:
- Whether the respondent is a resident of Glasgow or a visitor to the city;
 - How often they use public toilets;
 - Gender;
 - Age group;
 - Being pregnant or having given birth within the past 26 weeks (maternity period);
 - Whether they identify as transgender;
 - Disability;
 - Whether they have a health issue that affects their views of public toilet provision or not;
 - Sexuality; and
 - Location of residence (Glasgow Sector).

- 1.24 All cross-tabular responses have been evaluated as to whether they are statistically significant that is, that reported differences between sub-groups are reliable and not due to a bias in the sub-samples achieved.

Open Comments

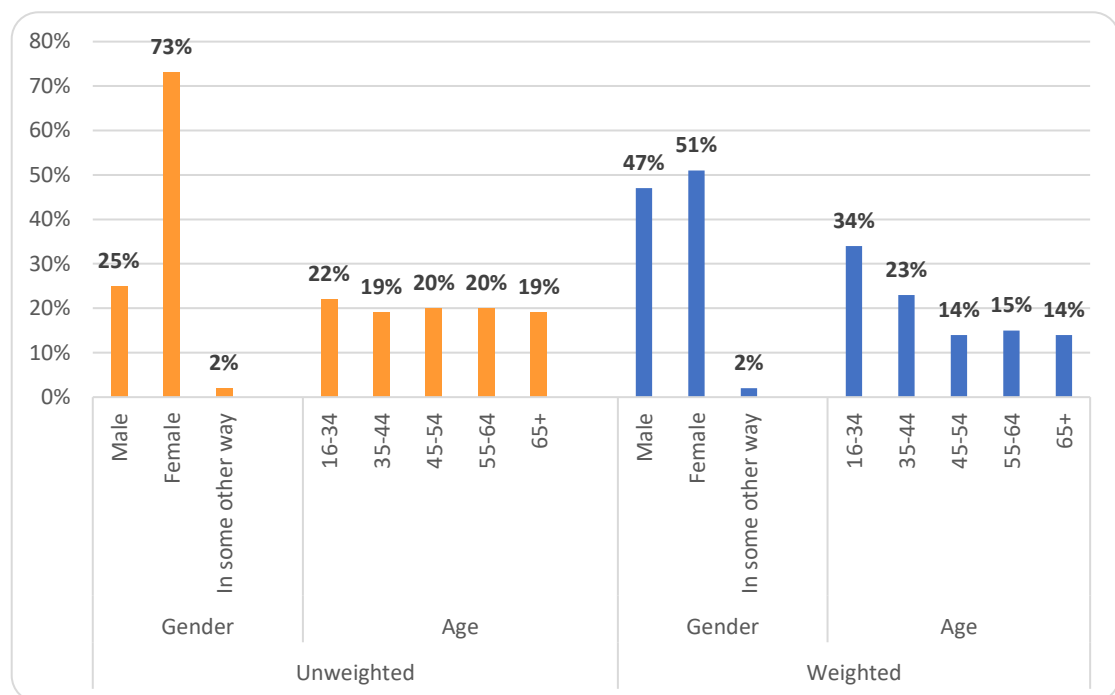
- 1.25 All open comments can be found in Appendix A. Due to the large sample achieved, there were nearly 6,000 open comments made in the survey open questions. To process these in a timely fashion, PIMU used the programming facility of the Statistical Package for the Social Sciences (SPSS) to search for keywords.
- 1.26 The results of the SPSS programming were then compared with the manual coding of a large sample of responses in each question by an analyst, to ensure the programming closely correlates with the analyst’s findings. Where there were discrepancies, the analyst calibrated the programming to replicate their own findings until results were satisfactorily similar. The programming use was also checked by a Supervisor.

- 1.27 It is possible that an automated coding procedure will not be 100% accurate, for example, if someone has left a comment stating “they are willing to pay a charge to access a clean and safe toilet” the software will record the keyword ‘charge’, irrespective of context. In these occasions, the analyst has examined the occurrence of errors to identify their prevalence and take rectifying measures. The programming calibration, however, provided satisfactory results which are very close to the analyst’s manual coding of open comments.

2.0 Demographics

- 2.1 In the responses received there were a significantly greater number of women who gave their views (73%), compared with men (25%). After weights were applied the proportion of men (47%) was similar to that of women (50%), while 2% said they identified in some other way.
- 2.2 Charts 1 shows the original sample demographics (unweighted) alongside the results after the sample was weighted to be representative of the residents of Glasgow.
- 2.3 When weighted, 34% of respondents were 16-35 years old, 23% were 35-44 years, 14% were aged 45-54, 15% were aged 55-64, and 14% were 65 years or over.

Chart 1 - Age and Gender (Unweighted and Weighted)

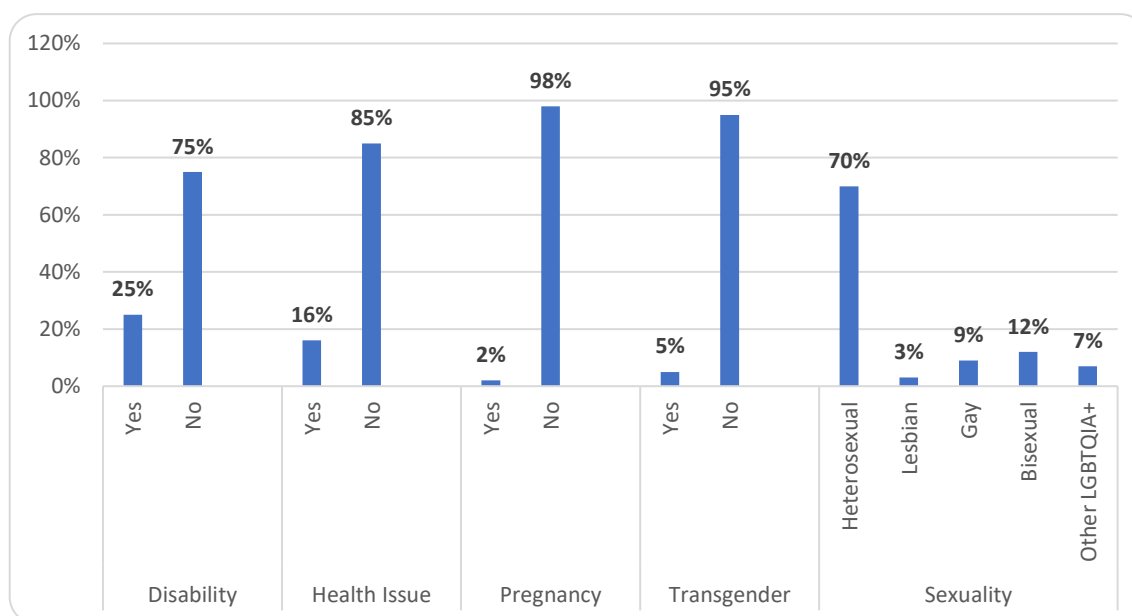


n = 1,420

- 2.4 The spike in the 16-34 years is because Glasgow has a younger population than the rest of Scotland, with a third of Glasgow's population being aged between 16 and 34 years.

- 2.5 A quarter of all respondents (25%) said that they had a long-term illness, health problem or disability which limits their daily activity or the work they can do, whilst one in every six respondents (16%) said that they had a mobility or other issue which affects their view of public toilet provision. 2% of respondents said that they are either currently pregnant or had given birth within the last 26 weeks (maternity period).
- 2.6 One in twenty respondents (5%, 74 respondents) either identified as transgender (4%, 60 respondents) or indicated that they are questioning their gender (1%, 14 respondents). Of these, 29 identified as trans-men and 16 identified as trans-women, whilst 26 used another term to describe their gender.

Chart 2 - Disability, Health issue, Pregnancy, Transgender identity and Sexuality

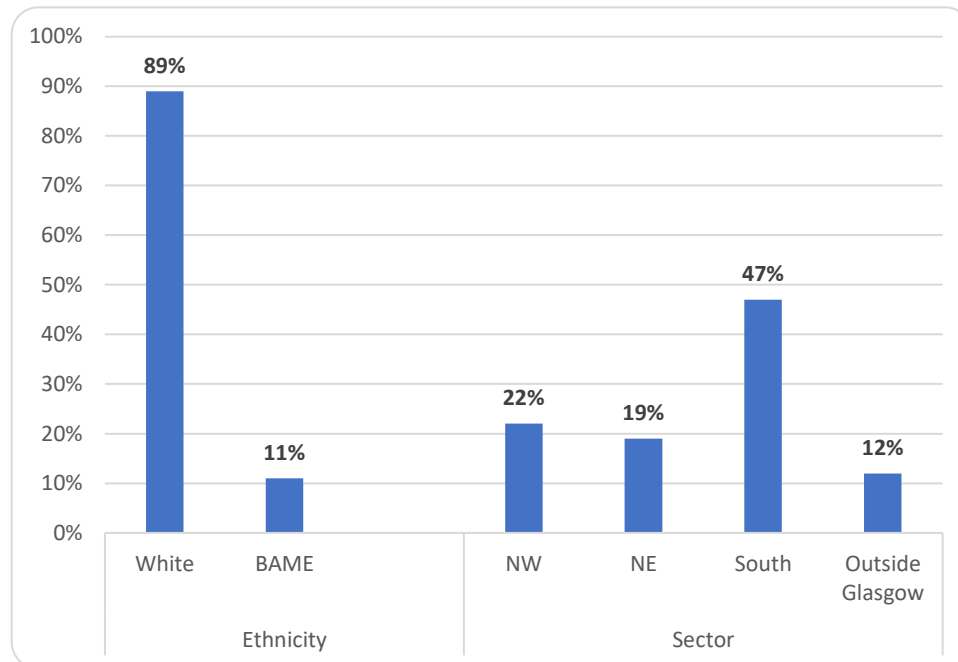


n = 1,420

- 2.7 A large majority of respondents were heterosexual (straight) (70%), whilst just under a third of respondents said they were either lesbian, gay, bisexual or used another term to describe their sexuality (30%).

- 2.8 The vast majority of respondents were White (89%), whilst one in ten belonged to a Black, Asian or other Minority Ethnic group (11%).

Chart 3 - Ethnicity and Residence



n = 1,420

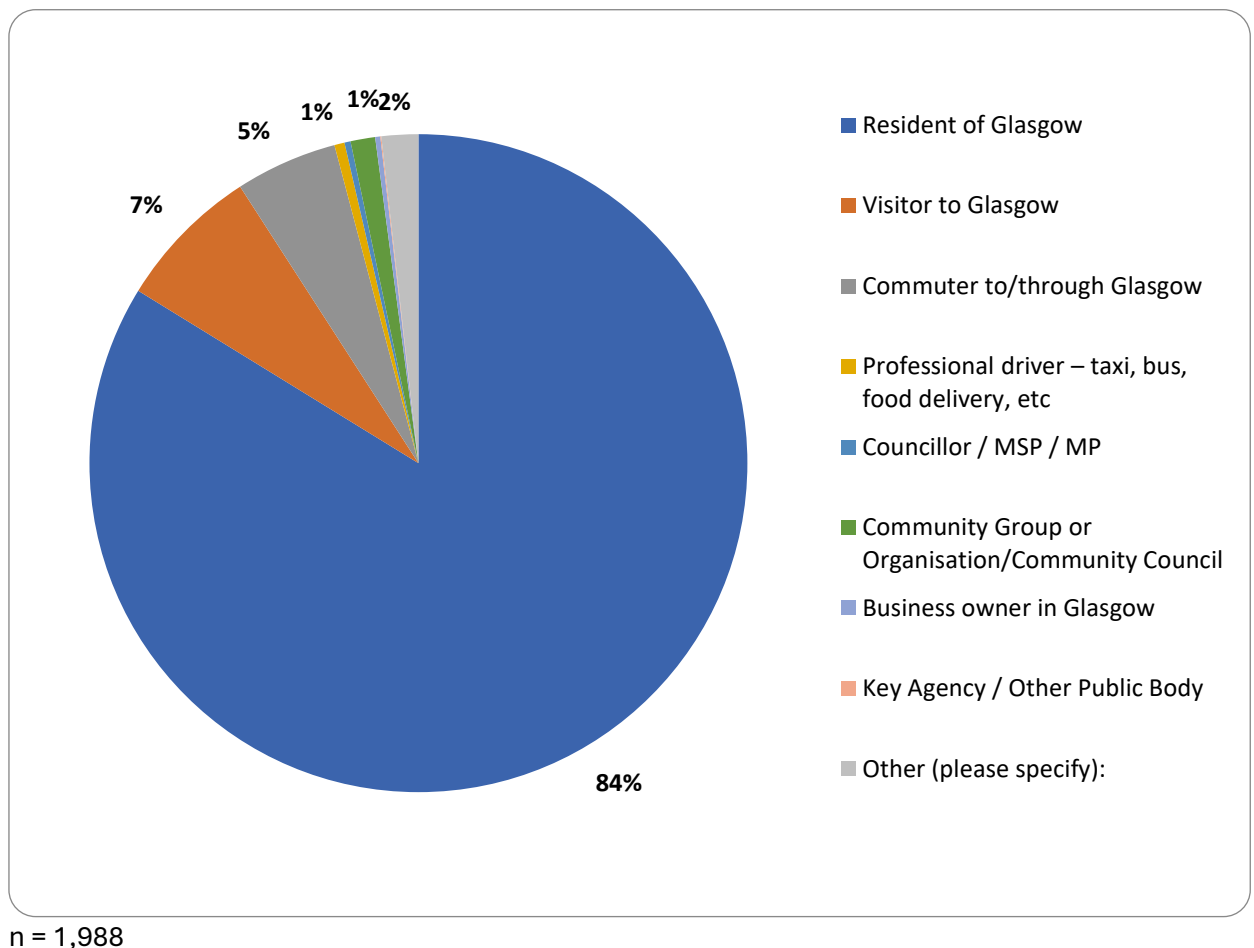
- 2.9 Respondents were asked to provide their full or partial postcode to better identify the needs of residents across Glasgow. These respondents were equally distributed between the North (41%) and South Sectors of Glasgow (47%), whilst 12% of respondents lived outside Glasgow.

3.0 Findings

TYPE OF RESPONDENT

- 3.1 A large majority of respondents to the survey said they were Glasgow residents (84%), whilst 7% were visitors to Glasgow and 5% were commuters to or through Glasgow.
- 3.2 Eleven respondents were professional drivers (1%), whilst 5 were Glasgow business owners.

Chart 4 – Q1. Are you responding to this survey as...?



- 3.3 Five responses came from an elected official (councillor/MP/MSP), whilst 24 community groups or organisations and 1 Key Agency/Public Body also respondent to this consultation. Details of groups and public bodies are provided in Table 2, overleaf.

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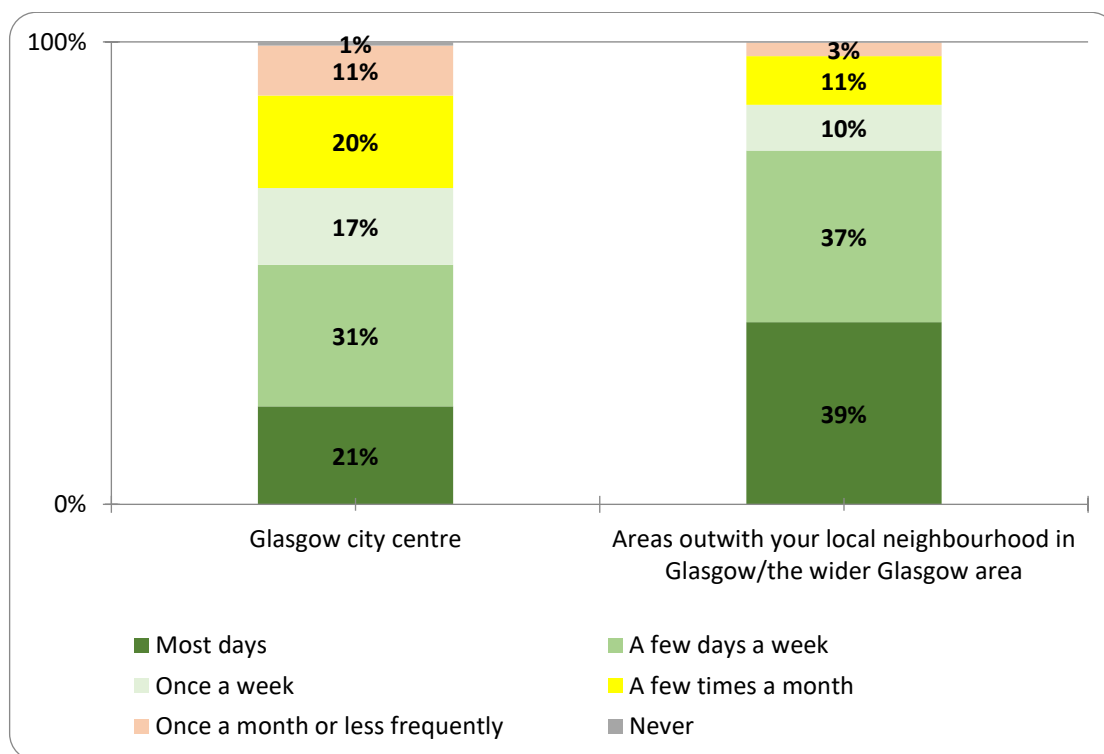
Table 2 - Names of groups, organisations and public bodies

Community Group or Organisation/Community Council
Alexandra Park Food Forest
Anderston Community Council
Community Renewal Rom Romeha
Crosshill and Govanhill Community Council
Drumchapel Community Council
For Women Scotland
Friends of Pollok Country Park
Glasgow Gals Cycling Group
Hillhead Community Council
Jordanhill Community Council
Parkrun Ltd
Ruchill Community Council
Rumpus Room
Scottish Refugee Council
Simshill & Old Cathcart Community Council
Spirit of Springburn SCIO
Sunny Cycles Glasgow Health Culture walking group
Sustrans Scotland
The Friends Of Elder Park
Women on Wheels
Business Owner
Beyond Access
Hilary Paton & Benvue Properties Limited
Janet & John
Self employed
TLC Pharmacy Group
Key Agency / Other Public Body
Education

VISITING GLASGOW CITY CENTRE AND OTHER GLASGOW AREAS

- 3.4 All respondents were asked how often they visit Glasgow city centre. Visitors to Glasgow were also asked how often they visit the wider Glasgow area, whilst Glasgow residents were asked how often they visit areas outwith their local neighbourhood.
- 3.5 Most respondents visit Glasgow **city centre** at least once a week (68%). More specifically, 21% visit the city centre most days, 31% visit a few days a week, 17% visit once a week, and 11% visit a few times a month.
- 3.6 A third of respondents visit the city centre less often, with 20% visiting a few times a month and 11% visiting a few times a year. 5 respondents said that they never visit the city centre.
- 3.7 Respondents to the survey - the majority of whom were Glasgow residents - were more likely to visit Glasgow areas **outside the city centre** at least once a week (87%).
- 3.8 More specifically, 39% visit other Glasgow areas most days, 37% visit a few times a week, 10% visit at least once a week, and 14% visit a few times a month or less often.
- 3.9 One in seven respondents visits Glasgow areas outwith the city centre a few times a month or less often (14%).

Chart 5 – Q3. How often do you visit...?

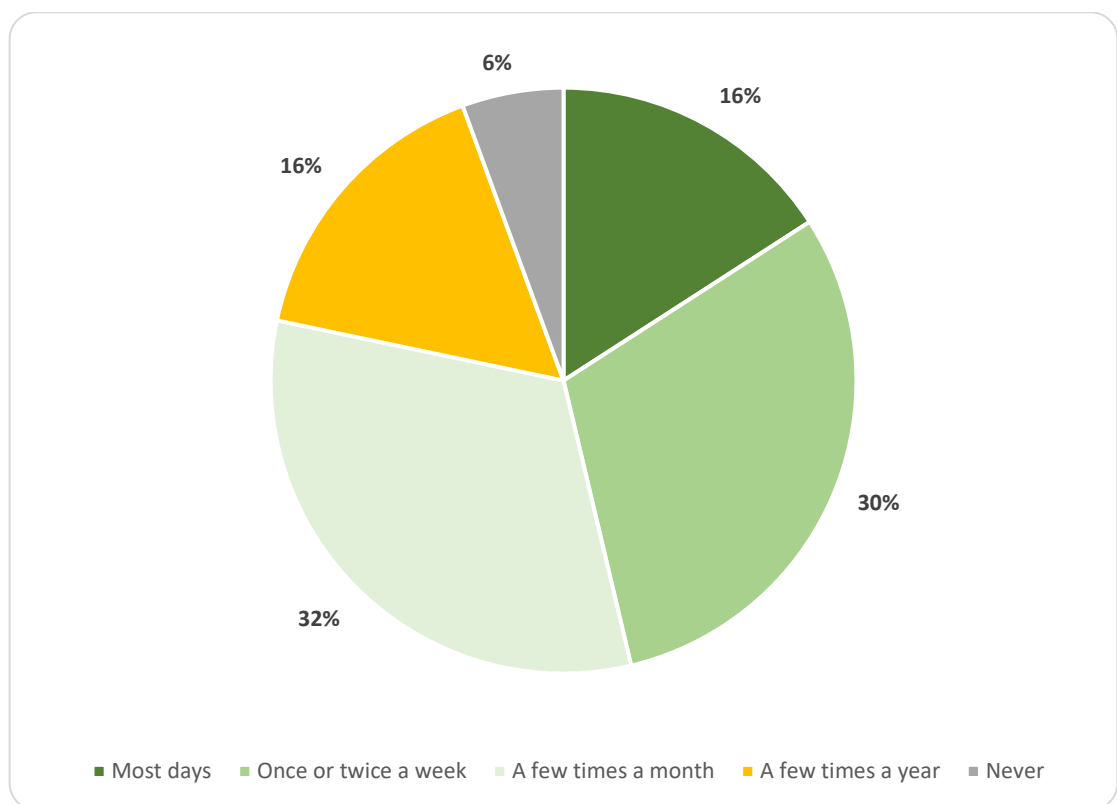


n = 1,988

USE OF PUBLIC TOILET FACILITIES

- 3.10 All respondents were asked how often they use public toilet facilities in Glasgow.
- 3.11 Nearly half of all respondents said that they use public toilets in Glasgow at least once a week (46%), with one in every six respondents saying that they use a public toilet most days (16%).
- 3.12 A third of respondents said that they use public toilets in Glasgow a few times a month (32%).

