



Melvich Community SCIO,
c/o 2 Sinclair Gardens,
Portskerra, Melvich, Sutherland,
KW14 7YJ



Outcome of consultation conducted in relation to a potential community asset transfer of Melvich Public Toilets

(Issue 1 – 11th May 2022)



1. Introduction

Melvich Community SCIO's charitable object is *"To provide, or assist in the provision of, facilities for the recreation or other leisure-time occupation, in the interest of social welfare in an effort to improve the conditions of life of the inhabitants of the district of Bighouse, Melvich, Portskerra, Golval and Kirkton, all in the Parish of Farr."*

In order to help deliver our charitable object, we are in the process of working towards creating a new fit for purpose multi-functional multi-generational inclusive community hub in Melvich.

Melvich Community SCIO are taking a holistic approach to delivering our charitable object within our community. As such, it has been identified that it may be appropriate to perform a community asset transfer of the Melvich Public Toilets and take responsibility for providing this essential local amenity to meet the needs of both locals and visitors (many of whom are present in the area for recreation or leisure-time occupation).

Melvich Public Toilets are currently owned by the Highland Council. Melvich Community SCIO have performed a public consultation in relation to Melvich Public Toilets to help inform the Melvich Community SCIO trustees on whether there is public support for a community asset transfer of this facility. This report summarises the outcome of the public consultation exercise to date and we shall continue to gather responses over the summer.

Melvich Community SCIO would like to thank everyone who took the time to participate in our consultation exercise to date. Their input has been invaluable.

2. Public consultation methodology

A questionnaire was prepared to perform the public consultation. A copy of this questionnaire is shown in appendix 1.

A physical printed copy of this questionnaire was delivered to every household within our charitable area by 26th March 2022.

Melvich Community SCIO duplicated the content of the survey form online at the website www.smartsurvey.co.uk and set up a paid account for one year so that the results could be readily downloaded and analysed. Melvich Community SCIO intend to use this tool for other consultation exercises in the coming year so the costs incurred are not solely related to this consultation exercise.

On 22nd March 2022, Melvich Community SCIO informed our subscribers of the link for this questionnaire using our email distribution list, our website blog, our Facebook page, our Twitter account and our Instagram account. This was to encourage as many people as possible to complete the questionnaire.

A poster was put up in both the gents and ladies toilets at Melvich Public Toilets on 25th March 2022. This poster had a QR code on it and it was hoped that as many toilet users as possible would consider completing the survey. A copy of this poster was also placed on the Melvich Community SCIO noticeboard on 25th March 2022.

The Northern Times newspaper ran an article on the consultation on 30th March 2022 with a link to the online survey.

The North Coast 500 were contacted and they agreed to share a link with their subscribers. This link went out in their mailshot released on 7th April 2022 (<https://mailchi.mp/northcoast500.com/nc500easteradventure>).

Various other organisations were also emailed directly to request that their personnel complete the questionnaire and/or for them to help promote it. These included Caithness Disabled Access Panel, Thurso Community Development Trust and the Farr North Community Development Trust.

A closing date of 18th April 2022 had been set on the questionnaire. The online version of the questionnaire has been kept open beyond the closing date so that additional responses could be gathered.

The responses received back on printed copies of the questionnaire were inputted to the online version of the form to collate the results.

The results reported below are a summary of the questionnaires completed between 22nd March 2022 and 10th May 2022.

3. Summary of results from all responders

A summary of the results and all comments received is shown in appendix 2. By the end of 10th May 2022 a total of 73 responses had been received. 41 of these responses (56.2%) were from individuals who live in the Melvich Community Council area.

Overall the majority of the respondents (81.9%) felt that the Melvich Public Toilets were not fit for purpose and suitable for use by persons of all abilities. The majority of respondents (85.9%) also supported the proposal outlined for Melvich Community SCIO to begin a community asset transfer of the toilets from the Highland Council.

The raw data results were extracted from the online questionnaire and this has allowed us to analysis the results further. A summary of the results representing the views of the Melvich Community Council area residents is presented in Appendix 3. **82.5% of the Melvich Community Council area residents who completed the questionnaire were supportive of the proposal outlined for Melvich Community SCIO to begin a community asset transfer of the toilets from the Highland Council.**

There were a lot of detailed comments provided by the responders (shown in Appendix 2). These will need to be given due consideration should Melvich

Community SCIO be successful in completing a community asset transfer of the Melvich Public Toilets.

