



## REGENERATION AND ENVIRONMENT SCRUTINY COMMITTEE – 11TH DECEMBER 2018

**SUBJECT: DRAFT LOCAL TOILETS STRATEGY**

**REPORT BY: INTERIM CORPORATE DIRECTOR - COMMUNITIES**

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### **1. PURPOSE OF REPORT**

- 1.1 To inform Members of the draft Caerphilly County Borough Local Toilets Strategy and to invite comments as part of the consultation process.

### **2. SUMMARY**

- 2.1 Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area.
- 2.2 Local authorities in Wales now have the responsibility to:
- assess the need for toilet provision for their communities;
  - plan to meet those needs;
  - produce a local toilets strategy; and
  - review the strategy, update and publicise revisions.
- 2.3 Local authorities must prepare and publish their strategies within one year from 31 May 2018. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of this strategy, Caerphilly County Borough Council is required to publish a statement of progress. The strategy should contribute toward achieving accessible and clean toilets wherever people live, work or visit.
- 2.4 A draft strategy (Appendix 2) has been prepared that incorporates feedback following a public consultation as part of the Needs Assessment that was undertaken throughout September 2018. A summary document has been prepared for public consultation, included at appendix 1.
- 2.5 On the 28<sup>th</sup> November 2018, Cabinet agreed to undertake a formal consultation exercise regarding the strategy. The consultation will take place between December 2018 and February 2019. Members are therefore encouraged to participate in the consultation exercise.

### **3. LINKS TO STRATEGY**

- 3.1 The Wellbeing of Future Generation (Wales) Act 2015 is about improving the social, economic, environmental and cultural wellbeing of Wales. It requires public bodies to think more about the long-term, working with people and communities, looking to prevent problems

and take a more joined up approach. This will create a Wales that we all want to live in, now and in the future. The Act puts in place seven well-being goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

The draft Local Toilets Strategy supports all seven of the above goals.

#### 4. THE REPORT

- 4.1 Toilets for public use matter to everybody who goes “away from home” for some reason and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and young people and their families. These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people’s ability to maintain independence and dignity in later life.
- 4.2 A draft strategy has been prepared that incorporates feedback following a consultation undertaken as part of a Needs Assessment exercise during September 2018. The consultation was designed to assess the needs of residents, and people visiting or working within the county borough. 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 total of 357 responses were received. The analysis of those responses is detailed in the *Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report* (attached at Appendix 3) and used to inform the content of the draft strategy. A list of organisations separately consulted is detailed in the report.

- 4.3 Locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones. Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The sticker will display the logo stipulated by Welsh Government. Mapping is an important part of our strategy so that people who need to visit a toilet can easily access information about the location, opening times, accessibility and type of facilities available.



- 4.4 The draft strategy sets out options that may be considered over the next two years in order to increase the provision of local toilets. The draft strategy also highlights no Planning Policy support at a national level in relation to toilet provision and access.
- 4.5 The Council is required to undertake a consultation on the draft Local Toilet Strategy and it is

proposed to report the outcome of the consultation to Cabinet together with a final draft Strategy for a decision. Local authorities must publish their final Local Toilets Strategy by 31 May 2019.

## **5. WELL-BEING OF FUTURE GENERATIONS**

- 5.1 The Well-being of Future Generations (Wales) Act 2015 sets out the sustainable development principle against which all public bodies in Wales should assess their decision-making. The aim of the legislation is to ensure the well-being of future generations through maximising the contribution public bodies make towards the well-being goals. In using the sustainable development principle it is incumbent that the authority considers the whole of the population it serves and considers the effect of its actions on future generations. The principle, also known as the five ways of working is assessed as below:

**LONG TERM-** Securing the provision of toilet facilities into the future requires a strategic approach that maximises available provision across the public, private, and voluntary sector. The council portfolio of public toilet blocks across the whole of the authority is not likely to be sustainable in the long term due to cuts in the revenue available to the local authority. The financial climate means that it is important to consider now how local toilet provision can be maximised for existing and future generations.

**INVOLVEMENT-** An extensive consultation on needs has taken place with the community. Understandably residents wish to see as many toilet facilities as possible and in locations where they are most needed.

**PREVENTION-** The promotion of well-being now prevents health related problems in the future and reduces demand on public services. The council has made toilets available to the public from many of its buildings.

**COLLABORATION-** We have encouraged and collaborated with certain private businesses across the county. Such business owners have been invited to volunteer their facilities for use to non-paying customers.

**INTEGRATION-** We have considered how the proposed strategy contributes to well-being objectives by promoting clean safe facilities in the locations they are required.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 An equalities impact assessment has been completed and is attached as Appendix 2 to this report.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 There are no financial implications associated with this report, although Members should note the significant pressure on the Authority's finances which may have an impact on its ability to provide public toilets in the future.

## **8. PERSONNEL IMPLICATIONS**

- 8.1 There are no personnel implications associated with this report.

## **9. CONSULTATIONS**

- 9.1 The consultation undertaken is outlined in the main body of the report above.
- 9.2 The consultees listed below have been consulted on this report and their views have been incorporated accordingly.

## **10. RECOMMENDATIONS**

- 10.1 The Scrutiny Committee is asked to consider the draft strategy and Members are invited to provide comments as part of the consultation process.

## **11. REASONS FOR THE RECOMMENDATIONS**

- 11.1 To comply with the statutory requirement to develop and publish a Local Toilets Strategy.

## **12. STATUTORY POWER**

- 12.1 Part 8 of the Public Health (Wales) Act 2017

Author: Ceri Edwards, Environmental Health Manager (edwarc@caerphilly.gov.uk)  
Consultees: Councillor Eluned Stenner, Cabinet Member for Environment & Public Protection  
Councillor Nigel George, Cabinet Member for Neighbourhood Services  
Mark S. Williams, Interim Corporate Director, Communities  
Rob Hartshorn, Head of Public Protection, Community & Leisure Services  
Rob Tranter, Head of Legal Services and Monitoring Officer  
Anwen Cullinane, Senior Policy Officer (Equalities & Welsh Language)  
Mike Eedy, Finance Manager  
Shaun Watkins, Human Resources Manager

Background Papers: None

Appendices:

- Appendix 1 Draft Local Toilets Strategy Summary Document  
Appendix 2 The Caerphilly CBC Draft Local Toilets Strategy  
Appendix 3 Equalities Impact Assessment  
Appendix 4 Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report



# **Caerphilly County Borough Council**

## **Draft Local Toilets Strategy Summary Document**

**May 2019**

## **Draft Local Toilets Strategy Summary Document**

Toilets for public use matter to everybody who goes “away from home” for some reason and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and young people and their families. These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people’s ability to maintain independence and dignity in later life.

Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area.

Local authorities in Wales now have the responsibility to:

- assess the need for toilet provision for their communities;
- plan to meet those needs;
- produce a local toilets strategy; and
- review the strategy, update and publicise revisions.

As such, Caerphilly County Borough Council must prepare and publish its strategy within one year from 31 May 2018. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of this strategy, Caerphilly County Borough Council is required to publish a statement of progress. This strategy contributes toward achieving accessible and clean toilets wherever people live, work or visit.

The provision of local toilets for public use is not a statutory requirement of local authorities in Wales. Therefore, due to unprecedented financial cutbacks within local government, Caerphilly County Borough Council, like many other local authorities, may need to close down its traditional public toilet blocks. This strategy aims to mitigate potential impacts by making toilets in more council facilities available for public use and to work with the private sector to help promote their facilities.

Locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones. Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The

sticker will display the logo stipulated by Welsh Government. Mapping is an important part of our strategy so that people who need to visit a toilet can easily access information about the location, opening times, accessibility and type of facilities available.

The strategy incorporates feedback following a public consultation exercise undertaken during September 2018. The consultation was designed to assess the needs of residents, and people visiting or working within the county borough. A total of 357 responses were received. The analysis of the feedback is detailed in the Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report<sup>1</sup> and used to inform the content of the draft strategy.

This is a summary document to assist consultation; the full version of the draft strategy is available via the Caerphilly County Borough Council website.

The strategy sets out options that may be considered over the next two years in order to increase the provision of local toilets. To do so Caerphilly CBC will:

1. Explore all options available including working with the private sector, voluntary services and Community Councils to make more local toilets available in places where they are most needed.
2. Promote equal opportunities to provide appropriate, accessible and effective services and facilities to all sections of the community without prejudice or bias.
3. Ensure that the toilet logo sticker will be displayed at entrances at all appropriate Council buildings and private businesses that have agreed to being mapped.
4. Work with Aneurin Bevan University Health Board and health care providers; to encourage them to make the facilities available to the public, participate in the mapping scheme and to display the toilet logo sticker, in appropriate premises.
5. Improve awareness and information available on toilet provision in the Borough by updating information on the Caerphilly CBC website and will regularly update the Lle open access data repository with WG.
6. Provide online information maps, physical maps and information sheets, and downloadable information accessed via mobile phone technology.
7. Work with partners to improve provision in close proximity to key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops.
8. Review cleansing operations and standards on a periodic basis to ensure the most efficient and effective provision within allocated resources.

9. Continue to work with the Police and residents, community groups and others to ensure that facilities are as safe as possible.
10. Not charge residents to use toilet facilities in council buildings where there is provision.
11. Explore options for providing facilities for the homeless/rough sleepers.
12. Ensure that the Events Safety Advisory Group continues to provide advice and guidance on temporary toilet facilities to be provided at organised events.
13. Ensure that sustainable development and energy is taken into consideration facilitating the provision of local toilets.
14. Ensure that officers raise the need for changes to Planning Policy and legislation in relation to toilet provision and access.





# Caerphilly County Borough Council

## Draft Local Toilets Strategy

May 2019

## Executive Summary

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8. Review cleansing operations and standards on a periodic basis to ensure the most efficient and effective provision within allocated resources.
9. Continue to work with the Police and residents, community groups and others to ensure that facilities are as safe as possible.
10. Not charge residents to use toilet facilities in council buildings where there is provision.
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## Caerphilly County Borough Council – Local Toilet Strategy 2019

12. Ensure that the Events Safety Advisory Group continues to provide advice and guidance on temporary toilet facilities to be provided at organised events.
13. Ensure that sustainable development and energy is taken into consideration facilitating the provision of local toilets.
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## Introduction

Wherever people go, outside of their own homes, they depend on toilet facilities for the enjoyment of their visit. Visitors to the county, who may be some distance from their homes, also depend on provision to accessible toilets. Toilets can make a significant impact upon the comfort of individuals and families who visit public spaces and their perception of the area as a desirable place to visit.

Provision of, and access to toilets is an issue that affects public health. Accessible, clean toilets that are well located in places such as town centres, parks, cycle trails and walking routes can help encourage people to socialise take exercise and stay more physically active. This has clear health and economic benefits. Conversely, a lack of adequate toilet facilities can impact on a person's physical and mental health, as well as affecting the wider environmental health of the population.

Therefore the provision of toilets has implications for public and individual health, transportation, crime prevention, urban design, economic and cultural development and social equity and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who goes to shopping centres, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who moves about on foot, or bicycle, private or public transport, whether for work or pleasure.

Toilets for public use matter to everybody who goes "away from home" for some reason and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and young people and their families. These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity in later life.

## Why do we need a strategy for providing toilet facilities?

This strategy contributes toward achieving accessible and clean toilets wherever people live, work or visit. Need is likely to grow through new housing developments and through tourism. This is an opportune time to set a strategy for promoting access to toilet facilities where they are needed.

Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area. The strategy is built around the principles of co-production, through local authority engagement with a broad range of potential providers and users.

Local authorities in Wales now have the responsibility to:

- assess the need for toilet provision for their communities;
- plan to meet those needs;
- produce a local toilets strategy; and
- review the strategy, update and publicise revisions.

Local authorities must prepare and publish their strategies within one year from 31 May 2018. **The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly.** The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of this strategy, Caerphilly County Borough Council is required to publish a statement of progress.

The Well-being of Future Generations (Wales) Act 2015 puts in place a ‘sustainable development principle’ which tells public bodies how to go about meeting their duty under that Act. The principle is made up of five ways of working that public bodies should follow when carrying out sustainable development. These are:

- looking to the long term so we do not compromise the ability of future generations to meet their own needs;
- taking an integrated approach;
- working with others in a collaborative way to find shared sustainable solutions;
- involving a diversity of the population in the decisions affecting them; and
- acting to prevent problems from occurring or getting worse.

Due regard has been made to the above five ways of working when preparing, reviewing, consulting on and publishing this strategy.

The key prevention aims of this local toilets strategy are to:

- identify key toilet facilities in a location;
- identify facilities at risk of being lost to a location, and ways to preserve their use;

- identify alternative provisions if facilities must close;
- identify additional facilities that can be brought into wider use to supplement existing facilities or as a replacement for those that have been lost; and
- identify opportunities for creating new facilities to modern, inclusive specifications.

### **The Aims of this strategy:**

The aim of this strategy is to review the quality and quantity of local toilets throughout the county borough and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the Borough at locations where the need for such facilities has been identified.

