

# Caerphilly County Borough Council Local Toilet Strategy Needs Assessment

## Consultation Report

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### **Introduction**

Under the Public Health (Wales) Act 2017, Caerphilly County Borough Council has a duty to prepare and publish a Local Toilet Strategy for the county borough by 31 May 2019. This must include a plan showing how identified needs will be met.

The Council are not required to provide and maintain public toilets themselves but must take a strategic view as to how facilities can be provided and accessed by our local population. The first stage in developing the Local Toilet Strategy was to assess the community's need for toilets, including changing facilities for babies and changing places facilities for people with a disability. This report provides a summary of findings of a survey undertaken as part of the needs assessment process.

The outcomes of this survey will, alongside other data, be collated to form an Assessment of Need that will identify existing provision, current and future need and gaps in provision that will be considered as the Council develops its draft Local Toilet Strategy.

Once the strategy has been drafted, residents and stakeholders will be given the opportunity to have their say during a 12 week consultation period between December 2018 and February 2019.

### **Method**

A resident, visitor and stakeholder consultation was undertaken from **3<sup>rd</sup> September to 28<sup>th</sup> September 2018**. During this time, a variety of methods were used to encourage and enable all sectors of the community to have their say.

### **Survey**

The questionnaire was designed to seek residents, stakeholder and visitors views on current provision and need. The survey covered town and village centres, attractions and parks across the county borough.

Respondents were asked to identify good and poor quality facilities at the venues they visit most often. A copy of the survey is included in **Annex 1**.

### **Engagement**

Key engagement mechanisms included:

- Online - via the CCBC Website, social media (including Facebook and Twitter) and on partner organisations websites

- E-mail alerts and correspondence
- The September 2018 edition of the Council’s newsletter “Newline” delivered to every household within the borough)
- Face to face – discussions at Voluntary Sector Liaison Committee, Voluntary Sector Forum, Caerphilly Youth Forum and Caerphilly Access Forum.
- Paper Questionnaires – requested by groups and residents.

A detailed stakeholder communication and engagement plan is outlined in **Annex 2**.

## Social Media

The consultation was promoted via social media with a reach of 11,753 individuals via Twitter and 6,907 via Facebook. Comments received via Facebook are included in **Annex 3**.

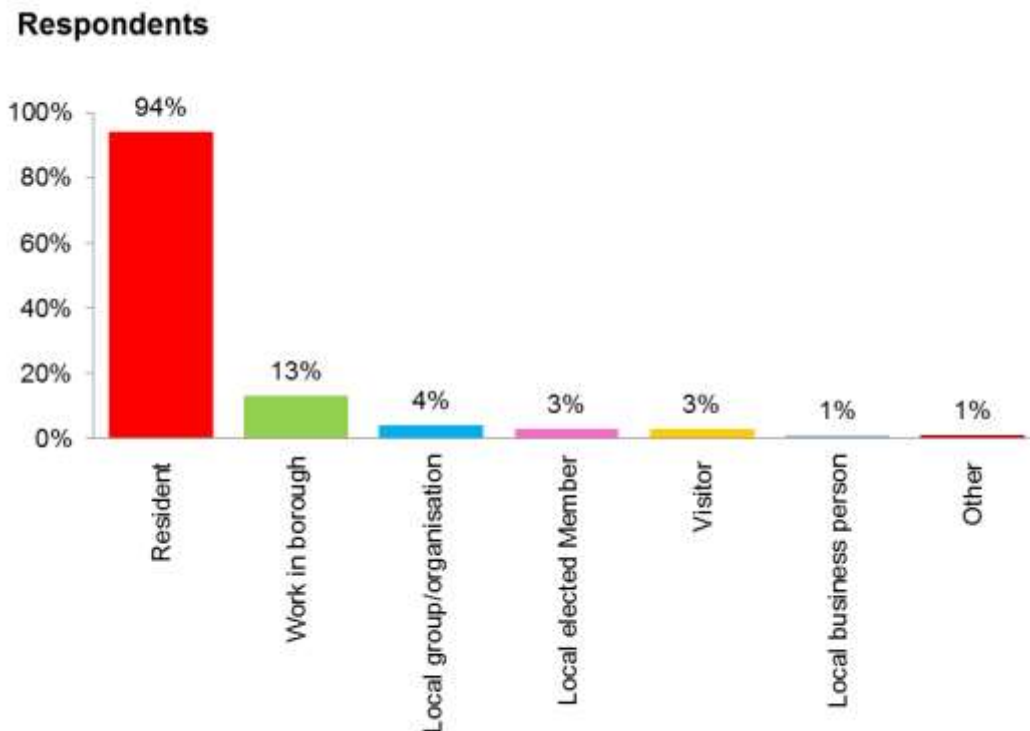
## Survey Findings

A total of 357 responses were received and have been included in this analysis. Where the number of responses to a particular question is lower than this figure this is noted in brackets in the heading of the relevant question.

