

Copy of petition response from: Matthew Elmer (Head of Cleansing Services) to Petitioner Ms Feary

Dear Mrs Feary,

Thank you for submitting your petition and apologies again for the delay in reply.

The process of opening and closing the 27 public toilets within Thanet is undertaken by two separate mobile teams, and due to the distance that they have to cover we publish a closing time with a 15 minute tolerance to allow for travelling time particularly in busy periods. In doing this we prioritise the busier toilets and so close them last.

It is also important to note that we operate two different sets of seasonal closing times.

October to April is considered as Winter, the rest of the year is classed as Summer and such closing times are extended by two hours. The Summer schedule commenced on 29 March 2024- so closing will commence from 17.30 and the last sites closing approx 19.45.

Extending the opening hours further in both Summer and Winter would present the two issues, firstly providing value for money - as we would have to provide staff outside of our current core deployment and would need to consider how much more these toilets would be used after 19.30 in the summer and 17.30 in the winter. Secondly there would be a health and safety element to consider as this will involve staff working alone later into the night.

I hope that the extended times in the summer months will provide sufficient coverage for people that use the toilets.

If you have any further questions regarding this, please do not hesitate to contact me directly.

Kind regards,
Matthew Elmer