### **To achieve this strategy, we will:**

- Identify the current level of provision of public toilets
- Analyse the findings of the completed assessment of need activities for toilets available for use by the public in their area;
- Consider the requirements of the general population;
- Identify the needs for particular user groups;
- Survey the condition and usage of existing facilities;
- Identify any gaps in current provision;
- Adopt the use of new technologies and communications that it is envisaged will lead to an increased awareness of the locations of local toilets;
- Advise on the provision of adequate temporary toilets by the promoters or organisers of one off events; and
- Provide a statement setting out the steps which the Local Authority proposes to take to meet this need; and any other information which the council considers appropriate.

### **Reviewing the Strategy**

Caerphilly CBC will prepare an interim progress report setting out the steps taken in line with their strategy every two years commencing from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period. Therefore, following publication in May 2019, the review will take place before the end of May 2021 and be published before the end of November 2021.

Caerphilly CBC will also review the local toilet strategy within a year of each ordinary election for its area. The next election date in Wales is Thursday 5 May 2022 so the latest date for review is 4 May 2023. If no changes are made to the strategy following the post-election review then Caerphilly CBC will publish an interim progress statement covering a two year period commencing from the date of the last election.

Caerphilly CBC may review its strategy at any time following which it must publish a statement of the steps which it has taken in accordance with the strategy. If following a review, Caerphilly CBC decides to revise the strategy it will publish the revised strategy and then prepare an interim progress report covering the two year period commencing from the date of publication.

## How has this strategy been developed?

A multi-disciplinary group was established so that the strategy could be developed with input from a cross section of Local Authority services. This approach was considered vital in order to capture all available baseline line data and to maximise opportunities to improve toilet provision in the County Borough. Due regard was made to demographic and health data detailed in a separate report '*Overview of the Caerphilly County Borough area Demographic and Health Data*'<sup>1</sup>.

Engagement with other public bodies, community groups, private enterprise and the public was undertaken to understand what is currently on offer and how any gaps in this contribution can be mitigated.

A public consultation was undertaken throughout September 2018 to assess the needs of residents, and people visiting or working within the county borough. 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 total of 357 responses were received and have been included in this analysis; the results of which are detailed in the *Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report*<sup>2</sup> and have been used to influence the content of this strategy. A list of organisations separately consulted is detailed in the report.

At the same time the Council contacted all of the national retailers who operate within the Borough as part of a collaborative exercise across Wales to establish whether these businesses would be prepared to be part of the strategy by allowing their toilet facilities to be used by non-customers, signposted via national websites and phone apps and agreeing to display a sticker showing the national toilet logo. The results were extremely disappointing; no businesses located within the Borough volunteered to offer their toilet facilities to the public and to be mapped.

A similar exercise was also conducted whereby the Council contacted 97 local businesses to ascertain whether they would be prepared to participate. Just 7 of these agreed to allow their facilities to be mapped and formally included in this strategy; however a few did comment that they would allow non-paying customers to use their toilets on request.

In addition the Aneurin Bevan University Health Board and healthcare premises including doctors, dentists and opticians etc. are being encouraged to make their toilets available and to be mapped and sign posted for public use.

### **How does it fit with other Council priorities and services?**

The Council is committed to a clear vision in which Caerphilly County Borough is a distinctive place with vibrant communities and equal opportunity for everyone to fulfil their potential. This public toilet provision strategy can contribute to that, supporting a number of the Well-being Objectives within the Council's Corporate Plan 2018-23 to make the vision a reality:

- Promote a modern, integrated and sustainable transport system that increases opportunity,
- promotes prosperity and minimises the adverse impacts on the environment;
- Creating a county borough that supports a healthy lifestyle in accordance with the sustainable development principle within the Wellbeing of Future Generations (Wales) Act 2015;
- Support citizens to remain independent and improve their well-being.

More than that, as described earlier, publicly accessible toilets are needed by every one of us at some point when we are “away from home” and so provision touches on every area of the Council in some way and to some degree.

## Looking back at historic provision of public toilet facilities in Caerphilly County to where are we now

Increasingly the Council has and continues to face challenges to maintain standards of toilet provision, maintenance and cleaning due to limited funding and pressure on resources. Caerphilly CBC has a diminishing portfolio of public toilets blocks which are located across the county. At the time of preparing this strategy, the portfolio has reduced to five blocks located near the main public transport hubs at Caerphilly Bus Station, Blackwood Bus Station, Bargoed Bus Station, Ystrad Mynach bus stop and Risca. These blocks are however being considered as part of the Council's Medium Term Financial Plan, to address a savings requirement of £15.5m faced by the Council for the 2019/20 financial year. Therefore there is a possibility that they may be closed in the foreseeable future. The difficult decision to close all the remaining public toilet blocks to facilitate savings will be considered by Council in February 2019. With this backdrop, the toilet blocks have therefore been omitted from the provision within this strategy. However, if the Council decides to maintain these blocks; they will of course add to the total facilities outlined in appendix 1.

Historically in order to encourage local businesses to open up their toilets and increase the number of toilets available for public use Welsh Government (WG) offered a Community Toilet Scheme Grant that was administered by local government. Businesses were offered an annual recompense payment of up to £500. In 2014/15 this funding was transferred to WG Revenue Support Grant and the Council ceased to support a Community Toilet Scheme.

### Who provides local/public toilets?

Providing toilet facilities in separate buildings has been the model for many decades and this approach may still have a role in certain circumstances. However, there are increasing benefits from co-located provision in existing buildings wherever possible to reduce some of the negative aspects such as anti-social behaviour and vandalism and the associated costs.

Commercial providers in retail centres with extended opening hours and in entertainment venues and visitor attractions have an important role to play in satisfying the needs of their customers and the public as a whole. The case for publicly accessible toilets in a wider variety of community buildings will become stronger. This draws in a wider range of potential partners to fund and manage them.

The provision of local toilets for public use is not a statutory requirement of local authorities in Wales. Therefore, due to unprecedented financial cutbacks within local government, Caerphilly County Borough Council, like many other local authorities, may

need to close down its traditional public toilet blocks. This strategy aims to mitigate potential impacts by making toilets in more council facilities available for public use and to work with the private sector to help promote their facilities.

**Local councils are no longer the only providers of toilet facilities;** the section below describes other providers and options. A combination of these forms part of this strategy to help achieve the aims and objectives outlined later.

## **A - Council-owned**

### **a) Stand-alone – council managed**

These are what many people would consider traditional public toilets. They have usually been stand-alone, purpose-built buildings providing separate areas for Ladies, Gents and more recently an accessible unit for disabled people and baby changing facilities. The council has been responsible for the maintenance, management and cleaning, by in-house staff. However, as noted above austerity measures may result in closure of such facilities, with more emphasis being placed on facilities described below. Please refer to the current position outlined in page 9.

### **b) Within council facilities, offices and green spaces**

Toilet facilities may be made available to the general public where the individual location, access and circumstances allow, such as the Caerphilly Tourist Information Centre, libraries, sports centres and some council offices. There are also toilets located at some parks and countryside settings. This is part of a wider need to ensure that all services offered are accessible by all members of the community. A list of council premises with toilets available for public use is detailed in Appendix 1.

## **B - Commercial / Retail sector provision**

Many toilet facilities provided by commercial and retail businesses have been primarily or solely for use by customers. Some shop managers in town centres understand that people come in to use the toilets and recognise that this may lead to people buying goods whilst inside. Most visitor and tourist attractions and entertainment venues such as cinemas provide toilet facilities. It is accepted that the public depend on such facilities.

## **C – Voluntary schemes via private providers**

Some local retailers have volunteered to make toilets accessible to both customers and other members of the public. These are available in addition to existing council-run or other public toilet facilities. They are county wide but based particularly in town centres and other areas where people stay for 2 or more hours. They have the benefit of providing safe, clean and accessible toilets, available during the partners' opening hours. Toilets can be used without having to make a purchase. They are regularly inspected by council officers to ensure they meet appropriate standards. However, proprietors reserve the right of admission in exceptional circumstances.

Local cafes etc. were surveyed to establish whether they wished to participate in a voluntary scheme that would allow members of the public to access their customer toilets. A limited number of the food business operators responded to the survey. At the time of preparing this strategy, a total of seven premises located across the county borough indicated that they are prepared to participate in a formal scheme in which they would be required to display a sticker in their window and did not want to be identified via a mapping system or app. In addition, several business operators recognised that non-paying customers do actually use their facilities and such practice would be allowed to continue, however they declined to be added to the mapping data and to participate in a formal scheme.

Larger national retailers were also surveyed to seek an agreement in principle that their toilet facilities could be used by the general public. Those that responded declined such an agreement. However, feedback obtained from the needs assessment survey, indicates that the public do in fact use and rely on facilities provided by the larger stores such as the supermarkets. Furthermore, respondents indicated that such facilities are of a good quality and are hygienic.

## Mapping locations

This is an important part of our strategy so that people who need to visit a toilet can easily access information about the location, opening times, accessibility and type of facilities available.



Locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones. Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The sticker will display the logo stipulated by Welsh Government.

The British Toilet Association also recommends that signs be fitted on the outside with information like opening hours, contact information for reporting problems and the specific facilities provided inside, such as whether there is a baby-changing room.

The Council will periodically review and update the Welsh Government “Lle” data repository to allow access to accurate information by guide and map publishers, residents and visitors.

Once we have identified the toilets that will be publicised as available for use by the general public, Caerphilly CBC will prepare a dataset to a given specification, and make it available as open data on the council website. The dataset will consist of the location and specified characteristics of the identified toilets. This data will also be consumed by the Welsh Government system and joined to other LA datasets to produce the national dataset for the Lle map. Lle is a geo-portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. Lle will generate all-Wales maps based on the datasets provided by local authorities that can be configured to focus on either the national picture, or on more local areas. The data included in the Lle map will be available as an open data service accessible to everyone. The link to the Lle portal is below.

<http://lle.gov.wales/home>

The Welsh Government has not developed an app, as many people are unable to use a smartphone for a number of reasons. It is more appropriate to focus on ensuring the information is available online through a wide range of websites and via traditional offline methods.

For data to be classed as open data it must be made available under an open licence. Within the Public Sector this can be achieved by publishing data under the Open Government Licence (OGL).

As the data provided by local authorities is to be made available as open data, it will be available for reuse by third parties, either directly from the local authority’s own website, or via the joined dataset behind the Lle map. This might include other online map services, app developers or commercial interests, as well as being available for reuse by other public sector organisations.

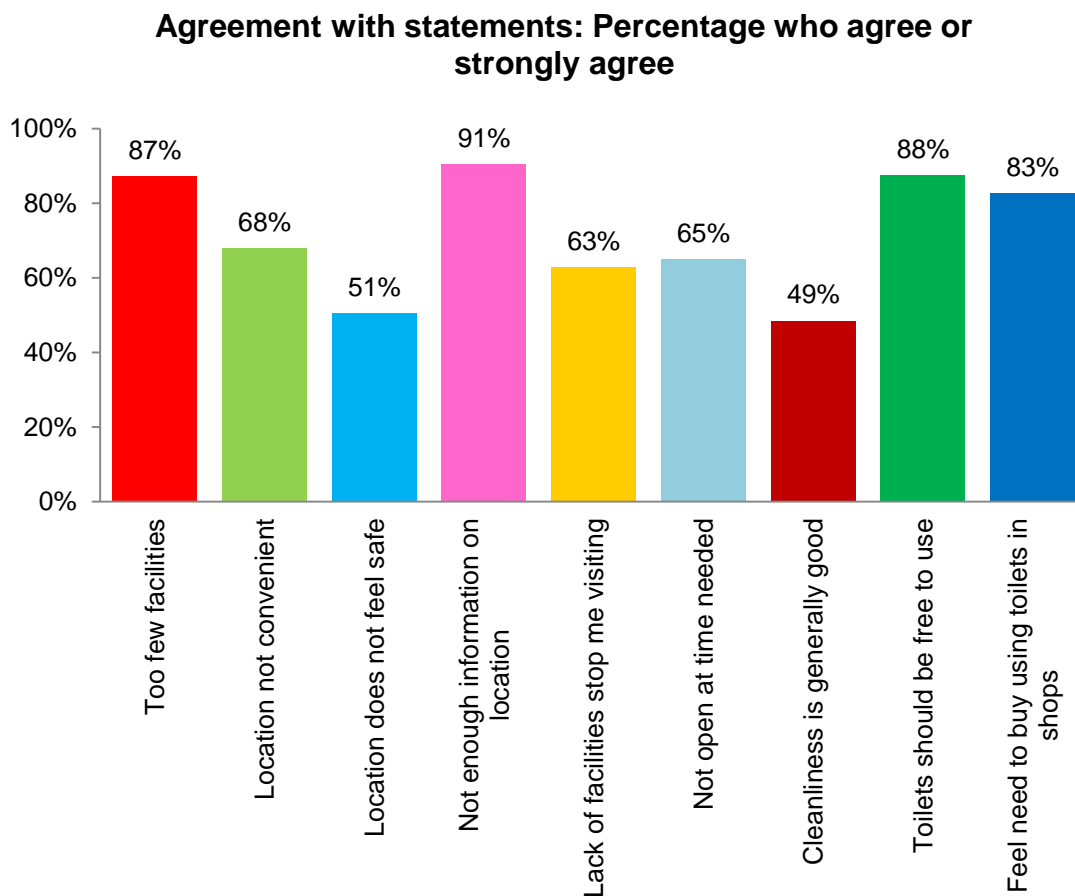
The dataset will be available in Welsh and English. The public will be able to see and search the data as it appears on the Lle website, to see the whole of Wales or to look at particular areas.

