

## Comments by town or village centre

**NOTE: Comments that are considered to be offensive or compromise anonymity have been removed.**

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
<b>Aberbargoed</b>	not aware of any other than sport centre	
<b>Abercarn</b>	None	None
	N/A	N/A as non available
	There are toilets in the library but they are only available when the library is open	
	none	none available
<b>Bargoed</b>	Morrisons toilets provide good facilities at the top of town.	Bus station toilets are good but quite isolated in the evenings and I have gone there and they have been shut due to cleansing or vandalism problems
	none	none
	Good facilities in Bargoed library, accessible and baby changing, but constrained by opening hours 9.30-1, 2-5, closed Sundays. Morrisons has some facilities, again constrained by opening hours.	There is a public toilet at the bus station but I am unaware of the opening hours and assume it is closed each evening. I see the cleaner on week days about 5pm blocking the entrance to it (and the accessibility ramp to the car park) with his large car! I assume it is closed after that and have no idea about weekend availability. I haven't noticed an opening hours sign. As I cycle the provision of public accessible toilets outside of shop or library opening hours is very important. If I want to cycle on a Sunday, which I often do, knowing there is a public toilet available on route is essential.
	The toilets in the library are really good. Sometimes you have to wait to be let in but they are always clean with no vandalism or anti-social behaviour. I never feel intimidated using them and I can also access the customer first and library during my visit! It would be nice if they were available over dinner times? You could put a gate at the bottom of the stairs or limit access during that time so the public can still use them. Maybe you could swipe your library card to get into them?	The toilets down by the bus station are ill attended. Many times when I have gone past a member of CCBC staff (Tall, grey shaved hair), is sitting on a deck chair talking to people whilst blocking the path down the side of the bus station with his Jaguar which is 1. Illegally parked on a public walk way 2. Across a DDA compliant root. 3. Blocking an 'active travel' route. This is not what the public expect from the great CCBC.
	Morrisons toilets are accessible and open for most of the day. St Gwladys' Church Hall toilets are accessible for the working day. I am unsure what other facilities are in the town, perhaps the library?	I do not think there is anywhere where an adult could assist another adult.

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	There are accessible toilets in the library, Riccis Café and at the Bus station but only when these venues are open.	There are none.
	Bargoed bus station if they remember to open them	None
	There aren't any that I am aware of!!!	As above!!!
	I always use a super market they are much cleaner and safer as public toilets are lonely and I think dangerous at early or late times.	
	I know of none.	Again I know of none.
	The one in Bargoed Bus Station often is not open until 9.00 - 9.30	I do not need changing facilities
		Bargoed public toilets are unclean and barely ever open
	Someone's always there	They are never clean there is no papers
	Archfarchnad Morrisons Supermarket	
<b>Bedwas</b>	I am not aware of any toilet or changing facilities that are available in Bedwas.	
	AS far as I'm aware there are none	S far as Im aware there are none
<b>Blackwood</b>	Is this survey about council-run toilet facilities, or any toilet facilities (i.e. including those available places like shops and pubs, for example). I think this needs to be made clear, as my answers Would have been different. There are no council-run toilets in Blackwood that I'm aware of. There are toilets in Asda, McDonald's, KFC, Wetherspoons and local cafes, but some of these are out of the way, and you don't really feel comfortable about using them if you're not a customer.	
	None	All are inadequate for disabled access
	Blackwood Asda, Costa are kept in a good condition. But feel to use these facilities and not buying anything is unacceptable and I then feel forced into buying something even if I didn't want it.	Blackwood bus station. Cleanliness of the toilets here has a lot to be desired. Even after the cleaner has just been with her black mop and bucket of cold water, they are left in a poor state. Black marks all around the edges cubicles have bad odour and the ceiling is covered in bundles of toilet roll being thrown at it. On top of this needles found regularly. (Fitting blue lights would minimise this massively).
		Only toilets ( disabled ) are in the bus station last time I went to use them ai l just came straight back out they were horrific, dirty toilet paper scattered around what smelled and looked like urine on the floor, will never ever go to use them again