## Respondent Profile

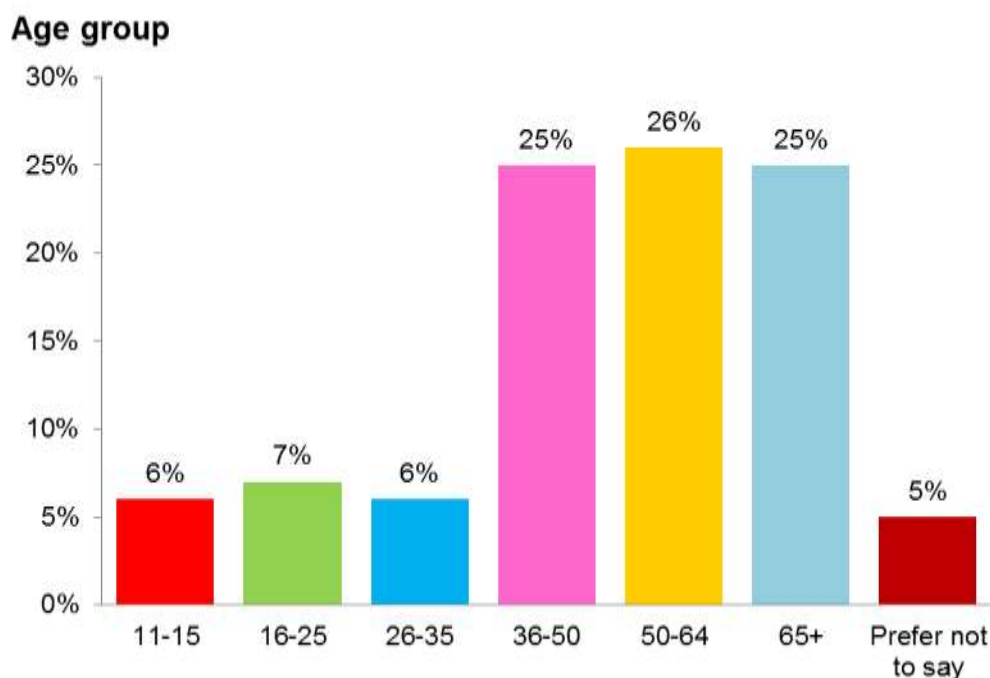
A profile of respondents provides context for an analysis of the responses received.

As shown in the graph, the largest proportion (94%) of those who responded indicated that they were resident of the county borough. A further 3% were visitors. (Note: responses are not mutually exclusive meaning that respondents were able to select more than one response therefore, the total does not equal 100%.)



### **Age profile (n=344)**

For those completing this question there was a good response across the age categories as shown in the chart, with 76% of the total number of responses received from respondents aged 36 years or over:



### **Sex (n=334)**

66% of respondents completing this question were female, 29% were male, 1% gave their sex as 'Trans' and the remaining 3% stated they preferred not to say.

### **Disability, long-term illness or health problem (n=341)**

21% of respondents completing this question stated that they have a disability, and an additional 24% stated that they have a long term illness or health problem.

### **Ethnicity (n=329)**

93% of respondents completing this question gave their ethnicity as White, and 6% preferred not to say. The remaining respondents were either Asian or Black, African/Caribbean.

### **Religion or belief (n=331)**

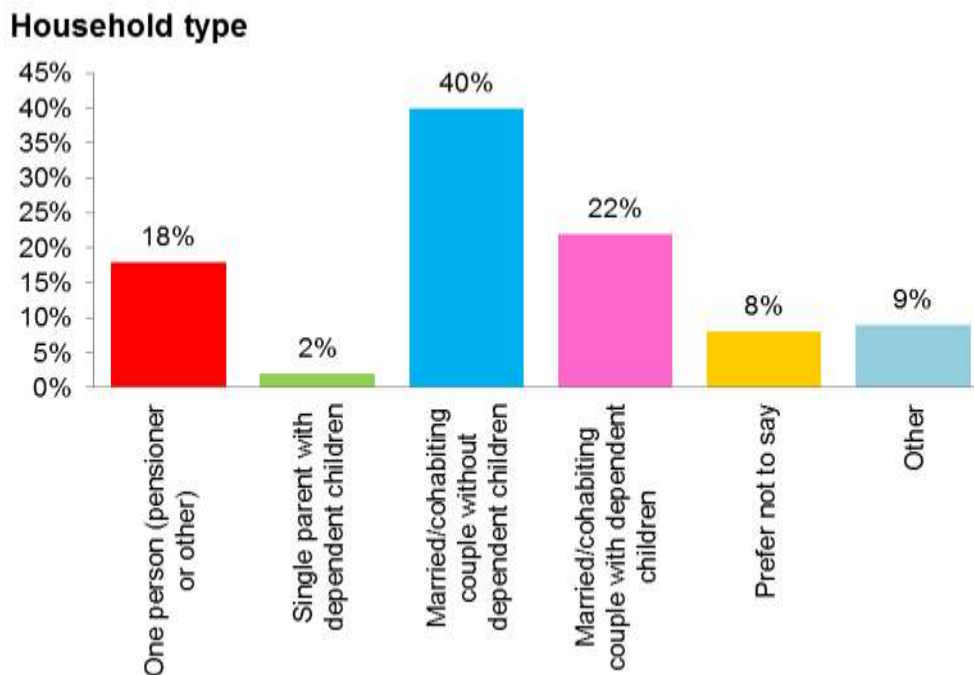
44% of respondents completing this question stated that they had no religion, 44% were Christian and 9% preferred not to say. The remainder stated their religion or belief as Buddhist, Jewish or Muslim.