Caerphilly CBC will generate its own maps from these open data feeds, and will embed the locally configured map into its own website. Caerphilly CBC will also show a link to

the Lle map as a whole to assist people in searching the data for other areas they may be visiting.

## What we learned from the public consultation about “assessment of needs”:

The full analysis of the public consultation is detailed in the **Caerphilly County Borough Council Local Toilet Strategy Needs Assessment Consultation Report**. A summary of the findings are detailed below. The following 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 of the above report. A summary of the main themes 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 of respondents 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 included the need for separate toilets for men and women due to women often having children with them, problems relating to a range of disabilities, the need to take pushchairs or prams into toilets and have appropriate changing facilities available.

### **Over the next two years, the Council intends to address the above feedback by facilitating the provision of local toilets as follows:**

- **Enough facilities for the local population and users**

The town centres are the most popular destinations identified by the needs assessment and they are the main transport hub for people arriving by train or bus. Therefore provision should be primarily for visitors in areas of such high volume footfall.

The footfall data is collected for the Council under licence by PFM Footfall Intelligence using electronic pedestrian counting equipment known as footfall cameras. There are six such systems in place at Bargoed, Blackwood, Caerphilly, Risca, Ystrad Mynach and Newbridge.

The table below illustrates the footfall data collected in these larger towns.



| <b>Footfall per town Centre (42 weeks data captured during 2018)</b> |         |           |            |           |         |               |
|--|---------|-----------|------------|-----------|---------|---------------|
| Town Centre  | Bargoed | Blackwood | Caerphilly | Newbridge | Risca   | Ystrad Mynach |
| Total visitors   | 434,847 | 1,297,445 | 1,052,313  | 311,351   | 334,166 | 576,314       |
| Total visitors per week (/42)  | 10,353  | 30,891    | 25,055     | 7,413     | 7,956   | 12,721        |
| Total visitors per day (/7)  | 1,479   | 4,413     | 3,579      | 1,059     | 1,136   | 1,960         |

The above data does not differentiate between males and females, therefore it is assumed that the footfall will include a ratio of 50:50 split of males to females. It also assumes the numbers are equally divided across the full week, whereas in reality, the numbers are possibly higher on Saturday and less on days where businesses may close for half day trading.

The BTA makes recommendations on the number of toilet facilities needed in an area based on population density, gender mix and footfall. The ideal level is recommended as 1 cubicle per 550 females and 1 cubicle or urinal per 1100 males, which is a ratio of 2:1 in favour of women. One accessible toilet and also one baby change facility should be provided for every 10,000 population. However, given that the total population footfall numbers are captured over a full day, it is assumed that visitor numbers are staggered across the day and therefore relatively low at any given point through the day, i.e. the visitors do not all congregate at the same time. Therefore having regard to the number and location of premises detailed in Appendix 1, it is apparent that the provision of toilets via council premises and private providers is adequate in some areas but could be improved in other areas. Furthermore, this provision may not meet the demands for accessible/disabled toilets and changing places. This is an issue that the Council will take into consideration when reviewing future developments in and around town centres.

- **Facilities accessible to all, at all practicable locations**

Caerphilly CBC will promote equal opportunities to provide appropriate, accessible and effective services and facilities to all sections of the community without prejudice or bias.



- **Facilities suitable for the location (including parks and green spaces)**

Council provision will be primarily for shoppers and visitors in areas of high volume footfall and some larger parks. Parks attract residents and tourists and can often include children's play areas; it is unlikely that there will be other facilities close by which people can use, whilst enjoying the park.

Local shopping centres generally include mixed retail shopping which are often small/medium local businesses (rather than large retail chains) and are areas where people are encouraged to stay for a length of time.

To encourage and promote sustainability, a compost toilet has been provided at the Aberbargoed Nature Reserve.

- **Easily found facilities with good direction signage and individual facility information signs**

Locations of toilets are detailed in Appendix 1 and illustrated via a map on the Caerphilly Council website. The Council will improve awareness and information available on toilet provision in the Borough by updating information on the Caerphilly CBC website and will regularly update the Lle open access data repository with WG.

The toilet logo sticker will be displayed at entrances at all Council buildings and private businesses that have agreed to being mapped.

Health provider premises will be encouraged to also participate and display the toilet logo.

- **To provide accessible information**

Caerphilly CBC will provide online information maps, physical maps and information sheets, and downloadable information accessed via mobile phone technology.

Our website includes a section where you can find a list of the Council provided toilets and information about the individual facilities. These webpages include a link to interactive mapping to help people find the exact location if they are travelling to an unfamiliar area.

This information will be kept up-to-date so it can also be used by the Council and independent publishers of apps, visitor guides, tourist maps etc.

- **Distance-related provision**

An additional method of estimating toilet need is through the BTA recommendation that people should not have to walk more than 500m to a toilet facility. This distance will be factored in to future considerations.

- **Tourist-related provision:**

There are people who will have a need for “somewhere to go” whilst visiting our area. The significant number of tourists visiting Caerphilly and the surrounding visitor attractions throughout the year also places considerable additional demands for toilets

There is a further recommendation that the size of facilities should be adequate for the number of people expected to use the toilets without overcrowding or undue waiting times.

A standard based on Pedestrian flow count (footfall) figures with the BTA female to male toilet ratios will be applied where it is practicable to do so. Pedestrian flow counts are carried out regularly by the Council.

- **Evening/overnight services at key locations where specific need is established**

Anti-social and drug-related misuse, vandalism and graffiti damage to Council public toilets in the past have led to most facilities being locked up at a scheduled time in the early evening to prevent this. Facilities provided by shops and others are normally limited to the place’s opening hours for safety and security reasons. Due regard will be made to such issues when undertaking future reviews.

Development of the night time economy and changes in demographics and human activity in town centres means they have now become leisure and entertainment hubs rather than predominantly centres for retail/commercial trade.

Night time economy growth has unfortunately led to an increase in drug and alcohol-related anti-social behaviour (acts) which includes 'street fouling' and the need for night toilet facilities. It is recognised that publicly accessible facilities need to be in close proximity to key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops.

- **Clean, safe and well maintained facilities**

Caerphilly CBC will review cleansing operations and standards on a periodic basis to ensure the most efficient and effective provision within allocated resources.

Continue to work with the Police and residents, community groups and others to ensure that the facilities are as safe as possible.

Toilets within Council buildings will be signposted for public use. (Except for schools, care homes and other buildings where the facilities are located in areas not accessible to the public).

- **Non-charging**

The council will not charge residents to use toilet facilities in buildings where there is provision. Private business providers are entitled to charge, if they deem it appropriate to do so.

- **Liaise with Town and Community Councils, business groups and other stakeholders regarding the needs**

Caerphilly CBC will continue to work with Town and Community Councils to provide toilets in as many locations as possible.

- **Maximised availability through Council, partnership and commercial provision**

The Council will continue to work with local businesses to promote use of their toilet facilities; and will explore options to increase local toilet provision through sponsorship, advertising and partnership working.

Powers may be used to ensure that public toilets are provided and maintained for public use in relevant commercial premises. The Local Government (Miscellaneous Provisions) Act 1976 section 20 allows a local authority to require any business classed as a place of entertainment or selling food and drink to the public for consumption on the premises, to provide public toilets. Consideration will be afforded to enforcing these powers and exercising them where possible.

- **Tackling homelessness**

Explore options for providing facilities for the homeless/rough sleepers.

- **Provision of adequate toilet facilities by the promoters/organisers at one-off events**

Toilet facilities for people attending special, one-off outdoor events need to be considered, whether through temporary installations or through the use of existing facilities at or near the event location, by agreement with the Council.

The Events Safety Advisory Group provides guidance for event organisers. Events often include the use of land for events in the open, including highways under the direct control of the Council. Advice and guidance on temporary toilet facilities is provided as part of a consistent, proactive and integrated approach to the provision of support and regulatory functions for events, as well as ensuring compliance with Health and Safety standards.

- **Sustainable provision within the budget available**

The Council is committed to sustainability in its own operations as well as across the county more widely through climate change and carbon management plans.

The current national and local financial position is under increasing pressure and will remain so for a number of years. There is little prospect of the Council being able to allocate any substantial increase in capital or revenue funding to this non-statutory service and the ongoing impacts of austerity continue to impose a downward pressure on these budgets..

Any capital or revenue commitment will need to be supported through a business-case approach, taking account of full costs and possible income sources.

### **The above items are summarised in the following action plan:**

#### **Caerphilly CBC will:**

1. Explore all options available including working with the private sector, voluntary services and Community Councils to make more local toilets available in places where they are most needed.
2. Promote equal opportunities to provide appropriate, accessible and effective services and facilities to all sections of the community without prejudice or bias.
3. Ensure that the toilet logo sticker will be displayed at entrances at all appropriate Council buildings and private businesses that have agreed to being mapped.
4. Work with Aneurin Bevan University Health Board and health care providers; to encourage them to make the facilities available to the public, participate in the mapping scheme and to display the toilet logo sticker, in appropriate premises.
5. Improve awareness and information available on toilet provision in the Borough by updating information on the Caerphilly CBC website and will regularly update the Lle open access data repository with WG.
6. Provide online information maps, physical maps and information sheets, and downloadable information accessed via mobile phone technology.
7. Work with partners to improve provision in close proximity to key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops.

8. Review cleansing operations and standards on a periodic basis to ensure the most efficient and effective provision within allocated resources.
9. Continue to work with the Police and residents, community groups and others to ensure that the facilities are as safe as possible.
10. Not charge residents to use toilet facilities in council buildings where there is provision.
11. Explore options for providing facilities for the homeless/rough sleepers.
12. Ensure that the Events Safety Advisory Group continues to provide advice and guidance on temporary toilet facilities to be provided at organised events.
13. Ensure that sustainable development and energy is taken into consideration facilitating the provision of local toilets.
14. Ensure that officers raise the need for changes to Planning Policy and legislation in relation to toilet provision and access.

### **Potential options that have been ruled out, including the reasons why:**

- **Letting policies**

The Council could possibly consider options to introduce a clause in leasing agreements whereby when the Council is letting its own property to a suitable business like a shop or café, to include public access to toilet facilities. However, whilst this could be considered for the small number of shop units leased out, tenants may well raise issues around cleaning, maintenance and availability and the requirement could conceivably deter prospective tenants from taking a lease.

- **Late Night Levy**

The council could explore the options and powers to introduce a charge for premises that have a late alcohol licence. However, a House of Commons review of the levy in April 2017 suggested that it should be scrapped. Only 8 Local Authorities in England and Wales (out of a predicted 94) have introduced a levy since 2013 and one has since removed it . The levy did not generate the amount of income expected even when introduced in areas with a large night time economy. Many premises have late licences but use them infrequently for specific events or at certain times a year. Many applied to change their hours rather than pay the levy. There has to be a wide consultation and discussions with the Police and Crime Commissioner before implementing and approval by Licensing Committee and Council. At least 70% of any income has to go to the police, 30% can be used by the Local Authority .

Uses of the income have to be in line with specific objectives and publicised each year. Toilet provision for the night time economy could be included under public nuisance but would have to be part of a number of initiatives on crime reduction; public safety etc. and that would reduce the amount of income available for that function.

Analysis of current relevant premises around Caerphilly town centre has been undertaken to estimate likely income for that area. The levy is set by Government and based on rateable value, band A premises are circa £299 a year, band B £768, band C £1259. The majority of relevant premises are in the Band B bracket.

16 premises could be caught by the scheme i.e. those currently operating after midnight. Of the 16 premises, 5 are late night refreshment establishments. Based on the rateable value of these premises total income generated would be £14,464. The Police allocation of 70% equates to £10,124 and the local authority allocation of 30% would equate to just £4339. The Local Authority can deduct costs for administrating the levy before apportioning the 70/30 split of the remaining income so in reality amounts would be even lower.

A number of the premises would vary their licences in order that their permitted activities ceased at midnight and therefore would not be caught by any levy. There are no current levies in place in Wales.

A night time levy is therefore is not considered to be a viable option for Caerphilly county borough as there is not the volume of premises to generate enough income to make a levy worthwhile after having regard to cost involved in establishing, monitoring and reporting on such a scheme.

- **Future needs provided by the commercial sector through Council strategy and planning channels**

Community Infra-structure Levy enables the Caerphilly Local Planning Authority to raise funds from developers undertaking new building projects in their area. The funds can be used for a wide range of infrastructure costs, such as education, healthcare, police and fire and rescue, that is needed as a result of new housing for example. This may be one way to secure funding for future public toilet provision within or near new developments, on a need and demand-driven basis and depending on the prioritisation between new infrastructure needs. Consideration will be given to including local toilet provision in new schemes devised under the Community Infra-structure Levy.