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	You can rely on toilet facilities in the ASDA store and local cafes and drinking establishments.	Bus station toilets are inadequate and not well maintained (both dirty and inadequate cleaning standards as well as lack of maintenance and refurbishment). Also, lots of anti-social behaviour such as drug dealing in the bus station facilities. With regards to baby changing facilities you would not want to use the bus station toilets for hygiene reasons. They are a disgrace for a town the size of Blackwood.
	Asda	
	Blackwood library have a very clean accessible toilet but as someone that experiences desperate urgency for the toilet ( ? IBD) it is not acceptable to need to go from one side of town to the other when needing the toilet.	
	Usk	Blackwood/Caerphilly
	There are no facilities. Wetherspoons is very good. Should not have to visit a bar or café to use toilet facilities.	
		Hello I am Andrew Short one of the Blackwood counsellors I also run the business opposite Blackwood bus station which into the garage and van hire company On numerous occasions I am to deal with numerous complaints associated with the Blackwood main toilets I have also spent time cleaning the public toilets considering the gateway A dreadful impression on entering off station we been trying Address this matter many thanks
	I am not aware of any public toilets in Blackwood. The old toilets are always locked and back a few years ago they were always so dirty I never used them. Not suitable for disabled users anyway as far as I can remember.	I am not aware of any public toilets in Blackwood. The old toilets are always locked and back a few years ago they were always so dirty I never used them. Not suitable for disabled users anyway as far as I can remember.
		Living in Tiryberth and visiting blackwood on a regular occasion as an individual who's electric wheelchair depend and requires hoisting to use the toilet none of the cafes, restaurants, toilet blocks or supermarkets have a big enough toilet cubicle or hoisting facilities available for me. It would be nice to be able to use the toilet as most are able to, as I am currently on a time scale wherever I go.
	Asda	
		There are toilets located at Blackwood Bus Station which are difficult to access from the High Street for anyone who has a disability. Also I have been contacted on several occasions in relation to the poor state of cleanliness of these facilities.

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	Blackwood bus station, Asda supermarket.	None
	None, unless going into shops, cafes and supermarkets and have to spend money.	None, unless going into shops, cafes and supermarkets and have to spend money.
	probably none	council provided facilities
	None	You have to pay for the toilets in Blackwood bus station so I don't use them. The old ones were free. The free toilets in the High Street (near Argos) closed many years ago. If I need to go it's a long walk to Asda or Wetherspoons.
	None	None available
	None of good quality	Asda the disabled one is sometimes not open and it is not always the cleanest
	Blackwood have good facilities also the cafes and Asda is excellent.	Bargoed
	Asda	Blackwood Newbridge
	Asda Blackwood. Need to get keys at Aldis, Wetherspoons upstairs. Blackwood Town not good surely under the Equality Act regular facilities should be provided.	The toilet block northern end of town in appalling state, no grass cut - private. I have been in detailed discussing with Andrew Highway and Mike Jones planning enforcement several representations.
	Unless you go into a pub or coffee shop, there is only Asda available.	N/K
	Not aware there are any toilet facilities available	As above
	The only good toilet facilities is if you shop in Asda or go to a pub.	
	Asda	N/A
	Blackwood library - when its open. Some of the cafes when they are open. Asda.	Any toilet that hasn't been cleaned regularly or has enough - soap, paper towels etc.
	Only in Asda	Shortages of toilets
	Only in Asda	Shortage of toilets
	Mainly private ones and they are often cleaner and have nice decoration.	Small cubicles, small doors with not a lot of height and no hand soap.
	Bus station toilets and supermarket toilets are good, however if local businesses would open their toilets it would provide more flexibility.	
	Asda	
	Library	KFC
		Bus station toilets are disgusting and De never open long enough! Vile, smelly, unhygienic