Specifically the issue of whether to charge for use of the toilet facilities was not clear cut and will need to be given appropriate consideration going forward to ensure that the facility is appropriately inclusive for Melvich Community SCIO's beneficiaries.

Melvich Community SCIO will need to take into account the comments made in relation to the design of the toilet facilities as part of the design of our new community hub facility.

4. Conclusion

A consultation has been performed in relation to the Melvich Public Toilets. The consultation attracted a good number of responses and overall the respondents felt that the current facility is not fit for purpose for persons of all abilities. The respondents also supported the proposal for Melvich Community SCIO to begin a community asset transfer of the public toilets from the Highland Council.

It is therefore recommended that Melvich Community SCIO submit an application for a community asset transfer of the Melvich Public Toilets and take into account the information contained in this consultation to inform the design of replacement public toilets for Melvich.

Melvich Community SCIO would like to thank all persons who took the time to respond to our survey to date. Their input has been invaluable in helping inform us as to what course of action we should take going forward. We will continue to gather responses over this summer and intend to update this document afterwards.

Appendix 1 – Copy of public consultation questionnaire used



Community Asset Transfer of the Public Toilets at Melvich, Sutherland KW14 7YJ

1. INTRODUCTION

Highland Council currently own and operate the public toilets in Melvich. The availability of, and access to, clean private public toilets are essential for both locals and visitors.

WHO SHOULD COMPLETE THIS SURVEY: Everyone!

You may respond on someone else's behalf. You do not need to be a registered carer, you may be a friend, partner, or family member. We welcome all contributions. **If you wish to respond on behalf of multiple people, you will need to complete the survey multiple times.**

As part of the design of the Melvich Community Hub we are considering incorporating new public toilet facilities that meet modern standards and are suitable for use by persons of all abilities. If public access toilets are incorporated into the hub a portion will be open to the public and some reserved for hall users. In the case of a large event the entire toilet facility would be opened up for use.

There are costs associated with providing public toilet facilities (such as employing a cleaner for the facilities) however there are also opportunities to have these costs offset by users or grant funded. Melvich Community SCIO are keen to ensure that suitable public toilet provision is available in Melvich. We have expressed interest to Highland Council for a community asset transfer of the Melvich public toilets. Our intent (if supported by our community and visitors) is to incorporate the public toilets into our building. Once the new toilets are functioning, then we would take formal ownership of the existing toilets and demolish them.

We must evidence support in the community for/against the Community Asset Transfer Application. Your opinion is important, so please complete this quick questionnaire.

Closing date for questionnaire returns is 18th April 2022.

You can complete this survey online using this link:
<https://www.smartsurvey.co.uk/s/PUBLICTOILETSURVEY/>

1. Please tell us if you are answering for yourself or on someone else's behalf?

- Myself Someone else

**2. What are your needs, or the needs of the person you are responding on the behalf of?
SELECT ONE**

- I can use general toilets
- I require an accessible toilet (disabled toilet)
- I require a Changing Place (a fully accessible toilet with additional space and equipment, including a height adjustable changing bench and a hoist)
- Other requirements (please specify):

**3. Please tell us what specific facilities/furnishings are important to you, or the needs of the person you are responding on the behalf of, in relation to publicly accessible toilets.
SELECT ALL THAT APPLY**

- | | |
|---|---|
| <input type="checkbox"/> Alarm system to call for help | <input type="checkbox"/> Non-slip flooring |
| <input type="checkbox"/> Baby changing facilities | <input type="checkbox"/> Screen or curtain for privacy |
| <input type="checkbox"/> Changing bench | <input type="checkbox"/> Shower |
| <input type="checkbox"/> Centrally placed toilet
(peninsular arrangement with
space for carers either side) | <input type="checkbox"/> Sufficient space for my carer(s)
to help me |
| <input type="checkbox"/> Grab rails | <input type="checkbox"/> Waste bin for disposable pads |
| <input type="checkbox"/> Height adjustable washbasin | <input type="checkbox"/> Wheelchair access |
| <input type="checkbox"/> Hoist | |
| <input type="checkbox"/> Other facilities or furnishings required (please specify): | |

**4. Please tick what best describes you, or the person that you are responding on behalf of.
SELECT ONE**

- Resident of Melvich Community Council area
- Resident of Caithness or Sutherland (outside of the Melvich Community Council area)
- Visitor to the area or potential visitor to the area (e.g. NC500 tourist)
- Delivery driver or other person passing through Melvich for work
- Other description (please specify):

5. Have you ever used the Melvich public toilets?

- Yes
- No

6. Do you think the toilets should be open 24 hours?

- Yes
- No

7. There are costs associated with providing public toilet facilities (such as employing a cleaner for the facilities) however there are also opportunities to have these costs offset by users or grant funded. Melvich Community SCIO are keen to ensure that suitable public toilet provision is available in Melvich.