- **Major Development proposals (*Planning conditions*)**

Some large-scale commercial developments that are going to include cafes, bars, shops, entertainments for example, could possibly be required, as a Planning condition, to allow general public access to any toilet facilities that are being built in the premises.

However, there is no policy support at national level for the imposition of planning conditions to allow the general public access to toilet facilities at private commercial premises. Therefore any such condition would fail the test that it must be necessary to make the development acceptable from a planning point of view.



**Location of Council Toilets**

| <b>Location</b>                                  | <b>Post code</b> |
|--|------------------|
| Aberbargoed Education Centre                     | NP120BD          |
| Abercarn Cemetery                                | NP115JS          |
| Abercarn Library                                 | NP115DT          |
| Abertridwr Library                               | CF834EJ          |
| Abertridwr Welfare Park                          | CF834AG          |
| Bargoed Library (inc Customer Services)          | CF818QR          |
| Bedwas Cemetery                                  | CF838DR          |
| Bedwas Leisure Centre                            | CF838BJ          |
| Bedwas Library                                   | CF838BJ          |
| Bedwellty Cemetery                               | NP120BD          |
| Blackwood Library (inc Customer Services)        | NP121AJ          |
| Blackwood Miners Institute                       | NP121BB          |
| Caerphilly Leisure Centre                        | CF833SW          |
| Caerphilly Library (inc Customer Service Centre) | CF831JL          |
| Caerphilly Morgan Jones Park                     | CF831AB          |
| Cefn Fforest Leisure Centre                      | NP123JR          |
| Centre of Sporting Excellence                    | CF827EP          |
| Cwmcarn Forest Drive                             | NP117FE          |
| Dan-y-graig Cemetery                             | NP116DL          |
| Heolddu Leisure Centre                           | CF819GF          |
| Llanbradach Library                              | CF833LB          |
| Llancaiach Fawr                                  | CF466ER          |
| Nelson Library                                   | CF466NF          |
| New Tredegar Leisure Centre                      | NP246XF          |
| New Tredegar Library                             | NP246EF          |
| Newbridge Leisure Centre                         | NP115FE          |
| Oakdale Library                                  | NP110HN          |
| Parc Cwm Darran Centre                           | CF819NR          |
| Parc Cwm Darran, Campsite                        | CF819NR          |
| Penallta Country Park                            | CF827GN          |
| Pengam Library                                   | NP123AB          |
| Pen-y-Fan Pond Country Park                      | NP113AZ          |
| Pontllanfraith Leisure Centre                    | NP122DA          |
| Rhymney Library                                  | NP225NU          |
| Risca Leisure Centre                             | NP116GH          |
| Risca Library (inc Customer Services)            | NP116BW          |



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|   |         |
|---|---------|
| Risca Old Cemetery & Chapel                           | NP117AH |
| Sirhowy Valley Country Park                           | NP117BD |
| St Cenydd Leisure Centre                              | CF832RP |
| Sue Noake Leisure Centre                              | CF828AA |
| The Kiosk, Ystrad Mynach Park                         |         |
| The Visitor Centre, Caerphilly                        | CF831JL |
| Ty Penallta Corporate Offices (inc Customer Services) | CF827PG |
| Waunfawr Park Kiosk and Community Garden              | NP117PH |
| Winding House   | NP246EG |
| Ystrad Mynach Library                                 | CF827BB |

### Location of Private Business providers:

| Location  | Post code |
|---|-----------|
| Elliot's Café - White Rose Info & res. Centre, Cross Street, Elliots Town | NP24 6EF  |
| The Living Room – White Rose Medical Centre, White Rose Way, New Tredegar | NP24 EE   |
| Le Café – 103 High Street, Blackwood                                      | NP12 1PN  |
| Argoed Baptist Chapel - High Street, Argoed,                              | NP12 0HG  |
| Tyfu Café – 97 Cardiff Road, Caerphilly                                   | CF83 1FQ  |
| Chocolate Dragon Café – 49 Tredegar Street, Risca,                        | NP11 6BW  |
| Chat and Snack – 132 Newport Road, Cwmcarn                                | NP11 7LZ  |

|   |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |    |
|---|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|----|
| Name of Location                        | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |    |
|   |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |    |
|   |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |    |
| Aberbargoed Education Centre            | NP12 0BE | No                             | No          | Yes           | No          | No            | No            | No                  | No              | No          | No          | No     | Yes            | No          | No     | No   | No |
| Abercarn Cemetery                       |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | No     | No   | No |
| Abercarn Library                        | NP11 5DT | No                             | No          | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   | No |
| Abertridwr Library                      | CF83 4EJ | No                             | No          | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   | No |
| Abertridwr Welfare Park                 |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   | No |
| Bargoed Library (inc Customer Services) | CF81 8QR | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   | No |
| Bedwas Cemetery                         |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   | No |

|   |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|---|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                          | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|   |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|   |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Bedwas Leisure Centre                     | CF83 8BJ | Yes                            | Yes         | No            | Yes         | Yes           | Yes           | No                  | No              | Yes         | Yes         | Yes    | No             | No          | No     | No   |
| Bedwas Library                            | CF83 8BJ | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Bedwellty Cemetery                        |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | Yes    | No   |
| Blackwood Library (inc Customer Services) | NP12 1AJ | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Blackwood Miners Institute                | NP12 1BB | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Caerphilly Leisure Centre                 | CF83 3SW | Yes                            | Yes         | No            | Yes         | Yes           | No            | No                  | No              | Yes         | Yes         | No     | No             | No          | No     | No   |

|  |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|--|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                                 | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|  |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|  |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Caerphilly Library (inc Customer Service Centre) | CF83 1JL | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Caerphilly Morgan Jones Park                     |          | Yes                            | Yes         | No            | No          | No            | No            | Yes                 | No              | No          | No          | No     | No             | No          | Yes    | No   |
| Cefn Fforest Leisure Centre                      | NP12 3JR | Yes                            | Yes         | Yes           | Yes         | Yes           | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Centre of Sporting Excellence                    | CF82 7EP | Yes                            | Yes         | No            | No          | No            | No            | Yes                 | Yes             | No          | No          | Yes    | No             | No          | No     | Yes  |
| Cwmcarn Forest Drive                             |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Dan-y-graig Cemetery                             | CF81 9HT | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | No     | No   |

|                             |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|-----------------------------|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location            | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|                             |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|                             |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Heolddu Leisure Centre      | CF81 9GF | Yes                            | Yes         | Yes           | No          | No            | Yes           | No                  | Yes             | Yes         | Yes         | Yes    | No             | No          | No     | No   |
| Llanbradach Library         | CF83 3LB | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Llancaiach Fawr             | CF46 6ER | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Nelson Library              | CF46 6NF | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| New Tredegar Leisure Centre | NP24 6XF | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| New Tredegar Library        | NP24 6EF | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Newbridge Leisure Centre    | NP11 5FE | Yes                            | Yes         | Yes           | Yes         | Yes           | No            | No                  | No              | Yes         | Yes         | Yes    | No             | No          | No     | No   |

|                               |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|-------------------------------|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location              | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|                               |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|                               |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Oakdale Library               | NP11 0HN | No                             | Yes         | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Parc Cwm Darran Centre        | CF81 9NR | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | Yes    | No   |
| Parc Cwm Darran, Campsite     | CF81 9NR | Yes                            | Yes         | Yes           | No          | No            | Yes           | No                  | Yes             | No          | No          | Yes    | No             | No          | Yes    | No   |
| Penallta Country Park         | CF82 7GN | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Pengam Library                | NP12 3AB | No                             | No          | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Pen-y-Fan Pond Country Park   | NP13 2DT | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | Yes    | No   |
| Pontllanfraith Leisure Centre | NP12 2DA | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | Yes         | Yes         | No     | No             | No          | No     | No   |

|                                       |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|---------------------------------------|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                      | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|                                       |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|                                       |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Rhymney Library                       | NP22 5NU | No                             | No          | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Risca Leisure Centre                  | NP11 6GH | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | Yes    | No   |
| Risca Library (inc Customer Services) | NP11 6BW | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Risca Old Cemetery & Chapel           | NP11 7AH | No                             | No          | Yes           | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | No     | No   |
| Sirhowy Valley Country Park           | CF83 2RP | Yes                            | Yes         | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | Yes    | No   |
| St Cenydd Leisure Centre              |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | Yes  |

|   |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|---|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                                      | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|   |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|   |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Sue Noake Leisure Centre                              |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| The Kiosk, Ystrad Mynach Park                         | CF83 1JL | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | Yes    | No   |
| The Visitor Centre, Caerphilly                        |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Ty Penallta Corporate Offices (inc Customer Services) | NP11 7FE | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Waunfawr Park Kiosk and Community Garden              |          | Yes                            | Yes         | No            | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | Yes    | No   |



|   |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|---|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location  | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|   |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|   |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Winding House   | NP24 6EG | Yes                            | Yes         | No            | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Ystrad Mynach Library   | CF82 7BB | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Elliot's Café - White Rose Info & res. Centre, Cross Street, Elliots Town | NP24 6EF | Yes                            | Yes         | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| The Living Room – White Rose Medical Centre, White Rose Way, New Tredegar | NP2 4EE  | No                             | No          | Yes           | No          | No            | No            | No                  | No              | NO          | No          | Yes    | No             | No          | No     | No   |

|  |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|--|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                                   | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|  |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|  |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Le Café – 103 High Street, Blackwood               | NP12 1PN | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Argoed Baptist Chapel - High Street, Argoed,       | NP12 0HG | No                             | No          | Yes           | No          | No            | No            | No                  | No              | No          | No          | Yes    | No             | No          | No     | No   |
| Tyfu Café  | CF83 1FQ | No                             | No          | Yes           | No          | No            | No            | No                  | Yes             | No          | No          | Yes    | No             | No          | No     | No   |
| Chocolate Dragon Café – 49 Tredegar Street, Risca, | NP11 6BW | No                             | No          | Yes           | No          | No            | No            | No                  | No              | No          | No          | No     | No             | No          | No     | No   |

|  |          | What facilities are available? |             |               |             |               |               |                     |                 |             |             |        |                |             |        | Do you have a changing place incorporating adult changing facilities, hoists etc for people with profound disabilities and their carers? |
|--|----------|--------------------------------|-------------|---------------|-------------|---------------|---------------|---------------------|-----------------|-------------|-------------|--------|----------------|-------------|--------|--|
| Name of Location                           | Postcode | Male only                      | Female only | Unisex toilet | Baby change |               |               |                     |                 | Disabled    |             |        |                |             |        |  |
|  |          |                                |             |               | male toilet | female toilet | unisex toilet | Separate to toilets | disabled toilet | Open access |             |        | Locked (RADAR) |             |        |  |
|  |          |                                |             |               |             |               |               |                     |                 | male only   | female only | unisex | male only      | female only | unisex |  |
| Chat and Snack – 132 Newport Road, Cwmcaru | NP11 7LZ | No                             | No          | Yes           | No          | No            | Yes           | No                  | No              | No          | No          | No     | No             | No          | No     | No   |