### **Sexual orientation (n=319)**

81% of respondents completing this question gave their sexual orientation as heterosexual or straight. 4% gave their sexual orientation as a gay man, 1% indicated that they are a gay woman/lesbian and 4% stated that they are bisexual. 11% stated that they preferred not to say what their sexual orientation is. A small number of respondents gave their sexual orientation as 'pansexual' in the other category.

### **Household type (n=332)**

A summary of the responses given to this question is shown in the chart:



As can be seen from this chart, the largest number of responses was received from people living in a household as a married/cohabiting couple, followed by a married/cohabiting couple with dependent children household, and then a single person household.

### **Welsh language skills (n=328)**

70% of respondents completing this question stated that they had no Welsh language skills. The proportion that stated they had some Welsh language skills ranged from 10% stating that they can speak Welsh to 16% stating that they understand spoken Welsh. 9% stated that they preferred not to answer this question.

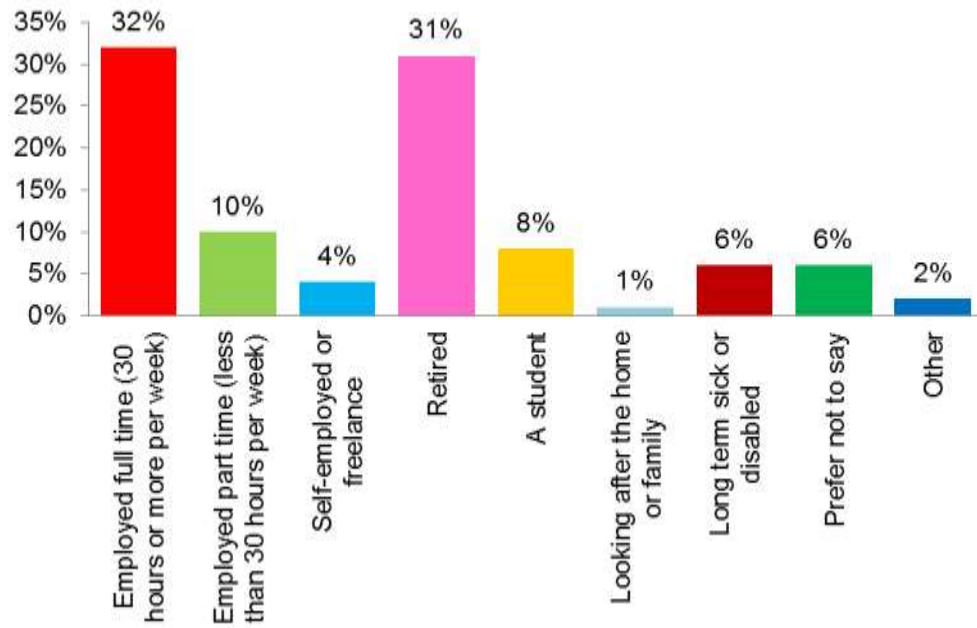
### **Main language (n=332)**

94% of respondents completing this question stated that their main language is English, 2% stated that their main language is Welsh and 3% stated that they preferred not to answer this question. Two respondents stated that their main language is Spanish.

### **Employment status (n=336)**

A summary of the responses given to this question is shown in the chart. As can be seen from this chart, the largest categories for employment status were respondents who are employed full time and respondents who are retired.