Do you believe it would be appropriate to charge for using the new improved facilities? *

- Yes
- No

8. If you support having to pay a minimal amount for use of the new Public Toilet facilities - what do you feel is a fair price?

This question does not relate to the toilets that will be inside the main building for Hall Users Only and free to use.

SELECT ALL THAT APPLY

- 20 pence
- 50 pence
- £1.00
- A voluntary donation box.

9. Do you think that Melvich public toilets are fit for purpose and suitable for use by persons of all abilities? *

Yes

No

10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

11. Do you support the proposal outlined for Melvich Community SCIO (Scottish registered charity number SC050942) to begin the Community Asset Transfer of the toilets from the Highland Council? *

Yes

No

12. Any other comments you wish us to consider?

13. Name (Optional)

14. Address or email address (optional)

HOW TO RETURN THE COMPLETED SURVEY:



Email: secretary@melvichcommunityscio.org





Post/By Hand: 2 Sinclair Gardens, Portskerra KW147YX

Drop Off: WestEnd Stores/Post Office

Contact for Queries: Trudy Perry - 07521 464 376 (after 11am)

Appendix 2 – Summary of questionnaire results from all responders

1. Please tell us if you are answering for yourself or on someone else@SQ@s behalf?SELECT ONE				
Answer Choices			Response Percent	Response Total
1	Myself		97.26%	71
2	Someone else		2.74%	2
			answered	73






2. What are your needs, or the needs of the person you are responding on the behalf of?SELECT ONE				
Answer Choices			Response Percent	Response Total
1	I can use general toilets		91.78%	67
2	I require an accessible toilet (disabled toilet)		2.74%	2
3	I require a Changing Place (a fully accessible toilet with additional space and equipment, including a height adjustable changing bench and a hoist)		1.37%	1
4	Other requirements (please specify):		4.11%	3
			answered	73
Other requirements (please specify): (3)				
1	22/03/2022 17:51 PM ID: 187682669	I need a toilet suitable for being a little girl with a little seat		
2	22/03/2022 18:01 PM ID: 187684055	I need a little boys toilet		
3	22/03/2022 18:47 PM ID: 187687437	Don't require use of these public toilets		

3. Please tell us what specific facilities/furnishings are important to you, or the needs of the person you are responding on the behalf of, in relation to publicly accessible toilets. SELECT ALL THAT APPLY



Answer Choices			Response Percent	Response Total
1	Alarm system to call for help		15.07%	11
2	Baby changing facilities		27.40%	20
3	Changing bench		13.70%	10
4	Centrally placed toilet (peninsular arrangement with space for carers either side)		10.96%	8
5	Grab rails		27.40%	20
6	Height adjustable washbasin		10.96%	8
7	Hoist		2.74%	2
8	Non-slip flooring		68.49%	50
9	Screen or curtain for privacy		8.22%	6
10	Shower		19.18%	14
11	Sufficient space for my carer(s) to help me		5.48%	4
12	Waste bin for disposable pads		49.32%	36
13	Wheelchair access		24.66%	18
14	Other facilities or furnishings (please specify):		15.07%	11
			answered	73

Other facilities or furnishings (please specify): (11)		
1	22/03/2022 16:55 PM ID: 187677859	None
2	22/03/2022 17:51 PM ID: 187682669	Sink to wash my hands Paper towels to dry my hands and a bun to put them in.
3	22/03/2022 18:01 PM ID: 187684055	Want soap and paper towels in there
4	22/03/2022 18:17 PM ID: 187685307	N/A
5	22/03/2022 20:18 PM ID: 187694353	Hand wash and drying facilities
6	23/03/2022 10:18 AM ID: 187729931	
7	24/03/2022 10:05 AM ID: 187843007	Clean and well maintained
8	04/04/2022 16:15 PM ID: 188635462	The four ticks are what you expect as generally available in a public toilet. All the other boxes are essential in a disabled access toilet. I believe this toilet should have it's own access with zero obstructions and not be the first option for able bodied users to occupy. Baby changing facilities should be incorporated into the other toilets.
9	09/04/2022 13:59 PM ID: 188994537	Hot water and soap
10	09/04/2022 14:24 PM ID: 188995438	Possible need for some seat/seats if there is a wait before getting access to the facilities.
11	11/04/2022 10:04 AM ID: 189052499	N/a