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
Caerphilly	In Caerphilly the toilets available during the day are at the Visitor Centre or Morrisons Supermarket both of which are a good standard. There is no provision in the evening however people could use the toilets in the pubs if needed until closing,	N/A
	There are toilet and changing facilities available in many businesses in the town, along with the ones provided by the council.	
	I don't use toilet and changing facilities in Caerphilly, but it is very important that toilet facilities are clean, accessible and don't cost too much as this is an essential feature for visitors.	
	Asda Morrison's	
	They have a baby change in some off the shops for example Morrison's and the Library in the town.	With disabled toilets there should be a change station for people with physical disabilities, I never see any of these facilities in Caerphilly. They have toilets but not adequate change stations. Only for people who have babies and toddlers.
	Facilities are available in the town centre pubs and eateries, including the Malcolm Uphill pub which are adequate.	Public facilities are very poor in Caerphilly town centre, facilities are the top of the town near the bus station are often dirty and smelly and do not have toilet tissue. There should be a toilet block in Crescent Road car park, there is enough room to build a block.
	Used to be the visitors center	Morrisons
		Near station
	The only toilets available are at the visitors centre at the bottom of town ! These are not open after 5-6pm	The toilets in Morgan Jones park are disgusting
	Caerphilly Library.	
	Facilities at the tourist information centre in Caerphilly have recently even upgraded, which are to a high standard but tourists and visitors don't know these facilities exist.	Toilets near the train station in Caerphilly are very poor. This is the main bus and train link for the area it doesn't leave a good impression to all service users and tourists when you have substandard facilities like these.
	none	Caerphilly town by the visitor centre
	Tourist info centre	Top of caerphilly town toilets is a vile smelly dingy place that needs a refurb
	Only 2 are available to local residents, One is near the bus station and the other is at the Visitor centre. Why weren't toilet facilities installed when Castle Court was being erected?	

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	Cardiff Queens arcade	Caerphilly visitor centre. Used to be ok, now a bit shambolic. Pity, as these are a visitors first impression.
		toilets at north end of town, need some at south end, maybe there are some at the railway station but I am not aware of them
	Morrisons is the only place I know in Caerphilly town centre.	What's up the top of town?
	public toilets close to tourist information centre and car park in Caerphilly opposite the Castle are adequate - I hope you are not considering closing this public facility	
	I always use the facilities in the supermarkets (Morrisons in town or Tesco Crossways) as I know they'll be open and checked for cleanliness regularly.	I haven't used the town facilities for years, they look grubby from the outside so I don't want to go in them, and they look as if they are shut a lot of the time.
		There is no Changing Places anywhere in the County Borough of Caerphilly. A disgraceful lack of provision.
	The nearest and best place is Morrisons the supermarket and easiest to get to.	The one in top of town is ok but don't have disability toilet and not ideal baby changing rooms. I found toilets down by the tourist clean and ok and cleaner entrance too. Both these places need wider entrance for wheelchair and prams.
	New toilets in Caerphilly - excellent	
	The new toilets at The Twyn	
	Below the Visitor Centre in Caerphilly - recently refurbished disabled toilet and ladies/mens toilets.	At Caerphilly train station - old fashioned and in need of modernisation.
	Caerphilly bus station	
	Morrison's supermarket is the only reliable and good quality toilets in the lower half of the town. At the top end you would need to visit a public house or Cafe. And even these can be hit and miss.	The toilets at the top end of the town are often closed, out of order or in a unhygienic state
	In the Tourist information Centre the toilets are new and modern. However the doors are extremely difficult to open from the inside as they seem to have suction and are difficult to get a grasp on. I feel panicky about this and have noticed people not locking doors, just holding closed. The toilets near to the train station, although not particularly inviting, are clean and have good hand washing machines.	As above, the tourist info centre toilets have door problems.
	Morgan jones park Morrison's - more baby changing facilities would be better Asda	Aldi Lidl