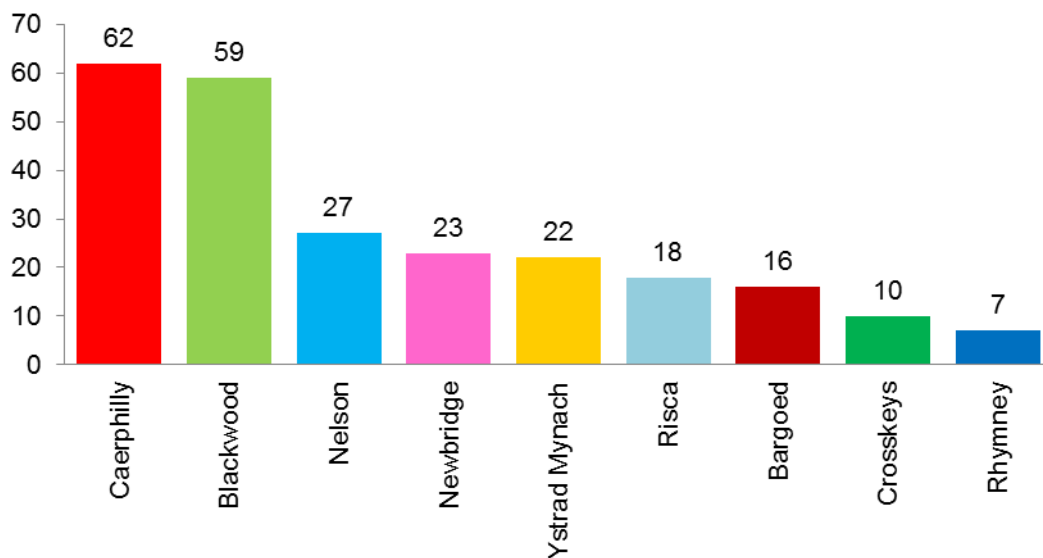
### Employment status



### Town and Village Centres

Respondents were asked to indicate which town or village they visited most often within the county borough. 276 respondents answered this question and the chart below summarises the number of responses for each town or village where the total number of responses was 5 or more.

#### Towns and Village Centres visited (number of respondents)



As can be seen from this chart the town centre visited by the largest number of respondents was Caerphilly, closely followed by Blackwood.

This section will provide an analysis of the results for the individual town and village centres highlighted previously. However, it should be noted that the small number of valid responses to each individual question means that caution should be taken when interpreting the results, as the responses are unlikely to be representative of the wider population. This is due to the survey being self-selecting in nature and those respondents with an interest in the topic are more likely to respond to the survey than those who are not directly affected. A set of tables giving a breakdown of the number of responses by town or village centre is provided in **Annex 4**. A digest of comments for each town centre is included in **Annex 5**.

### ***Bargoed***

16 valid responses were received from respondents who said the town centre they used most regularly was **Bargoed**. In relation to the provision of toilets generally during the day Monday to Saturday, slightly under half the respondents felt that provision was adequate, with an equal number stating that provision was inadequate or not available. For early morning and evenings on Monday to Saturday, and at all times on Sundays and Bank Holiday, most respondents felt that the provision was inadequate or there were no toilets available.

For accessible toilets, the same number of respondents as for toilets generally felt that provision was adequate during the day on Monday to Saturday. Respondents were more likely to have stated that provision for all other days and times was inadequate, rather than saying that accessible toilets are not available.

In relation to changing facilities for young children, a small number of respondents felt that provision was adequate during the day on Monday to Saturday and on Sundays and Bank Holidays. At other times on Monday to Saturday respondents were more likely to say that facilities were inadequate, but for Sundays and Bank Holidays they were more likely to say that there were no facilities available. For all days and times a larger proportion of respondents said that they didn't use or didn't know about changing facilities for young children.

In relation to changing facilities for those with disabilities, small number of respondents felt that provision was adequate during the day on Monday to Saturday only. The vast majority of respondents for all other times and days stated that facilities were inadequate or not available.

Respondents were asked to provide details of any good quality toilet and changing facilities that are available. For Bargoed, toilets in Bargoed Library, Morrisons, St Gwladys Church Hall, Riccis Café and the bus station were mentioned, but it was noted that these could only be used when the venues were open.

Respondents were also asked to provide details of any poor quality toilet and changing facilities. A number of comments were made relating to the bus station toilets - they are not well looked after, no opening hours are provided and they are closed at 5pm. A number of other comments related to no facilities being available. A full list of the comments by town or village centre is provided in **Annex 4**.

## ***Blackwood***

57 valid responses were received from respondents who said the town centre they used most regularly was **Blackwood**, although this figure altered slightly across the individual questions. For toilet provision in general, during the day on Monday to Friday less than a third of respondents (17) said that provision was adequate, with just under half (27) saying that provision was inadequate. Very small numbers of respondents said that provision was adequate at other times on Mondays to Fridays, or at any time on Sunday or Bank Holidays. Almost half of respondents (25) said that provision was inadequate on Sundays or Bank Holidays during the day. Large numbers of respondents said that they didn't use accessible toilets or didn't know about the provision in the early morning or evening period on any day.

