

# Tell Us More - Digest of Comments

## General

1. Crosskeys had toilets taken away 2. Retired and out of work people could be paid to check and clean fully accessible toilets 3. No private businesses in area of the few shops could be made to open to public 4. Now have train station where old toilets were mothers and disabled cannot use train loos.
A recent visit to Hereford was really impressive as they had information posters identifying where when and what facilities are available. Caerphilly borough has poor facilities for adults with disabilities. And there is a distinct lack of consideration for adults who may need. Hanging facilities. It's difficult enough to find appropriate clean safe spaces for those without any additional need!!!
A small charge towards better upkeep will help to aid fund the facilities and also deter drug users using the toilet area to inject themselves.
Adult disabled facilities needed in every toilet.
Always in a filthy state and have drunk people hanging around
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.
As a disabled person having to use a mobility scooter I feel in Blackwood I am limited to the number of shops I can visit due to the high step to get in to them and the fact that none have adequate disabled toilets if any toilets at all. It would not be so bad if there were public toilets on the high street, and let's face it there is plenty of room for them to be built. It is having an effect on the trade as well because it pushes people like my self to have to stay away from the High street independent shops and go to the big retail outlets.
As a physically disabled individual there are no toilets I can use in the C.C.B.C area. I am only able to go out for 3 hours before I have to start making my way home to use the toilet, this has caused a lot of problems for me socially which has impacted on my emotional wellbeing, imagine having to live your life around a clock! It isn't the best/healthiest way of life.
Bedwellty Cemetery toilet facilities are closed at weekends, just when it is most busy!
Being a Partially Sighted person I feel strongly that there should always be an attendant present. These days many people over 55 years old, both male and female, are suffering from eyesight problems. The Council needs to take this situation into consideration when providing public toilets. How many blind people will be able to fill in this survey? How does the Council consult these residents and ratepayers.
Blackwood Bus Station
Blackwood disable parking to far from the shopping area
Blackwood high street and pen y fan pond toilets are the only toilets I would visit... Both are needing refurbishment and regular cleaning
Blackwood - only toilet open to the public is in bus station.
Caerphilly good, well-marked signs for everything. Cwmbrian quite good.
Cleanliness
Do not understand why is it that we have toilets in this village of Nelson but CCBC closed them. You should open them.
Don't know where toilets are situated or available. Shops have signs saying toilets for patrons use only.
Entrance to the toilets not wide for people in wheelchair or mob-scooter or prams. Spaces a bit small in the toilets, need wide open spaces.
Finding the toilets can be a problem
Friends and family have made it known that they find shopping in Blackwood stressful because of lack of toilet facilities. There is a common thought that most shoppers have to use the local Asda store for some of their shopping just for the use of the toilet facilities. This is quite a trek for people with mobility/health issues, or parents with, young toddlers, who are doing their shopping in the High Street. People shouldn't have the extra pressure of having to use a local pub, restaurant or shop when there is only a need to use their toilet facilities.
Haven't got one that I know of
I am disabled and I have not visited Blackwood for ages because much of the town is inaccessible.
I am VI and all of the available toilets discriminate against me. Why haven't you had roommate fitted in any of them??
I cannot answer this because I try to use café facilities
I have a medical condition and needs to be able to use a toilet without much warning and it is unacceptable that there are no facilities available. I would be prepared to pay to use a toilet.

I have a medical condition that affects continence and often need to use toilet facilities. There are no public facilities anywhere in the village and in the local park (Wern) again zero. You have to use a bush in the park (I jest not) or if you need to use the loo in the village you simply have to rush home. This is unacceptable with the number of residents in Nelson now (and increasing). We talk about free sanitary products being made available but basic toilet facilities are completely overlooked! Only in Britain
I have a medical condition which impacts on my bowels. There are certain places such as parks which I do not feel comfortable with visiting due to the lack of provision for toilets.