4. Please tick what best describes you, or the person that you are responding on behalf of. SELECT ONE

Answer Choices			Response Percent	Response Total
1	Resident of Melvich Community Council area		56.16%	41
2	Resident of Caithness or Sutherland (outside of the Melvich Community Council area)		24.66%	18
3	Visitor to the area or potential visitor to the area (e.g. NC500 tourist)		16.44%	12
4	Delivery driver or other person passing through Melvich for work		1.37%	1
5	Other description (please specify):		1.37%	1
			answered	73
Other description (please specify): (1)				
1	29/03/2022 10:58 AM ID: 188179984	Highland resident on a trip along coast. Not in a NC 500 style		



5. Have you ever used the Melvich public toilets?

Answer Choices		Response Percent	Response Total
1	Yes		78.08% 57
2	No		21.92% 16
		answered	73





6. Do you think the toilets should be open 24 hours?

Answer Choices		Response Percent	Response Total
1	Yes		82.19% 60
2	No		17.81% 13
		answered	73



7. There are costs associated with providing public toilet facilities (such as employing a cleaner for the facilities) however there are also opportunities to have these costs offset by users or grant funded. Melvich Community SCIO are keen to ensure that suitable public toilet provision is available in Melvich. Do you believe it would be appropriate to charge for using the new improved facilities?

Answer Choices		Response Percent	Response Total
1	Yes		61.64% 45
2	No		38.36% 28
		answered	73

8. If you support having to pay a minimal amount for use of the new Public Toilet facilities - what do you feel is a fair price? This question does not relate to the toilets that will be inside the main building for Hall Users Only and free to use. SELECT ALL THAT APPLY

Answer Choices			Response Percent	Response Total
1	20 pence		27.94%	19
2	50 pence		32.35%	22
3	£1.00		1.47%	1
4	A voluntary donation box.		52.94%	36
			answered	68
			skipped	5

9. Do you think that Melvich public toilets are fit for purpose and suitable for use by persons of all abilities?

Answer Choices			Response Percent	Response Total
1	Yes		18.06%	13
2	No		81.94%	59
			answered	72
			skipped	1

10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	49
1	18/03/2022 18:37 PM ID: 187411330	It is cold. There is only wooden blocks on a metal toilet pan and it is disgusting to perch on if someone has urinated on it. These toilets are only used if really desperate and it has been horrible to change baby nappies on the floor of the toilet.		
2	22/03/2022 07:09 AM ID: 187604599	not suitable for disable people, basic , no for tht fit for purpose for the future		
3	22/03/2022 15:01 PM ID: 187664543	Very old and uninviting		
4	22/03/2022 16:45 PM ID: 187676585	Lack of baby changing		
5	22/03/2022 16:47 PM ID: 187676656	Need to be cleaner and better lighting		
6	22/03/2022 16:48 PM ID: 187676514	Disabled access as has steps		
7	22/03/2022 16:52 PM ID: 187677299	They are old, grubby, cold & unhygienic.		
8	22/03/2022 16:55 PM ID: 187677859	Bit old and dilapidated		
9	22/03/2022 17:50 PM ID: 187683243	Disabled access, I mean more for people with poor mobility that can't climb steps to use the general toilets. I would use them rather than the disabled that I use now.		
10	22/03/2022 17:51 PM ID: 187682669	Rainbow toilet paper with sparkles needed. Need rainbow love hearts on the wall. Needs a boys toilet and a girls toilet. Boys toilets needs to have sharks and rockets on the wall. Need a toilet seat and a sink that I can reach. I don't like it when the water is burning hot whilst I try to wash my hands. I also don't like it when the sink water is freezing cold.		
11	22/03/2022 18:01 PM ID: 187684055	They are not good for my height and needs		
12	22/03/2022 18:05 PM ID: 187684473	Doors don't close/lock, need updating		
13	22/03/2022 18:16 PM ID: 187685305	People with physical disabilities may struggle.		