In relation to accessible toilets, a quarter of respondents (14) said that provision was adequate during the day on Monday to Friday. A very small proportion said that provision was adequate at all other time periods and on Sunday and Bank Holidays. A higher proportion said that the provision was inadequate in the early morning and during the day on Monday to Saturday, and during the day on Sundays and Bank Holidays. Again a large proportion said that they didn't use accessible toilets or didn't know about the provision across all time periods and days.

In relation to changing facilities for young children, very small numbers of respondents said that provision was adequate at any time on any day. Roughly a third of respondents said that provision was inadequate or not available at any time on any day. Around 60% of respondents said that they didn't use or didn't know about changing facilities for young children at any time on any day.

For changing facilities for those with disabilities, just under a fifth (10) of respondents said that provision was adequate during the day on Monday to Saturday. For the other time periods and days the number saying provision was adequate was even smaller than this. Roughly a quarter of respondents said that provision was inadequate across all time periods and days. Around half of respondents said that they didn't use or didn't know about changing facilities for those with disabilities at any time on any day.

In relation to good quality toilet facilities in Blackwood, a number of respondents mentioned those in Asda as being particularly good, along with those at Blackwood bus station and those in retail outlets such as McDonald's, KFC, Wetherspoons and Costa. A number of respondents raised the issue of not being able to or feeling uncomfortable about using retail premises if you are not a paying customer.

In relation to poor quality toilet facilities in Blackwood, the bus station toilets were highlighted as being particularly unhygienic and not well maintained. A number of comments also related to the inadequacy of toilets in general for those with disability needs. A shortage of toilets was also mentioned by a number of respondents.

## **Caerphilly**

60 valid responses were received from respondents who said the town centre they used most regularly was **Caerphilly**, although this figure altered slightly across the individual questions. In relation to toilets in general, just under half of respondents said that provision was adequate during the day on Monday to Friday, and a similar proportion said that provision was inadequate. Around a third of respondents said that provision was adequate during the day on Sundays and Bank Holidays, but a slightly higher proportion said that provision was inadequate. Very small numbers said provision was adequate in the early morning or evening on any day, although roughly half of respondents said that they didn't use or didn't know about toilet facilities at these times, with the majority of other respondents saying that provision was inadequate.

20 respondents said that provision of accessible toilets was adequate during the day on any day of the week. However, 22 respondents felt that provision was inadequate during the day Monday to Saturday. Only 3 people felt that toilets were inadequate during the day on Sundays and Bank Holidays but 17 respondents indicated that they don't know/don't visit at this time. Just over half of respondents said that they don't use/don't know about accessible toilets in the early morning or evening on any day however, amongst those who do visit at these times, it was felt that the provision of accessible toilets was inadequate.

In relation to changing facilities for young children, very few respondents said that provision was adequate at any time period on any day. Around a quarter of respondents said that provision was inadequate, but roughly half of the respondents said they didn't use or didn't know about changing facilities for young children at any time period on any day.

In relation to changing facilities for those with disabilities, again very few respondents said that provision was adequate at any time period on any day. Generally around a fifth of respondents said that provision was inadequate, whilst around three fifths of respondents said that they didn't use or didn't know about changing facilities for those with disabilities at any time period on any day.

When asked about good quality toilet facilities in Caerphilly, a lot of respondents either mentioned Morrisons or those in the visitor centre since the refurbishments that have recently taken place. A couple of respondents mentioned the toilets at the bus station and those in Caerphilly library, but a few others commented that there are no facilities at the southern end of the town.

When asked about poor quality toilet facilities in Caerphilly, respondents said that the toilets near the bus station are unhygienic, poorly maintained and not a pleasant place to use. The toilets in Morgan Jones Park were also mentioned as being poor. Access for people with disabilities was also mentioned as an issue by a few respondents.

## **Crosskeys**

7 valid responses were received from respondents who said the village centre they used most regularly was **Crosskeys**. In relation to toilets in general, the vast majority said that there were none available at any time period on any day, with only one or two respondents saying that the facilities were adequate during the day on any day. A similar number said



that facilities were inadequate during the day on any day or during the evenings on Monday to Saturday.

In relation to the provision of accessible toilets, again the vast majority said that there were no facilities available. Only one respondent said that provision was adequate during the early morning on a Sunday or Bank Holiday across all of the time periods and days. Also, one or two respondents said that provision was inadequate in the early morning or during the day on any day.

For the provision of changing facilities for young children, the vast majority said that there were no facilities available. Two respondents said that provision was adequate at early morning on Monday to Saturday, whilst no respondents said provision was adequate during any other time period on any day. Three respondents said that provision was inadequate during the day on Monday to Saturday.

For the provision of changing facilities for those with disabilities no respondent said that provision was adequate at any time on any day, but only one respondent said that provision was inadequate during the day on Monday to Saturday, with no responses for the other time periods or days. Again the vast majority of respondents said that there were no facilities available.

The only comments made with regard to the question about good or poor facilities in Crosskeys related to Waunfawr Park. A couple of respondents stated that they had tried to use them but they are never open.