I have none
I have used the public facilities at the Bus Station in Blackwood in the day time though several times they have opened later than usual which meant a trip to the cafe where I had to pay 50p for the use of their toilet.
I haven't experienced any issue to date
I hope this local strategy produced by CCBC will give realistic answers to the need for facilities and under the Future Generations Ad, wellbeing should now be improved. I am a Nelson Community Councillor, CCBC closed our available toilets at the bus station, even after petition of over 480. I sincerely hope that the public facilities grant which was introduced a few years is NOT reinstated as it failed then although the money given by WAG was never entirely used up and was a COMPLETE FAILURE.
I need a changing table and hoist in order to change my 12 year old who has complex needs. There are no appropriate facilities in the area that I know of, if we went out he would either have to sit in a soiled nappy or I would have to go home to change him.
I often walk around my local area for exercise but will plan a route where I can use a toilet, however, this is usually having to call in on a relative as the toilets are not convenient or open.
I personally don't mind having to buy a coffee in order to use the toilet. Similarly if public toilets had a charge of 20p per use I would not mind paying it, as long as they are maintained properly and located in the place where most needed. For example, there should be one at the top of Penallta park, in the car park. I also would like to suggest that whenever you identify the complete list of toilets provision in the borough you could also look at the possibility to provide also a water fountain in the same place that can be used to refill bottles (to reduce plastic bottles use and waste) and adequate waste bins.
I think a small charge could be applied to provide an attendant at the toilets for safety and cleanliness.
I think most residents in Caerphilly have to rely on using toilets in shops or pubs as there are generally not enough public toilets.
I visit Blackwood but have no idea where the toilets are, if there are any. This puts me off visiting. Only one I found was in upstairs market are, not very nice. Where the towns are hilly or long there should be toilets at each end if viable as people with children, older people, and those with medical conditions may find a long uphill walk a big problem.
I would rather pay a small fee and the facilities be cleaner.
I would willing to pay for a disabled toilet if they were available
If public toilet facilities are in good order and regularly cleansed, then paying is justified.
If there are charges applied for toilet facilities then they should be well maintained, on a cleaning schedule that is supervised on a regular basis and that there are refurbishment programmes put in place to maintain quality standards at all times.
In the current economic climate I feel that it is an unnecessary expenditure. Whilst I agree that toilet and changing facilities should definitely be made available for disabled users, I feel that there are enough businesses/libraries etc. within towns and villages where people can use the facilities if needed.
It is a disgrace in today's age that we in Newbridge have no facilities of any kind.
I've heard Blackwood toilets are not safe in the evenings, they also smell.
I've noticed the decline in toilets at the visitors centre at Caerphilly town since it was unmanned. The conditions are often smelly and the sanitary bins don't appear to be emptied at regular intervals. Towns in North Wales charge 20p + the toilets are in good condition and well maintained!
Many of these questions are difficult to answer on behalf of an organisation from a nelson perspective we would welcome the reinstating of the toilets and totally disagree with them being disposed of for commercial means there should be an extensive network of toilets across the borough and in every village to encourage visitors and regeneration of our town centres if toilets in commercial properties are to be considered then the facilities available, accessibility, appropriateness and opening hours should be primary considerations this is a personal observation: if toilets are to be made available in public building please ensure you include community centres
More baby changing facilities need to be set up with more baby changing cubicles with baby changing stations
My Dad has a colostomy bag and needs to change regularly, there simply isn't enough facilities available or clean enough.
Nelson bus station needs toilets for residents and visitors.

Nelson is a very busy village with a lot of through traffic, as businesses we need people to shop in the village, they don't stop as there no public facilities!
Nelson's public toilets were shut down without regard for residents' needs, in particular the elderly and young children and those having medical conditions. When the library is open I have used the facilities there but the library is not open till 10.00am and closed all day Tuesday and Thursday and most of weekends. The nearest public toilets are at Ystrad Mynach and they are of poor standard and of no use if you're visiting Nelson. Public toilets are not a luxury - they are a necessity and the lack of them can be very distressing for those in need.