Chart 6 – Q5. How often do you use public toilets in Glasgow?



n = 1,988

- 3.13 One in six respondents said that they use public toilets in Glasgow a few times a year (16%), whilst 6% of respondents said that they never use public toilets in Glasgow.

3.14 The 432 respondents who said they rarely or never use a Glasgow public toilet were asked to provide their reasons for this, if they wished to, and 428 respondents left a comment. (Respondents could leave more than one comment and, therefore, percentages may exceed 100%.)

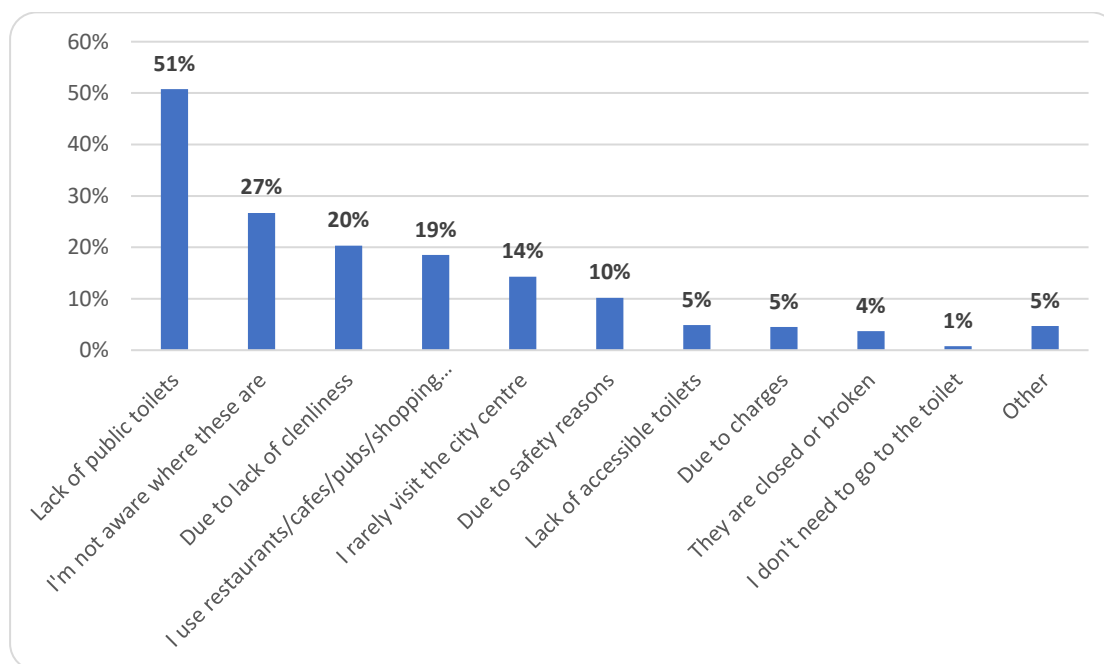
3.15 Most respondents said that they rarely or never use a public toilet in Glasgow because there aren't many available (51%).

"Because of the lack of provision, I time my outings to not need a toilet."

"Because there are literally none available."

"If you are not near a shopping centre or train station, there are none. Too few available."

Chart 7 – Q6. Reasons for rarely/never using a public toilet in Glasgow



n = 428

3.16 More than a quarter of respondents said that the reason for not using public toilets in Glasgow is because they are not aware where these can be found (27%).

"Wouldn't know where to find a public toilet unless it was a bar or restaurant."

"I don't know where they are. I dread being in the city centre for more than a couple of hours as I don't know where I can go if I'm not at the train station. Even in parks there aren't any, so I don't stay out as long as I'd like to."

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“I have never seen a public toilet available in Glasgow. Only those located deep in a department store and coffee shops where I can only use if I am a paying customer. If there are any available you do not make it known where they are.”

- 3.17 One in five of these respondents said that they don't use them because they are not clean enough (20%).

“Because the public toilets are usually not very clean, so I avoid using public toilets.”

“Cleanliness. Try and go to a cafe rather than go to a public facility.”

“Don't feel as if they are clean enough, so won't use them. Put more public toilets in Glasgow with attendants and charge a small fee to use them.”

- 3.18 Another one in five said they prefer using public toilets in restaurants/cafes and shopping centres (19%) either due to these being cleaner or because they visit Glasgow city centre for shopping or to socialise.

“Usually in the city for work or to visit restaurants or pubs so would use the facilities in those buildings.”

“Public toilets in general are very dirty and smelly therefore I try to avoid them wherever possible and use those within cafes, pubs or restaurants instead. I suffer from IBD/colitis as a medical condition. This is a fairly common autoimmune disease.”

“Would relate to both not needing them as much as I am heading to a restaurant, pub or music venue & also because there are few decent options available otherwise.”

- 3.19 Some respondents said they never use public toilets in Glasgow as they don't visit the city centre very often (14%), with some citing the lack of public toilets as their reason for not visiting.

“I am usually travelling to another destination within Glasgow and able to access facilities during travel or at my destination.”

“I don't visit city centre much, partly due to lack of public toilets. Daughter is diabetic.”

“I don't visit very often now as I am elderly with limited mobility.”

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“There is a significant lack of public toilet facilities within Glasgow, which is also a blocker for visiting the city centre more regularly.”

- 3.20 One in ten respondents cited safety and security reasons (10%) for rarely using public toilets in Glasgow, or not using these at all.

“Usually discussing (sic) run down and always have drug users or signs of drug use have been done in them or needles and burnt tinfoil”

“Accessibility issues and fear of discrimination for being trans and also disabled.”

“Fear of who is in or whom will come in.”

“Fear of being harassed plus a lack of provision.”

“I only use them when I really need to. I do not feel safe using toilets where males may be present.”

“Concerns about privacy (e.g. hidden cameras) and hygiene.”

- 3.21 Some respondents said that there aren't enough accessible toilets (5%).

“I am disabled and wouldn't be confident I could find a public toilet with access.”

“Disabled toilets are often locked with a sign to ask for the shop to unlock. It's humiliating to ask so I don't.”

“They probably aren't fully accessible as I need a changing places toilet.”

- 3.22 Other reasons mentioned by respondents for not using a public toilet in Glasgow included: due to there being a charge (5%), toilets being closed or broken (4%), or due to not needing to use the toilet often (1%).

“I never have change for the train station toilets as I don't carry cash, so if I'm on my way home, I have to wait. I use St Enoch centre and Buchanan Galleries toilets when I am there.”

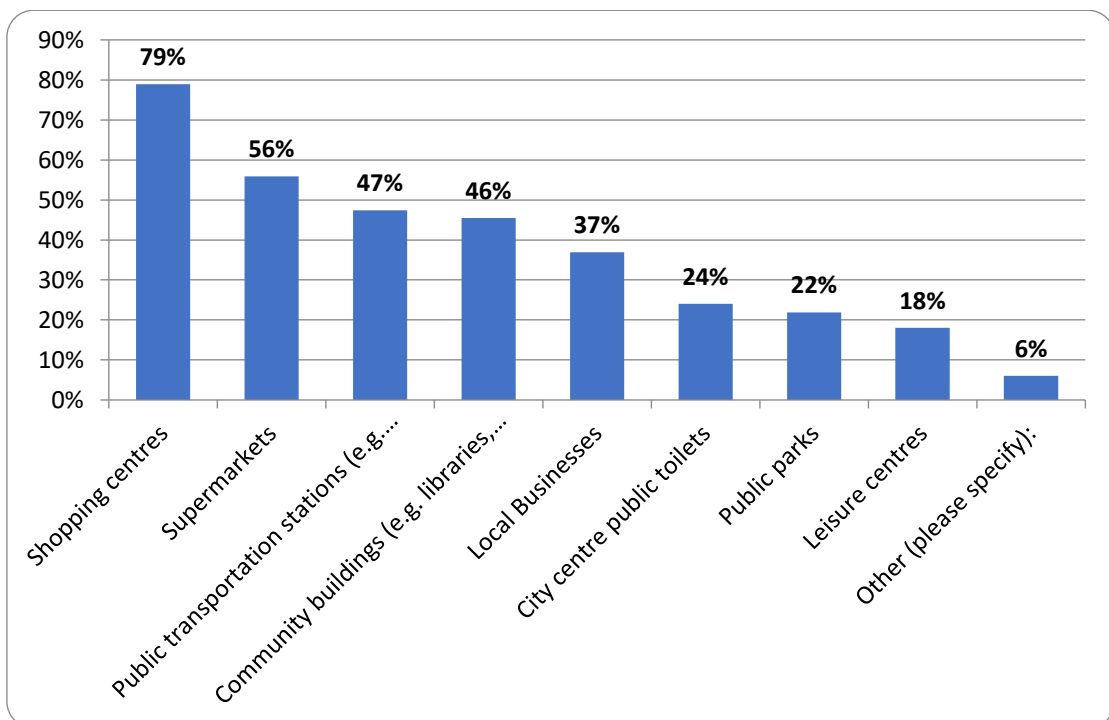
“I would use the public toilets more often but there are none available, e.g. toilets in Victoria Park are closed now. It limits me in terms of where I can go and how long I can stay.”

“Excellent bladder control.”

PUBLIC TOILET LOCATIONS TYPICALLY USED

- 3.23 Respondents who said they use public toilets in Glasgow were asked to indicate where they go, typically, to access a public toilet.
- 3.24 A large majority of respondents use public toilets in shopping centres (79%), whilst most respondents also use supermarket toilets (56%).
- 3.25 Nearly half of all respondents also typically use toilets found in public transport stations (47%) and community buildings, such as libraries, community centres and others (46%).

Chart 8 – Q7. Where do you typically use a public toilet in Glasgow?



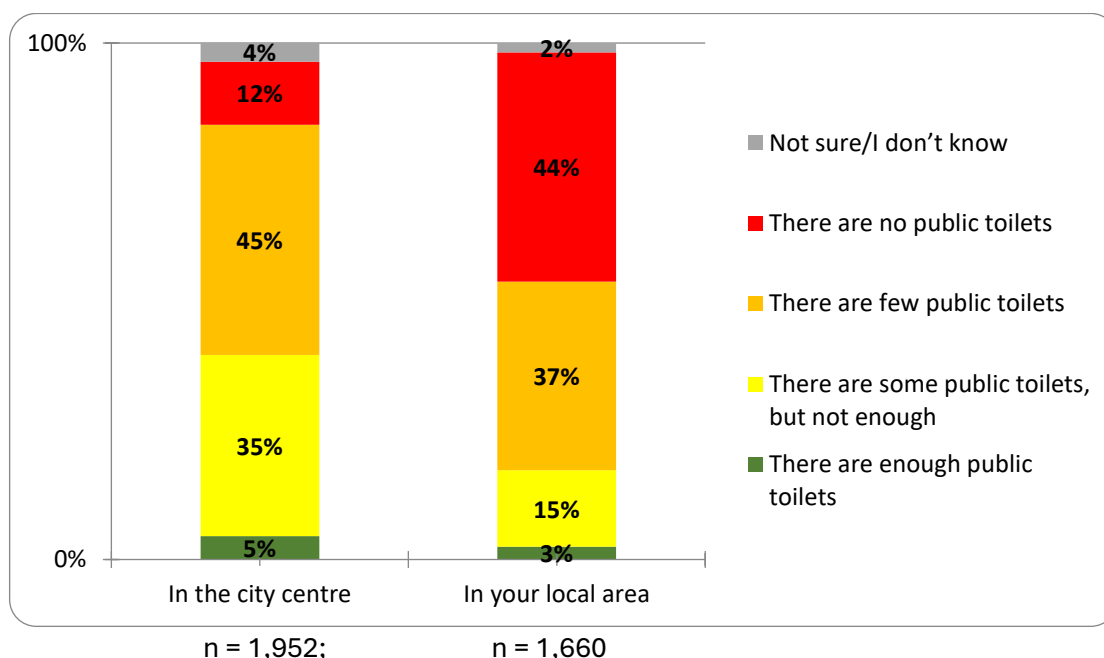
n = 1,976

- 3.26 Over a third of all respondents also typically use public toilets in local business premises (37%).
- 3.27 A quarter of respondents use city centre public toilets (24%), whilst another 22% use public toilets in parks. 18% also use public toilets in leisure centres (18%).
- 3.28 102 respondents (5% of all respondents) mentioned some other location they typically access a public toilet such as pubs, cafes and restaurants (35 respondents), shops (10), school, college and university campuses (5), bookmakers (4), and petrol stations (4), amongst others.

VIEWS ON PUBLIC TOILET PROVISION

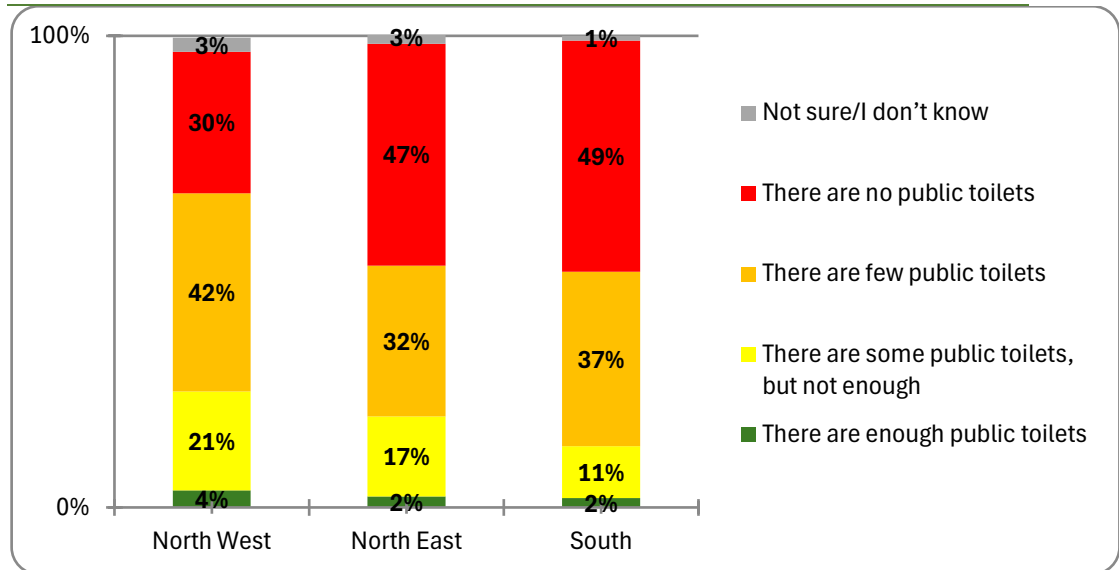
- 3.29 All respondents were asked to indicate whether they thought the current public toilet provision in Glasgow *city centre* was sufficient or not. Residents of Glasgow were also asked to indicate whether they thought public toilet provision *in their area* was sufficient or not.
- 3.30 Very few respondents thought that there are enough public toilets in Glasgow city centre (5%) or areas outwith the city centre (3%).
- 3.31 For the **city centre**, a third of respondents said that there are ‘some public toilets but not enough’ (35%), whilst 45% said that there are ‘few public toilets’ and 12% said that there aren’t any public toilets. (4% were unsure.)

Chart 9 – Q9. Do you feel there are enough public toilets...?



- 3.32 Nearly half of all residents said that there aren't ‘any public toilets’ **in their local area** (44%), whilst 37% said there are ‘few public toilets’, and 15% said there are ‘some but not enough’. (2% were unsure).
- 3.33 Analysis by sector was also conducted, as can be seen in Chart 10 overleaf. Residents living in the North West sector of Glasgow were less likely to indicate that there are no public toilets in their area (30%), compared to residents living in the North East (47%) and South (49%) sectors.
- 3.34 Conversely, twice as many residents in the North West indicated that there are ‘some public toilets but not enough’ (21%), compared to those living in the South (11%).

Chart 10 – Q9. Do you feel there are enough public toilets **in your local area?** By Sector

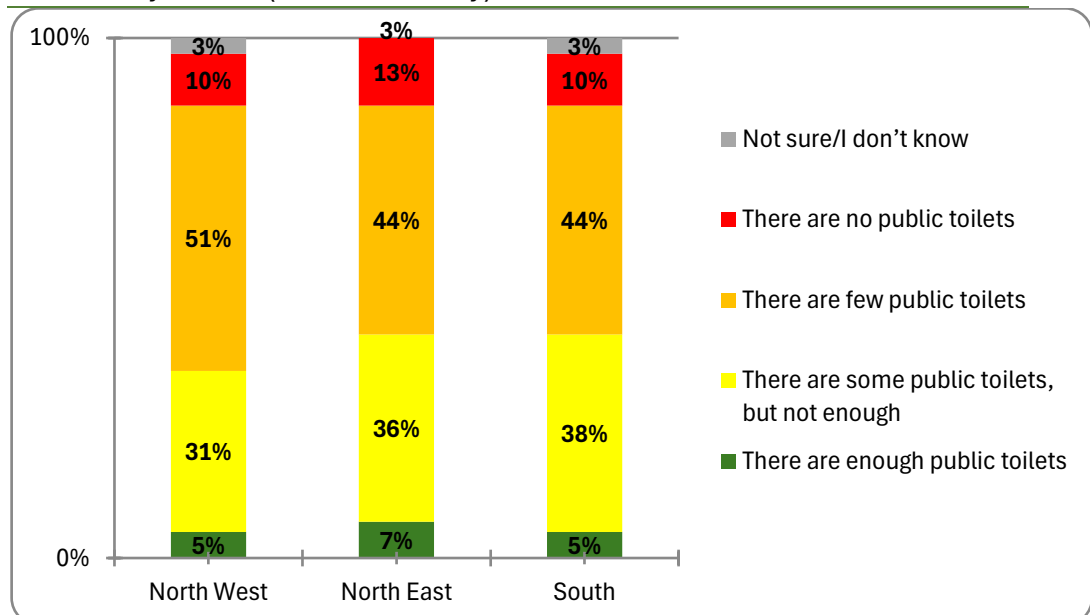


n = 1,660

3.35 Comparing the *residents'* views about provision of toilets **in the city centre**, there were also some differences.

3.36 This time, however, those living in the North West were more likely to say there are 'few public toilets in the city centre' (51%), compared with those living in the North East and the South sectors (44%), who were, in response, more likely to say that 'there are some, but not enough' toilets in the city centre.

Chart 11 – Q9. Do you feel there are enough public toilets **in the city centre?** By Sector (Residents Only)

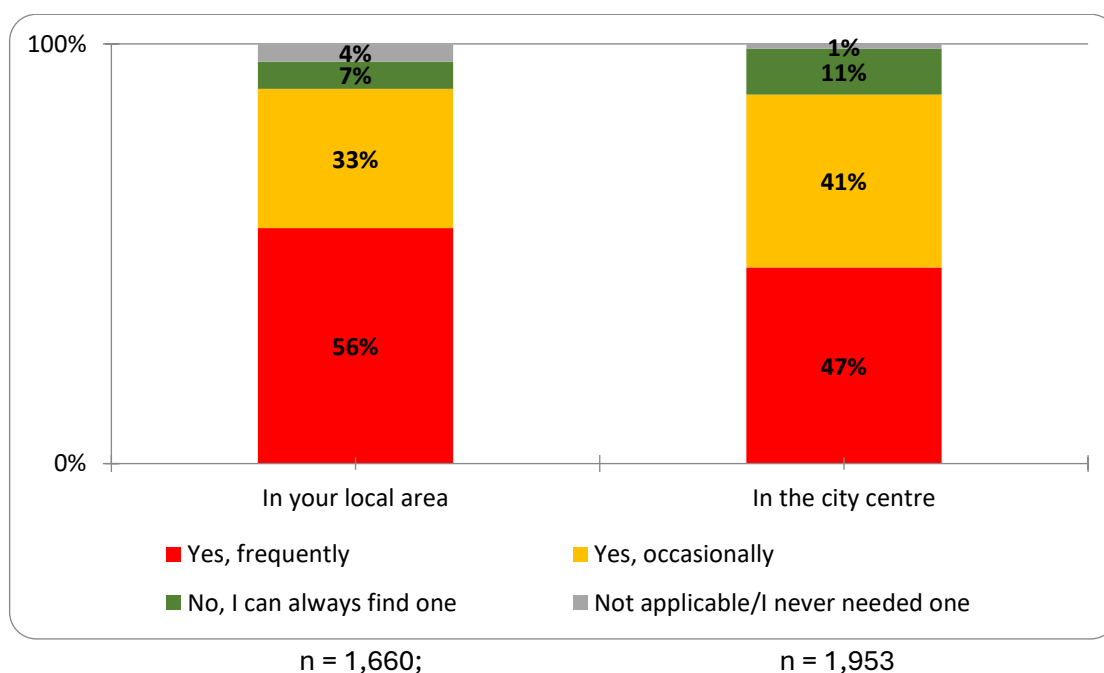


n = 1,660

LOCATING THE NEAREST PUBLIC TOILET

- 3.37 All respondents who use public toilets in Glasgow were asked if they ever had difficulties locating their nearest public toilet in the city centre. Glasgow residents were also asked if they ever had difficulties locating their nearest public toilet in their local area.
- 3.38 Most residents said that they *frequently* had difficulties locating their nearest public toilet **in their local area** (55%), whilst a third of residents *occasionally* had difficulties locating a public toilet (33%). Only 7% of residents said they could always find a toilet in their local area. (4% said that they have never needed to find one.)
- 3.39 When it comes to the **city centre** 47% of all respondents said that they *frequently* have difficulties finding a public toilet, and 41% said that *occasionally* they have such difficulties. One in ten respondents indicated that they never had any issues locating the nearest public toilet in the city centre (11%). (1% said that they did not need one).
- 3.40 Comparing these two questions, 89% of residents have had occasional or frequent difficulty in finding their nearest public toilet *in their local area*, whilst this compares with 88% of those visiting the *city centre*. The only difference lies in the fact that those coming to the city centre do not experience this difficulty as frequently as residents looking for their nearest toilet in their local area.