### Opening Times

|                              |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|------------------------------|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location             | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|                              |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English                      |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |
| Aberbargoed Education Centre | NP12 0BE | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |

|   |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|---|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                        | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|   |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| Abercarn Cemetery                       |          | 08:00         | 19:30 | 08:00   | 19:30 | 08:00     | 19:30 | 08:00    | 19:30 | 08:00  | 19:30 | 09:00    | 19:30 | 09:00  | 19:30 |
| Abercarn Library                        | NP11 5DT | 09:30         | 17:00 | 00:00   | 00:00 | 09:30     | 18:00 | 09:30    | 17:00 | 00:00  | 00:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Abertridwr Library                      | CF83 4EJ | 09:30         | 18:00 | 09:30   | 17:00 | 00:00     | 00:00 | 14:00    | 18:00 | 09:30  | 17:00 | 09:30    | 13:00 | 00:00  | 00:00 |
| Abertridwr Welfare Park                 |          | 07:00         | 18:00 | 07:00   | 18:00 | 07:00     | 18:00 | 07:00    | 18:00 | 07:00  | 18:00 | 07:00    | 18:00 | 00:00  | 00:00 |
| Bargoed Library (inc Customer Services) | CF81 8QR | 09:30         | 17:00 | 09:30   | 18:00 | 09:30     | 17:00 | 09:30    | 17:00 | 09:30  | 18:00 | 09:30    | 16:00 | 00:00  | 00:00 |

|   |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|---|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                          | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|   |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English                                   |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |
| Bedwas Cemetery                           |          | 08:00         | 19:30 | 08:00   | 19:30 | 08:00     | 19:30 | 08:00    | 19:30 | 08:00  | 19:30 | 09:00    | 19:30 | 09:00  | 19:30 |
| Bedwas Leisure Centre                     | CF83 8BJ | 17:00         | 22:30 | 17:00   | 21:30 | 17:00     | 22:30 | 17:00    | 21:30 | 17:00  | 22:00 | 09:00    | 16:00 | 00:00  | 00:00 |
| Bedwas Library                            | CF83 8BJ | 09:30         | 17:00 | 14:00   | 18:00 | 09:30     | 18:00 | 00:00    | 00:00 | 09:30  | 17:00 | 09:30    | 13:00 | 00:00  | 00:00 |
| Bedwellty Cemetery                        |          | 08:00         | 19:30 | 08:00   | 19:30 | 08:00     | 19:30 | 08:00    | 19:30 | 08:00  | 19:30 | 09:00    | 19:30 | 09:00  | 19:30 |
| Blackwood Library (inc Customer Services) | NP12 1AJ | 09:30         | 17:00 | 09:30   | 18:00 | 09:30     | 17:00 | 09:30    | 17:00 | 09:30  | 18:00 | 09:30    | 16:00 | 00:00  | 00:00 |

|  |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|--|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                                 | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|  |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| Blackwood Miners Institute                       | NP12 1BB | 10:00         | 19:45 | 10:00   | 19:45 | 10:00     | 19:45 | 10:00    | 19:45 | 10:00  | 19:45 | 10:00    | 12:45 | 00:00  | 00:00 |
| Caerphilly Leisure Centre                        | CF83 3SW | 06:15         | 22:00 | 06:15   | 22:00 | 06:15     | 22:00 | 06:15    | 22:00 | 06:15  | 22:00 | 07:15    | 18:00 | 07:15  | 22:00 |
| Caerphilly Library (inc Customer Service Centre) | CF83 1JL | 09:30         | 17:00 | 09:30   | 17:00 | 09:30     | 18:00 | 09:30    | 18:00 | 09:30  | 17:00 | 09:30    | 16:00 | 00:00  | 00:00 |
| Caerphilly Morgan Jones Park                     |          | 07:00         | 18:00 | 07:00   | 18:00 | 07:00     | 18:00 | 07:00    | 18:00 | 07:00  | 18:00 | 07:00    | 18:00 | 07:00  | 18:00 |
| Cefn Fforest Leisure Centre                      | NP12 3JR | 07:15         | 20:30 | 07:15   | 20:30 | 07:15     | 20:30 | 07:15    | 20:30 | 07:15  | 20:30 | 07:15    | 20:30 | 09:00  | 15:30 |

|                               |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|-------------------------------|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location              | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|                               |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English                       |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |
| Centre of Sporting Excellence | CF82 7EP | 07:00         | 21:30 | 07:00   | 22:00 | 07:00     | 22:00 | 07:00    | 22:00 | 07:00  | 22:00 | 08:00    | 18:00 | 08:00  | 18:00 |
| Cwmcarn Forest Drive          |          | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |
| Dan-y-graig Cemetery          | CF81 9HT | 08:00         | 19:30 | 08:00   | 19:30 | 08:00     | 19:30 | 08:00    | 19:30 | 08:00  | 19:30 | 09:00    | 19:30 | 09:00  | 19:30 |
| Heolddu Leisure Centre        | CF81 9GF | 09:00         | 22:00 | 07:00   | 22:00 | 07:00     | 22:00 | 07:00    | 22:00 | 09:00  | 21:00 | 09:00    | 17:00 | 09:00  | 17:00 |
| Llanbradach Library           | CF83 3LB | 00:00         | 00:00 | 00:00   | 00:00 | 09:30     | 18:00 | 00:00    | 00:00 | 09:30  | 18:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Llancaiach Fawr               | CF46 6ER | 00:00         | 00:00 | 10:00   | 17:00 | 10:00     | 17:00 | 10:00    | 17:00 | 10:00  | 17:00 | 10:00    | 17:00 | 10:00  | 17:00 |
| Nelson Library                | CF46 6NF | 09:30         | 18:00 | 00:00   | 00:00 | 09:30     | 18:00 | 00:00    | 00:00 | 09:30  | 17:00 | 09:30    | 13:00 | 00:00  | 00:00 |

|  |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|--|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                       | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|  |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English<br>New Tredegar Leisure Centre | NP24 6XF | 15:30         | 21:00 | 09:30   | 21:00 | 09:30     | 21:00 | 15:30    | 21:00 | 09:30  | 21:00 | 15:30    | 20:00 | 10:00  | 14:00 |
| New Tredegar Library                   | NP24 6EF | 09:30         | 18:00 | 00:00   | 00:00 | 09:30     | 18:00 | 09:30    | 18:00 | 09:30  | 18:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Newbridge Leisure Centre               | NP11 5FE | 06:30         | 22:00 | 06:30   | 22:00 | 06:30     | 22:00 | 06:30    | 22:00 | 06:30  | 22:00 | 08:00    | 18:00 | 08:45  | 21:00 |
| Oakdale Library                        | NP11 0HN | 00:00         | 00:00 | 09:30   | 18:00 | 09:30     | 17:00 | 00:00    | 00:00 | 09:30  | 17:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Parc Cwm Darran Centre                 | CF81 9NR | 07:00         | 19:00 | 07:00   | 19:00 | 07:00     | 19:00 | 07:00    | 19:00 | 07:00  | 19:00 | 07:00    | 19:00 | 07:00  | 19:00 |
| Parc Cwm Darran, Campsite              | CF81 9NR | 09:00         | 17:00 | 07:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |
| Penallta Country Park                  | CF82 7GN | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |



|                                       |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|---------------------------------------|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                      | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|                                       |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| Pengam Library                        | NP12 3AB | 00:00         | 00:00 | 09:30   | 16:00 | 00:00     | 00:00 | 09:30    | 18:00 | 00:00  | 00:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Pen-y-Fan Pond Country Park           | NP13 2DT | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |
| Pontllanfraith Leisure Centre         | NP12 2DA | 10:00         | 22:00 | 10:00   | 22:00 | 10:00     | 22:00 | 10:00    | 22:00 | 13:00  | 22:00 | 10:00    | 18:00 | 10:00  | 18:00 |
| Rhymney Library                       | NP22 5NU | 09:30         | 18:00 | 09:30   | 17:00 | 09:30     | 18:00 | 09:30    | 17:00 | 09:30  | 17:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Risca Leisure Centre                  | NP11 6GH | 06:15         | 22:00 | 06:15   | 22:00 | 06:15     | 22:00 | 06:15    | 22:00 | 06:15  | 22:00 | 07:45    | 19:30 | 07:45  | 19:30 |
| Risca Library (inc Customer Services) | NP11 6BW | 09:30         | 18:00 | 09:30   | 17:00 | 09:30     | 18:00 | 09:30    | 17:00 | 09:30  | 17:00 | 09:30    | 16:00 | 00:00  | 00:00 |
| Risca Old Cemetery & Chapel           | NP11 7AH | 08:00         | 19:30 | 08:00   | 19:30 | 08:00     | 19:30 | 08:00    | 19:30 | 08:00  | 19:30 | 09:00    | 19:30 | 09:00  | 19:30 |

|   |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|---|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location                                      | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|   |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| Sirhowy Valley Country Park                           | CF83 2RP | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 |
| St Cenydd Leisure Centre                              |          | 16:00         | 22:00 | 16:00   | 22:00 | 16:00     | 22:00 | 16:00    | 22:00 | 16:00  | 22:00 | 16:00    | 22:00 | 09:00  | 17:00 |
| Sue Noake Leisure Centre                              |          | 17:00         | 22:00 | 17:00   | 22:00 | 17:00     | 21:00 | 17:00    | 22:00 | 17:00  | 21:00 | 10:00    | 16:00 | 10:00  | 16:00 |
| The Kiosk, Ystrad Mynach Park                         | CF83 1JL | 08:00         | 19:00 | 08:00   | 19:00 | 08:00     | 19:00 | 08:00    | 19:00 | 08:00  | 19:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| The Visitor Centre, Caerphilly                        |          | 10:00         | 17:00 | 10:00   | 17:00 | 10:00     | 17:00 | 10:00    | 17:00 | 10:00  | 17:00 | 10:00    | 17:00 | 10:00  | 17:00 |
| Ty Penallta Corporate Offices (inc Customer Services) | NP11 7FE | 09:00         | 17:00 | 09:00   | 17:00 | 09:00     | 17:00 | 09:00    | 17:00 | 09:00  | 17:00 | 00:00    | 00:00 | 00:00  | 00:00 |

|   |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|---|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location  | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|   |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English   |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |
| Waunfawr Park Kiosk and Community Garden                                  |          | 07:30         | 19:00 | 07:30   | 19:00 | 07:30     | 19:00 | 07:30    | 19:00 | 07:30  | 19:00 | 12:00    | 16:00 | 12:00  | 16:00 |
| Winding House   | NP24 6EG | 00:00         | 00:00 | 10:00   | 17:00 | 10:00     | 17:00 | 10:00    | 17:00 | 10:00  | 17:00 | 11:00    | 16:00 | 00:00  | 00:00 |
| Ystrad Mynach Library   | CF82 7BB | 09:30         | 17:00 | 09:30   | 18:00 | 09:30     | 17:00 | 09:30    | 13:00 | 09:30  | 18:00 | 09:30    | 13:00 | 00:00  | 00:00 |
| Elliot's Café - White Rose Info & res. Centre, Cross Street, Elliots Town | NP24 6EF | 09:00         | 18:00 | 09:00   | 18:00 | 09:00     | 18:00 | 09:00    | 18:00 | 09:00  | 18:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| The Living Room – White Rose Medical Centre, White Rose Way, New          | NP24 EE  | 09:30         | 15:00 | 09:30   | 15:00 | 00:00     | 00:00 | 09:30    | 15:00 | 00:00  | 00:00 | 00:00    | 00:00 | 00:00  |       |

|  |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|--|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location   | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|  |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| Tredegar   |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |
| Le Café –<br>103 High Street,<br>Blackwood               | NP12 1PN | 08:00         | 15:00 | 08:00   | 15:00 | 08:00     | 15:00 | 08:00    | 15:00 | 08:00  | 15:00 | 08:00    | 15:00 | 00:00  | 00:00 |
| Argoed Baptist Chapel -<br>High Street,<br>Argoed,       | NP12 0HG | 00:00         | 00:00 | 00:00   | 00:00 | 10:00     | 16:00 | 10:00    | 16:00 | 00:00  | 00:00 | 00:00    | 00:00 | 00:00  | 00:00 |
| Tyfu Café  | CF83 1FQ | 08:30         | 15:00 | 08:30   | 15:00 | 08:30     | 15:00 | 08:30    | 15:00 | 08:30  | 15:00 | 00:00    | 00:00 | 00:00  |       |
| Chocolate Dragon Café<br>– 49<br>Tredegar Street, Risca, | NP11 6BW | 08:00         | 16:00 | 08:00   | 16:00 | 08:00     | 16:00 | 08:00    | 16:00 | 08:00  | 16:00 | 08:00    | 16:00 | 00:00  |       |
| Chat and Snack Café                                      | NP11 7LZ | 09:00         | 15:00 | 09:00   | 15:00 | 09:00     | 13:30 | 09:00    | 15:00 | 09:00  | 15:00 | 00:00    | 00:00 | 00:00  |       |

|                  |          | Opening Times |       |         |       |           |       |          |       |        |       |          |       |        |       |
|------------------|----------|---------------|-------|---------|-------|-----------|-------|----------|-------|--------|-------|----------|-------|--------|-------|
| Name of Location | Postcode | Monday        |       | Tuesday |       | Wednesday |       | Thursday |       | Friday |       | Saturday |       | Sunday |       |
|                  |          | Open          | Close | Open    | Close | Open      | Close | Open     | Close | Open   | Close | Open     | Close | Open   | Close |
| English          |          |               |       |         |       |           |       |          |       |        |       |          |       |        |       |