Never open when needed
No park
No toilet facilities in Aldi or Lidl and feel there should be because we do not know of any public toilets. After shopping one often feels the need of a toilet - feel there should be toilet in both Aldi and Lidl.
none
None available in Nelson (unless the Urdd is here!)
None in Newbridge, a town with a large population of elderly people and school age children
Not always clear signage including distance from a sign even if there is one. Metal toilets are horrible, particularly for ladies to use. The move to free toilets meant reduced quality eg not all cubicles in use, broken locks, litter BUT they should be free. Lack of baby changing for unisex use. Cardiff has some. Small towns don't. Closure of toilets has been a problem, particularly if you have a disability like myself. Surely against Equality Act 2010????
Not aware where they are provided
Not enough, all been closed down
Not knowing where they are situated, too many steps or steep walks to access them or simply not available at all as in Nelson which is disgraceful considering that they are situated at the bus station which is frequently used by elderly, disabled and people with children.
Pen y fan pond dirty and close early Disabled padlocked in parc Penallta
Provide some free easy to use toilets
Public toilets in Nelson have closed. They were conveniently located next to the bus station. Since they closed I no longer travel by bus.
Q12 - these could try and be resolved
replied previously
See answer about disabled changing facilities
Shop or cafe toilets are for paying customers only, always says on the doors. We need more toilets that are cleaned throughout the day, at the top and bottom end of Blackwood town, disabled and baby change toilets too.
Some of the toilets none lock properly
Some shops in Caerphilly have signs up saying toilets are only for paying customers. There aren't enough baby changing facilities, especially ones that include a changing table and a toilet for parents to or older siblings to use.
Suffer with IBS so can't visit attractions if no facilities available
The £500 toilet refurbishment scheme for high street retailers should have been marketed better
The closure of public toilets is a disgrace. There are people who are afraid to go shopping in Newbridge and elsewhere because of the lack of toilet facilities. It is all very well closing things to save money but little thought seems to be given to the everyday needs of ordinary people. Towns, villages and parks are impoverished places because of toilet closures.
The lack of public toilets in Newbridge is shocking. Considering people suffering with Crohns or IBS, knowing that no public toilets are available, this can heavily influence their choice on where to visit as access to toilets is something crucial for their daily activities. This is similar for baby changing facilities, parents need a clean and accessible environment for their children.
The Morgan Jones Park toilets are covered in graffiti and the floors have lots of pee all over the floor
The one in Ystrad Mynach Park is not always open and the one in Caerphilly town centre is not easy to find for a visitor.
The toilet facilities in Nelson are a particular concern to me. Recently I had items delivered by two different companies and the van drivers asked to use my toilet. This is putting residents at risk. I was certainly taken by surprise. I didn't know who these people were. Because of the time of day there was nowhere available. The library is not open every day and the shops haven't public toilets. This also brings to attention the fact that because there are no toilets people have been seen urinating in the car park which is behind the toilets. Surely this is unhealthy and unhygienic. It should not be up to the shopkeepers to provide these facilities. It is down to Caerphilly council to provide this service. What do we pay our council tax for? We have a bus station that is always busy with coaches picking up holiday passengers and bus drivers that can't leave their passengers so they can go looking for facilities.

The toilets in Nelson are closed which should be opened.
The toilets in Ystrad Mynach Park rarely seem to be open.
The utter lack of any Changing Places facilities for the children and young adults I foster who are doubly incontinent and I end up having to change them on the floor of a toilet - quite disgusting.
The village of Nelson badly needs the toilet facilities to be reopened for all ages including people who are incontinent and people who travel by bus, including young children. I certainly would not ask to use the facilities of local businesses.
The village of Nelson needs toilet facilities. It is a busy village with a busy bus station and requires amenities to ensure that visitors have access to facilities for their needs. Without these I feel that local business could suffer. I would not ask to use business facilities and understand that they would not want any member of the public using their staff facilities either.