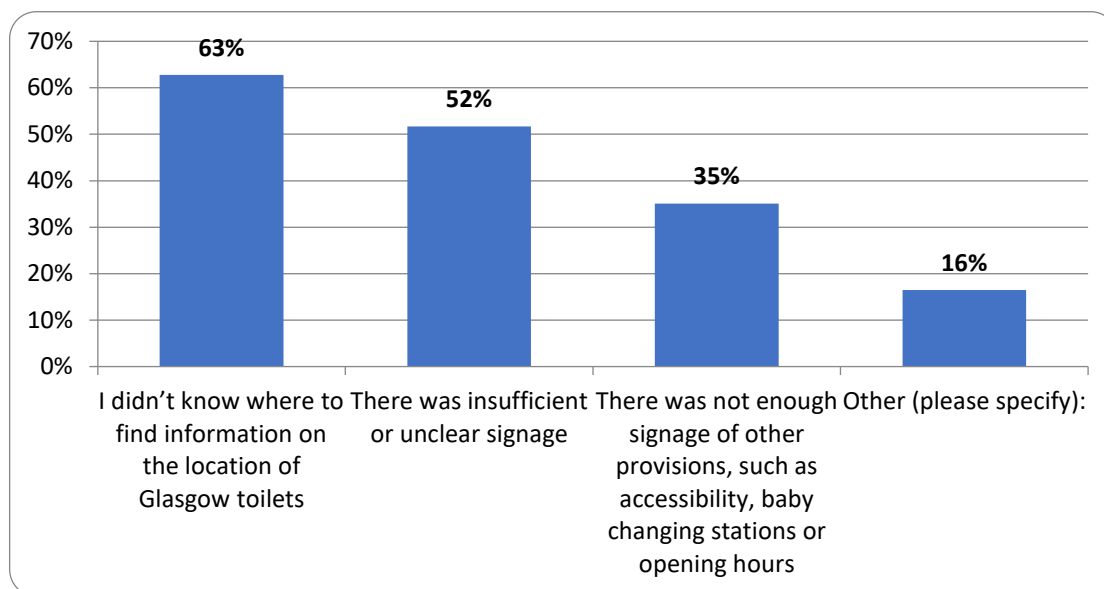
Chart 12 – Q11. Have you ever had difficulty locating where your nearest public toilet is?



3.41 Respondents who had difficulties locating their nearest toilet in Glasgow were asked to indicate the reasons behind the difficulty.

3.42 Most respondents said that they didn't know where to find information on the location of Glasgow toilets (63%), and that there was insufficient or unclear signage (52%).

Chart 13 – Q12. Reasons for difficulty in finding the nearest public toilet



n = 1,234

3.43 A third of respondents also indicated that there wasn't enough signage on the type of provisions, such as accessibility, baby changing stations or opening hours (35%).

3.44 One in 6 respondents (260 respondents) indicated another reason for this. An analyst has read through all comments and identified that several respondents did not exactly answer the question but expressed a dissatisfaction with the lack of public toilets, as shown below.

“The majority, or if not all, of public toilets were closed by Glasgow City Council.”

“There aren't any in my local area to find.”

3.45 It is also worth indicating that despite putting a note in the front page of the survey, and a second, more prominent note, on the second page of the survey that read as follows: “Please note that a public toilet does not have to be Council-run and can include toilets in shopping centres, transport hubs and others”, some respondents were still confused about what constitutes a public toilet, or disagreed with the above definition.

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“I can only think of one in my area. When away from home I'm more likely to use a toilet in a cafe/restaurant/bar/gallery - I'm not sure if those are included in the definition of public toilets.”

“Crucially I think there is an issue with the definition of public toilets to encompass toilets in commercial spaces. I see the point with supermarkets and shopping centres but many (if not most) businesses require you to be a customer to use their toilet facilities.”

“There should be defined public toilets rather than a reliance on shopping centres and establishments such as pubs.”

- 3.46 Considering the above caveats, only 40 comments responded directly to the question being asked about any other difficulties encountered locating a public toilet.

- 3.47 Sixteen respondents said that they were unsure if toilets in, for example, cafes and restaurants were for public use or not.

“It is unclear if business toilets can be used by non-customers.”

“Not sure which toilets can be used, e.g. businesses often 'for customers only' or give that impression.”

“Knowing which businesses have toilets can be an issue. You get to know after a while, but sometimes if they are closed for cleaning it can create a problem, and you have to look elsewhere. I have disability issues regarding needing toilet facilities with some urgency on occasion and tend to have a route map of toilets in my mind whenever out of the home. [...]”

- 3.48 Eight respondents said that they were able to locate one, but that it was closed at that time. Seven respondents said that did not know where to find one, whilst six respondents said that the provision signage was insufficient, which led them to not be able to use the public toilet.

“Victoria park toilets are randomly closed at times.”

“Very few to find, and those with limited opening hours/availability (e.g. Mount Florida station)”

“I have no idea where city centre toilets are these days.”

“Stairs need to be climbed in order to access quickly.”

“The nearest public toilet was simply inaccessible.”

Table 3 – Q12. Other reasons for difficulty in finding the nearest public toilet

Category	Number of comments
Not sure if toilets in, for example, cafes are for public use	16
Was able to locate one but it was closed	8
Don't know where they are	7
Insufficient signage about provision (e.g. stairs, changing rooms)	6
Maps don't show them	3
Don't have time to find where they are	1
There is need for National app	1
Total	40

SATISFACTION WITH PUBLIC TOILET PROVISION

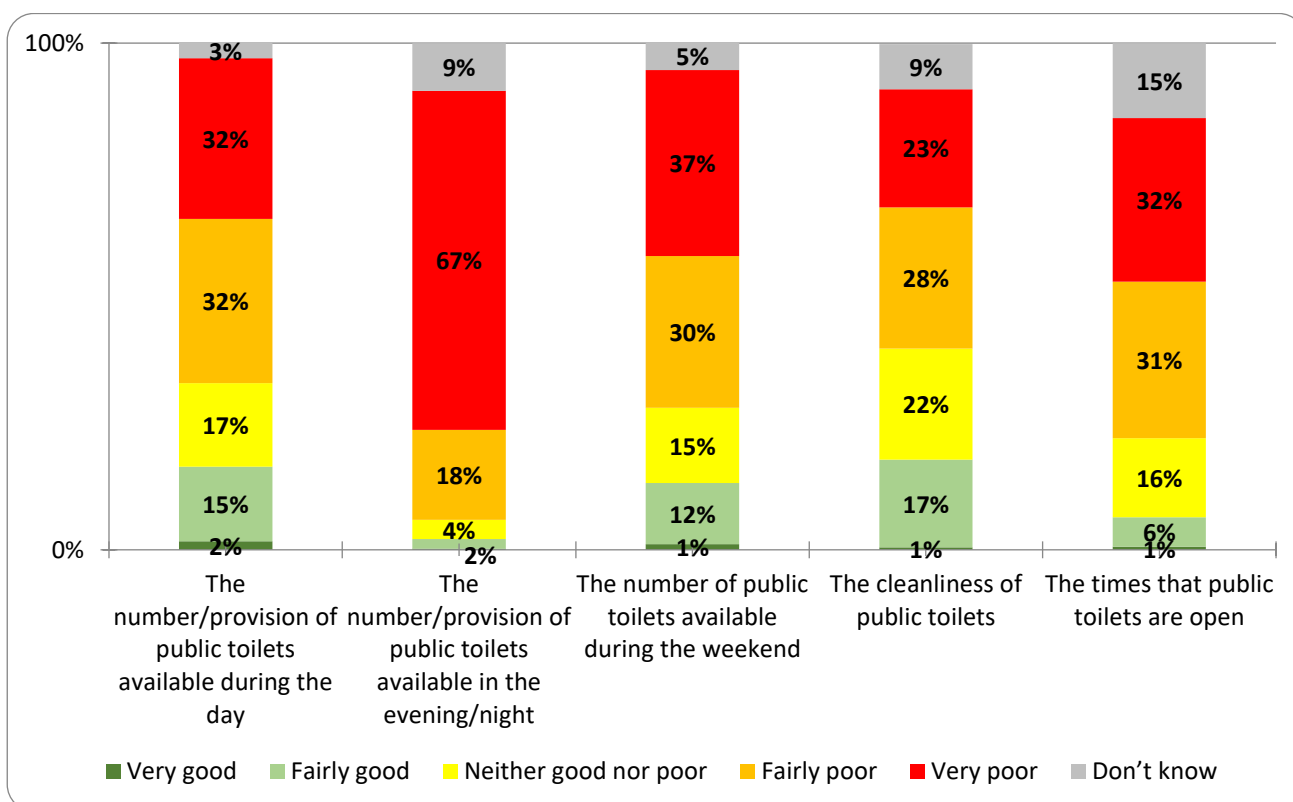
3.49 All respondents were asked to rate the provision of public toilets in the **city centre** during different times of the week, as well as their cleanliness.

3.50 The majority of respondents said that provision for all the listed aspects was either fairly poor or very poor. Figures below show the combined totals for 'good or very good' and 'poor or very poor'.

- The number of toilets available during the day – 17% 'good' / 64% 'poor'
- The number of toilets available in the weekend – 13% 'good' / 67% 'poor'
- The cleanliness of public toilets – 18% 'good' / 51% 'poor'
- The times that public toilets are open – 7% 'good' / 63% 'poor'

3.51 A large majority of respondents said that the provision/availability of public toilets during the evening or night was poor (85%), with two thirds of respondents saying this was 'very poor' (67%). 2% said this was very or fairly good.

Chart 14 – Q14. How would you rate the following **in the city centre**?



n = 1,982

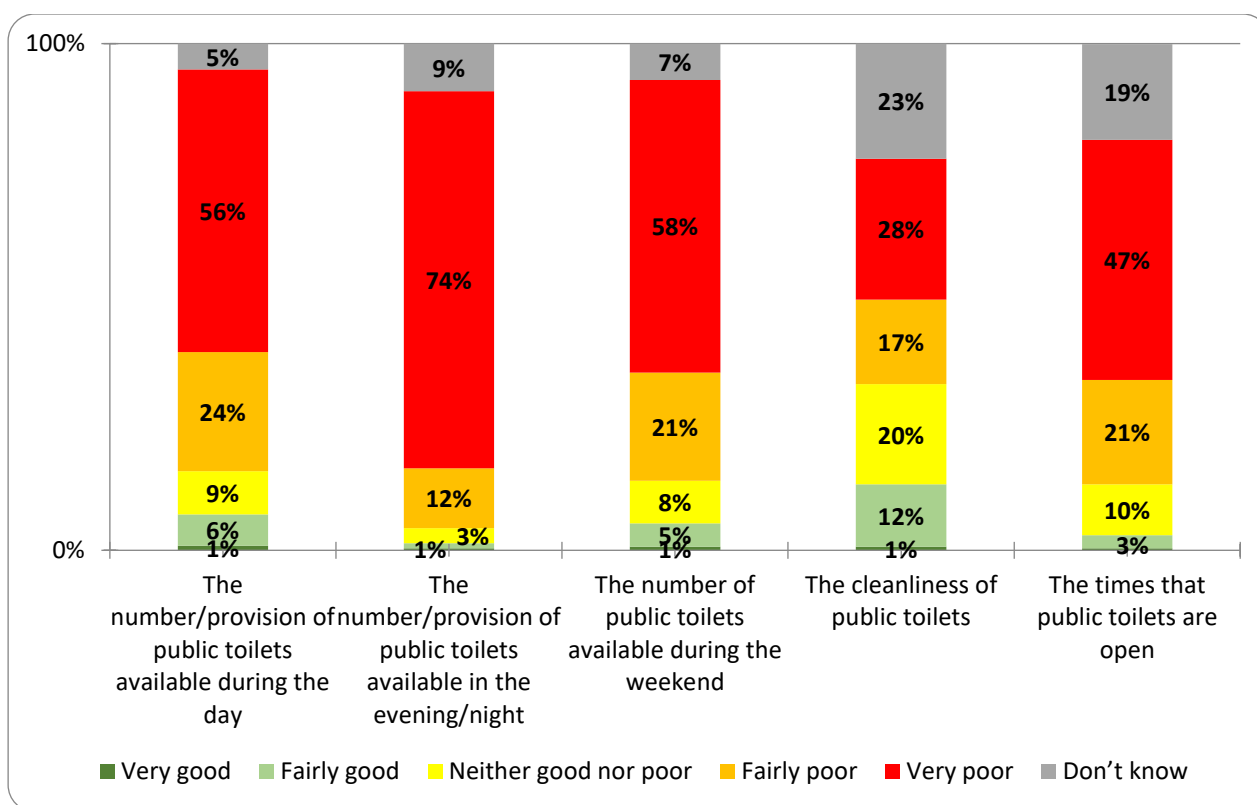
3.52 Residents of Glasgow were, additionally, asked to rate the provision of public toilets **in their local area** in the same terms.

3.53 This time, compared to views on city centre toilets, a greater majority of respondents said that provision for all these aspects was either fairly poor or very poor.

- The number of toilets available during the day – 7% ‘good’/ 80% ‘poor’
- The number of toilets available in the weekend – 6% ‘good’/ 79% ‘poor’
- The cleanliness of public toilets – 13% ‘good’/ 45% ‘poor’
- The times that public toilets are open – 3% ‘good’/ 68% ‘poor’

3.54 Again, a large majority of respondents said that the provision/availability of public toilets during the evening or night was poor (86%), with three out of four respondents saying this was ‘very poor’ (74%).

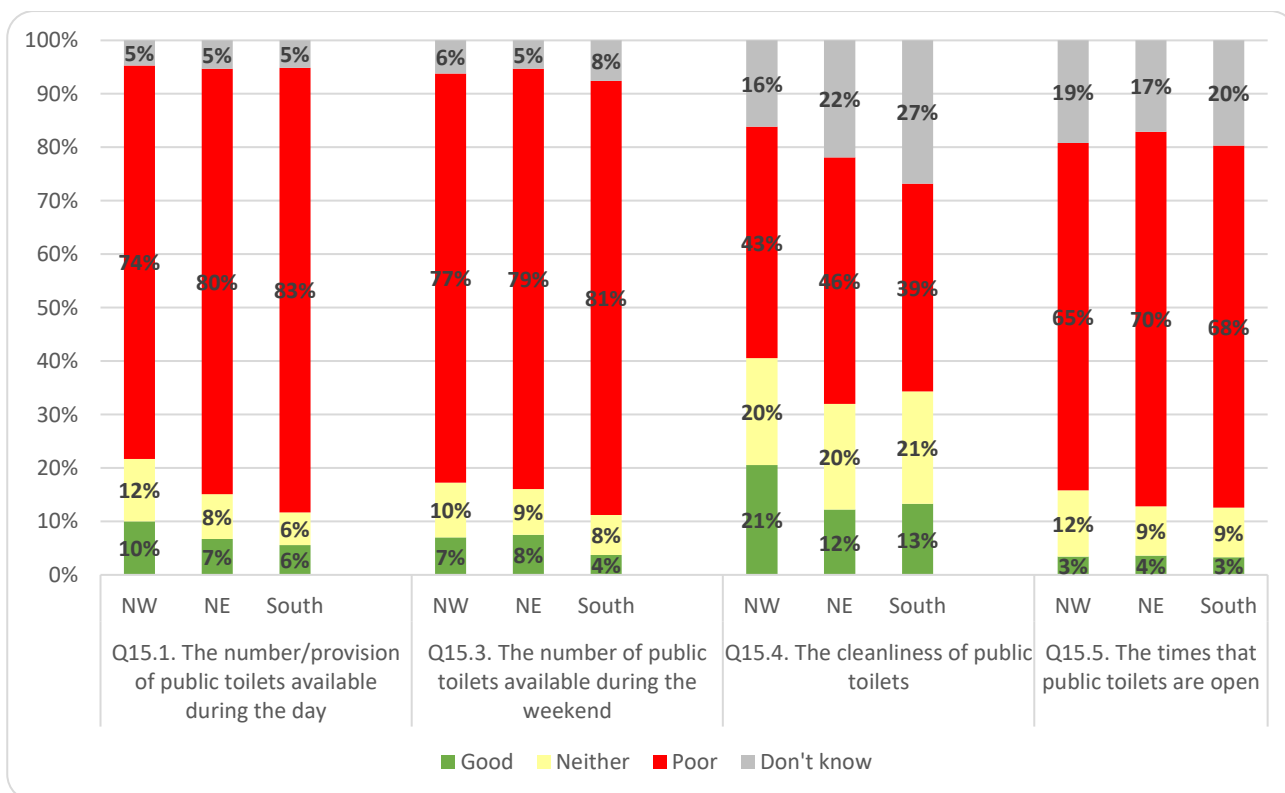
Chart 15 – Q15. How would you rate the following **in your local area**?



n = 1,662

- 3.55 Analysis by Sector showed that there were some slight differences in opinions of residents, as shown in Chart 16 below.
- 3.56 Residents of Glasgow living in the **North West** Sector were less likely to indicate that the provision of toilets in their local area during the day was poor (74%), compared to those living in the North East (80%) and the South (83%). They were also more likely to indicate that the cleanliness of toilets is good (21%) compared with residents from the North East (12%) and South (13%) Sectors. This shows that, although, net scores of poor/good are in the negative for the North West, residents' opinions are slightly better about toilet provision there compared with the rest of Glasgow.
- 3.57 Residents living in the **North East** were more likely to say that the cleanliness of toilets in their area is poor (46%), compared with those living in the North West (43%) and the South (39%) Sectors. They were also more likely to indicate that the opening hours of public toilets in their area are poor (70%), compared with the North West Sector (65%).
- 3.58 Residents living in the **South** Sector were slightly more likely to indicate that the provision of toilets available during the weekend was poor (81%), compared with North West Sector residents (77%).