### ***Nelson***

27 valid responses were received from respondents who said the village centre they used most regularly was **Nelson**, although this figure altered slightly across the individual questions. In relation to the provision of toilets in general, over four fifths of respondents said that there were none available at any time period on any day. Very few respondents (one or two) said that provision was adequate at any time period on any day, with double the number saying that provision was inadequate.

For the provision of accessible toilets, again more than four fifths of respondents said that there are no facilities available. Only one respondent said that provision was adequate during the day on Monday to Saturday, with no other positive responses for any time on any other day, or during the day on Sundays or Bank Holidays.

In relation to changing facilities for young children, again around four fifths of respondents said that there was no provision available. Very few respondents (1) said that provision was adequate on Monday to Saturday during the day. A small number of respondents (4) indicated that they don't use or don't know about changing facilities for young children.

In relation to changing facilities for those with disabilities, the same responses as for changing facilities for young children were given, except that the number of respondents who said they don't use or don't know about the provision fell to 3 respondents.

When asked about good or poor quality provision of toilet facilities in Nelson, quite a number stated that there are no toilets available. A couple of respondents mentioned the ones in the library but stated that they are only available during opening hours. A couple of respondents mentioned toilets available in local pubs and cafes. It was noted that Nelson is an interchange for services to Merthyr Tydfil, Pontypridd, Bargoed and Caerphilly, but there are no toilets for anyone to use.

### ***Newbridge***

23 valid responses were received from respondents who said the town centre they used most regularly was **Newbridge**, although this figure altered slightly across the individual questions. A small number of respondents (3) said that provision was adequate during the day and at evenings on Monday to Saturday. Double this number of respondents said that provision was inadequate during the day on Monday to Saturday and on Sundays and Bank Holidays. Around half of respondents said that there were no toilets available.

In relation to the provision of accessible toilets around a fifth of respondents said that provision was adequate at any time period on Sundays and Bank Holidays, but a much lower number said provision was adequate at any time period on Monday to Saturday. Roughly half of respondents said that there were no toilets available.

For changing facilities for young children, around a fifth of respondents said that provision was adequate at all time periods on every day. Around two fifths of respondents said that there were no facilities available at any time period on any day.

For changing facilities for those with disabilities, just over a fifth of respondents said that provision is adequate at any time period on any day. Around half of respondents said that there was no provision available at any time period on any day.

When asked about good or poor quality provision of toilet facilities in Newbridge, a small number of respondents mentioned the good quality toilet at the Library. A number of respondents commented that there are no public toilets available in Newbridge, and that the ones in McDonald's etc. are too far away from the town centre.

### ***Rhymney***

Only 7 valid responses were received from respondents who said the town centre they used most regularly was **Rhymney**, although this figure altered slightly across the individual questions. No respondents said that toilet facilities in general were adequate at any time period on any day, and one respondent said that provision was inadequate during the day on Monday to Friday. The majority respondents said that there were no toilets available.

In relation to the provision of accessible toilets, the provision of changing facilities for young children and the provision of facilities for those with disabilities, almost all the respondents said that there were no facilities available. This was reinforced by the comments made in relation to the question about the provision of good or poor quality toilet facilities.

## **Risca**

18 valid responses were received from respondents who said the town centre they used most regularly was **Risca**, although this figure altered slightly across the individual questions. In relation to provision of toilets in general during the day on Monday to Saturday, just under three quarters of respondents said that provision was adequate, whilst just under a third of respondents said that provision was adequate during the day on Sundays and Bank Holidays. Just under a third of respondents said that there were no toilets available during the evenings on any day.

In relation to accessible toilets, just over half of respondents said that facilities were adequate during the day on Monday to Saturday, but only a fifth said that provision was adequate during the day on Sundays and Bank Holidays. Around a quarter of respondents said that provision was inadequate in the early morning and during the day on Monday to Saturday.

In relation to the provision of changing facilities for young children, virtually no respondents said that provision was adequate at any time period on any day. A small number of respondents said that provision was inadequate, with during the day Monday to Saturday highlighted as a particular issue. A majority of respondents said that they don't use or don't know about changing facilities for young children.

In relation to the provision of changing facilities for those with disabilities, only one respondent said that provision was adequate at any time period on any day. Just over one fifth of respondents said that there was no provision available. Again the majority of respondents said that they don't use or don't know about changing facilities for those with disabilities.

When asked about good or poor quality provision of toilet facilities in Risca, those in Risca Park and the Library were mentioned by a small number of respondents as being particularly good. However, a small number of respondents also mentioned that the toilets in the park need upgrading.