10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

14	22/03/2022 18:31 PM ID: 187686265	Very uncomfortable toilet seat. General cleanliness Doors tricky to manoeuvre around.
15	22/03/2022 18:38 PM ID: 187687004	Accessibility and privacy / single use toilet needed for those requiring assistance
16	22/03/2022 18:47 PM ID: 187687437	Actually I don't know as not been in them.
17	22/03/2022 18:51 PM ID: 187687935	Needs updated! Not suitable for current times and demand.
18	22/03/2022 19:44 PM ID: 187691828	The toilets are fine. Greedy self important locals (and useless Council) with other agendas are trying to use them for their own (business) gain pretending to benefit the community. People can see what's really going on here and are watching very closely.
19	22/03/2022 20:09 PM ID: 187694031	No baby changing facilities
20	22/03/2022 20:18 PM ID: 187694353	Disabled/wheelchair access
21	22/03/2022 20:25 PM ID: 187695171	Cold and the metal toilet without a lid is awful. Especially for ladies or young children
22	22/03/2022 21:45 PM ID: 187699728	They are very outdated, and although might be cleaned regularly they do not feel very sanitary.
23	22/03/2022 22:18 PM ID: 187701028	Suit my needs but not ideal if need help, it's so outdated , quite a depressing building.
24	23/03/2022 08:39 AM ID: 187716015	The toilets are quite cramped, the space could be challenging for a wheelchair user to access.
25	23/03/2022 09:08 AM ID: 187719662	Steep steps cannot be easily climber by all visitors
26	23/03/2022 10:18 AM ID: 187729931	Need better disabled facilities
27	23/03/2022 20:54 PM ID: 187814719	Quite dark and cramped. Not very inviting
28	24/03/2022 10:05 AM ID: 187843007	Not a 21st century facility. Fine for a piss but pretty unpleasant for a crap
29	24/03/2022 15:49 PM ID: 187883785	They are disgusting, and not exactly accessible.



10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

30	24/03/2022 20:30 PM ID: 187904005	They are a bit old and I'm sure not really suitable for disabled people.
31	25/03/2022 18:26 PM ID: 187971805	They are old fashioned, normally blocked with camper van waste, barely fit for purpose. but are better than none at all
32	29/03/2022 10:58 AM ID: 188179984	Steps. No internal grab rail No flat changing mat
33	31/03/2022 10:00 AM ID: 188358614	Disabled access could be improved.
34	31/03/2022 15:55 PM ID: 188402645	Not ideal for disabled people as doors are small and steps up.
35	02/04/2022 21:23 PM ID: 188554765	Refurbish to modernise and make wheelchair accessible
36	04/04/2022 16:15 PM ID: 188635462	In my opinion I think the toilets as they stand are not giving the best experience to the traveller in the area. If the Melvich community were to purchase and take ownership of the facility a new layout should be explored. I do not currently like the idea of incorporating the toilets to our new hall for the following reasons 1) If you have a private function/celebration or meetings going on you would not want to public rocking up to use the toilet. 2)A potential traffic issue if there is a event on and the area is already utilised with event traffic. 3)A security risk if integral link is incorporated to the toilets to open up for larger events. However, I do not think this would be necessary as planning usually states loo numbers match the number of people the hall is capable of seating or standing. The travellers to the area have also changed, many are cyclists and camper van visitors who may benefit from shower facilities for a small charge but no fee to just use the toilets. The provision of accessible toilets maybe very welcomed by many.
37	09/04/2022 13:56 PM ID: 188994407	Requires total remodelling, access, hot water, easy clean, etc
38	09/04/2022 13:59 PM ID: 188994537	Maybe look at the width of the ramp to both ladies and gents for maneuvering a wheelchair on the bend and into the toilet block.
39	09/04/2022 14:12 PM ID: 188995037	Toilets need to be accessible to all and open 24/7. They should be kept to a high standard of cleanliness and a caretaker employed.
40	09/04/2022 14:21 PM ID: 188995388	Complete revamp to modern standards and accessible to all.
41	09/04/2022 14:24 PM ID: 188995438	Toilet facilities must cater for people with various ailments.