Chart 16 – Q15. How would you rate the following **in your local area**? By Sector

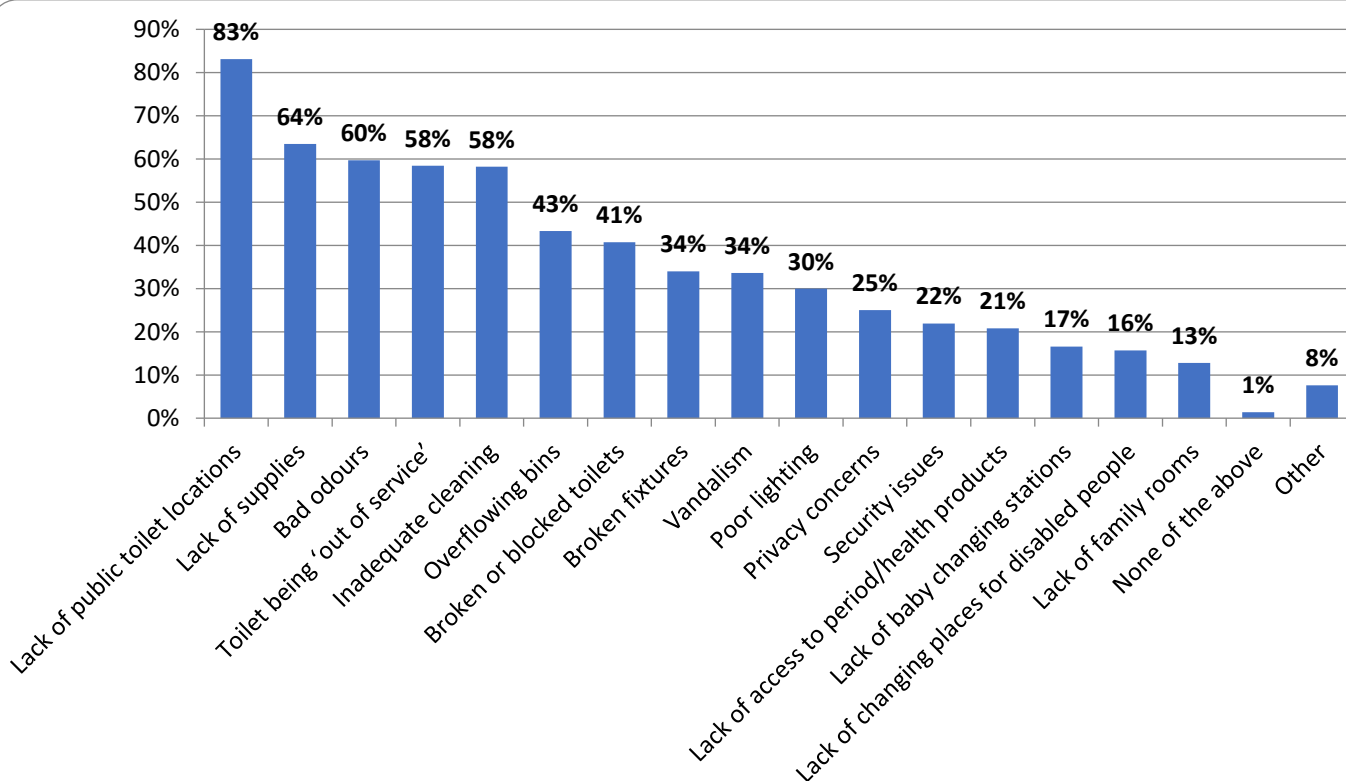


n = 1,662

ISSUES WITH PUBLIC TOILET PROVISION

- 3.59 All respondents were asked to indicate whether they have experienced any issues, from a list of options, relating to the quantity, quality, or accessibility of public toilets in Glasgow recently. Respondents could also give details on issues not listed, using an open comment box.
- 3.60 Mirroring previous answers on the availability of public toilets in Glasgow, the most common experience of respondents was the lack of public toilets (83%).
- 3.61 The majority of respondents have also experienced toilets without the appropriate supplies (for example, toilet roll or soap) (64%), bad odours in the toilets (for example, due to lack of ventilation or irregular cleaning) (60%), toilets being out of service (58%) and inadequate cleaning of toilets (58%).

Chart 17 – Q16. Have you experienced any of the following issues in public toilets in Glasgow recently?



n = 1876

- 3.62 Over a third of respondents have also experienced overflowing bins (43%), broken or blocked toilets (41%), broken fixtures (34%) and vandalism in public toilets (34%).

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- 3.63 Other issues experienced by more than one in ten respondents were poor lighting (30%), privacy concerns (for example, gaps in stall doors or poor design) (25%), security issues (for example, antisocial behaviour or drug use) (22%) lack of access to sanitary products (21%), lack of baby-changing stations (17%), lack of Changing Places facilities (16%), and lack of family rooms (13%).
- 3.64 Only 1% of respondents said they haven't experienced any issues using a public toilet in Glasgow recently.
- 3.65 Some respondents (8%, 86 respondents) mentioned other issues, as shown in Table 5 overleaf. 16 respondents said they experienced a lack of single-sex toilet facilities, whilst 12 experienced a lack of gender-neutral facilities.

"In cafes, restaurants limited number of toilets and those available designated for both sexes."

"Concerns males may think can use female spaces because signage not clear women means female sex."

"My main concern is whether toilets are safe for women, so they can use the toilets safely without feeling unsafe or being unsafe."

"Serious lack of gender neutral toilets that aren't disabled toilets - creating a lot of trans uncomfortability (sic)."

"There is a complete lack of gender neutral toilets, and I have faced harassment in women's toilet spaces because I look more masculine. I am often frightened to use public toilets."

- 3.66 Ten women also said they experienced a male coming into the women's toilets. Three of these comments specifically related to trans-women, whilst seven simply mentioned men/males.

"Women's loos being used by males."

"Males being allowed access to female facilities because they claim to be trans putting females at risk."

- 3.67 Issues mentioned by more than one respondent included being charged for using the toilet (12 comments), the toilets being closed (6), cubicles being too small (3), having no coat hook to hang coats and bags (3), lack of hot water (3), being harassed due to gender identity (2), toilets being cold, damp, or having mould issues (2), and the lack of sanitary bins in the male toilets for incontinence products, stoma bags etc (2).

Table 4 – Q16. Other issues experienced in public toilets in Glasgow recently

Category	Number of comments
Not knowing they are single sex	16
Lack of gender inclusive toilets	12
Being charged	12
Men using female toilets	10
Being closed	6
Cubicles too small	3
Nowhere to hang coat/bag	3
No hot water	3
Harassment due to gender identity	2
Cold/damp/mould issues	2
No male sanitary bins	2
Other	18
Total	86

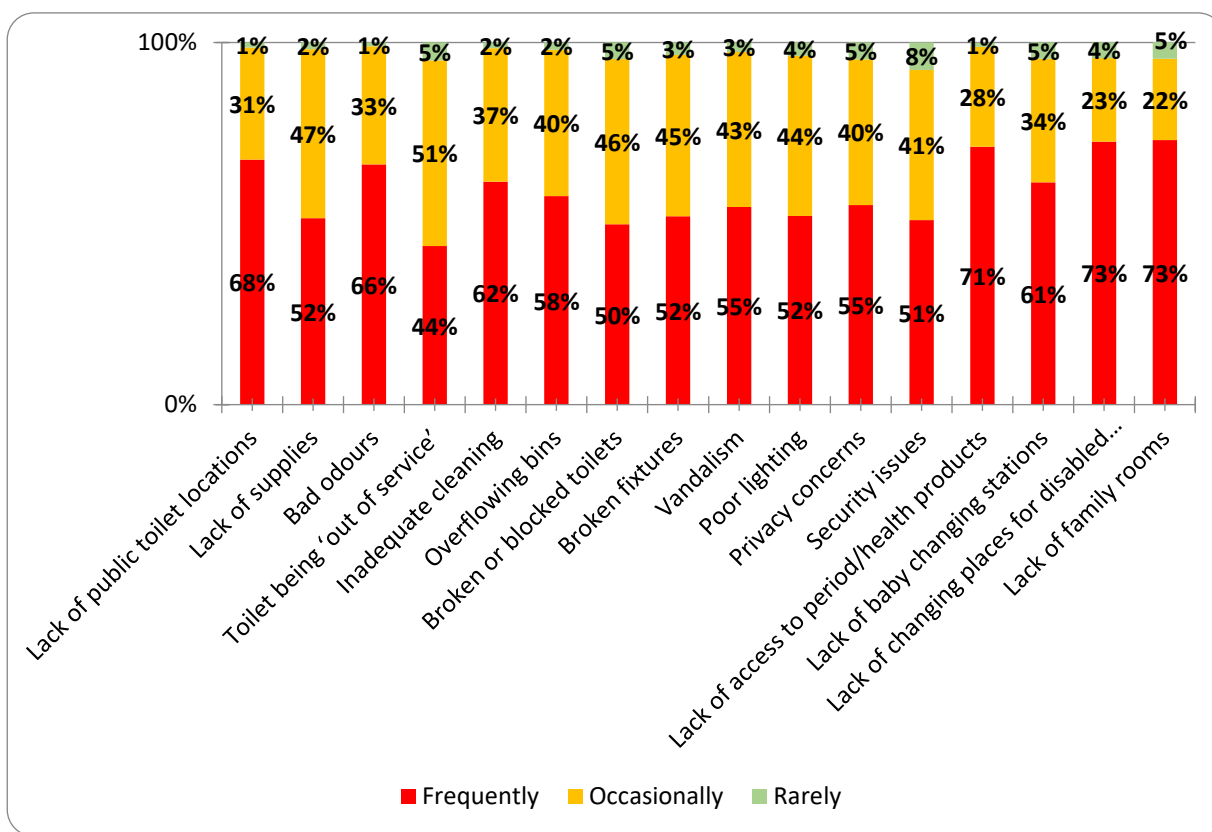
- 3.68 Respondents who experienced any issues in Glasgow recently were asked to indicate how often they experienced these issues.
- 3.69 In Table 16 overleaf, the issues experienced by respondents are arranged from those experienced by most respondents to the left of the chart, to those experience by the least number of respondents to the right.
- 3.70 As mentioned previously, the issue experience by most respondents (83% of all respondents) was the lack of public toilet facilities. These respondents were asked to indicate how often they experience this, and the majority of respondents said that they frequently experience the lack of public toilets (68%).
- 3.71 The second most mentioned issue – mentioned by 64% of all respondents – was the lack of toilet supplies such as toilet roll or soap, with the majority of respondents who have experienced this saying they experience this frequently (52%).
- 3.72 In fact, the majority of respondents who experience an issue with the provision of public toilets, say they experience these issues frequently.

3.73 As previously mentioned, issues at the right hand side of the chart were mentioned by fewer respondents. Examining the four least mentioned issues, it is obvious that these were mentioned by fewer respondents as demand for these facilities is not universal; this is, a smaller number of people will need these facilities. These facilities include:

- Period and health products
- Baby changing stations
- Changing Places for disabled people; and
- Family rooms.

3.74 The above four issues - that are not universal – seem to be more frequently encountered by those who need them than other issues in the chart, with 70%+ of respondents who need period/sanitary products, Changing Places, or family rooms saying they frequently experience a lack of these.

Chart 18 – Q17. How often do you experience these issues in Glasgow?

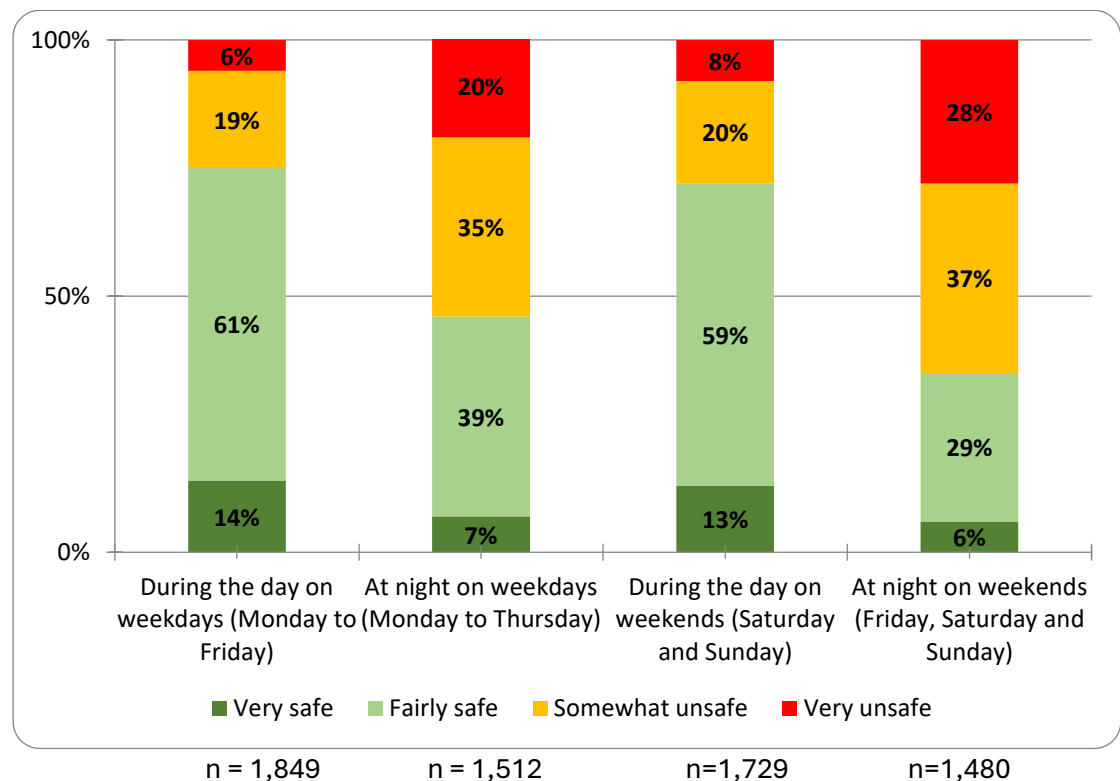


(various sample sizes ranging from 255 to 1,654 respondents)

SAFETY AND SECURITY

- 3.75 All respondents were asked how safe or unsafe they feel when using public toilets at various times of the week in Glasgow. Those respondents who do not use a public toilet during these times have been excluded from the analysis below.
- 3.76 Three out of four respondents (75%) felt very (14%) or fairly safe (61%) using public toilets **during the day on weekdays** in Glasgow, whilst a quarter of respondents (25%) felt very or fairly unsafe. (139 respondents do not use a public toilet in Glasgow during these times.)
- 3.77 Similarly, 72% of respondents felt very (13%) or fairly safe (59%) using public toilets **during the day on weekends** in Glasgow, whilst just over a quarter of respondents (28%) felt very or fairly unsafe. (189 respondents do not use a public toilet in Glasgow during these times.)
- 3.78 This picture, however, is very different for the hours of darkness as the majority of respondents feel unsafe **at night on weekdays** (55%) and especially **at night on weekends** (Friday, Saturday and Sunday night) when two out of three respondents (65%) feel very unsafe (28%) or fairly unsafe (37%). (476 people do not use a public toilet at night on weekdays and 507 respondents do not use a public toilet at night on weekends).

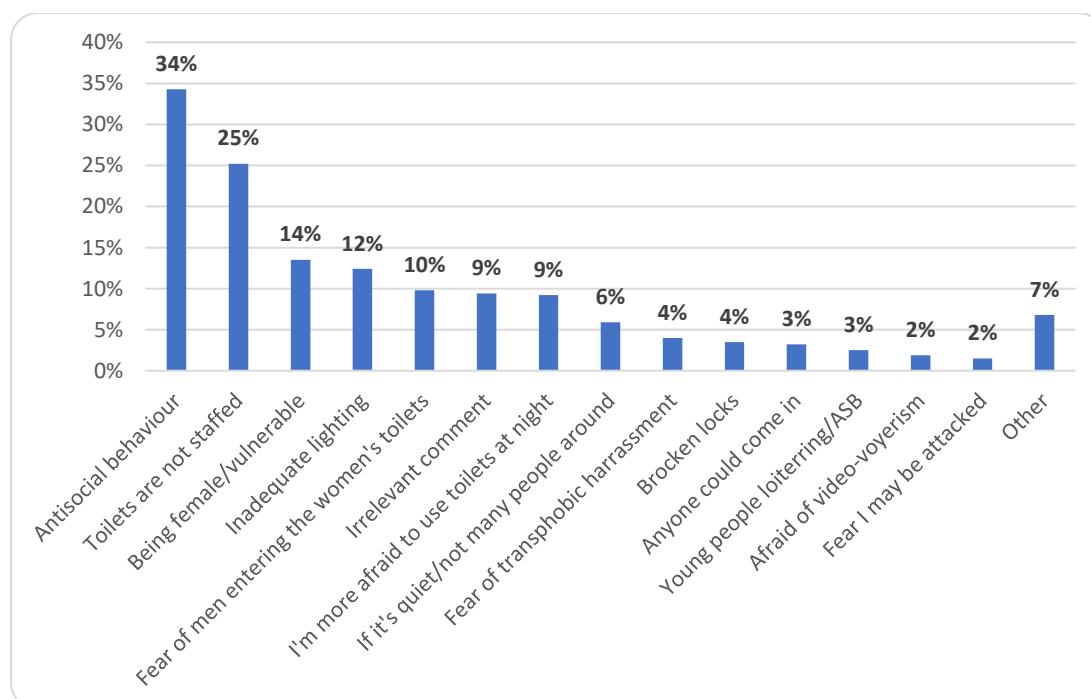
Chart 19 – Q18. How safe or unsafe do you feel when using public toilets in Glasgow?



- 3.79 To summarise, a slight majority of respondents feel unsafe using a public toilet at some point during the week when they are in Glasgow (53%), with 89 respondents saying that they feel *very unsafe* any time of the week (5%).
- 3.80 On the other hand, 43% do not feel unsafe using a public toilet at any point during the week - if they are in Glasgow at these times.
- 3.81 6% of all respondents (114 respondents) said that they would not use a public toilet at any time during the week.
- 3.82 Those who felt unsafe during these times were asked to provide more information about why they feel unsafe, if they wished to. Of the 1,060 respondents who indicated they feel unsafe, 532 left a comment. 75 respondents who did not indicate they feel unsafe also left a comment.
- 3.83 A third of respondents said that they felt unsafe due to antisocial behaviour taking place in public toilets (34%), with 67 of those mentioning other people being drunk and rowdy in the public toilets.

“In the evening you’re more likely to encounter drunk people and they feel unpredictable.”

Chart 20 – Q19. Reasons for feeling unsafe (% of all comments made)



n = 649

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“Mostly a particular type of drunk. Plenty of steamboats can manage to stagger in and use the loo just fine, but you can get 1 or 2 angry drunks and expecting the police to deal with every angry drunk in Glasgow is asking for a miracle.”

“Groups of people generally being loud, drunk and obnoxious creates vulnerability.”

Table 5 – Q19. Reasons for feeling unsafe

Category	Number of comments	% of all comments
Antisocial behaviour	223	34%
Toilets are not staffed	163	25%
Being female/vulnerable	88	14%
Inadequate lighting	80	12%
Fear of men entering the women's toilets	63	10%
I'm more afraid to use toilets at night	60	9%
If it's quiet/not many people around	39	6%
Fear of transphobic harassment	26	4%
Broken locks	23	4%
Anyone could come in	21	3%
Young people loitering/ASB	16	3%
Afraid of video-voyeurism	13	2%
Fear I may be attacked	10	2%
Other	44	7%
Comment not directly responding to question	61	9%
Total	649	100%

- 3.84 Other types of antisocial behaviour include drug-taking, drug-dealing or finding drug paraphernalia in the toilets, mentioned in 78 comments.

“I've used the public toilets in Central Station, and they are fine. But they are also used to deal drugs to swap over money and product. These people don't bother you as such, but they create an atmosphere of oppression and threat.”

“Especially in Glasgow city centre at night you just don't know who is going to be around - with drunkards and drug users. I don't like to feel like I'm going to be bombarded in a bar toilet because someone has had one too many and can't control their emotions.”

“Generally at nights there are less passing people and more unscrupulous characters (fuelled by drink or drugs) behaving anti socially.”

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- 3.85 The issue of young people about was also mentioned by 10 respondents, although it was mostly about loitering/hanging about than being antisocial.

“At night they are very busy with drunk people and youths that are hanging out in them or having a laugh.”

- 3.86 Another popular category of comment was that respondents felt unsafe as the toilets were not staffed, mentioned in a quarter of all comments left (25%).

“Wouldn't feel safe enough to use an on-street public toilet as there are no attendants present. Even those with attendants - you don't know until you enter the facility if there's an attendant by which time you could have been followed. Only feel safe (sic) using shopping centres, stores.”

“As a woman, some toilets that are in a separate corridor or area (e.g. shopping centre toilets tucked down corridors) have fewer people around and can be hard to find. It often feels as if nobody knows you are in there if there is an issue. This is a particular problem at night when shopping centres are quiet anyway (e.g. toilets on top floor of Buchanan galleries). I feel far safer at toilets with attendants in busier locations e.g. Glasgow central station toilets.)

- 3.87 The third most mentioned comment category related to respondents feeling unsafe or vulnerable simply by being a woman (14%), whilst 10% of all comments referred to the issue men entering unisex or single sex toilets.

“If you are a lone female you can feel vulnerable if there aren't many other people around.”

“Often have to resort to asking to use disabled toilets in pubs. these places can just be very intimidating for a lone disabled female. sometimes the lock isn't working or is very poor. this makes me feel very vulnerable when alone.”

“As a female it's quite intimidating using public toilets which are usually dirty with people around them.”

“Unisex toilets are unsafe for women”

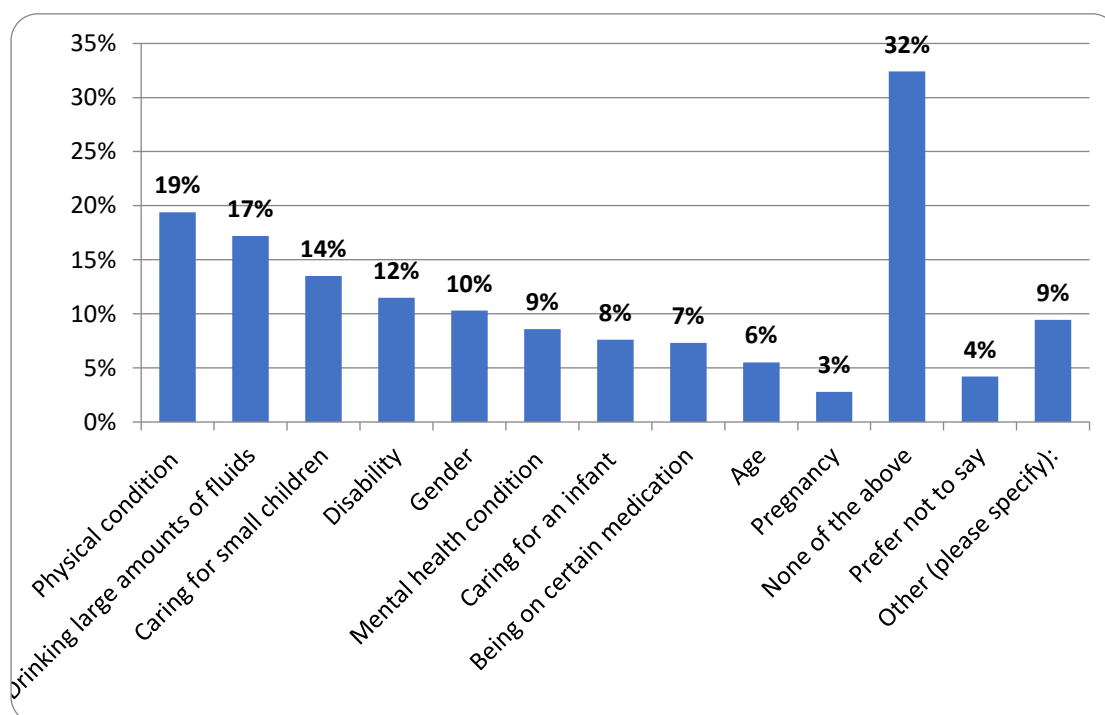
“The majority of the time when I use public toilets I am alone & I am a female. I am terrified that at any time a male could walk into the toilet & I could do nothing about it.”