## Seasonal Opening Arrangements

| Name of Location             | Postcode | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |        |
|------------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|--------|
|                              |          | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |        |
| English                      |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              | No/Yes |
| Aberbargoed Education Centre | NP12 0BE | No                               | Yes                            | Summer opening times provided (1st June-31st October). Winter opening hours (1st November-31st March) 8:30-16.30 | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 | Yes    |

| Name of Location  | Postcode | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
|                   |          | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English           |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Abercarn Cemetery |          | Yes                              | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-17:00 Sat-Sun 9:00-17:00 | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |
| Abercarn Library  | NP11 5DT | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|   |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |  |
|---|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|--|
| Name of Location                        | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |  |
| English                                 |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |  |
| Abertridwr Library                      | CF83 4EJ | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |  |
| Abertridwr Welfare Park                 |          | No                               | Yes                            | Summer opening times provided (1st June-30th September ). CLOSED Winter opening hours (1st October-31st May) | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |  |
| Bargoed Library (inc Customer Services) | CF81 8QR | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |  |



|                       |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-----------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location      | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English               |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Bedwas Cemetery       |          | Yes                              | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-17:00 Sat-Sun 9:00-17:00 | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |
| Bedwas Leisure Centre | CF83 8BJ | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Bedwas Library        | CF83 8BJ | No                               | No                             | Closed from  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                    |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|--------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location   | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
|                    |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
|                    |          |                                  |                                | 13:00-14:00  |  |            |               |                  |             |               |               |                     |                     |
| Bedwellty Cemetery |          | Yes                              | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-17:00 Sat-Sun 9:00-17:00 | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |

|  |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |        |
|--|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|--------|
| Name of Location                                 | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |        |
|  |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              | No/Yes |
| Blackwood Library (inc Customer Services)        | NP12 1AJ | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |        |
| Blackwood Miners Institute                       | NP12 1BB | No                               | Yes                            | During the Summer Holidays close at 18:00 Monday-Friday and closed Sat-Sun | Yes  | No         | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |        |
| Caerphilly Leisure Centre                        | CF83 3SW | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |        |
| Caerphilly Library (inc Customer Service Centre) | CF83 1JL | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |        |

|                              |          | Seasonality                      |                                |   | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|------------------------------|----------|----------------------------------|--------------------------------|---|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location             | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |   | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                      |          | No/Yes                           | No/Yes                         |   | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Caerphilly Morgan Jones Park |          | No                               | Yes                            | Summer opening times provided (25th May-2nd September ). Winter opening hours (3rd September -24th May) Mon-Thurs 7:30-15:30 Friday 7:30-14:30. | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | No                  | No                  |
| Cefn Fforest Leisure Centre  | NP12 3JR | No                               | No                             | No  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Centre of Sporting           | CF82 7EP | No                               | Yes                            | No  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                      |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |  |
|----------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|--|
| Name of Location     | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |  |
| English              |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |  |
| Excellence           |          |                                  |                                |  |  |            |               |                  |             |               |               |                     |                     |  |
| Cwmcarn Forest Drive |          | No                               | Yes                            | During October to Easter close 16:30 on a Friday   | Yes  | Yes        | Yes           | No               | No          | No            | No            | No                  | No                  |  |
| Dan-y-graig Cemetery | CF81 9HT | Yes                              | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri | No   | No         | No            | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |  |

|                        |          | Seasonality                      |                                |                                     | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|------------------------|----------|----------------------------------|--------------------------------|-------------------------------------|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location       | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |                                     | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                |          | No/Yes                           | No/Yes                         |                                     | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
|                        |          |                                  |                                | 8:00-17:00<br>Sat-Sun<br>9:00-17:00 |  |            |               |                  |             |               |               |                     |                     |
| Heolddu Leisure Centre | CF81 9GF | No                               | No                             | No                                  | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Llanbradach Library    | CF83 3LB | No                               | No                             | Closed from 13:00-14:00             | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Llancaiach Fawr        | CF46 6ER | No                               | No                             | No                                  | Yes  | Yes        | Yes           | Yes              | No          | No            | Yes           | Yes                 | Yes                 |
| Nelson Library         | CF46 6NF | No                               | No                             | Closed from 13:00-14:00             | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                             |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-----------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location            | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                     |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| New Tredegar Leisure Centre | NP24 6XF | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| New Tredegar Library        | NP24 6EF | No                               | No                             | Closed from 13:00-14:00                                | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Newbridge Leisure Centre    | NP11 5FE | No                               | No                             | No   | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Oakdale Library             | NP11 0HN | No                               | No                             | Closed from 13:00-14:00                                | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Parc Cwm Darran Centre      | CF81 9NR |                                  |                                | Summer opening times provided (1st June-31st October). | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                           |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|---------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location          | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                   |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
|                           |          |                                  |                                | Winter opening hours (1st November-31st March) 8:30-16.30  |  |            |               |                  |             |               |               |                     |                     |
| Parc Cwm Darran, Campsite | CF81 9NR | Yes                              | Yes                            | Summer opening times provided (1st June-31st October). Winter opening hours (1st November-31st March) 8:30-16.30 | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |



|                       |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-----------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location      | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English               |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Penallta Country Park | CF82 7GN | No                               | Yes                            | Summer opening times provided (1st June-31st October). Winter opening hours (1st November-31st March) 8:30-16.30 | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Pengam Library        | NP12 3AB | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                               |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-------------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location              | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                       |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Pen-y-Fan Pond Country Park   | NP13 2DT | Yes                              | Yes                            | Summer opening times provided (1st June-31st October). Winter opening hours (1st November-31st March) 8:30-16.30 | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Pontllanfraith Leisure Centre | NP12 2DA | No                               | No                             | No   | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Rhymney Library               | NP22 5NU | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Risca Leisure                 | NP11 6GH | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

|                                       |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|---------------------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location                      | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                               |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Centre                                |          |                                  |                                |  |  |            |               |                  |             |               |               |                     |                     |
| Risca Library (inc Customer Services) | NP11 6BW | No                               | No                             | Closed from 13:00-14:00  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Risca Old Cemetery & Chapel           | NP11 7AH | Yes                              | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-17:00 Sat-Sun 9:00-17:00 | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |

|                             |          | Seasonality                      |                                |  | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|-----------------------------|----------|----------------------------------|--------------------------------|--|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location            | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |  | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                     |          | No/Yes                           | No/Yes                         |  | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Sirhowy Valley Country Park | CF83 2RP | No                               | Yes                            | Summer opening times provided (1st June-31st October). Winter opening hours (1st November-31st March) 8:30-16.30 | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| St Cenydd Leisure Centre    |          | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Sue Noake Leisure Centre    |          | No                               | No                             | No   | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

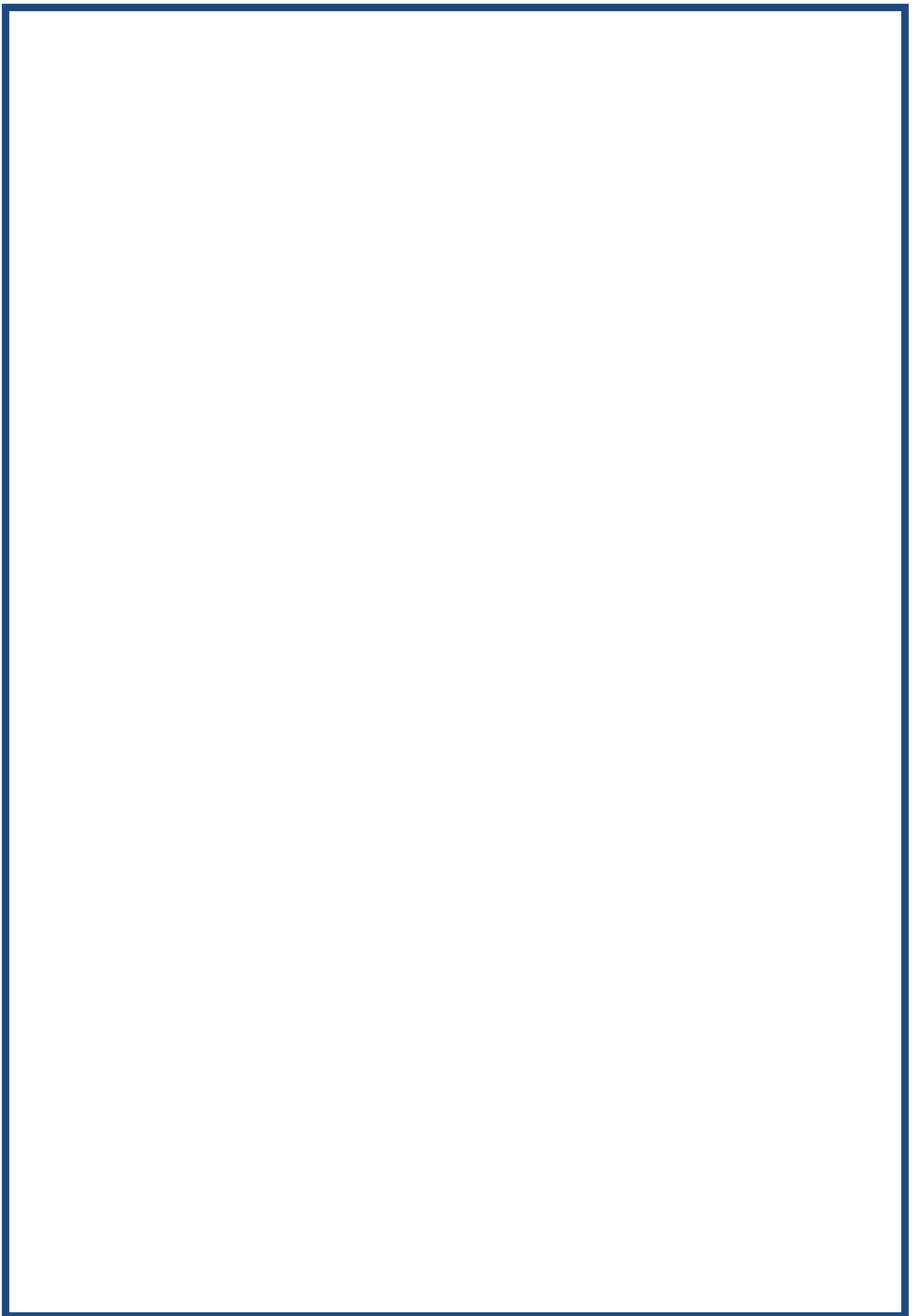
|   |          | Seasonality                      |                                |   | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|---|----------|----------------------------------|--------------------------------|---|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location                            | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |   | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                                     |          | No/Yes                           | No/Yes                         |   | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| The Kiosk, Ystrad Mynach Park               | CF83 1JL | No                               | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-16:00 | yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| The Visitor Centre, Caerphilly              |          | No                               | No                             | No  | Yes  | Yes        | Yes           | No               | No          | No            | No            | No                  | No                  |
| Ty Penallta Corporate Offices (inc Customer | NP11 7FE | No                               | No                             | No  | Yes  | Yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |

| Name of Location                         | Postcode | Seasonality                      |                                |   | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|--|----------|----------------------------------|--------------------------------|---|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
|  |          | Are the toilets closed off peak? | Are services reduced off peak? |   | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
| English                                  |          | No/Yes                           | No/Yes                         |   | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Services)                                |          |                                  |                                |   |  |            |               |                  |             |               |               |                     |                     |
| Waunfawr Park Kiosk and Community Garden |          | No                               | Yes                            | Summer opening times provided (1st April-30th September ). Winter opening hours (1st October-31st March) Mon-Fri 8:00-15:00 | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 |
| Winding House                            | NP24 6EG | No                               | No                             | Mid Nov until end of Feb  | Yes  | Yes        | Yes           | Yes              | No          | Yes           | Yes           | Yes                 | Yes                 |

| Name of Location  | Postcode | Seasonality                      |                                |    | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |        |
|---|----------|----------------------------------|--------------------------------|----|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|--------|
|   |          | Are the toilets closed off peak? | Are services reduced off peak? |    | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |        |
| English   |          | No/Yes                           | No/Yes                         |    | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              | No/Yes |
| Ystrad Mynach Library   | CF82 7BB | No                               | No                             | No | Yes  | yes        | Yes           | Yes              | Yes         | Yes           | Yes           | Yes                 | Yes                 | Yes    |
| Elliot's Café - White Rose Info & res. Centre, Cross Street, Elliots Town | NP24 6EF | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  | No     |
| The Living Room – White Rose Medical Centre, White Rose Way, New Tredegar | NP24 EE  | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  | No     |
| Le Café – 103 High Street, Blackwood                                      | NP12 1PN | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  | No     |
| Argoed Baptist Chapel - High Street, Argoed,                              | NP12 0HG | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  | No     |

|   |          | Seasonality                      |                                |    | Are the toilets closed on any of the below days? |            |               |                  |             |               |               |                     |                     |
|---|----------|----------------------------------|--------------------------------|----|--|------------|---------------|------------------|-------------|---------------|---------------|---------------------|---------------------|
| Name of Location                                  | Postcode | Are the toilets closed off peak? | Are services reduced off peak? |    | Christmas Day                                    | Boxing day | New Years day | May bank holiday | Good Friday | Easter Sunday | Easter Monday | Spring bank holiday | August bank holiday |
|   |          | No/Yes                           | No/Yes                         |    | No/Yes   | No/Yes     | No/Yes        | No/Yes           | No/Yes      | No/Yes        | No/Yes        | No/Yes              | No/Yes              |
| Tyfu Café   | CF83 1FQ | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |
| Chocolate Dragon Café – 49 Tredgar Street, Risca, | NP11 6BW | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |
| Chat and Snack Café                               | NP11 7LZ | No                               | No                             | No | No   | No         | No            | No               | No          | No            | No            | No                  | No                  |





# EQUALITY IMPACT ASSESSMENT FORM

## THE COUNCIL'S EQUALITIES STATEMENT

This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.