## **Ystrad Mynach**

22 valid responses were received from respondents who said the town centre they used most regularly was **Ystrad Mynach**, although this figure altered slightly across the individual questions. Just over three quarters of respondents said that toilet provision in general was adequate during the day on Monday to Saturday, but this dropped to around one sixth of respondents for during the day on Sundays or Bank Holidays. Just over a quarter of respondents said that provision was inadequate at any time period on any day. A higher proportion of respondents said that they didn't use or didn't know about provision at any time on Sundays or Bank Holidays, probably indicating that they are more likely to visit the facilities on week days or Saturdays.

In relation to the provision of accessible toilets, around a third of respondents said that provision was adequate during the day on Monday to Saturday, with very small numbers of respondents saying this at other times and on other days. Around a third of respondents said that provision was inadequate at any time period on any day. Over half of respondents for

every category apart from during the day on Monday to Saturday said that they don't use or don't know about the provision or accessible toilets.

In relation to the provision of changing facilities for young children, only one respondent said that provision was adequate at any time period on any day. In general, around two thirds of respondents said that they don't visit or don't know about changing facilities for young children.

In relation to the provision of changing facilities for those with disabilities, no respondents said that provision was adequate. Around three quarters of respondents said that they didn't use or didn't know about changing facilities for those with disabilities.

When asked about good or poor quality provision of toilet facilities in Ystrad Mynach, good quality provision was noted at Tesco, Ystrad Mynach Library, those at the main bus stop. Some respondents said that even when toilets are provided they are not open early in the mornings or late in the evening. One respondent commented that the ones at the bus station are disgusting and they didn't feel safe using them.

## **Attractions and Parks**

Due to the large number of attractions and parks within the county borough, respondents were asked to write in the name of the park or attraction they visited most often. For this reason the number of responses for individual attractions was low and a statistical analysis of the data is not meaningful.

Key themes derived from comments under the section on attractions and parks are listed below. Where several comments were made in relation to a specific attraction, these are highlighted. **Annex 6** provides a full digest of comments for the attractions and parks referred to.

- Many of the smaller parks have no facilities.
- Cleanliness of facilities is generally poor in parks
- **Caerphilly Visitor Centre** – as noted under the comments for Caerphilly town centre above, the toilets at Caerphilly Visitor Centre are considered to be of a good quality having recently being refurbished
- **Caerphilly Castle** – comments that there is no toilet for those in a wheelchair or with a pushchair and that the facilities need upgrading
- **Cwm Darran Park** – facilities are fine at the visitor centre but opening hours are restrictive and seasonal
- **Cwmcarn Forest Visitor Centre** – considered to be of a good quality however, as with other country parks, restricted by the opening times of the visitor centre
- **Morgan Jones Park** – The cleanliness of the toilets in the park is considered to be of a very poor standard and not easily accessed in a wheelchair. There are toilets at the Old Library Café adjacent to the park which are felt to be cleaner. Both the park and Old Library Café have restricted opening times.
- **Penallta Park** – many commented that they were not aware of toilets at Penallta Park. Others suggested that there was a toilet at the Education Centre but this is not always open and the composting toilet requires a radar key to access it.

- **Pen-y-Fan Pond** – considered to be of a poor quality in terms of maintenance and cleanliness with restricted opening times (seasonal)
- **Waunfawr Park** – Limited opening times
- **Wern Park, Nelson** – there are no toilets at Wern Park
- **Ystrad Mynach Park** – Considered to be unclean and poorly maintained. There was also a reference to inappropriate use of the facilities by some.

## **Tell Us More**

Respondents were also asked to think about the county borough more widely than the town/village or attraction/park they use most often. A series of statements were given with respondents asked whether they 'strongly agreed', 'agreed', 'disagreed', 'strongly disagreed' or 'didn't know' with each statement. A summary of the individual statements and the responses is given below:

### ***There are too few facilities (n=345)***

87% of respondents felt that there are too few facilities available.

### ***The location of facilities is not convenient (n=328)***

Just over two thirds of respondents strongly agreed or agreed with this statement.

### ***The location of the facilities does not feel safe (n=319)***

Just over half of the respondents strongly agreed or agreed with this statement, with over a quarter saying that they disagreed.

### ***There is not enough information on where facilities are located (n=336)***

91% of respondents strongly agreed or agreed with this statement.

### ***The lack of facilities has stopped me from visiting certain locations (n=333)***

Almost two thirds of respondents strongly agreed or agreed that the lack of facilities had stopped them from visiting certain locations.

### ***Facilities are not open at the times I need them (n=323)***

65% of respondents strongly agreed or agreed with this statement.

### ***The cleanliness of facilities is generally good (n=326)***

Just under half of respondents strongly agreed or agreed that the cleanliness of toilets is generally good, whilst over a third of respondents disagreed or strongly disagreed with this statement.