10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

42	09/04/2022 14:29 PM ID: 188995555	Toilets are part of infrastructure which support a broader foundation for further adding community asset now and in the future. Presently the toilets are basic at best.	
43	11/04/2022 10:04 AM ID: 189052499	I don't know as I haven't been there yet, but you didn't have a don't know option.	
44	16/04/2022 10:23 AM ID: 189503076	Fit for purpose	
45	20/04/2022 19:36 PM ID: 189735346	No comment	
46	20/04/2022 19:37 PM ID: 189735485	No comment	
47	20/04/2022 19:39 PM ID: 189735543	No shower for cyclists or walkers on NC500	
48	20/04/2022 19:43 PM ID: 189735616	I am not sure if the facilities are disabled friendly. I think 20 pence for a charge for basic facilities and 50 pence if improved facilities.	
49	20/04/2022 19:48 PM ID: 189735886	Wheelchair access Baby changing facilities More than 1 cubicle	
		answered	49
		skipped	24

11. Do you support the proposal outlined for Melvich Community SCIO (Scottish registered charity number SC050942) to begin the Community Asset Transfer of the toilets from the Highland Council?

Answer Choices			Response Percent	Response Total
1	Yes		85.92%	61
2	No		14.08%	10
			answered	71
			skipped	2



12. Any other comments you wish us to consider?




Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	19
1	18/03/2022 18:37 PM ID: 187411330	Definitely need a changing places facility as there are none on the NC500 between Thurso and Ullapool.		
2	22/03/2022 18:47 PM ID: 187687437	No		
3	22/03/2022 19:44 PM ID: 187691828	Be careful. The real locals of this village are not stupid and are waiting patiently to intervene in this alleged community hub development proposal.		
4	22/03/2022 20:18 PM ID: 187694353	Consideration should be given to including facilities for discharging caravan/mobile home toilet waste, again for a nominal cost, say £1.		
5	23/03/2022 00:39 AM ID: 187703991	The Melvich toilets are discussing and probably very old they need upgrading		
6	23/03/2022 09:08 AM ID: 187719662	No		
7	24/03/2022 10:05 AM ID: 187843007	I clicked yes to the last question - but really these things should be run by the council. I reckon as part of the larger Hub project in this case I'll allow it!		
8	24/03/2022 15:49 PM ID: 187883785	I think toilets should be a donation service as no one should have to worry about not being able to pay for a pee especially if they are cut short. Would it be possible to also include a waste disposal for campervans etc?		
9	25/03/2022 18:26 PM ID: 187971805	If a new hall is to be built, it would be pointless not to replace the old , out of date toilets for new , modern one was the correct facilities. As other toilets on the A9 have a charges, it would be one less, bill for the new hub, this charge could be used to help pay a cleaner. (caretaker) and add to possible local employment		
10	29/03/2022 10:58 AM ID: 188179984	Will THC a close these toilets ? What will the cost be to Community CIC ? Do u really believe that people will always pay ? I am not certain they will Sadly I am concerned that CIC ems up with a rabbit hole for costs ...		
11	04/04/2022 16:15 PM ID: 188635462	The existing site if purchased could be developed at the same time the new hall is created when heavy machinery is already on site and be built of the same materials to keep costs down and the buildings would blend in together. The existing water and electric supplies could be linked as one asset. I like the idea of having an en-suite style loo which is sufficient to hold a walk in shower, toilet, countertop sink, mirror, shelves, hair drier, hooks, bench seat and heater. This could possibly be a chargeable facility but I would like to see just		

12. Any other comments you wish us to consider?

		toilet facilities fit for all as free usage as a basic human right with the option of a Voluntary donation box.	
12	09/04/2022 13:56 PM ID: 188994407	The modern new toilets in Golspie had a 50p entry fee and had a lot of complaints from patrons holding door open for strangers, people may not bother for a 20p entry fee. Just a thought.	
13	09/04/2022 14:03 PM ID: 188994652	Possible waste disposal for camper van waste to stop them emptying into the actual toilet. Special cubicle which they have to pay £1 to empty waste into.	
14	09/04/2022 14:10 PM ID: 188994780	I am in two minds bout charging for using the toilets as I often use them when out for a walk, but don't always carry money. In Mallaig there is a new toilets facility which requires a credit card, contactless on it or on phone and I don't have either. If the council are going to shut them, I would definitely agree to a community asset transfer. If toilets are knocked down, are you going to put temporary replacements?	
15	09/04/2022 14:29 PM ID: 188995555	In the 21st century, and considering how much tax we pay, and how much money we waste on stupidity such as the 'virus', we should easily justify an asset such as this. It will add to the value and quality of the area in general.	
16	16/04/2022 10:23 AM ID: 189503076	Perfect site	
17	20/04/2022 19:36 PM ID: 189735346	A separate shelter for taking a break from cycling and ability to cook a meal would be great. Safe cycle storage and locker.	
18	20/04/2022 19:39 PM ID: 189735543	No comments	
19	20/04/2022 19:48 PM ID: 189735886	None	
		answered	19
		skipped	54