We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

|  |  |
|--|--|
| <b>NAME OF NEW OR REVISED PROPOSAL *</b> | Caerphilly County Borough Council Local Toilets Strategy |
| <b>DIRECTORATE</b>                       | Communities  |
| <b>SERVICE AREA</b>                      | Public Protection  |
| <b>CONTACT OFFICER</b>                   | Ceri Edwards   |

**\*Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

## INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities and Welsh Language issues have been proactively considered throughout the decision making processes governing work undertaken by every service area in the Council as well as work done at a corporate level.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, the Welsh Language (Wales) Measure 2011 and supports the wider aims of the Well-being of Future Generations (Wales) Act 2015. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

Specifically, Section 147 of the Equality Act 2010 is the provision that requires decision-makers to have 'due regard' to the equality implications of their decisions and Welsh Language Standards 88-97 require specific consideration of Welsh speakers under the Welsh Language Standards (No.1) Regulations 2015.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the [Equalities and Welsh Language Objectives and Action Plan 2016-2020](#).

## PURPOSE OF THE PROPOSAL

|          |  |
|----------|--|
| <b>1</b> | <p><b>What is the proposal intended to achieve?</b><br/><i>(Please give a brief description of the purpose of the new or updated proposal by way of introduction.)</i></p> <p>The aim of this strategy is to review the quality and quantity of local toilets throughout the county borough and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the Borough at locations where the need for such facilities has been identified.</p> <p>Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area.</p> <p>Local authorities in Wales now have the responsibility to:</p> <ul style="list-style-type: none"><li>• assess the need for toilet provision for their communities;</li><li>• plan to meet those needs;</li><li>• produce a local toilets strategy; and</li><li>• review the strategy, update and publicise revisions.</li></ul> <p>Local authorities must prepare and publish their strategies within one year from 31 May 2018. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of this strategy, Caerphilly County Borough Council is required to publish a statement of progress.</p> <p>The provision of local toilets for public use is not a statutory requirement of local authorities in Wales. Therefore, due to unprecedented financial cutbacks within local government, Caerphilly County Borough Council, like many other local authorities need to close down its traditional public toilet blocks. This strategy aims to mitigate</p> |
|----------|--|

potential impacts by making toilets in more council facilities available for public use and to work with the private sector to help promote their facilities.

The strategy includes locations and details of existing toilets for public use.

**2 Who are the service users affected by the proposal?**

*(Who will be affected by the delivery of this proposal? e.g. staff members, the public generally, or specific sections of the public i.e. youth groups, carers, road users, people using country parks, people on benefits etc.)*

The Local Toilets Strategy affects the public generally including those people that live, work in, or visits the county.

## IMPACT ON THE PUBLIC AND STAFF

|          |   |
|----------|---|
| <b>3</b> | <p><b>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?</b><br/><i>(What has been done to examine whether or not these groups have equal access to the service, or whether they need to receive the service in a different way from other people?)</i></p> <p>The strategy aims to improve the provision of local toilets across the county for the benefit of all.</p> <p>Whilst some existing facilities might close others will be identified and made available for public use.<br/>All future provision will so far as reasonably practicable ensure geographic coverage across the county borough with emphasis placed on areas of higher usage such as highstreets and parks.</p> <p>The Council has contacted national retailers who operate within the Borough as part of a collaborative exercise across Wales to establish whether these businesses would be prepared to be part of the strategy by allowing their toilet facilities to be used by non-customers, signposted via national websites and phone apps and agreeing to display a sticker showing the national toilet logo. The results were extremely disappointing; no businesses located within the Borough volunteered to offer their toilet facilities to the public and to be mapped.<br/>A similar exercise was also conducted whereby the Council contacted 97 local businesses to ascertain whether they would be prepared to participate. Just 7 of these agreed to allow their facilities to be mapped and formally included in this strategy; however a few did comment that they would allow non-paying customers to use their toilets on request.</p> |
|          | <p><b>Actions required:</b></p> <ol style="list-style-type: none"><li>1. Undertake consultation on the draft Local Toilets Strategy.</li><li>2. Review the consultation feedback</li><li>3. Take steps to mitigate any negative impacts.</li></ol>  |

| 4. What are the impacts of the proposals? |             |                  |                  |                    |  |
|---|-------------|------------------|------------------|--------------------|--|
| Protected Group                           |             | Positive Impact? | Negative Impact? | No Specific Impact | What will the impact be? If the impact is negative how can it be mitigated? (action)   |
| Sex                                       | Male        | X                |                  |                    | The strategy aims (where practical) to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral/accessible toilets.  |
|   | Female      | X                |                  |                    | The strategy aims (where practical) to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral /accessible toilets.   |
| Gender Reassignment                       | Transgender | X                |                  |                    | The strategy aims (where practical) to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral /accessible toilets.   |
| Religion                                  |             |                  |                  |                    |  |
| Race                                      |             |                  |                  |                    |  |
| Disability                                |             | X                |                  |                    | <p>The strategy aims (where practical) to improve the quantity and quality of toilet and changing facilities for individuals with a disability across the county. New developments are required to provide facilities for disabled users.</p> <p>Toilets are more important to certain groups within society, including people with disabilities and people with particular needs (including certain medical problems). These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on disabled people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people’s ability to maintain independence and dignity. Details of toilet and changing facilities for individuals with a disability are contained in the appendix to the strategy and will be published on the council website and future mapping apps.</p> |

|                    |  |   |  |   |   |
|--------------------|--|---|--|---|---|
|                    |  |   |  |   | <b>Action: Use the consultation process to seek views and information from individuals and from groups representing disabled people.</b>  |
| Sexual Orientation |  |   |  | X |   |
| Age                | Older People                           | X |  |   | <p>Toilets are more important to certain groups within society, including older people. These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity in later life.</p> <p>The draft Strategy aims to provide (where practical) improved quantity and quality of toilets for the benefit of all users.</p> <p>Details of toilet facilities are contained in the appendix to the strategy and will be published on the council website and future mapping apps.</p> <p><b>Action: Use the consultation process to seek views and information from individuals and from groups representing older people.</b></p> |
|                    | Children and Younger People (Under 25) | X |  |   | <p>The draft Strategy aims to provide (where practical) improved quantity and quality of toilets for the benefit of all users.</p> <p>Details of toilet facilities are contained in the appendix to the strategy and will be published on the council website and future mapping apps.</p> <p><b>Action: Use the consultation process to seek views and information from individuals and from groups representing younger people.</b></p>   |

|                              |  |   |  |   |   |
|------------------------------|--|---|--|---|---|
| Marriage & Civil Partnership |  |   |  | X |   |
| Pregnancy & Maternity        |  | X |  |   | <p>The draft Strategy aims (where practical) to provide improved quantity and quality of toilets for the benefit of all users including changing facilities for babies etc.</p> <p>Details of toilet facilities including changing facilities are contained in the appendix to the strategy and will be published on the council website and future mapping apps.</p> |
| Socio-economic Background    |  | X |  |   | <p>Caerphilly County Borough Council does not intend to charge for the use of toilets within council premises.</p> <p>The strategy aims (where practical) to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral/accessible toilets.</p>   |



|   |  |
|---|--|
| 5 | <p><b>In line with the requirements of the Welsh Language Standards. (No.1) Regulations 2015, please note below what effects, if any (whether positive or adverse), the proposal would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.</b></p> <p><i>(The specific Policy Making Standards requirements are Standard numbers 88, 89, 90, 91, 92 and 93. The full detail of each Standard is available on the Equalities and Welsh Language Portal)</i></p> <p>The draft Local Toilets Strategy will not have any effect on opportunities for persons to use the Welsh language, and will not treat the Welsh language less favourably than the English language.</p> <p>The Strategy will adhere to the Welsh language standards in relation to signage, apps, resources, publications etc.</p> |
|   | <p><b>Actions required:</b> None</p>   |

## INFORMATION COLLECTION

|   |  |
|---|--|
| 6 | <p><b>Is full information and analysis of users of the service available?</b></p> <p><i>(Is this service effectively engaging with all its potential users or is there higher or lower participation of uptake by one or more groups? If so, what has been done to address any difference in take up of the service? Does any savings proposals include an analysis of those affected?)</i></p> <p>Caerphilly County Borough Council does not hold data regarding numbers of individuals that make use of the existing toilet facilities.</p> <p>The Council has consulted with the public via a consultation exercise; the results of which are detailed in The ‘<i>Caerphilly County Borough Council Local Toilet Strategy Needs Assessment Consultation Report</i>’ which is available via the Council’s website.</p> <p>Analysis of the feedback from the Needs Assessment has informed the direction of the strategy.</p> |
|   | <p><b>Actions required:</b> A formal consultation exercise will be undertaken regarding the content of the draft strategy which may provide some relevant information. The draft strategy and the Caerphilly County Borough Council Local Toilet Strategy Needs Assessment Consultation Report will be posted on the council website. In addition, direct engagement will be made with all relevant organisations, including those previously contacted during the initial consultation exercise. A comprehensive list of consultees (including those with protected characteristics) is available in the <i>Caerphilly County Borough Council Local Toilet Strategy Needs Assessment Consultation Report</i>, via the council’s website.</p>  |

## CONSULTATION

### 7 What consultation has taken place?

*(What steps have been taken to ensure that people from various groups have been consulted during the development of this proposal? Have the Council's Equalities staff been consulted? Have you referred to the Equalities Consultation and Monitoring Guidance?)*

A multi-disciplinary group (including the Council's Equalities Officer) was established so that the strategy could be developed with input from a cross section of Local Authority services. This approach was considered vital in order to capture all available baseline line data and to maximise opportunities to improve toilet provision in the County Borough. Due regard was made to demographic and health data detailed in a separate report '*Overview of the Caerphilly County Borough area Demographic and Health Data*'.

Engagement with other public bodies, community groups, private enterprise and the public was undertaken to understand what is currently on offer and how any gaps in this contribution can be mitigated.

A public consultation was undertaken throughout September 2018 to assess the needs of residents, and people visiting or working within the county borough. 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 total of 357 responses were received and have been analysed; the results of which are detailed in the *Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report* and have been used to influence the content of this strategy. A list of organisations consulted is detailed in the report.

A further public consultation is proposed on the draft strategy will take place for approximately twelve weeks commencing in December 2018.

Both the '*Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report*' and the '*Overview of the Caerphilly County Borough area Demographic and Health Data*' report will be made available via the

|  |  |
|--|--|
|  | <i>Council's website during the formal Strategy consultation period. .</i>   |
|  | <b>Actions required: Full consultation will take place and feedback will be taken into consideration and the strategy amended accordingly.</b> |

## MONITORING AND REVIEW

|          |   |
|----------|---|
| <b>8</b> | <p><b>How will the proposal be monitored?</b><br/> <i>(What monitoring process has been set up to assess the extent that the service is being used by all sections of the community, or that the savings proposals are achieving the intended outcomes with no adverse impact? Are comments or complaints systems set up to record issues by Equalities category to be able analyse responses from particular groups?)</i></p> <p>There are limitations in the data that we hold and the intention is to use this consultation process to strengthen our understanding.</p> <p>Caerphilly CBC will prepare an interim progress report setting out the steps taken in line with their strategy every two year period commencing from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period. Therefore, following publication in May 2019, the review will take place before the end of May 2021 and published before the end of November 2021.</p> <p>Caerphilly CBC will also review the local toilet strategy within a year of each ordinary election for its area. The next election date in Wales is Thursday 5 May 2022 so the latest date for review is 4 May 2023. If no changes are made to the strategy following the post-election review then Caerphilly CBC will publish an interim progress statement covering a two year period commencing from the date of the last election. Caerphilly CBC may review its strategy at any time following which it must publish a statement of the steps which it has taken in accordance with the strategy. If following a review, Caerphilly CBC decides to revise the strategy it will publish the revised strategy and then prepare an interim progress report covering the two year period commencing from the date of publication.</p> |
|          | <p><b>Actions required:</b><br/> . Continue to review feedback via established complaints and service requests systems.</p>   |

|          |  |
|----------|--|
| <b>9</b> | <p><b>How will the monitoring be evaluated?</b><br/> <i>(What methods will be used to ensure that the needs of all sections of the community are being met?)</i></p> <p>The public consultation already undertaken regarding assessment of needs and the forthcoming formal consultation on the draft strategy will result in the collection of data. This data will inform the development of the final strategy.</p> |
|----------|--|

|  |   |
|--|---|
|  | <p>Feedback received via established complaints and service requests will be reviewed.</p> <p>Engagement with town management groups, community groups , clubs and organisations.</p>   |
|  | <p><b>Actions required:</b></p> <p>Consideration will be given to all responses submitted as part of the consultation process. Responses will help to formulate the content of the strategy and future revisions.</p> <p>Continue to review feedback via established complaints and service requests systems.</p> |

|           |   |
|-----------|---|
| <b>10</b> | <p><b>Have any support / guidance / training requirements been identified?</b><br/> <i>(Has the EIA or consultation process shown a need for awareness raising amongst staff, or identified the need for Equalities or Welsh Language training of some sort?)</i></p> <p>Not as yet but this will be considered during the process.</p> |
|           | <p><b>Actions required: None</b></p>  |

|           |   |
|-----------|---|
| <b>11</b> | <p><b>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</b></p> <p>The strategy aims (where practical) to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral</p> <p>The strategy aims (where practical) to improve the quantity and quality of disabled and accessible toilet facilities across the county. New developments are required to provide facilities for disabled users.</p> <p>Toilets are more important to certain groups within society, including people with disabilities and people with particular needs (including certain medical problems), older and younger people. These groups can be disproportionately affected by poor provision; for example, poor provision is understood to have particular negative impacts on disabled and/or older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity. It could also stop people from visiting certain areas. E.g. parks, if there are no facilities some people might choose to travel out of county because they know facilities including toilets are available to them</p> <p>The draft Strategy aims (where practical) to provide improved quantity and quality of toilets for the benefit of all users including changing facilities for babies etc. Caerphilly County Borough Council does not intend to charge for the use of toilets within council premises.</p> |
|-----------|---|

### Summary of Proposed Actions:

1. Undertake consultation on the draft Local Toilets Strategy. A consultation exercise will be undertaken regarding the content of the draft strategy which may provide some relevant information. The draft strategy and the Caerphilly County Borough Council Local Toilet Strategy Needs Assessment Consultation Report will be posted on the council website. In addition, direct engagement will be made with all relevant organisations, including those previously contacted during the initial consultation exercise. A comprehensive list of consultees (including those with protected characteristics) is available in the Caerphilly County Borough Council Local Toilets Needs Assessment Consultation report, also available via the council's website. Use the consultation process to seek views and information from individuals and from groups representing people with protected characteristics. Use the consultation process to seek views and information from individuals and from groups representing older and younger people.
2. Review the consultation feedback. Full consultation will take place and feedback will be taken into consideration. Responses will help to formulate the content of the strategy and future revisions.
3. Take steps to mitigate any negative impacts.
4. Continue to review feedback via established complaints and service requests systems.

