



REQUEST 18642

1. Does Wigan Council think that the number of public toilets are sufficient for the number of visitors (7500)?
2. Would Wigan Council accept the ratio of toilets / visitors for any other organisation applying for a licence for an event?
3. How many times the toilets were actually cleaned on Sunday 17th August, and can the cleaning logs be made available?
4. What specific measures will now be introduced for large events, such as temporary toilets or increased staffing?
5. Can you provide a clear timescale for the upgrades you referred to, as "relatively soon" does not provide the assurance that visitors or residents require.

RESPONSE

1. We're confident that the number of public toilets available at Haigh is appropriate for the number of visitors. Whilst c7,500 attended on 17 August, not all of these visitors are on site at the same time, with people visiting for different reasons and utilising different areas of the park using different entry points.
2. In the main public toilet block there are three ladies cubicles, one accessible toilet, two gents cubicles and two urinals. In the toilet block at the rear of the Visitor's Centre there are two cubicles in each of the ladies and gents, plus two urinals in the gents and one accessible toilet. In the Visitor's Centre there is one accessible cubicle and two unisex cubicles. There is an additional accessible toilet near the green lift on-site. There are further public toilets adjacent to Two Left Fleet (first floor) where there are two ladies cubicles, one male cubicle and two urinals. We believe that this is adequate for the number of visitors to Haigh. We will improve signage to ensure that visitors are aware of where all of the toilets are but it is very rare that visitors have to queue for a toilet at Haigh. We bring in additional portable toilets for larger events such as the fireworks display and recently a charity event. This is an appropriate number of toilets for the number of visitors.
3. The toilets are cleaned twice per day in line with the terms of the contract. The cleaning logs from 17 August are not held.
4. Please see point 2 above. For larger events additional temporary toilets are brought on to site.
5. We do not have a definitive date, internal discussions are ongoing in relation to the budget required for the upgrade.

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| <p>6. How many hours of cleaning are contracted for all the toilets per day? We have been advised 3hrs during the week but only 2 1/2hrs on a Saturday with 1 extra hour in the afternoon during the school holidays - the 1 extra hour for filling up the toilet roll holders. Is this correct or not? If not, please advise the correct hours / schedule.</p> | <p>6. Contractually twice a day during school holidays. Once per day during other times.</p> |
| <p>7. As well as the ISS contract, does the council still have a contract with PHS Group (or anyone else) for the removal of ladies hygiene bins? How often are these changed / cleaned?</p> | <p>7. Yes, we do have a contract with PHS Group. The hygiene bins are emptied once per week.</p> |
| <p>8. Who is responsible for the sanitising blocks in the men's urinals? How often are they given attention? (As many believe that the smell is coming from the gents on the ground floor stable block of toilets).</p> | <p>8. ISS are responsible for the gents' urinals in line with their contract. We don't use sanitising blocks however cistern sanitiser units are attached to all urinal cisterns. These mix cleaning chemicals with every urinal flush which is on a timer, there are also rubber inserts in the urinals that give off a scent when used.</p> |
| <p>9. When were the toilets, that once were public, above the Graze cafe closed to the public & became for exclusive council employee use?</p> | <p>9. The first floor above Graze Café is now a council staff office and as a result the toilets attached to the office are for staff use only since July 2025.</p> |
| <p>10. How many toilets are available for exclusive council employee use?</p> | <p>10. One gent's cubicle and two urinals, one accessible toilet and two ladies cubicles.</p> |
| <p>11. Have these council toilets received any refurbishment since becoming closed to the public? We have been advised that they had red carpet tiles; however, when the group used these toilets in October 2024 we do not recollect such (again, we could be wrong as we are working on memory).</p> | <p>11. No, there has not been any refurbishment.</p> <p>The toilets referred to with red carpet tiles are still accessible by the public on the first floor adjacent to Two Left Feet</p> |