- 3.88 The issue of single-sex facilities and trans-gender women entering the female toilets was also frequently mentioned by women. More information on this can be found in the chapter ‘Inclusivity and Public Toilet Provision’.
- 3.89 Other common comments included being more afraid to use public toilets at night (9%), being more fearful when there aren’t many people around (6%), fear of transphobic harassment (4%), broken locks (4%), fear that anyone could come in (3%), young people loitering or causing antisocial behaviour (3%), fear of ‘upskirting’ or video-voyeurism (2%) and fear respondents may be attacked (2%).

ACCESSIBILITY

- 3.90 All respondents were asked whether they had any difficulties in accessing public toilets recently due to any listed personal characteristics.
- 3.91 Nearly one in three respondents indicated that they didn’t have any difficulties accessing public toilets due to a certain personal characteristic (32%), whilst 4% preferred not to say.
- 3.92 One in five respondents said that they had difficulties accessing a public toilet due to a physical condition (e.g. bladder or kidney condition, diabetes and others) (19%).

Chart 21 – Q20. Difficulties in accessing public toilets due to characteristic



n = 1,988

- 3.93 One in every six respondents said that they had such difficulties due to the fact that they consume large quantities of liquids (for example, for exercising) (17%).
- 3.94 More than one in ten respondents said they had difficulties accessing a public toilet due to: caring for small children (who need toilet urgently) (14%), a disability (12%) and their gender (10%).
- 3.95 Fewer than one in ten respondents also had such issues due to a mental health condition (9%), caring for an infant (8%), being on certain medications (for example, diuretics) (7%), their age (6%), or due to pregnancy (3%).
- 3.96 Respondents were asked to provide further information about their difficulties in the following question.
- 3.97 In the second part of the report the above two questions are examined in more detail. This is because, analysis by sub-groups – for example by disability, health condition, maternity and others - will provide a more useful representation of the difficulties faced by groups of respondents.
- 3.98 For instance, only 3% of respondents indicated they had difficulty accessing a public toilet due to pregnancy. In the second part of the report, however, we are looking at the percentage of pregnant women who had such difficulties compared to all women who indicated they were either currently pregnant or in the maternity period to see the prevalence of such issues amongst this sub-group.
- 3.99 This type of analysis will ensure small demographic groups are looked in isolation and their needs and issues don't appear as 'trivial' in comparison with larger demographic groups.

POTENTIAL PUBLIC TOILET LOCATIONS

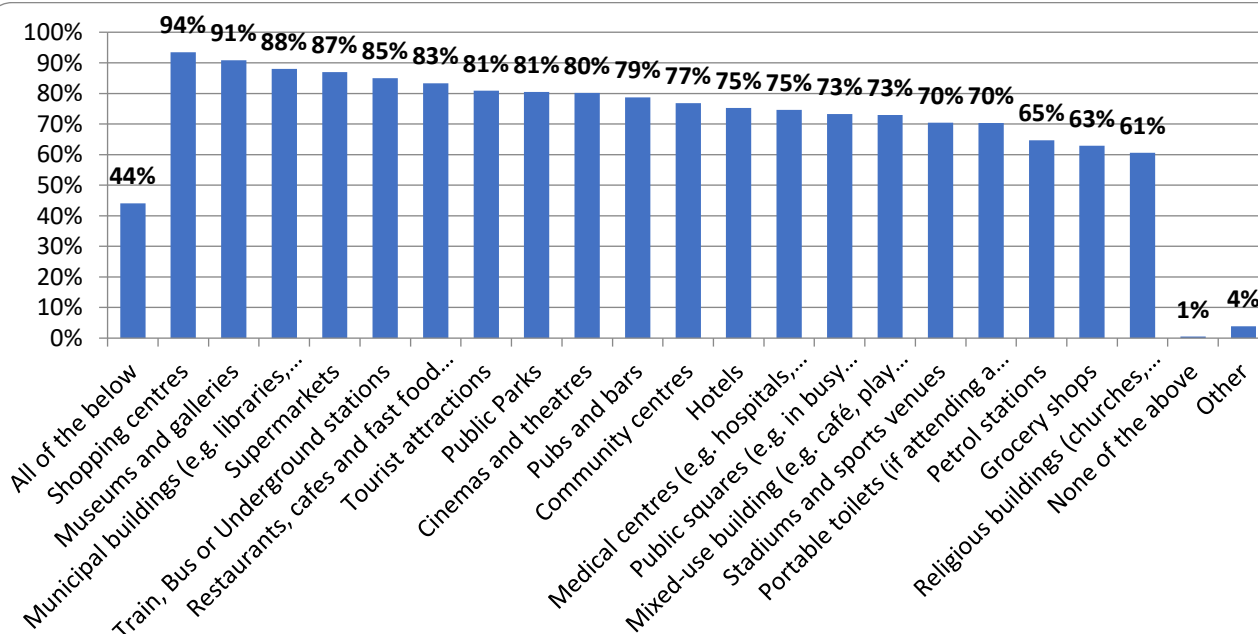
3.100 All respondents were asked which of a list of possible locations they would be happy to visit to use a public toilet. Respondents could also provide any other location not listed using an open comment box.

3.101 Nearly half of all respondents indicated that they would use any toilet available by simply selecting the 'all of the below' option (44%).

3.102 When these responses were added to respondents who would use some but not all of the listed locations, a large majority of respondents indicated that they would be happy to visit the following locations to access a public toilet:

- Shopping centres (94%);
- Museums and galleries (91%);
- Municipal buildings (for example, libraries, town halls and others) (88%);
- Supermarkets (87%); and
- Transport Stations (85%).

Chart 22 – Q22. Please indicate which of the following locations, if any, you would be happy to visit to access a public toilet.



n = 1,988

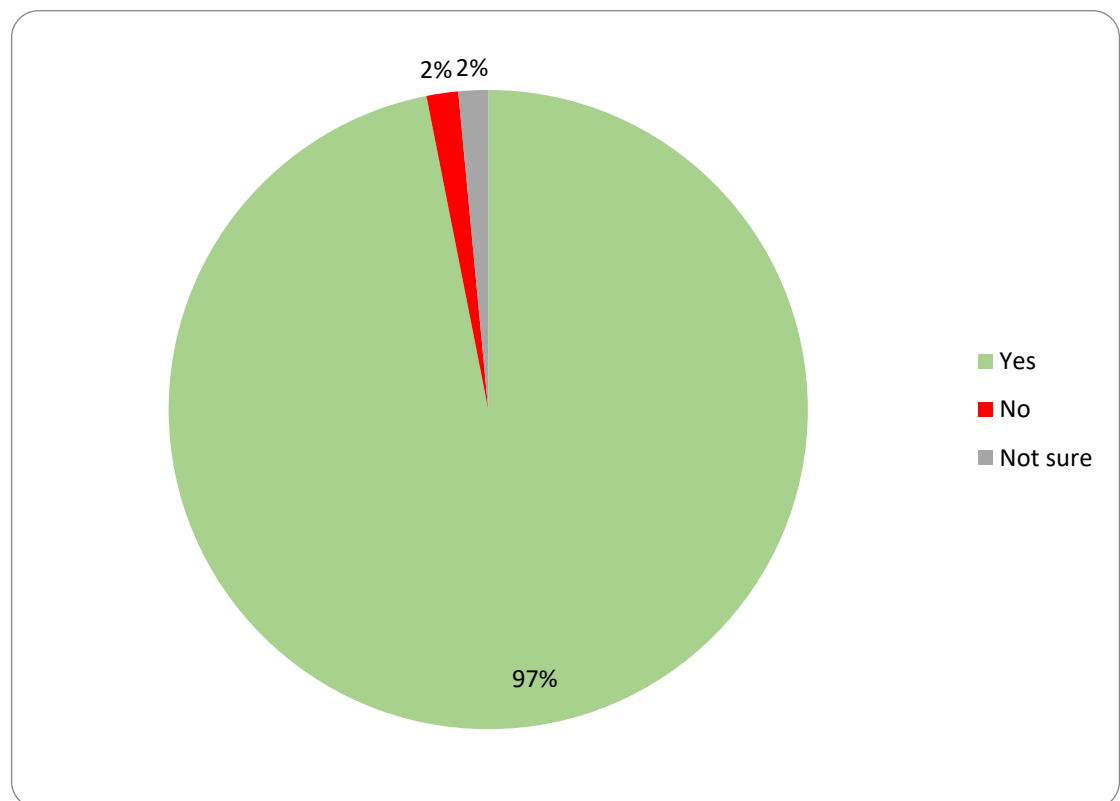
3.103 Types of locations which fewer respondents would be happy to visit included: mixed used buildings (for example, café and play area) (70%), stadiums and sports venues (70%), petrol stations (65%), grocery shops (63%) and religious buildings (61%).

- 3.104 Other possible locations included on-street toilets (3 comments) and airports (1 comment). Nine respondents indicated that they would not use any public toilet.

MOST RECENT USE OF A PUBLIC TOILET

- 3.105 All respondents were asked if they had used a public toilet anywhere in the UK in the past 2 years and the vast majority had done so (97%).

Chart 23 – Q23. Have you used a public toilet in the past 2 years anywhere in the UK?



n = 1,983

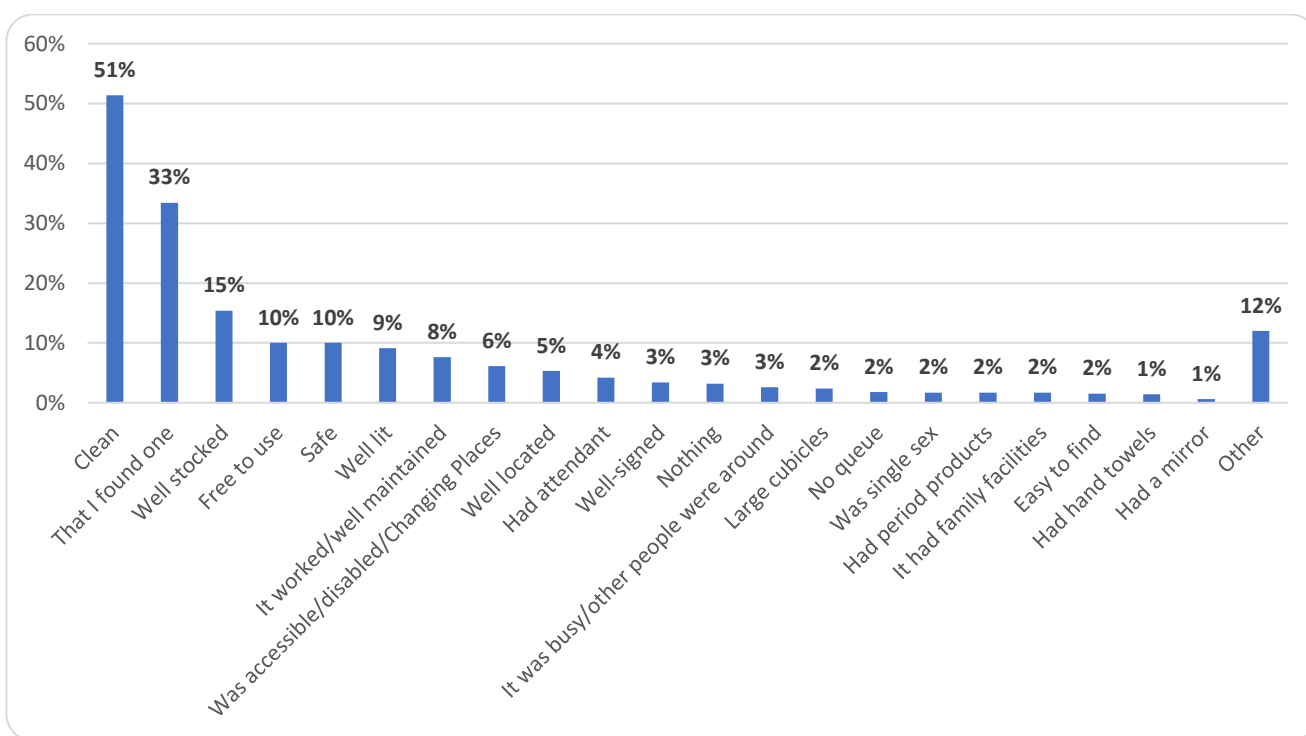
- 3.106 Respondents who had used a public toilet were then asked to describe, in their own words, what they liked best about the public toilet facility, and 1,591 respondents left a comment.

3.107 The majority of comments referred to the toilet facilities being clean (51%), whilst a third of comments referred to the fact that there was a public toilet available nearby (33%).

3.108 15% of respondents commented on the fact that the toilet facilities were well-stocked, whilst one in ten respondents commented that the toilet was free to use (10%), and it felt safe (10%).

3.109 More than one in twenty comments referred to the facilities being well-lit (9%), well maintained/'it worked' (8%), that it was accessible or had Changing Places (6%), that it was well-located (5%), and that it had an attendant present (4%).

Chart 24 – Q24. Please describe what you liked best about the public toilet facility.



n = 1,591

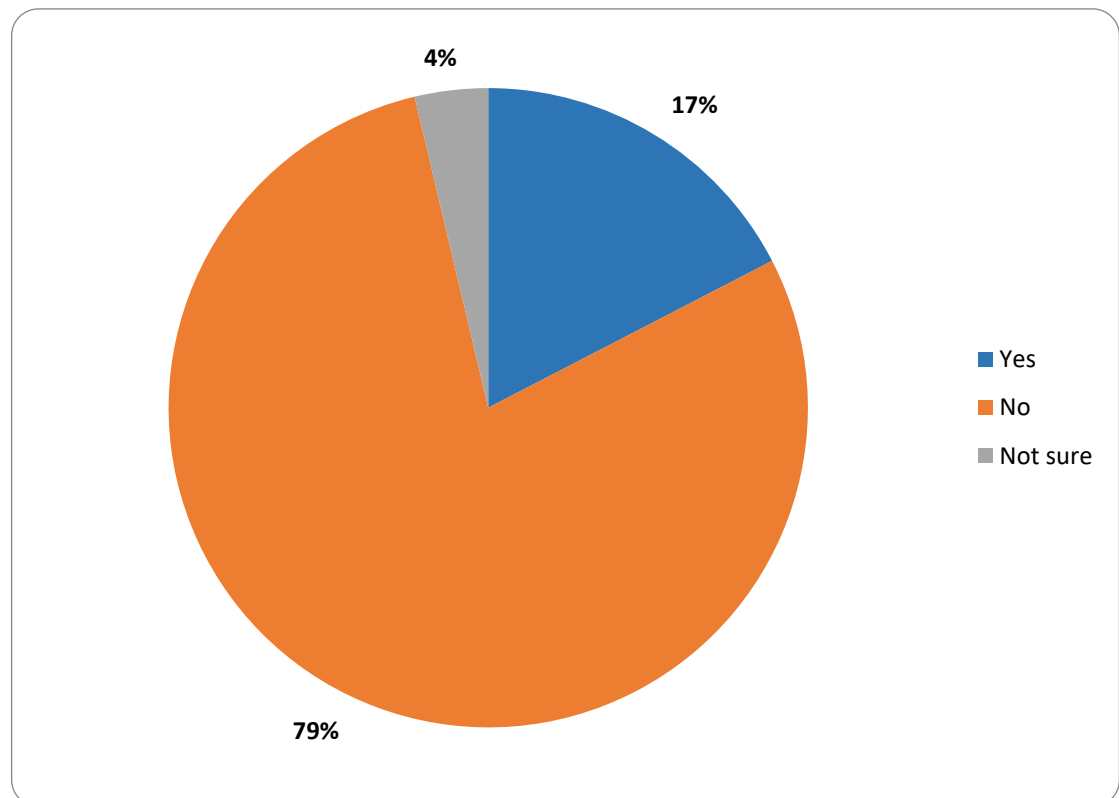
3.110 Other comments referred to adequate signs (3%), that it was busy (3%), that there were no queues (2%), that it was single-sex (2%), and that it had large cubicles (2%), period products (2%), family rooms (2%), hand towels (1%) and mirrors available to use (1%).

3.111 12% of respondents left some other comment.

CHARGE FOR USING A PUBLIC TOILET

- 3.112 Respondents who had used a public toilet recently were asked to indicate whether there was a charge for using the facilities and 80% said there wasn't a charge, whilst 17% said there was a charge and 4% were not sure/could not remember.

Chart 25 – Q25. Was there a charge for using the toilet?

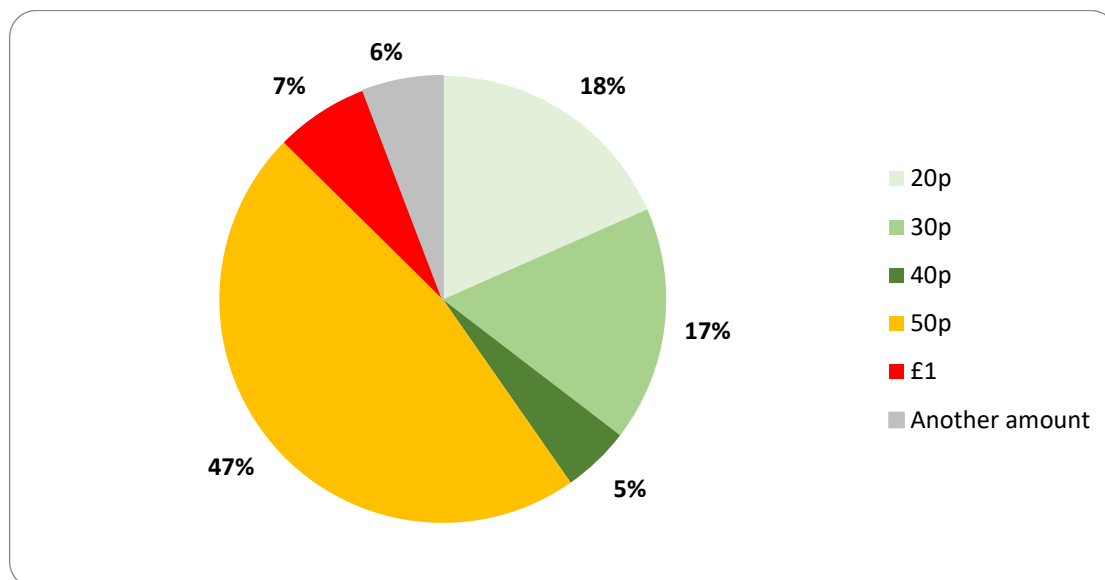


n = 1,880

- 3.113 The 327 respondents who said there was a charge for using the toilet, were asked to indicate how much they paid to use the toilet.

- 3.114 The plurality of respondents said that they paid 50 pence to use the toilet (47%), whilst one in five respondents paid 20 pence (18%) or 30 pence (17%). 5% of respondents paid 40 pence and 7% of respondents paid £1 to use the toilet.