Their needs to be more done about hygiene and contamination off toilets and make them look and feel much more welcoming, and cleanse them regularly through the day
There are a lot of children using waunfawr Park, the toilets are not opened often enough
There is clearly not enough toilet provision in Blackwood. We currently have a footfall of in excess of 30,000 people per week yet only have a couple of toilets located at the Bus Station which is accessible via an incline. This to me is extremely poor and I believe reflects badly on CCBC.
There are just not enough facilities in the borough
There are no facilities as far as I am aware to change disabled adults, such as hoists necessary. I understand that people changing disabled adults sometimes have to resort to changing them on the floor of public toilets or changing rooms. This is degrading, unhygienic and, quite frankly, dehumanising. This needs addressing in my opinion. I have no direct experience of this myself but it is something that other people have been affected by.
there are no public toilets that I know of in the borough where I regularly go, you rely on stores
There are no signs to toilets in Caerphilly Town Centre (though not open at the moment anyway). How are tourists supposed to find them? There needs to be signs outside the castle, train station and Twyn Community Centre.
There are no toilet facilities in Rhymney or Pontlottyn
There are none, end of. CCBC started to close toilets about 12 years ago. There were toilets in Pontllanfraith, Maesycwmmmer and Newbridge and if you went out for a drink and walked home, you knew there would be a toilet available if you needed it. Women cannot pee behind trees. Very often I have stopped going places because there are no toilets. CCBC should stop paying Mr O'Sullivan for not doing any work, recoup the money from him (for the last 6 years) and open up some more public toilets.
There are not always toilet facilities available at certain locations and other locations which have facilities are often dirty and smell. There is often water all over the floor. All public toilets should be maintained and have an attendant as this would deter people from vandalising the facilities, or at least someone who checks on them periodically throughout the day and they could also have CCTV outside the toilets so it can be seen who enters and leaves the premises so if they were vandalised between checks it would be easier to see who vandalised the premises.
There are now many villages with no toilet facilities whatsoever.
There are only two toilet facilities in Blackwood, both are at the opposite ends of town, one in the bus station and the other in Asda supermarket.
There are too few of them
There aren't enough of them. If you have young children or a bowel condition it stops you going to places or means you'd rather go to bigger town centres instead.
There is a need for toilets in the main car park on crescent road where visiting coaches park especially in the summer period
There is only one in Caerphilly town centre at the visitors centre and they are not open 24/7
There should be better signage to indicate where public toilets are situated. I think people would not mind paying 10p or even 20p providing the facilities are of a high standard.
There should be public toilets in areas that a fair number of people visit in the lower end of Caerphilly there should be Public toilets available and not reliant on shops and cafes
There should be signs on the disabled toilet to say not all disabilities are physical. I suffer from Crohns and sometimes require to use public disabled facilities but feel embarrassed using disabled toilet because I don't have physical issue
There's not enough
They aren't clean they aren't
They aren't clean, they aren't safe They don't lock
They closed it down
They need to be visible preferably in the high street or just behind, monitored, accessible, clearly signposted
Toilet facilities in shops should not be relied upon they are a business and are provided only for customers.

<p>Some libraries don't have public toilets. The facilities at our parks such as Ystrad park or Penallta and Parc Cwm Darren are abysmal due to being closed or absent all together and deter people from visiting. I should be able to visit a park in February on a Sunday and be able to use the loo, and know that if there is a loo it will be open. No toilet facilities discourage many people from visiting, and I am sure the public would visit more if their basic human needs are accounted for in an accessible, free toilet with changing facilities. They should be open during daylight hours at least all year round, 8am to dusk, in all substantially sized kids play parks (Ystrad, Morgan Jones Park) and absolutely all the open parks such as Penallta. It is shocking that we have no loos in Penallta, how do you expect a family to visit for any length of time? Or anyone at all? If I am cycling miles to get there I need a loo, not a bush, or I may as well cycle elsewhere. Also, people do leave their homes and visit these places in winter months, so we should be able to access toilets then, not just in summer.</p>
Toilets are always dirty
Toilets can often be difficult to find, if the village even has them, i.e. Blackwood and Newbridge... Please open and properly maintain the toilets in these two towns.