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	Toilets in supermarkets or hostelrys	Do not use any public toilets
	I usually use the toilets and baby changing facilities in Morrisons in Caerphilly as the room is big enough to get a pushchair in and has a toilet.	The toilets by the Visitor Centre are not great as last time I visited I couldn't fit my pushchair in the cubicle. There needs to be a separate clean baby changing room with a toilet.
	Toilets under the visitor centre. But they have just been renovated and are poorly advertised.	Morrisons supermarket toilets are pretty grim.
	We visit Caerphilly library and they are ok	The public toilets beneath the visitors centre and very bad and now closed at the moment, I don't know if these will re-open or not
	There is none	There are only 2 in Caerphilly and they smell and are dirty
	None seen	Morgan Jones park absolutely disgusting. Would never use them
	Morrison's have a parent and child toilet with baby changing facilities. And disabled toilet as well as general toilets. Mostly in clean conditions.	The top of town are always locked and the ones by the visitors centre are dark, no way of taking a pram into a cubicle with you if you're shopping on your own with a child. And are cold and smelly.
		Should not have to comment on this. Toilet facilities should be available in all towns and villages
	The visitor centre facilities are good but only for those lower down in town.	Morgan Jones Park - the toilets are disgusting! And often locked!
		Would love an improvement to Morgan Jones Park toilets. Often there will my children when the wc is locked. General upgrade would be great.
	Caerphilly Library, Visitors Centre (new toilet block), Costa Coffee.	Morgan Jones Park (very poor)
	Caerphilly Visitor Centre	
	Library	Morgan Jones Park
		Caerphilly town centre - very uninviting
	Any toilet which has thought about people outside of the average. Such as trans people, intersex people and people with disabilities is a good toilet. People like us shouldn't be an afterthought. We should be baked into the foundations of these spaces.	Any toilet which has thought about people outside of the average. Such as trans people, intersex people and people with disabilities is a good toilet. People like us shouldn't be an afterthought. We should be baked into the foundations of these spaces.
	Morrisons in Caerphilly Asda Public toilets (The Twyn)	Not aware of any provision top of Caerphilly town

<b>Town or Village Centre</b>	<b>Good quality toilet and changing facilities</b>	<b>Poor quality toilet and changing facilities</b>
<b>Crosskeys</b>	There are none	There are none
	There are no facilities in Crosskeys at all to my knowledge	Poor or otherwise they just do not exist.
	None	There is a toilet block in Waunfawr Park, Crosskeys, but I cannot comment on the quality of the facilities, as I have never found it open! I take my young grandchildren to the park, and every time I have tried to use the toilets, they have been closed and I have had to take the children home. I'm obviously not at the park all the time, but on every single occasion that I have tried the doors, they have been locked. It's a very popular park, and people come quite a distance to visit. If you want people to continue visiting the park, surely the toilet block should be open during the daytime.
	None	None
	The only toilets in Crosskeys are in Waunfawr park and usually not open	as in the good quality comment there is only one public toilet in the whole of Crosskeys and its usually shut, its been out of use also when it has been open
	NONE COUNCIL TOOK THEM DOWN	NONE AVAILABLE COUNCIL TOOK DOWN
	Unlocked all the time	Not very clean
	Unlocked all the time	Not very clean
<b>Crumlin</b>	None	?
<b>Cwmcarn</b>		no toilet available
<b>Deri</b>	None	None
	?	??
	Deri community centre	My mum's room's toilet
<b>Fleur-De-Lis</b>	There isn't any.	There isn't any. The public toilets has been locked and left as an abandoned shelter for people to loiter and drink alcohol and listen to loud music disrupting the people who live in the area.
	Asda	Bargoed bus station
	none	na
<b>Hengoed</b>		No
<b>Llanbradach</b>	Twyn toilets are ok or Morrison's	
	There are no toilets available, Llanbradach has a big park and a small village centre. Public toilets would be very useful to bring visitors into the village.	There is no toilets available, Llanbradach has a big park and a small village centre. Public toilets would be very useful to bring visitors into the village.
<b>Markham</b>	There is a Bush that is handy to urinate in	There is sometimes people around so can't have privacy
<b>Nelson</b>		There is not a bus stop in Nelson but a bus station, people travel from Merthyr, Pontypridd, Bargoed and Caerphilly but there are no toilets to relieve oneself