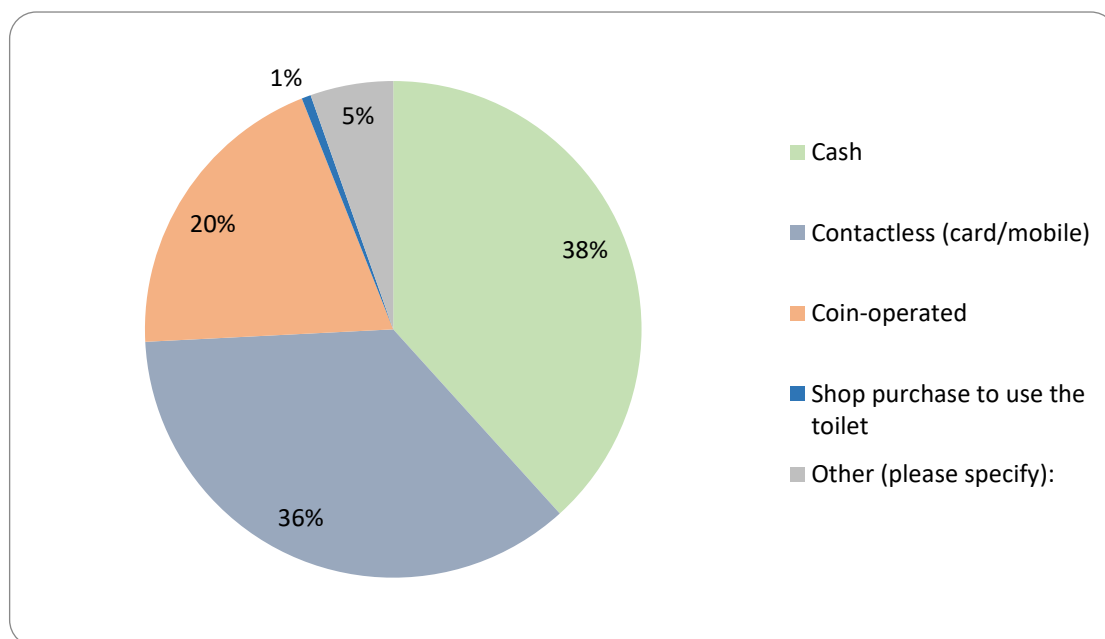
Chart 26 – Q26. How much did you pay to use the toilet?



n = 323

- 3.115 These respondents were also asked to indicate how they paid for using the toilet. 38% had paid by cash and 36% had paid via contactless methods, for example, using a bank card or a mobile phone. One in five said that they paid via coin operate barriers (20%).

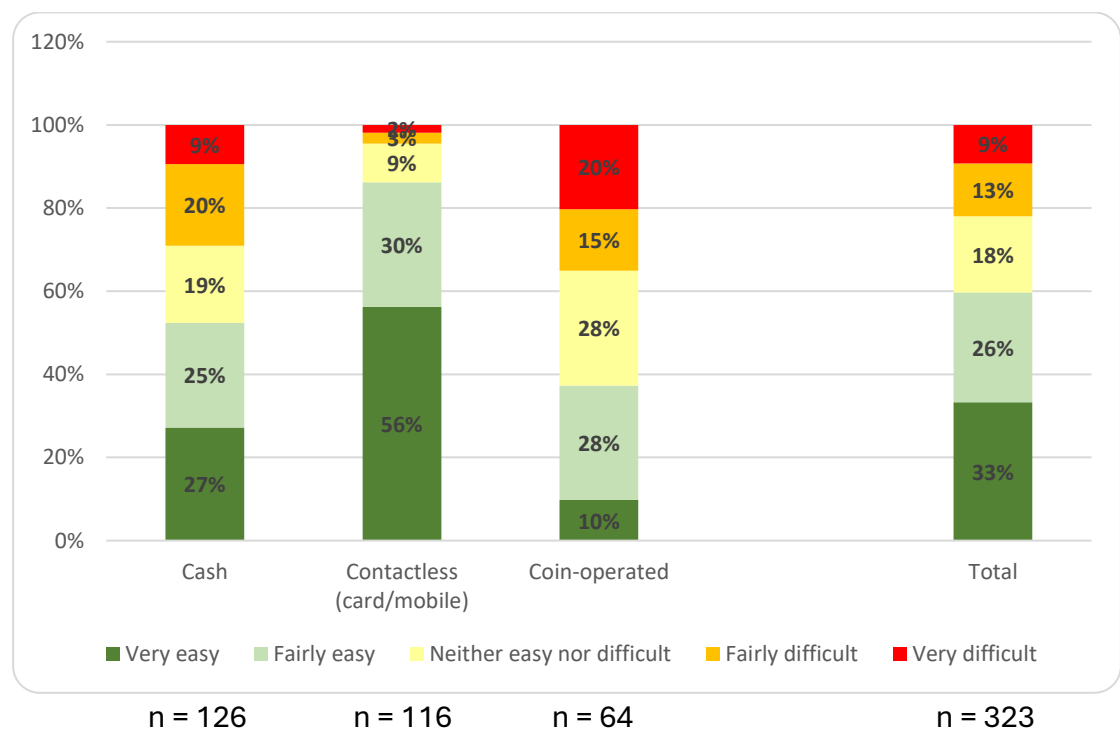
Chart 27 – Q27. How did you pay for using the toilet?



n = 232

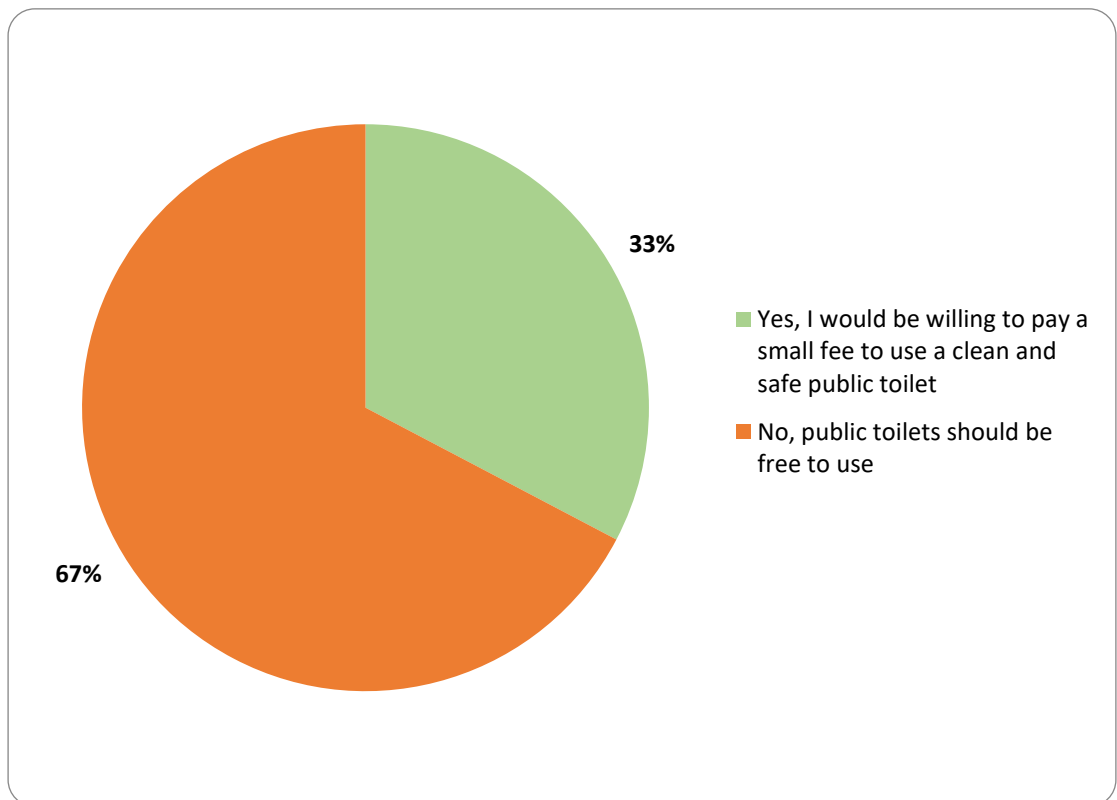
- 3.116 Four respondents used another method, such as a tip-dish, paid online, or made an in-store purchase.
- 3.117 Respondents were also asked to rate how easy or difficult they found this method of paying the toilet charge.
- 3.118 Although 59% said that the system for making the payment was easy to use, there are differences when this is analysed by the mode of payment, as seen in Chart 23 below.
- 3.119 A large majority of respondents who used contactless methods of payment found it very or fairly easy to pay for using the toilet (86%). This drops to 52% for those who used cash, and 38% for those who used coin-operated turnstiles.

Chart 28 – Q28. Was the payment system easy or difficult to use? By Mode of Payment



- 3.120 Finally, all respondents were asked to indicate whether they would be willing to pay a small fee to use a clean and safe toilet.
- 3.121 A third of respondents said they would be willing to pay a small fee to access a clean and safe toilet (33%), whilst two thirds of respondents indicated they wouldn't be willing to do this and that public toilets should be free to use (67%).

Chart 29 – Q29. Would you be willing to pay a reasonable charge to use a clean and safe public toilet?



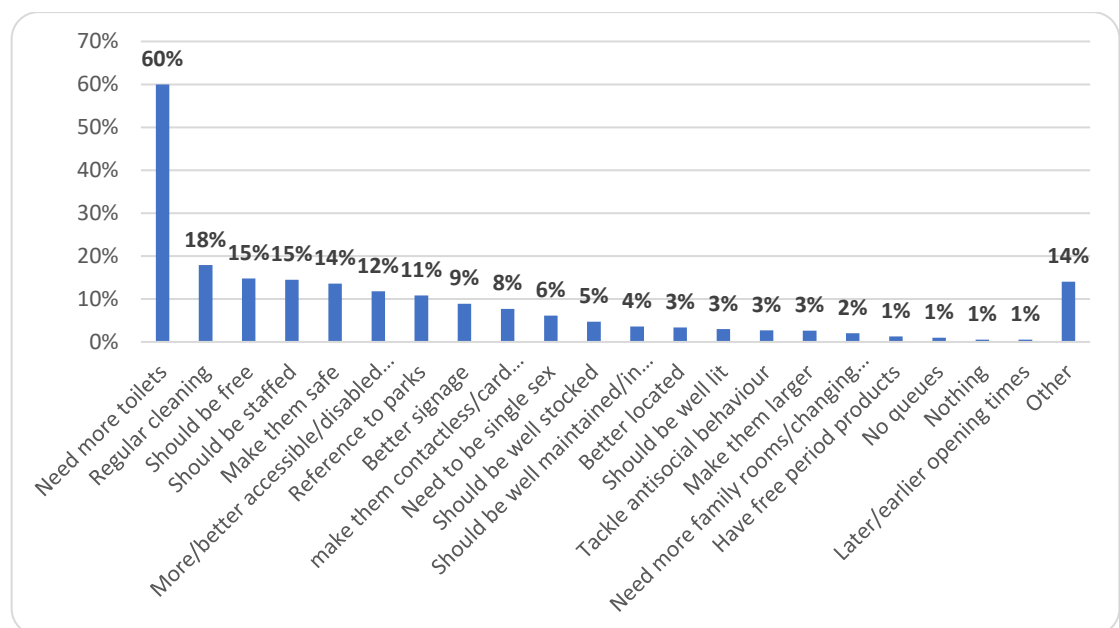
n = 1,925

SUGGESTIONS FOR IMPROVEMENT

3.122 The last question of the survey was an open comments box asking respondents to leave any other suggestions for improving public toilet provision in Glasgow, and 1,139 respondents left a comment.

3.123 The most popular request from respondents, mirroring their answers to previous questions in the survey, was the need for more public toilet locations, mentioned by 60% of respondents.

Chart 30 – Q30. Do you have any other suggestions for improving public toilet provision in Glasgow?



n = 1,139

3.124 More than one in six comments also referred to the need for regular cleaning of the toilet facilities (18%), that toilets should be available to use free of charge (15%), and that they should be staffed (15%).

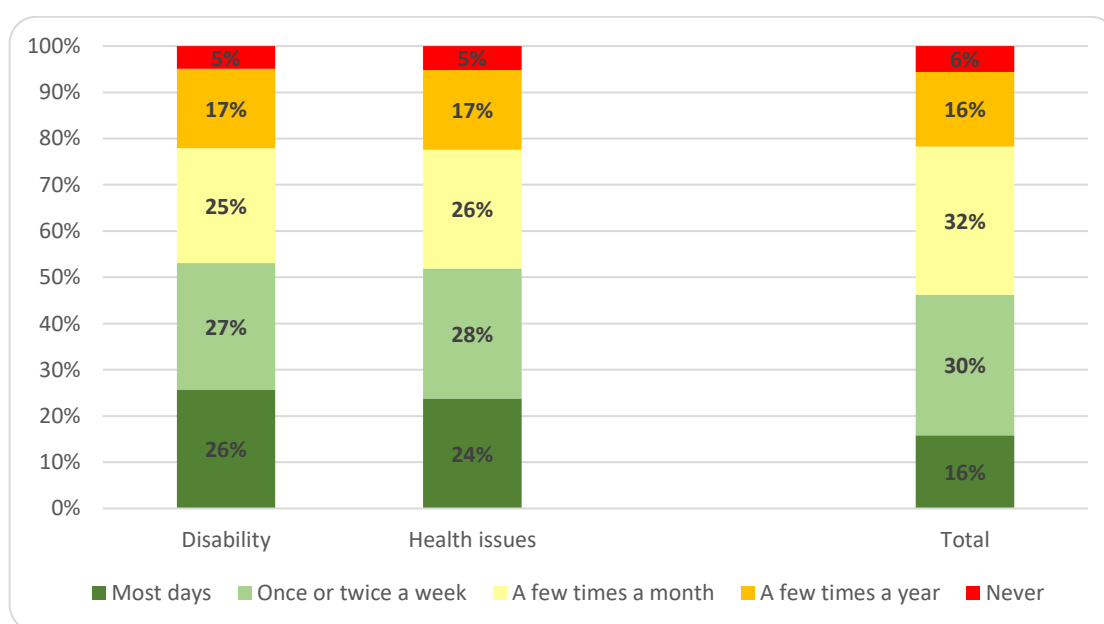
3.125 More than one in ten respondents also mentioned that toilet facilities should be safer (14%), the need for accessible toilet facilities or Changing Places (12%), and 11% of comments left referred to facilities in parks.

3.126 The next part of this report show how certain demographic sub-groups had different opinions from what has been presented so far in the report.

HEALTH AND PUBLIC TOILET PROVISION

- 3.127 A quarter of all respondents (25% - 355 respondents) indicated that they had long-term illness, health problem or disability which limits their daily activity or the work they can do. Additionally, 16% of respondents (288 respondents) indicated that they had a mobility or other issue which affects their view of public toilet services. Finally, 10% of all respondents were aged 55-64 years and another 10% were aged 65 years or over, which may contribute to requiring more or different toilet facilities.
- 3.128 Respondents with a health issue, a disability and older respondents were less likely to **visit** areas outwith their neighbourhood or the city centre as often as younger people or people without a health issue.
- 3.129 The majority of respondents with a disability (53%) or a health issue (52%), however, **use a public toilet** at least once or twice a week, compared with only 46% of all respondents to the survey who said the same

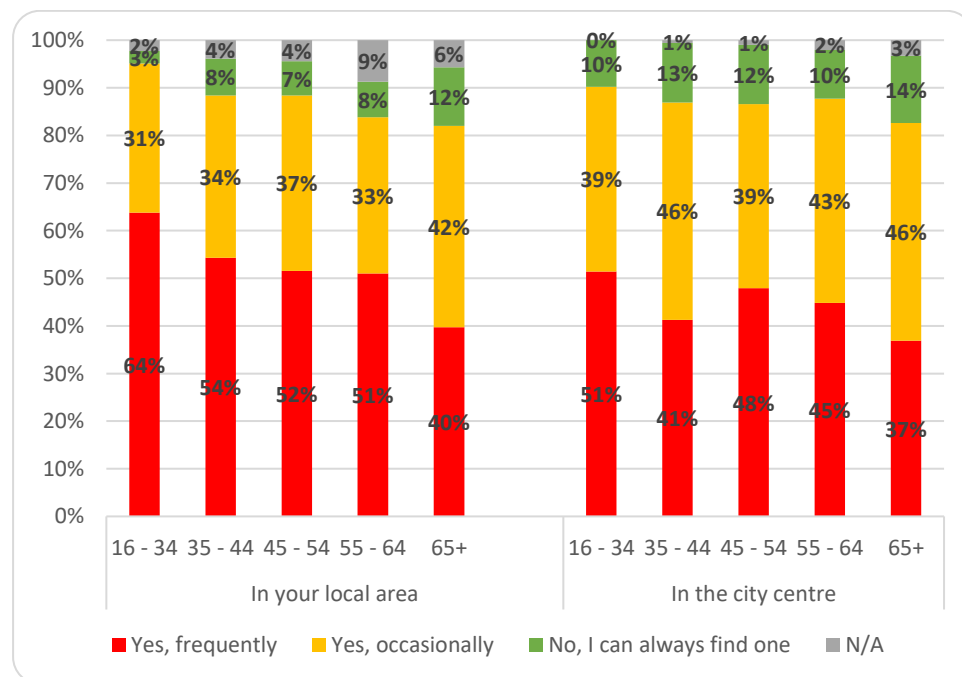
Chart 31 – Q5. How often do you use public toilets? By Health Issue and Disability



- 3.130 In terms of **location**, respondents with a health issue were slightly less likely to access public toilet facilities in transport stations (45%) or in public parks (18%), compared with 54% and 24% for those *without* a health issue, respectively.
- 3.131 Respondents with a disability were more likely to say they use supermarket toilet facilities (65%) compared with those without a disability (59%).

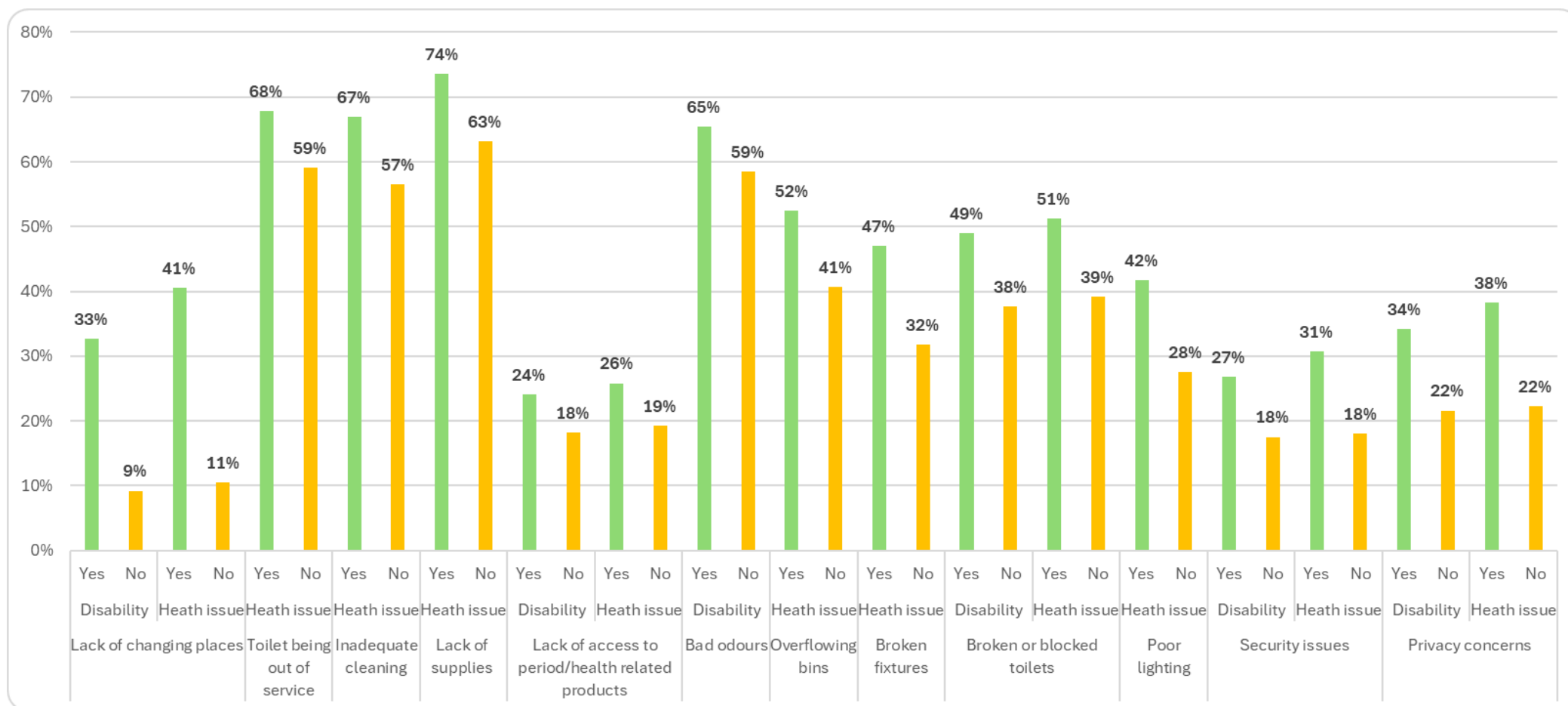
- 3.132 Half of all respondents with a disability (50%) said that there are **no public toilets** in their local area, compared with 42% of respondents without a disability.
- 3.133 Their responses were similar for the city centre where one in six respondents with a disability (16%) or health issue (15%), said there are no public toilets in the city centre, compared with only 10% of respondents without a health issue or a disability who said this.
- 3.134 Nearly two thirds of people with a disability (63%) or health issue (64%) said they frequently had difficulties **locating their nearest public toilet** in their local area, compared to just over half of respondents without a disability or health issue (52%).
- 3.135 Similarly for the city centre, the majority of those with a disability (55%) or health issue (58%) had frequent difficulties locating their nearest toilet, compared with around 42% of those without a health issue.
- 3.136 Interestingly, however, this drops with age with older respondents reporting that they have fewer difficulties locating their nearest toilet.