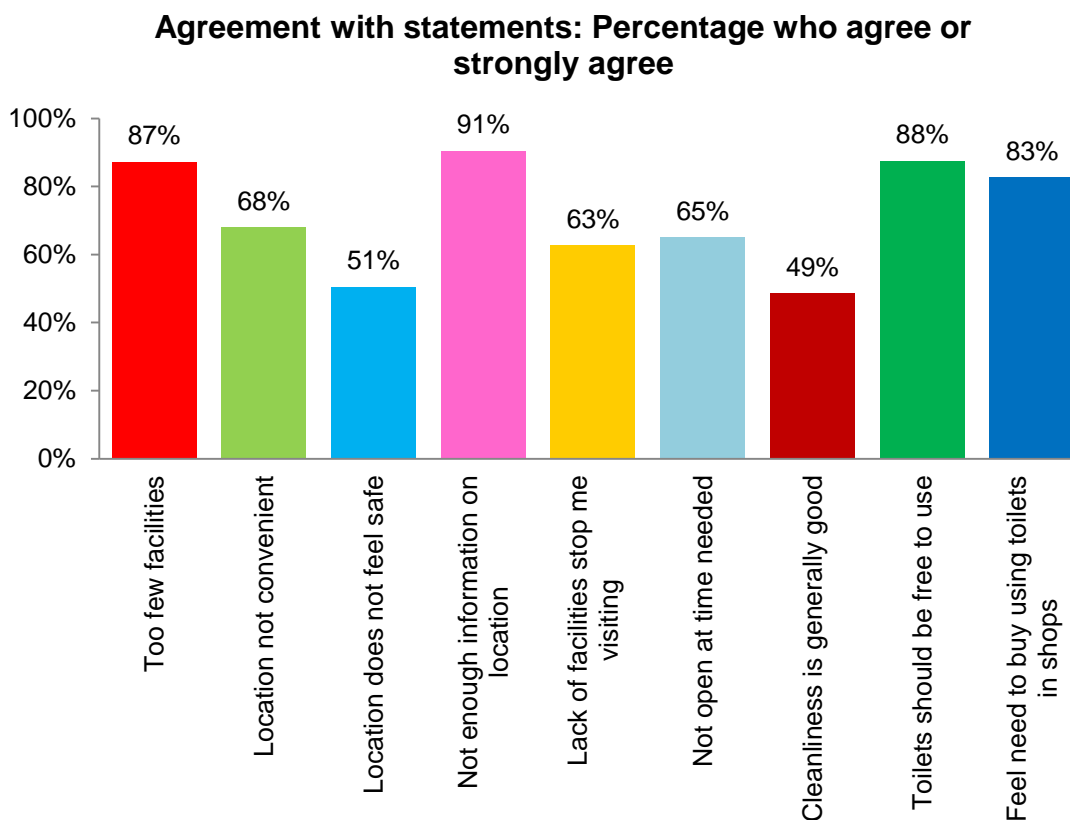
### ***Toilets should be free to use (n=337)***

88% of respondents strongly agreed or agreed that toilets should be free to use. Whilst a large proportion felt that toilets should be free to use, there were a number of comments made to support a small charge if this meant that toilets were cleaner and accessible.

### ***I don't like using toilets in shops or restaurants because I feel like I need to buy something (n=336)***

83% of respondents strongly agreed or agreed with this statement.

The chart highlights the percentage of respondents who agreed or strongly agreed with each of the statements.



Respondents were also asked to provide details of any specific issues with the provision of toilets or changing facilities in Caerphilly county borough. A full summary of the responses is provided in **Annex 7**. A summary of the main themes emerging from the comments is given below:

- There are no changing facilities with hoists for individuals with disabilities
- There is a lack of toilet facilities in public parks and where they are available quality and opening hours is an issue
- There are too few public toilet facilities available and where there are public toilets they are generally of poor quality with few exceptions.
- More information needs to be made available about where toilets for public use are available and opening hours.
- Most respondents felt that toilets should be free to use.

Respondents were asked what they would prefer as the best way to find out about where the nearest toilet and changing facilities are located when they are out and about. Just over half said that a sticker or poster displayed in the window of premises where facilities are available was their preferred option, with just over a quarter preferring the option of an app on their mobile phone.

Respondents were asked whether their response to the survey had been influenced (positively or negatively) by the range of protected characteristics as specified in the Equality Act 2010. The issues raised include:

- Very few appropriate clean safe facilities are currently available for those with disabilities in particular,
  - a lack of accessible toilets for wheelchair users and those with young children in pushchairs and prams
  - a lack of facilities for those with visual impairment
  - a lack of changing facilities with hoists
  - a lack of toilet facilities for those with conditions such as Crohn's disease
- A lack of information on available facilities
- Several comments related to the need to ensure that sex and gender is considered in provision of facilities e.g. the needs of transgender people, provision of separate facilities to allow privacy and the availability of baby changing facilities for both parents.

Please refer to **Annex 7** for a full digest of comments.