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	Some facilities in pubs and cafe's if you are a customer	N/A
	There are none here	There are none here
	None available.	None available.
		No toilets available in Nelson
	There's one in the library but as it's not open on a Tuesday Thursday Saturday afternoon or Sunday it isn't always available	
	In local pubs / cafes	
	THE FACILITIES PROVIDED BY CCBC ARE OF FAIRLY GOOD STANDARD THE PROBLEM IS THE TOWNS AND VILLAGES ACROSS THE BOROUGH THAT DO NOT HAVE ANY FACILITIES	
	None available in local village. public toilet was closed by the council. only toilets that are available are in pubs and not suitable for children or wheel chair users.	
	None available	None available
	Absolutely none disgraceful	None- we should be so lucky
	None available.	
	In the library	
	None	None in Nelson
	There are not any available	There are not any available
	There are none.	There are none.
	There are no public toilets good or poor in Nelson	None available
	there are none	there are none
	I don't know of any	None available to my knowledge
	Local businesses do not have facilities. The library only open certain times for use of their toilet.	None available.
	There are no toilet or changing facilities in Nelson.	
<b>New Tredegar</b>	None available	None available
	New Tredegar Library	
<b>Newbridge</b>	None	None
		We had Public toilets in Newbridge but were closed 2015 we put in a request that we would clean and maintain, turned down by CCBC. it has been sold off to be turned into an hairdressing salon which we have fair to many in the village contacted Welsh assembly not interested until 2017 now this has come about it's about time the left hand knows what the right hand is doing ????

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	Blackwood has one public toilet situated in the bus station. This is at least better than none.	Newbridge has no public toilets
		Many toilets are closed between 5 to 6 pm, what does one do?
	The only available toilets are in the Memo which I use but only when it's open.	As my husband is disabled there are no disabled toilet facilities at all in Newbridge, there are no changing facilities for children & babies anywhere in Newbridge the only place we could use a toilet is the Hotel, which I have never stepped foot in, the Memo when it's opened or the leisure centre, which is the other side of the village. We used to have toilets in Newbridge but these are now being turned into a nail bar. Our toilets were close 4 years ago due to funding but why did Risca toilets have a refurbishment & ours closed. It seems a shame that our little village has lost our toilets as I think this is one of the reasons people don't shop in Newbridge. I would love to see toilets brought back to Newbridge.
	The only facilities at all are those in the Library.	
	None available	
	We have no toilets for local people or visitors in Newbridge a lot of men suffer from prostate problems and need to have somewhere to visit as well as young ladies with their issues, young families with children, and the list goes on. It means that a lot of people bypass Newbridge so the local shops suffer for this. the Council sold off our local toilet to be used as a nail bar, I personally am a pensioner and I am told that Newbridge hotel is available. This is not suitable, why would I have to go into a bar to use these toilets, and suffer the indignity of walking through crowds of drinkers. I am advised that there are there are two more venues of which are both out of the village. This is not acceptable	We have no toilets in Newbridge or changing facilities.
	None known	
	Local pubs and clubs when they are open	
		I am not sure if the toilet I have used in the past is still open. I do not remember it being very pleasant though.
	There are no public toilets available	There are none available

	Absolutely none available. Previously told that the Council had given money to three businesses in Newbridge in order for the public to use their conveniences. However, two of these, Suite Dreams and McDonalds, are quite a distance from the town centre and the third is The Newbridge Hotel which is not open in the mornings when the majority of people visit the decreasing number of businesses. Many elderly people avoid Newbridge due to lack of public conveniences and it is adding to the ever growing demise of the once popular town centre.	None available.
	Newbridge Memo	
	The only toilets available to the public in Newbridge is the Memo and these are well kept.	As stated above, the only option for public use toilets is at the memo; the accessibility to public toilets is very poor. For people who suffer with illnesses such as Crohns or IBS, accessibility to toilets is crucial so this is definitely something the council can improve
		No
		Cardiff
	McDonalds, leisure centre - not as much in town centre	Not many toilets about
		No
		Cardiff
	There are no appropriate, free to access toilets or changing facilities	See above
	None of your toilet facilities are friendly to someone with a visual impairment. Why do you not have roommates???	
<b>Oakdale</b>	The only facilities are in the local supermarket for changing	Not enough of them
<b>Pengam</b>	?	Closed down several years ago
<b>Rhymney</b>	Recently visited Crickhowell & pleased to report good toilet facilities available to visitors	There has not been any toilet facilities to residents or visitors in this or neighbouring villages/towns
	None	None
	We don't have public toilet facilities in Rhymney	We don't have any facilities
	Don't know	
<b>Risca</b>	Do not need to use them as we live in Pontymister and only go to supermarkets as 86yrs.	Not known
	There is only one facility available in the village that I visit most often	One facilities been closed and the size of the village more than one facility would be beneficial
	Risca Park toilets are fab	