Chart 32 – Q11. Have you ever had difficulty locating where your nearest public toilet is? By Age Group



- 3.137 Respondents aged 18-35 years were most likely to say that they did not know where to find information about public toilet location (74%) compared with 60% of all respondents to the survey. Those aged 35-44 were more likely to indicate that there wasn't enough signage about other provisions, such as baby changing rooms and accessibility (47%), and so were people with a disability (43%), compared with all respondents (36%).
- 3.138 Respondents with a disability and those with a health issue were less likely to say that **public toilet provisions** either in their area or in the city centre are good, compared to those without a health issue. This was true for provision of toilets during the day, night, or over the weekend, opening hours, and cleanliness.
- 3.139 When asked if they have **experienced any issues** in accessing a public toilet in Glasgow recently, respondents with a health issue were significantly more likely to encounter issues using public toilets, compared with those without health issues, as shown in Chart 33 overleaf. (Respondents with a health issue or disability are in green columns whilst those without a health issue or disability are shown in orange.)
- 3.140 More prominently a third of respondents with a disability (33%) and two out of five respondents with a health issue (41%) have experienced a lack of Changing Places. 84% of respondents with a health issue said they experience this frequently.
- 3.141 Around half of all respondents with a disability (49%) or a health issue (51%), reported to have experienced broken or blocked toilets compared with nearly 40% of those without a health issue or disability. Half of all respondents with a disability (51%) said they experience this frequently.
- 3.142 More than a third of respondents with a disability (34%) or a health issue (38%) have also experience privacy concerns (for example, gaps in stalls), compared to only 22% of those without a health issue or disability.

Chart 33 – Q16. Have you experienced any of the following issues in public toilets in Glasgow recently? By Disability and Health Issue

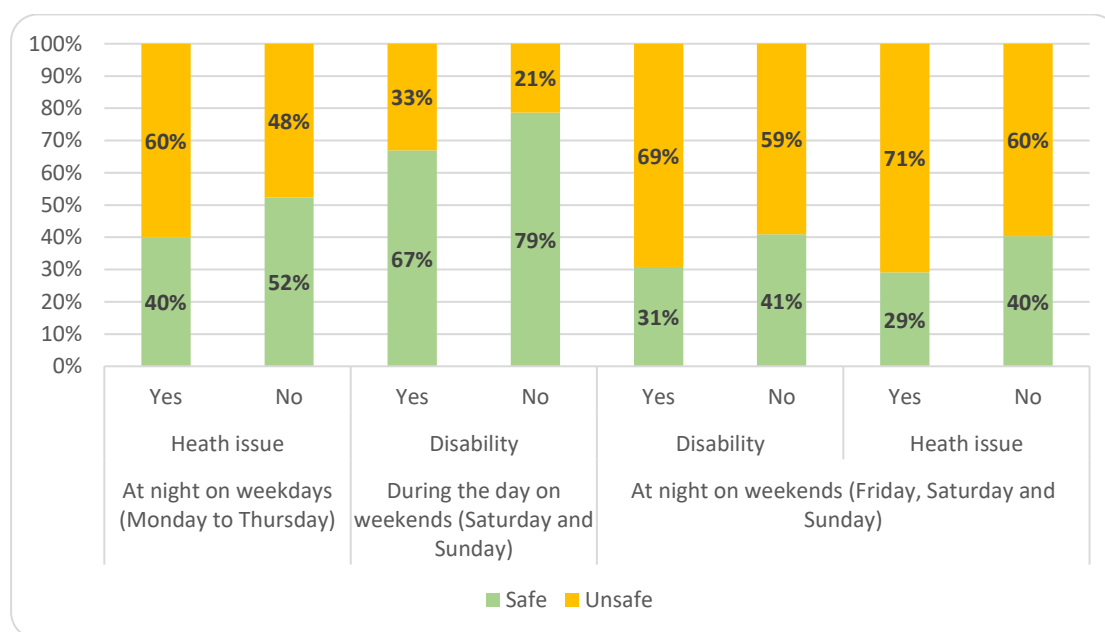


3.143 Whilst people with a disability or health issue did not report feeling more unsafe than those without a disability or health issue during the day on weekdays, there were some statistically significant differences as regard different times of the week.

3.144 More specifically, 60% of those with a health issue felt **unsafe at nights** on weekdays, and 71% felt unsafe at nights on weekends. This compares with 48% and 60% of those without a health issue, respectively. Respondents with a disability were also more likely to feel unsafe at night on weekends (71%) compared with those without a disability.

3.145 Furthermore, a third of disabled respondents said they felt unsafe during the day on weekends, which is higher than the 21% of those without a disability who feel unsafe during that time.

Chart 34 – Q18. How safe or unsafe do you feel when using public toilets in Glasgow? By Disability and Health Issue



3.146 When asked to indicate why they feel unsafe using a public toilet, respondents with a disability were twice as likely to say that they are afraid of transphobic harassment (8%), compared to those without a disability (4%). Comments below are from respondents who indicated they have a disability.

“I am non binary and visibly quite masculine in my dress / hair and I have been stared at, questioned, and asked to leave both binary sexes of toilet in the past. However I have a health condition that means I have to use the toilet urgently and often so avoiding is not an option. Because of both these things sometimes I use accessible/ disabled toilets as there is very

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little provision of single occupancy/ all gender/ gender neutral toilets anywhere in Glasgow, but that's not great as they are the only toilets some other disabled people can use, and the higher height is actually not great for my body shape and health condition.”

“I am non-binary, and whichever toilet I wish to use I will get at best dirty looks. Where there are disabled toilets these can sometimes help but most are locked.”

“I am worried that gender critical people/transphobes/terfs are going to cause a scene or start harassing people. (I am cisgender.) They are the biggest threat to women in bathrooms.”

*“I've never felt unsafe using public toilets and that includes using the gents if there was a big queue for the ladies. Folk are just spouting prejudiced rubbish. The same women have been the only source of difficulty for me when using the loo (I'm a disabled cis woman with short hair). Public toilets are generally safe spaces apart from the judgy prejudiced ****.”*

“I'm non-binary, and my gender often looks ambiguous. I've looked more like a guy the past few years, so I've just been using the men's bathroom. But the past few months I wanted to grow my hair out again, and now I'm being seen as a woman more and more frequently (about 50/50). I get worried somebody would confront me if I went into a woman's toilet (especially with all the transphobia), but men's toilets I'm afraid they'll see me as too queer and something might happen. I mostly just try and avoid public gendered toilets as much as possible to avoid the side glances and confusion I seem to cause by existing.”

- 3.147 In terms of **experiencing any difficulties** when accessing a public toilet 40% of respondents with a disability and 53% of respondents with a health issue said they have experienced an issue due to their disability (for example mobility needs and others). 41% of respondents with a disability and 41% of those with a health issue also experience issues due to a physical condition (for example diabetes, urinary tract infection and others.)
- 3.148 Additionally, 21% of those with a disability and 20% of those with a health issue have experience difficulties accessing a public toilet due to a mental health condition (for example stress or anxiety). This compares to only 6% of those without a disability and 8% of those without a health issue.

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- 3.149 Finally, more people with a disability (15%) or health condition (16%) have experienced issues accessing a toilet due to being on certain medication (for example diuretics), compared to around only 5% of those without a health condition.
- 3.150 In conclusion, only 11% of those with a disability and only 8% of those with a health condition have not experience any difficulties accessing a public toilet, compared to around 39% of those with no health issues who said they have not experienced any difficulties accessing a public toilet.
- 3.151 Issues most commonly experienced by respondents with a disability or health issue were the lack of accessible toilets (35%), having a condition which requires to find a toilet urgently, for example IBS (26%), and difficulties finding their nearest toilet (16%).
- 3.152 In addition to the issues experienced by all respondents, those with a disability or health issue were more likely to report the toilet being in an inappropriate location (13% of those with a disability, 15% of those with a health issue), or the toilet being accessible only via steps (8% of those with a health issue).

“Often toilets are up or down stairs which are steep, or which do not have hand rails. Accessible toilets often have sliding doors which have gaps/swing or are located in areas that do not give a feeling of privacy or safety.”

- 3.153 Another issue that respondents with a disability or health issue are more likely to encounter, compared with healthy respondents, is nearly one in ten of them have been challenged trying to access a public toilet (8%), often because they have a hidden disability (10%).

“When we are out, I have been refused disabled toilet access because, well, why indeed? Just because I look ok from the outside??? I have a disabled access key and every time I use it outside I get so many eyes on me wondering why I'm not using the gents on the second floor. It makes me feel like I shouldn't be there, like I should drag my ass up the stairs, struggling in pain just because I don't look disabled to them.”

“There just isn't enough training for staff on hidden disabilities and that incontinent people don't all use wheelchairs but do need to use the shower in changing places. There's just not enough disabled toilets open at night or open access without going into a pub or restaurant. We need more genuinely public toilets with attendants like you used to get all over the city in parks and in busy shopping areas. The biggest threat to public safety in public toilets is them not being properly monitored by staff for cleanliness/people being in for a long time because they are misusing the

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toilet. The next biggest issue is idiot women who think they can choose who uses the lavvy at the same time as them. I've never been threatened by a transperson or a man in a public toilet, but I've had a couple of lassies physically attack me over the years. Drunk women are sometimes the biggest threat to other women."

"Not all disabilities are visible. Your (sic) right public toilets are a human right and an equality need, Dumfries and Galloway Council need to take a leaf out of your book. As they are looking to cut costs, and public toilets are in the firing line as part of their recent survey."

"I have IBS and often struggle to find a toilet. I do have a radar key for disabled toilets, but have experienced abuse for using these toilets because I don't have an obvious disability."

- 3.154 Around 8% of those with a disability or health issue have experienced issues with using their Radar key.

"Lighting is poor, facilities are dismal, without a radar key you have to go and find someone who can let you in, this often means queuing up to ask for a toilet key which is appalling often this is the only toilet within the building available."

"Not easy to find information in a hurry. Not easily signposted Often locked and can't find people for key as radar doesn't work Very confusing how to lock the door. Cannot afford some"

"Gender I explained previously (when toilets are gendered I have difficulty in either). Disability is mostly I sometimes forget my RADAR key, and then I'm just kind of stuck with non-accessible toilets."

- 3.155 Five respondents said they had an incontinence accident in public, three of whom were disabled.

"I have a bowel condition which means that when I get the urge to defecate I don't have much time to get to a toilet. I'm also a wheelchair user meaning I require accessible toilets. There often aren't many accessible toilets available and when the shops are shut there are even [fewer] free. This has meant that because I have to travel a significant distance and it's taken more than a couple of minutes that I've had regular accidents."

"Because off accident With my bladder would b good to have sinks to wash from."

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“The disabled toilets on queen st station been shut for months struggle with disabilities to access lift to use public ones on ground floor plus I have a disability key and still had to pay to get through turn style to access disabled toilets I had no money on me so soiled myself as I had no access.”

- 3.156 Four respondents complained that the accessible toilets are often used as a storage room for supplies.

“Biggest issue is out of service toilets when you urgently need to go. Often toilets can be unfixed for months. If that's your only local public toilets that's unacceptable. Other examples...gym using disabled toilet as a storage room for cleaning products.”

“Sometimes disabled toilets are used for storage. Or they haven't got a radar key so you have the embarrassment of asking for a key with a big block of wood usually dangling. Also. Some coffee chains print a code for the toilet on a receipt but you don't always take a receipt so it's a case of going back and waiting in a queue to ask for a code.”

“Disabled access toilets being unavailable due to supplies and furniture stored in them. Baby changing being unavailable as it is locked and no keyholder available.”

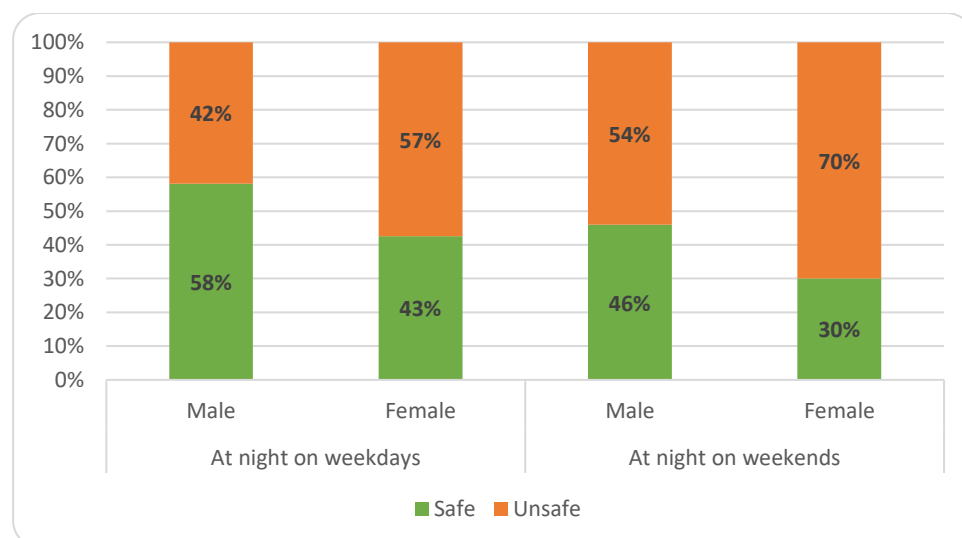
“Very limited access to accessible toilets in the city centre which can accommodate electric wheelchair. Toilets that are accessible often out of order, or in some instances used as storage.”

- 3.157 Finally, in terms of accessing a public toilet in a range of locations, respondents with a disability or health issue were slightly less inclined to access toilets in many of the locations listed, whilst they were more inclined to access public toilets in health centres (disability 79%, health issue 82%, no health issue 75%).

INCLUSIVITY AND PUBLIC TOILET PROVISION

- 3.158 **Men** were more likely to visit areas outside their local neighbourhood (48%) and the city centre (27%) on most days, compared with women (31% and 15% respectively).
- 3.159 Men were more likely to indicate that there are few public toilets (49%), compared with women (41%).
- 3.160 Whilst men were less likely, compared with women, to say they have experienced many issues in public toilets, 40% of men indicated they have experienced **vandalism** in the men's toilets, compared with only 27% of women who have experienced this. They were also slightly more likely to have experienced **security issues** such as drug-use or anti-social behaviour compared with women (men 23% v. women 17%).
- 3.161 Whilst men and women report similar levels of feeling safe or unsafe during the day, men **feel safer** than women when using a public toilet at night, as shown in Chart 30 below.

Chart 35 – Q18. How safe or unsafe do you feel when using public toilets in Glasgow? By Gender



- 3.162 40% of men indicated that they have not had any difficulties accessing a public toilet, whilst this is 27% for women.
- 3.163 Amongst issues men reported were having **difficulties** using a gender toilet when with a child of the opposite sex, or not being available cubicles or screens between urinals to ensure some privacy. Two men also mentioned the lack of sanitary bins in the men's toilets.

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“Finding toilets for my family which has boys and girls in it. Often have to send one child alone which raises safety concerns.”

“Baby changing facilities are often inadequate. Sometimes non-existent, sometimes only in the ladies (no good for dads!), sometimes in a separate room but with no adult toilet so you can't go. Also often quite unclean.”

“My partner is pregnant so I've been paying attention to baby changing facilities in men's toilets so I know where is good. There is not a lot of provision and sometimes it's in an awkward location- like at central. I'd much prefer some privacy to change a baby, you never see a man change a baby on those more public changing tables.”

“[...] Additionally, toilet cubicles should have full-length doors to ensure privacy, preventing others from seeing underneath or over the top. For men's facilities, urinals are often exposed and should include proper screening to enhance comfort and privacy. [...]”

“Often find I can't go in presence of others esp. if screens not present.”

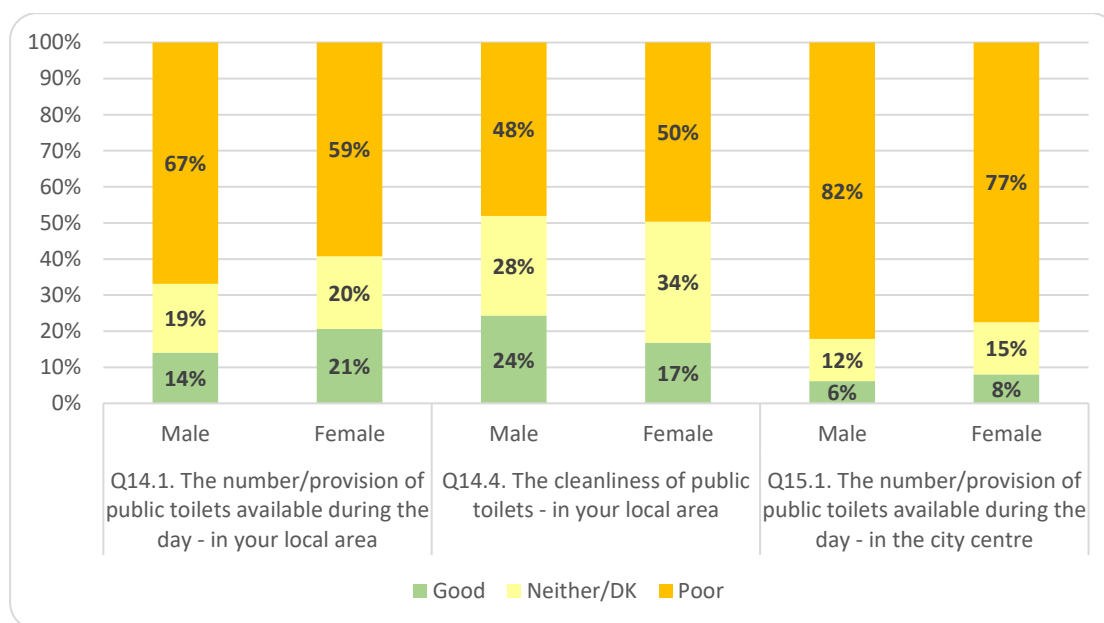
“I find it very difficult to use the urinals because I get shy and can't go. I much prefer stalls.”

“Lack of male sanitary bins (disposal of incontinence products)”

“Inadequate layout for stoma changing requirements.”

- 3.164 Finally, men were slightly more likely to indicate they would be willing to pay a charge to access a clean and secure toilet (35%) compared with women (31%).
- 3.165 **Women** were more likely to rate the provision of public toilets in their local area during the day as good (21%), compared with men (14%). They were, however, less likely to rate their cleanliness as good (17%) compared with men (24%).

Chart 36 – Q15. How would you rate the following? By Gender



- 3.166 Of the **issues** listed, women were more likely to indicate they have experienced inadequate cleaning (women 62%; men 53%), lack of supplies (for example, toilet roll and soap) (women 71%; men 58%), and overflowing bins (women 48%; men 37%). Nearly a third of women have experienced a lack of sanitary products in the toilets (31%).
- 3.167 Half of all women who have experience a lack of supplies in toilet facilities, said they often experience this (52%).
- 3.168 Regarding **safety concerns**, 93 women (9% of all women) left a comment against toilets being inclusive/gender neutral; however, there were different motivations for this. (Note: A minority of comments could be perceived as trans-phobic or anti-trans in nature and could cause offense.)
- 3.169 Due to not using the correct terminology it is sometimes difficult to ascertain if these comments refer to cis-men entering the toilets, transgender women, or cross-dressing men. Some respondents also indicated concern over the Gender Recognition Reform Bill which was passed in Scotland in December 2022 but was never enacted due to a veto by the UK Government.
- 3.170 Many of them revolved around safety, and women saying they would not feel comfortable or safe with trans women or men were using the same toilets as them.

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“Because they are [not] guaranteed to be female only. Providers think it is “inclusive” to make them gender neutral but this has the effect of excluding women - you have male toilets and mixed sex toilets. Even toilets that say women allow males to use them so the same applies.”

“Never know who is lurking esp. as a woman in the ‘gender neutral’ toilets - the CCA is the worst and I’ve stopped using them even when desperate. I don’t want to share a toilet with men of any description.”

“In local business I feel unsafe using unisex toilets as a female in my own.”

“I feel less safe in gender neutral toilets. They are also more likely to be unclean.”

“Men being encouraged to pretend to be women and accessing women's spaces means women no longer have privacy, safety or dignity using toilets.”

- 3.171 Some of these respondents implied that both men and trans women would or do harass women in the women’s toilets, while some implied that trans women are inherently predatory or are only “dressing up” as women in order to harass women in toilets.

“I firmly believe that public toilets should be single sex only. By that I mean biological sex. Otherwise females are at constant risk using them.”

“The public toilets for women are not safe since men can come in if they decide they think they are women. The openings top and bottom of public toilets allow men to film women.”

“I am not in agreement that any man who is a bad actor can self- identify as a woman and use a female-only space. The ‘progressive’ ideologies pushed in Scotland had enabled this situation putting natal females at risk. The answer is gender-neutral toilets for trans and gender fluid users, and single sex toilets for biologically born women.”

“I feel unsafe because men may be in any public toilet, or men who believe they are women. Research shows that trans women sexually offend at the same rates as men. The majority of trans women are intact male bodies with a penis. I do not feel safe in a toilet where I am undressed and vulnerable, knowing that I will be called a bigot if I object to a man in the space. I have complained to businesses in the town who provide unisex toilets, that I feel unsafe, they don’t care. If the council is sincere in their ‘feminist approach’ it should provide some toilets that are strictly women only (I do not include trans women in my view of women).”

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“Males can enter women’s toilets if they say they’re (sic) self-identify as trans or non-binary. This increases the risk of violence and voyeurism against women who want to use these facilities. The risk of violence and the increased risk of hidden cameras being placed in toilets by males, who commit the vast majority of violent and sexual offences against women, and voyeurism, yet are still allowed in if they claim trans identity makes women unsafe, and toilets not fit for purpose.”