Toilets have been closed in Machen & Trethomas, nothing from Newport to Caerphilly. People have stopped their cars and peed in my garden! There should be a disabled toilet at Castle Court and in the middle of town Glanmors keep the key by the till, customers only have access.
Toilets need to be single sex. This is permissible under the exemptions provided by the 2010 equality act.
Toilets not being cleaned often enough. Not sufficient supplies of toilet paper, soap, hand towels.
Toilets should be family friendly. Toilets should be sex specific and not gendered. Safe spaces need to be available to vulnerable women and girls
Toilets should be provided by the council and free to use, we pay an extortionate amount of money each year in council tax and many residents don't feel we get value for money
Toilets throughout the borough have disappeared leading to people urinating in back lanes
Too few public facilities on the high streets. Others are dismal.
Too few toilets and short opening times. Not enough paper. Broken locks. Dirty conditions. And worst of all no soap, cold water and no drying facilities. They're really only suitable if you're desperate (if you can find one that isn't locked)
Try running the gauntlet of visiting the Newbridge Hotel when there are drunken members of the public outside the hotel. You don't feel safe and it is definitely not acceptable for children.
Visitor toilets at Crescent Road Car Park for visitors and coach groups would be extremely useful. They would need to be open from 9.30am - 6.30pm every day in summer and shorter hours in the winter.
We desperately need a changing place for people with disabilities to use. It is unfair that those who require hoists and larger changing tables are unable to go out for more than a few hours as there's nowhere for them to go to the toilet. There isn't even one in the whole county! Completely discriminatory.
We don't have any
We haven't got any
We need more
We need to educate traders and small business in towns - but some will ask for a bounty and if there is no money we will have a problem. The free bus from Blackwood Bus Station to Asda allows shoppers to use the toilets and facilities there.
When the YM Christmas Fayre takes place near the community centre at Siloh the public tend to use the toilets at the centre instead of using the public toilets by the library in the town, the public ones need to be more attractive and clean. It would be good to have toilets at the train station at YM as it is far from the toilets in YM pan mae ffair Nadolig Ystrad Mynach yn digwydd o gwmpas Canolfan Cymunedol Siloh, mae'r cyhoedd yn tueddu defnyddio toiledau y Ganolfan yn lle mynd i'r rhai cyhoeddus ger y llyfrgell yn y dref - mae angen i'r rhai cyhoeddus bod yn fwy atyniadol a glan. Byddai'n dda cael toiledau wrth ymyl gorsaf drenau Ystrad Mynach gan ei fod yn bell o'r toiledau yn Ystrad Mynach.
window badge system needed for private premises
With having to care for disabled person lack of provision is a major headache when out
With the exception of supermarkets I feel it is impossible to access a toilet in an establishment such as a café or restaurant without being a paying customer.
Would be very interested in knowing how many like myself would look for a 'supermarket' where their toilet facilities could be accessed.
You can't use shop or restaurant facilities if not a customer.

## Responses relating to protected characteristics

After I reached over 70 I became invisible to most people and although I ask and was promised help from social services for a hand rail so that I could use my stairs at home - I was told I would have to wait up to 12 weeks for one to be fitted I am still waiting over a year later for it to be installed. No one cares anymore
Age and disability
Age and disability.
Age, health conditions and disabilities are affected by not enough toilet facilities available in many places throughout the borough
All of the above
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.
as concerned neighbours of elderly and mothers/fathers locally and self when caught short as we have to visit toilets more frequently
Being a lady with of a certain age with bladder issues I always have to know where the nearest toilet is.
Disability
Disability (my husband is also disabled)
Disability.
Disabled friends and family
First question in this survey is directing me to think purely of one location only. As I use multiple towns in the area as do most other people, you have inadvertently made us to think more narrow minded on future questions and not of the whole borough.