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	The toilets are of an age where to say they are in good quality I would be struggling to agree.	Because of their age the toilets are in very poor condition. In my opinion they are inadequate to meet the requirements of someone who like myself is disabled. It would be better to either rebuild them to modern building standards or do a full refurbishment to again bring them up to date.
	Tesco	
	Very basic and need updating	
	Risca Library	
		The only public toilet in Risca, on Tredegar street by the park, needs updating.
	None	Insufficient facilities available. Poor quality for a Crohns sufferer
	The toilets in the library are kept clean and tidy. But they are only open during the library opening hours	The toilets by the park are usually very messy and can be dirty and smelly on occasions.
	there is only one public toilet available in Risca,	
		Risca park toilets
<b>Tir Y Berth</b>	None	None
<b>Trethomas</b>	None available	None available
		As a person with a disability I don't know of any public toilets in my area.
<b>Wyllie</b>	There are no toilets in my village at all and the ones in Blackwood are not always open. You have sold off Newbridge ones and knocked down Pontywaun ones. There are inadequate ones.	There are no toilets in my village at all and the ones in Blackwood are not always open. You have sold off Newbridge ones and knocked down Pontywaun ones. There are inadequate ones.
<b>Ynysddu</b>	What toilets?	Well we don't have any to be poor
<b>Ystrad Mynach</b>		
	Tesco provides the facilities.	Disabled toilet facilities are OK for people who can transfer from a wheelchair to the toilet. However, there is nowhere within the whole of the borough, that I am aware of, that enables people who need to be hoisted onto a bench/bed for changing to do so. These facilities are available in Cardiff. We have Trinity Fields School in Ystrad Mynach and it is unacceptable that young people with the most severe disabilities from that school cannot be changed anywhere in the borough if they go out for a day trip.
		Ystrad Mynach Toilets at bus station are not open early mornings or late evenings
	Ystrad Mynach library when open	Ystrad Mynach bus station
	The toilet next to Gaffacinos is a good size and I feel safe using it as	

Town or Village Centre	Good quality toilet and changing facilities	Poor quality toilet and changing facilities
	Good facility next to bus stop	Only know of the one by bus stop
	Main bus stop toilets are great when open	
	Do not know, as I am disabled	I do not know as I do not use them
	The facilities opposite the library in Ystrad Mynach are just about adequate which is disappointing. However I appreciate the Authority is up against it financially and strives to keep the facilities open	Caerphilly is appalling but I understand new they are currently being overhauled.
		Facilities in Ystrad Mynach are limited. They should be available for most of the day and late into the evening. The public should not have to pay for the toilet facilities in the town
	If needing the toilet/changing facilities whilst out shopping in Ystrad Mynach I would use Tesco. They are generally quite clean and have the added facility of a baby changing area. The toilet facilities in Coffee 37 and Gaffacinos are both adequate and they do have a very small changing facility for children. Gaffacinos also has a accessible toilet, however the toilets here require a key to open and there are often cues.	There are no public toilets as far as I am aware in the town.
	Unfortunately, the times when public facilities are most needed is 'out of hours', when the big supermarkets and stores etc. are closed. This however presents the problem of the need to staff the facilities for hygiene, safety and security. I appreciate the costs that this would involve. I would be willing to pay (per visit) for this facility if it were available during the evenings.	
	Don't know any near Penallta park especially with the use of the park for parkrun both Saturday and Sunday	
	Local authority facilities	
	There are none in any of the villages or towns	Ystrad is disgusting smelly and I don't feel safe using them
	Ystrad Mynach Library, Café 37, Gaffacinos, Tesco	