“Due to reading about girls and women being assaulted or raped in public toilets. Also knowing males can enter and be allowed to by law is terrifying.”

“I want toilets to be single sex spaces as protected by the law. I am very anxious about the potential presence of women who masquerade as men (so called 'trans men') for psychological, psychiatric, and/or sexual reasons, in these spaces in order to 'affirm' their identities. This creates a potentially unsafe environment and it makes me very uncomfortable.”

- 3.172 Some said that it is more of a fear of cis-men specifically, or even just not wanting to use mixed toilets more broadly.

“Men occasionally try to enter the female toilets. I would only challenge them if other women around but too afraid to tackle them on my own.”

“Folk lurking about. Men in the women's toilets. Drunk people.”

“Men freely access women's toilets and it is impossible to stop them for fear of violence.”

- 3.173 There were also people who were sympathetic to trans-women wanting to use women’s toilets but said they would prefer to have gendered and gender neutral toilets so everyone could feel comfortable.

“Can feel vulnerable, particularly in light of inclusive factors. I do understand but ultimately I don’t want to share toilets with different gender. I think 3 toilets should be available, male, female and unisex/inclusive toilets.”

“Of course trans women should be safely provided for and the unisex toilets can serve this purpose.”

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- 3.174 Finally some women were sympathetic and accepting towards trans-women using the toilets, and some have experienced anti-trans behaviours.

“Would definitely not be because transgender female needed to use facilities as where else would they go?”

“I have no concerns and wish to make trans women feel safer in our toilets as they are welcome there.”

“As a female I have no problem at all with trans women using the same toilets as I use. Personally I am less comfortable sharing the facilities with cis men. I have never felt in any way threatened by the presence of a trans woman but have felt awkward occasionally when a noisy or drunk cis man walks into a shared facility.”

“[...] As someone born female and still identifying as female but with some masculine features I have considerable fear about being confronted by anti-trans hysteria and being questioned or accused of being in the wrong bathroom.”

“I am a masculine presenting lesbian, and I have had people challenge me when entering women's bathrooms. I feel like I have to justify my presence there and it is upsetting.”

- 3.175 Regarding facing difficulties accessing a public toilet, 5% of women indicated this was due to them being **pregnant**. However, 63% of women who are currently pregnant or are in the maternity period, reported facing issues when accessing a public toilet due to their pregnancy. Pregnant women were also more likely to access toilets at a community building (for example a library) (81%) compared to all respondents (48%).

“When I was pregnant, I struggled to find places to use the toilet during my daily commute. Towards final weeks of pregnancy it became very difficult. Once I came in to GP practice hoping to use the toilet as I knew I would [not] make it home and I was refused.”

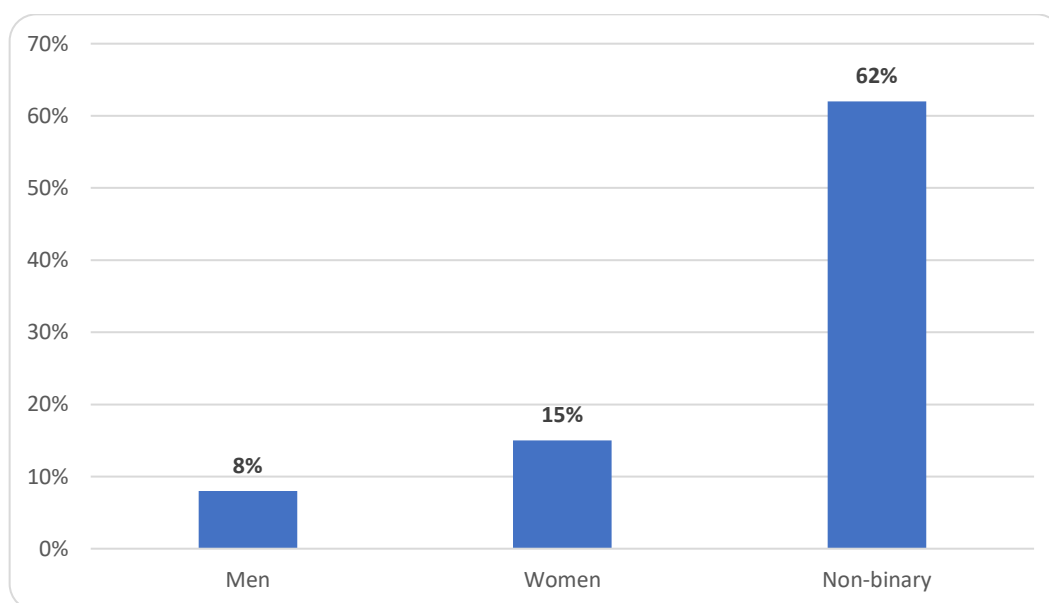
“I run and I am currently pregnant so need to think of toilets I can use on route.”

“[...] In my experience, a lack of public toilets is very limiting. Especially in places like parks. I'm pregnant at the moment and walking in the park is one of the few forms of exercise available. But this is limited by the fact there are no public toilets so I can't go far and often have to rush home.”

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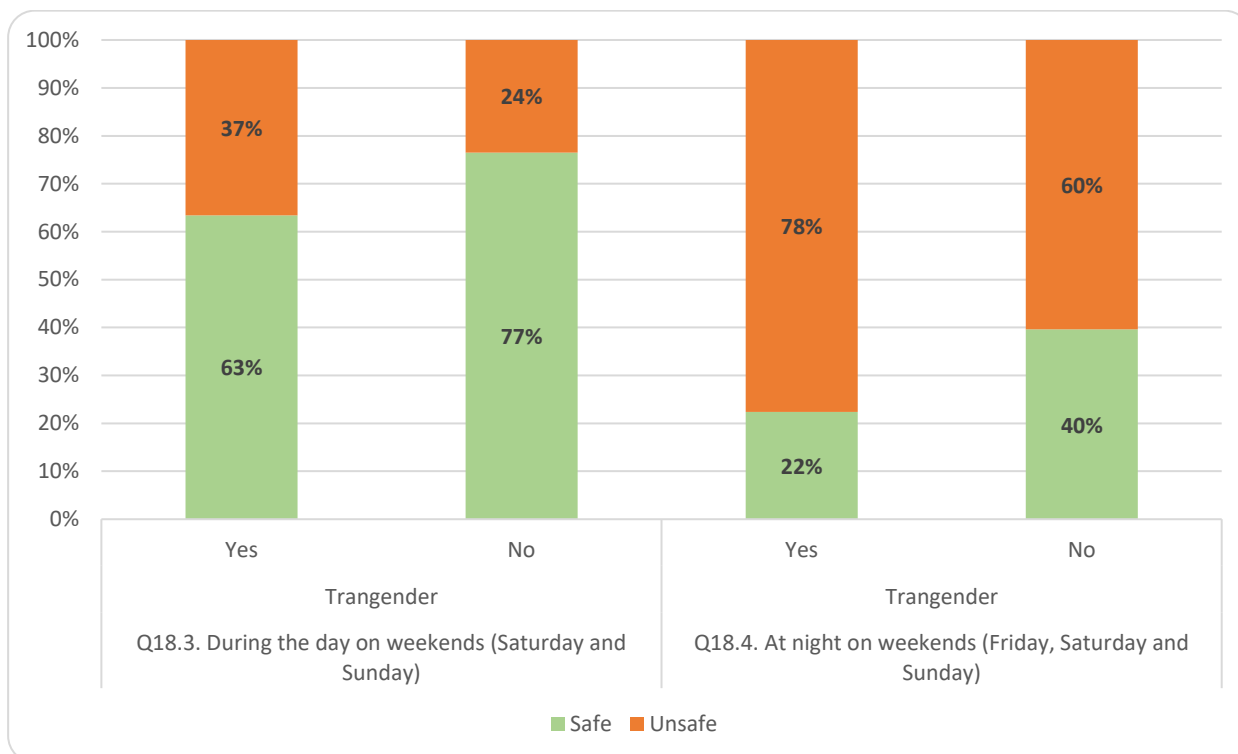
- 3.176 26 respondents identified in some other way, **non-binary** way (that is, other than male or female), whilst 60 identified as **transgender** and 14 said they were questioning their gender. Of those, 29 were trans-men, 16 were trans-women and 26 identified in some other way.
- 3.177 Respondents identifying as transgender (71%) or non-binary (79%) were more likely to use community buildings to access a public toilet (survey total = 48%).
- 3.178 Transgender people were also more likely to frequently have difficulties locating their nearest public toilet either in their local area (65% v 54% cisgender), or in the city centre (63% v cisgender 45%).
- 3.179 Half of all transgender people said that they had issues accessing gender-neutral toilets (51%) and so did nearly two out of three non-binary respondents (64%). Eight from the eleven respondents who experienced lack of gender-neutral toilets, provided us with their age group and all eight were younger people aged 16-34 years.
- 3.180 When it comes to difficulties accessing a public toilet due to their gender all three groups of men, women, and non-binary respondents differed in their responses, as seen in Chart 31, below.
- 3.181 Men were the least likely group to have experienced this (8%). One in six women however have experienced difficulties accessing a public toilet due to their gender (15%). Finally, 62% of transgender people have experienced difficulties accessing a public toilet due to their gender.

Chart 37 – Q20. Have you had any difficulties in accessing public toilets recently due to any of the following? By Gender



- 3.182 In terms of safety, transgender people were as likely to feel safe during the day and night during week-days as cisgender people. They were less likely to feel safe, however, on weekends both during the day and at night as shown in Chart 38, below.

Chart 38 – Q18. How safe or unsafe do you feel when using public toilets in Glasgow? By Trans/Cis-gender



- 3.183 Of the 30 transgender and non-binary people who felt unsafe at any point during the week, 33% of them said this is due to fear of transphobic harassment.

“I am non-binary and worry about how I am perceived when forced to use a gendered bathroom or accessible toilet.”

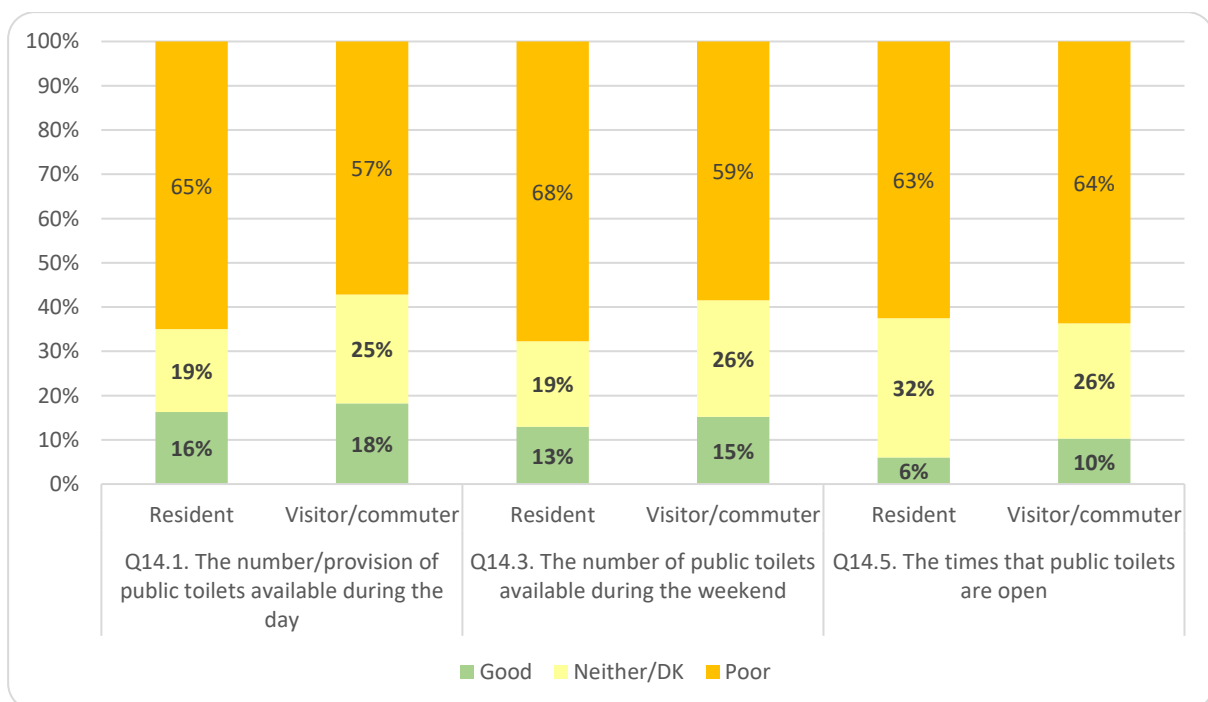
“As a trans non-binary person, there is an increasing risk of being harassed when visiting a gendered facility.”

“People like me, who don't fit into the gender binary and/or are transitioning might find very difficult to use the restroom without fearing being hate crimed (sic) or assaulted. This could be simply changed by dividing toilets in cubicles and urinals, rather than male and female. Or alternatively, making more mixed toilets available.”

PUBLIC TOILET PROVISION AND THE SERVICE ECONOMY

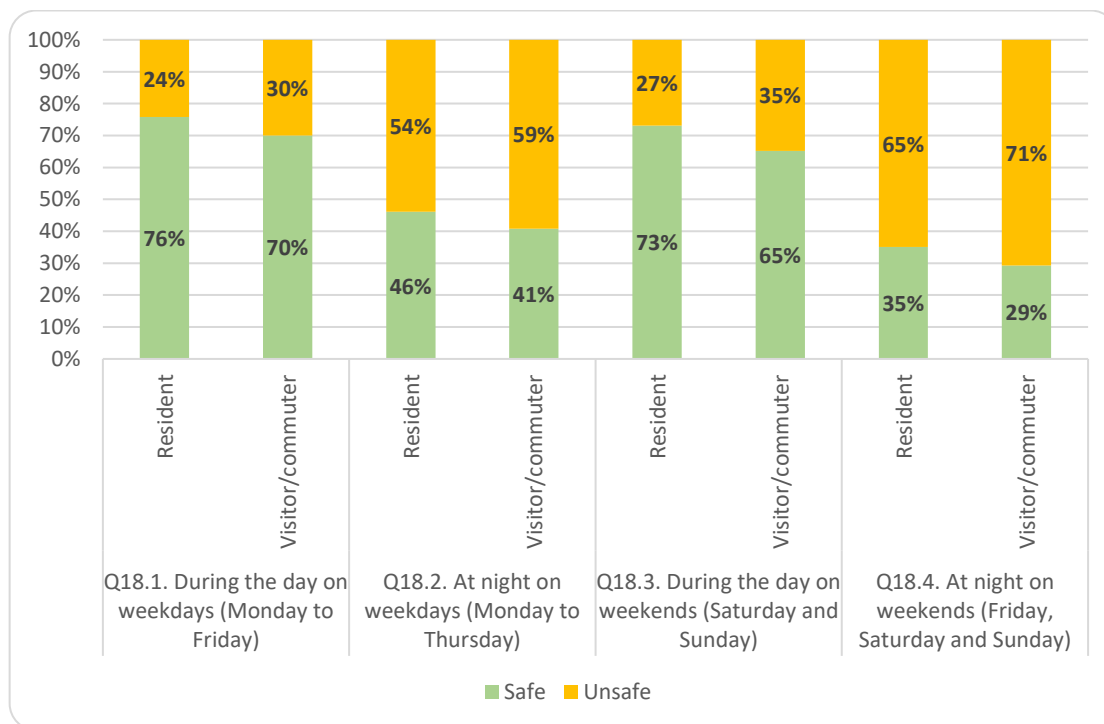
- 3.184 Finally, we examined the responses of visitors to Glasgow and how they differ from what has already been presented in this report.
- 3.185 Visitors were less likely to visit a public toilet frequently with only 25% of visitors using a public toilet in Glasgow at least once a week. The majority of visitors use a public toilet a few times a month (41%) or a few times a year (30%).
- 3.186 Visitors to Glasgow are more likely to use city centre public toilets (32%, residents – 24%), public transport stations (62%; residents 49%); leisure centres (20%; residents 12%), and local businesses (41%; residents 30%).
- 3.187 Visitors, however, were less likely to use community buildings to access a toilet (40%; residents 49%).
- 3.188 Visitors were slightly more likely to rate some toilet provision as good, compared to residents (see Chart 33 below), although the majority of visitors also rated all aspects of provision of toilets in Glasgow city centre as poor.

Chart 39 – Q14. How would you rate the following in the city centre? By Visitor/Commuter or Resident



- 3.189 Visitors were more likely to indicate that they feel unsafe using public toilets in Glasgow, at all times during the week, when compared with residents, as shown in Chart 40, below.

Chart 40 – Q18. How safe or unsafe do you feel when using public toilets in Glasgow? By Visitor/Commuter or Resident



- 3.190 Visitors to Glasgow were more likely to have experienced difficulties accessing a public toilet in Glasgow due to drinking large amounts of fluids (18%) compared with residents (10%). This category gave the example of 'doing a sport and needing to stay hydrated' but respondents may have also perceived this to include socialising and drinking large amounts of alcoholic drinks.
- 3.191 Visitors would be more likely to feel comfortable using hotels to access a public toilet (76%), compared with residents (69%), and the same stands for using portable toilets (visitors 72%; residents 64%).
- 3.192 Finally, two out of five visitors would be willing to pay a small fee to access a safe and clean toilet (39%) compared with just 31% of residents who said the same.

4.0 Recommendations

Below are recommendations to service delivery as assessed using the respondents' feedback. These recommendations are not binding but may assist the service in addressing residents' and visitors' concerns.

- 4.1 Lack of public toilets:** Many respondents indicated there is a lack of public toilets in Glasgow city centre and more particularly in the local neighbourhoods outwith the city centre. The Council should identify and map existing public toilet locations and ensure there is a public toilet withing a short walking distance everywhere in Glasgow.

- 4.2 Perception of 'public' toilet:** Many respondents indicated there are no public toilets anywhere in Glasgow. Despite prominent notes in the survey, there was confusion as to what constitutes a 'public' toilet, with some respondents thinking this should be Council-run. Additionally, many respondents said they faced difficulties locating their nearest public toilet as they were unsure which businesses allowed non-customers to use their toilet facilities. Despite this, a majority of respondents would use *any* public toilet if required. The Council should liaise with local businesses and organisations and map participating facilities that can be used by non-customers. In return, the Council could consider offering concessions or promoting participating businesses.

- 4.3 Finding a public toilet:** Respondents were often unsure how to locate their nearest public toilet. The Council should compile a list of participating venues and display them on an easily accessible application, such as Google maps, as some residents and visitors will not be aware of where to find these locations. The maps should offer clear information on the type of facilities available and the opening hours (e.g. baby changing stations). An 'offline' list of public toilet locations should also be made available, possibly by neighbourhood, for people who have 'run out of data'.

- 4.4 Condition of public toilets:** Most respondents complained that they had experienced unclean public toilet facilities or that there was a lack of supplies. The Council should ensure toilet facilities in participating venues are adequate by doing 'mystery-shopping' exercises in participating venues throughout the year. Alternatively, a QR code could be displayed at exits of public toilet facilities asking the respondents to take part in a short, quantitative survey and rate the facility or indicate possible issues. An automated 6-monthly report or dashboard can be easily produced for the Council to assess participating venues.

- 4.5 People with a disability or health issue:** Many respondents with a disability offered a fairly grim assessment of disabled facilities in inappropriate locations, locked, unable to use the Radar key, being denied

entry due to a hidden disability or the accessible toilet being used as storage for cleaning products. This resulted in at least three of the disabled respondents having an incontinence accident, which was very distressing for them. The Council should inspect all participating venues and ensure that these are easily accessible to people who want to use them. The Council should also ensure that there are adequate accessible facilities at regular intervals, as some respondents with health issues said that they have to map their journey based on their knowledge of public toilets available. Some respondents indicated that they avoid going too far from home for fear of not being able to find an accessible toilet.

- 4.6 Family rooms:** There was a distinct lack of provision for families with children of different gender to the accompanying parent, or issues with parents not being able to safely store their pram within facilities. It would be useful to identify public toilet facilities in Glasgow that parents can easily use alongside their children.
- 4.7 Safety:** Most respondents feel unsafe using a public toilet during the night, mostly due to drunk or rowdy behaviour. Although, most people would feel safer using a toilet if there was a toilet attendant present, this can be quite costly. An alternative method could be to install CCTV cameras at the entrance of public toilets, with signs indicating that the cameras are being monitored.
- 4.8 Women's safety:** Some women felt unsafe using unisex toilets, or trans-women using the same facilities as them. There was also fear of men entering the female toilets, sometimes drunk. Installing CCTV at the entrance of toilets or locating women's toilets 'in sight' of a member of staff at premises could help assuage these fears.
- 4.9 Transgender people:** Finally, a large number of transgender people or those questioning their gender report facing harassment or fear of being harassed. Several of these respondents expressed a desire for gender-neutral toilets to avoid having to justify their choice of toilet. Some of them use the disabled/accessible toilet to avoid this, although some expressed concern that this may inconvenience disabled users. Gender-neutral toilets could be provided alongside gendered toilets to accommodate non-binary and transgender people. Alternatively, the Council could work alongside Partners to allay common fears regarding this issue.