Appendix 3 – Summary of questionnaire results from Melvich Community Council area respondents only (excluding comments)



1. Please tell us if you are answering for yourself or on someone else@SQ@s behalf?SELECT ONE				
Answer Choices			Response Percent	Response Total
1	Myself		97.56%	40
2	Someone else		2.44%	1
			answered	41

2. What are your needs, or the needs of the person you are responding on the behalf of?SELECT ONE				
Answer Choices			Response Percent	Response Total
1	I can use general toilets		90.24%	37
2	I require an accessible toilet (disabled toilet)		2.44%	1
3	I require a Changing Place (a fully accessible toilet with additional space and equipment, including a height adjustable changing bench and a hoist)		0.00%	0
4	Other requirements (please specify):		7.32%	3
			answered	41



3. Please tell us what specific facilities/furnishings are important to you, or the needs of the person you are responding on the behalf of, in relation to publicly accessible toilets. SELECT ALL THAT APPLY

Answer Choices			Response Percent	Response Total
1	Alarm system to call for help		17.07%	7
2	Baby changing facilities		24.39%	10
3	Changing bench		4.88%	2
4	Centrally placed toilet (peninsular arrangement with space for carers either side)		4.88%	2
5	Grab rails		26.83%	11
6	Height adjustable washbasin		12.20%	5
7	Hoist		2.44%	1
8	Non-slip flooring		78.05%	32
9	Screen or curtain for privacy		4.88%	2
10	Shower		17.07%	7
11	Sufficient space for my carer(s) to help me		7.32%	3
12	Waste bin for disposable pads		51.22%	21
13	Wheelchair access		34.15%	14
14	Other facilities or furnishings (please specify):		14.63%	6
			answered	41



5. Have you ever used the Melvich public toilets?

Answer Choices		Response Percent	Response Total
1	Yes		78.05% 32
2	No		21.95% 9
		answered	41




6. Do you think the toilets should be open 24 hours?

Answer Choices		Response Percent	Response Total
1	Yes		82.93% 34
2	No		17.07% 7
		answered	41



7. There are costs associated with providing public toilet facilities (such as employing a cleaner for the facilities) however there are also opportunities to have these costs offset by users or grant funded. Melvich Community SCIO are keen to ensure that suitable public toilet provision is available in Melvich. Do you believe it would be appropriate to charge for using the new improved facilities?

Answer Choices		Response Percent	Response Total
1	Yes		65.85% 27
2	No		34.15% 14
		answered	41

8. If you support having to pay a minimal amount for use of the new Public Toilet facilities - what do you feel is a fair price? This question does not relate to the toilets that will be inside the main building for Hall Users Only and free to use. SELECT ALL THAT APPLY

Answer Choices			Response Percent	Response Total
1	20 pence		36.11%	13
2	50 pence		33.33%	12
3	£1.00		0.00%	0
4	A voluntary donation box.		44.44%	16
			answered	36



9. Do you think that Melvich public toilets are fit for purpose and suitable for use by persons of all abilities?

Answer Choices			Response Percent	Response Total
1	Yes		21.95%	9
2	No		78.05%	32
			answered	41

10. If you do not think that the existing Melvich public toilets are fit for purpose and suitable then please provide further information on why you think that and what needs to be improved?

Detailed free text comments to Q10 captured in Appendix 2 and not repeated here.

11. Do you support the proposal outlined for Melvich Community SCIO (Scottish registered charity number SC050942) to begin the Community Asset Transfer of the toilets from the Highland Council?

Answer Choices			Response Percent	Response Total
1	Yes		82.50%	33
2	No		17.50%	7
			answered	40
			skipped	1

12. Any other comments you wish us to consider?

Detailed free text comments to Q12 captured in Appendix 2 and not repeated here.