Gender, disability, age and parent!
Happy to give my views on this subject
Honestly?
I am over 65 and have bad knees so mobility is an issue as is using low level toilet pans
I am sight impaired
I find it embarrassing and degrading if I cannot find a public toilet should I require changing, it takes away my independence and makes me feel like a prisoner in my own home.
I have a continence disability so public toilets are so important to me and a necessity for me in my decision as to whether I go out and/or visit a destination.
I have a disability and sometimes need to use s toilet immediately. Also for the elderly people I've spoken to in Blackwood town.
I have a disabled parent and small children and there are never enough facilities available.
I have a Prostate problem that means I sometimes need toilet facilities fairly urgently. The lack of public toilets in places like Newbridge mean that I can no longer visit using a bus as I may need to sit in the back of my car and urinate into a special bottle.
I have a weak bladder due to previous operations and the close location of toilets are a real problem. Additionally the lack of toilets in Blackwood especially at night is disgraceful on the basis that many people are caught short leaving licensed premises, though there are no public toilets open at all at night in the centre of town.
I have responded to this survey because I have a baby and toddler and changing facilities are not always readily available. Also many toilets have a pull-down change table in the ladies toilet and you often can't fit the pushchair in the cubicle. This makes it extremely difficult to use the toilet myself when I am out on my own with my children.
I have two children and am disabled myself - the lack of facilities is terrible - if you charged a small fee like they do in Europe and provided clean toilets which are kept well I'm sure people would pay or do a key system which is supplied to residents like the disabled key system - I shouldn't feel unsafe going to a toilet and the stench is terrible
I have visitors who have a disabled adult who requires clean safe facilities when visiting & this important issue is overlooked.
I have young children, a transgender child and my husband has Crohns disease. This might have influenced my answer.
I just think that Caerphilly council over years tend to have closed or taken away the toilets in Caerphilly area nowhere one can use the toilets
If the council could remind the public that trans people have the PC of gender reassignment and, as such, it is unlawful discrimination to bar them from accessing toilet facilities of their gender that would be great. A periodic reminder is a pretty good thing as it does slip some people's minds.

I'm gender neutral. Sooo
Influenced negatively due to my age and disability.
Is there no end to this nonsense?
It has been influenced due to the fact that I am female. Due to obvious differences between the sexes the availability of public toilets are a particular concern for women. We need to sit down in private to urinate. We are more likely to have children with us that need to be changed or breast fed. We menstruate and should be able to deal with that outside of the home. A lack of public toilets particularly impact on women.
It is important to retain sex segregated toilets to be inclusive of women and men who are religious.
Mother of teenage child with asd and ibs
My age so was unable to answer some questions.
My daughter has severe cerebral palsy and we are very restricted about where we can take her for days out in the Caerphilly Borough.
My husband's Ulcerative Colitis
My response is somewhat influenced by my age. As a pensioner my need for good facilities is most probably greater than a younger person.
My responses have been influenced by having 2 young children. It was really difficult finding somewhere to use the toilet when my children still used a pram or buggy. There are very few places where an adult or older sibling who are too young to go to toilet alone can use the toilet that also have room for a buggy.
My responses to this survey is influenced by my physical disability.
None of these apply to me. Most people just want toilet facilities and are not influenced by politically correct reasoning. Whatever happened to good old common sense.
None.
Registered Partially Sighted, Night Blind.
Sex is a protected characteristic under the 2010 equality act - why isn't it listed here?
Sex is a protected characteristic. Why is this not included in the list? Sex is not the same as gender. Please ensure that single sex toilets are provided.
Thanks for standing against anti-trans bigots regarding toilet usage.
This survey is very relevant to all ages and has been needed for quite a while, since many of our local toilets have been closed or vandalised.
woman
yes, isn't it always with CCBC
Yes. My response is influenced by my age. In order for me to be less socially isolated and be able to visit my local village, I would benefit from having a public toilet made available.