**12** What outcome does this Equality Impact Assessment suggest you take? You might find that more than one applies. Please explain why you have come to this decision.

|           |   |  |
|-----------|---|--|
| Outcome 1 | X | <b>No major change needed</b> – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken                |
| Outcome 2 |   | <b>Adjust the policy</b> to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified? |
| Outcome 3 |   | <b>Continue the policy</b> despite potential for negative impact.  |
| Outcome 4 |   | <b>Stop and rethink the policy</b> when the EIA shows actual or potential unlawful discrimination.   |

process.

|                      |                              |
|----------------------|------------------------------|
| <b>Completed by:</b> | Ceri Edwards                 |
| <b>Date:</b>         | 10.11.2018                   |
| <b>Position:</b>     | Environmental Health Manager |



# Caerphilly County Borough Council Local Toilets 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 "Newslines" 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**

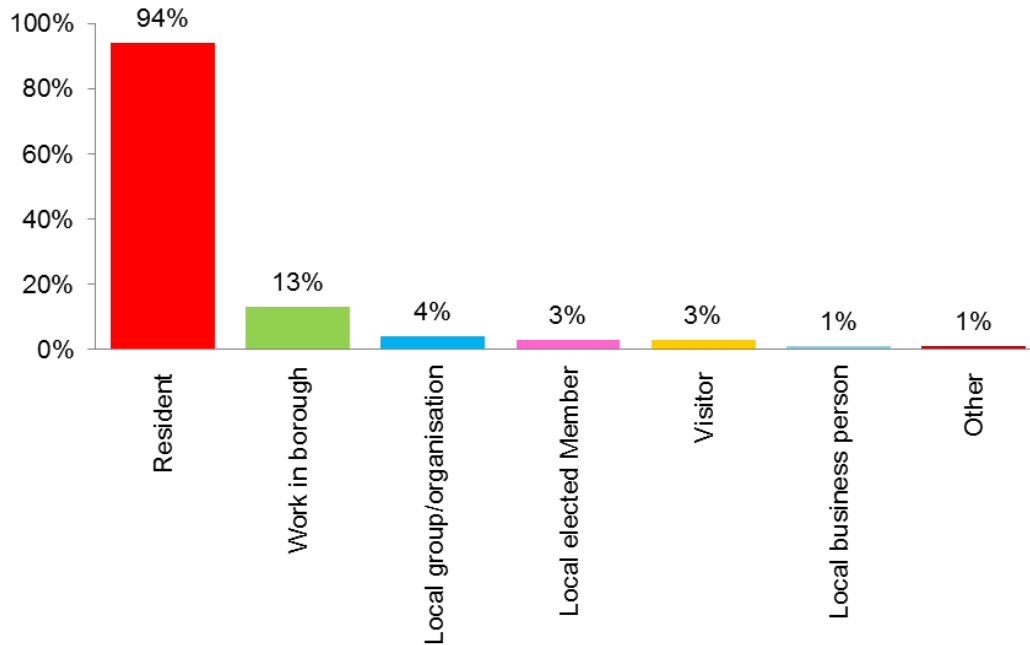
A profile of respondents provides context for an analysis of the responses received.

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%.)



## Caerphilly County Borough Council – Local Toilet Strategy 2019

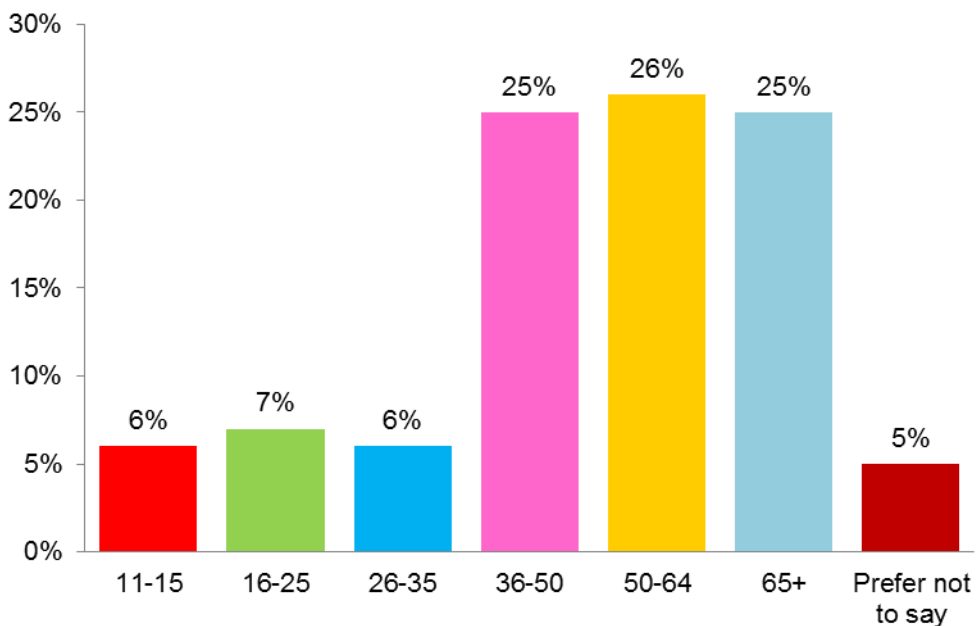
### Respondents



### 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:

### Age group



**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)**

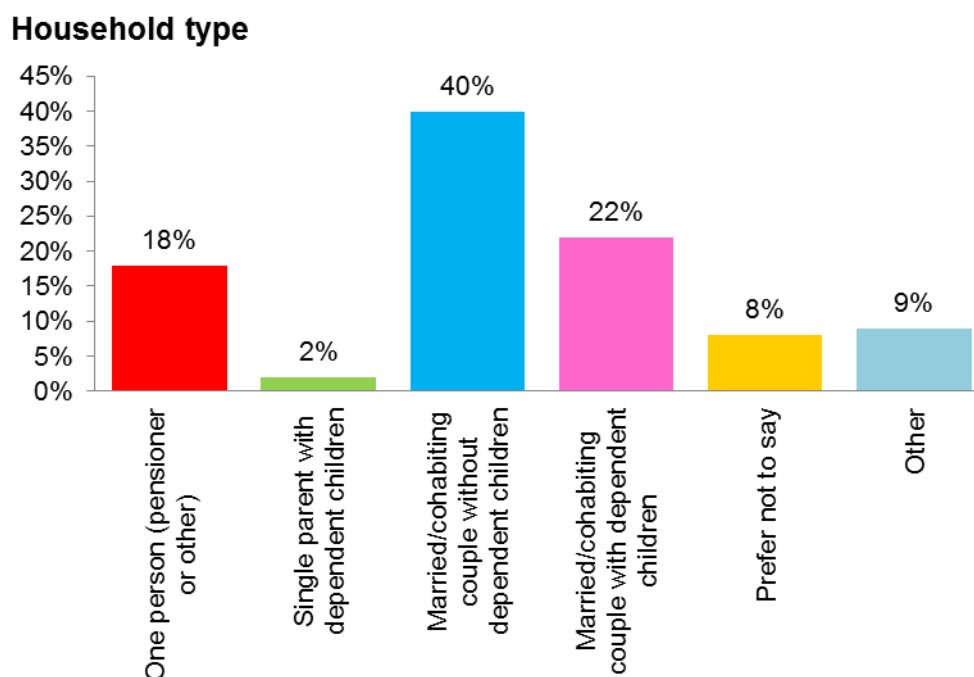
44% of respondents completing this question stated that they had no religion, 44% were Christian and 9% preferred not to say. The remainder stated their religion or belief as Buddhist, Jewish or Muslim.

**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.

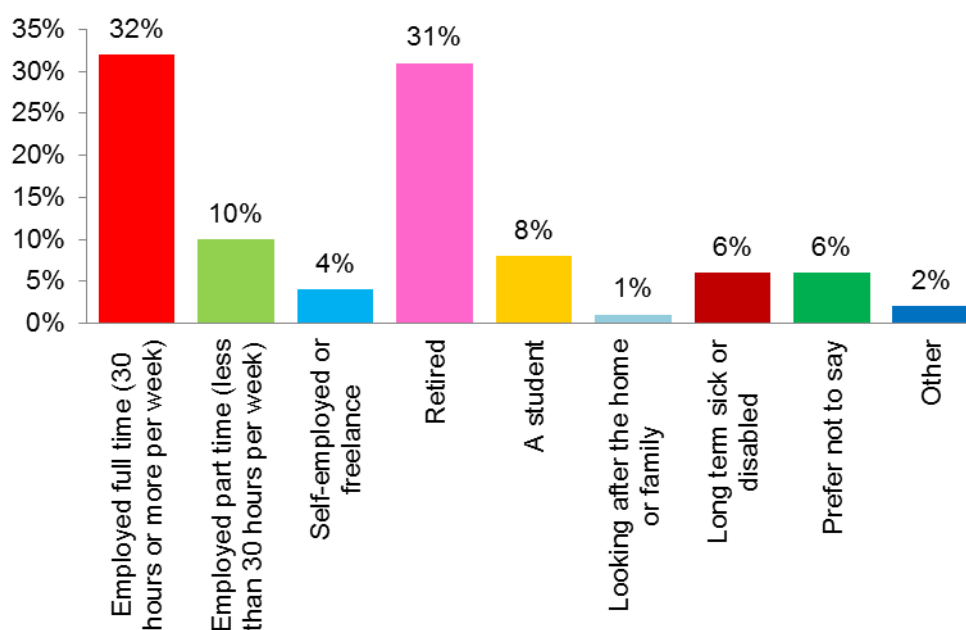
***Main language (n=332)***

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.

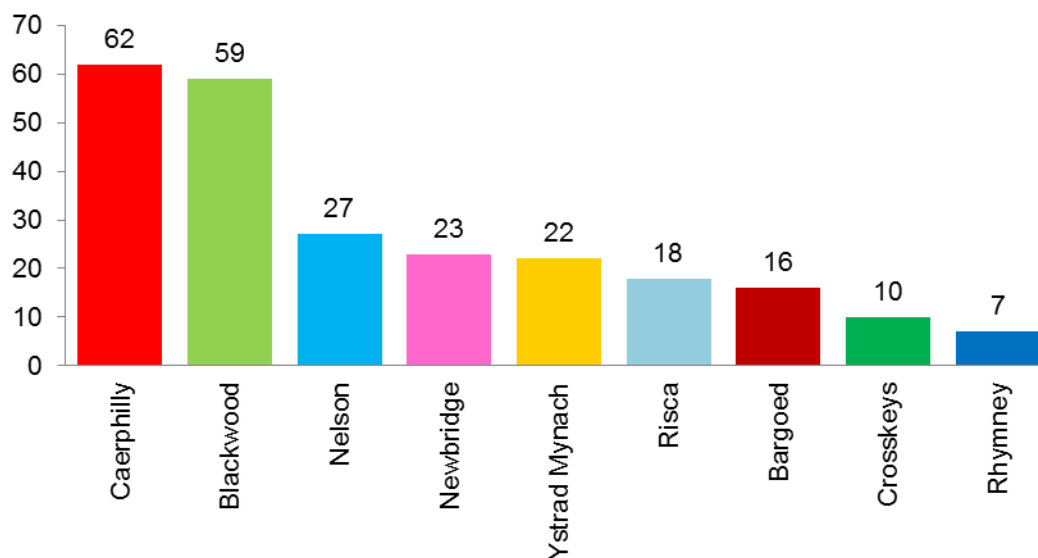
### Employment status



### 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)***

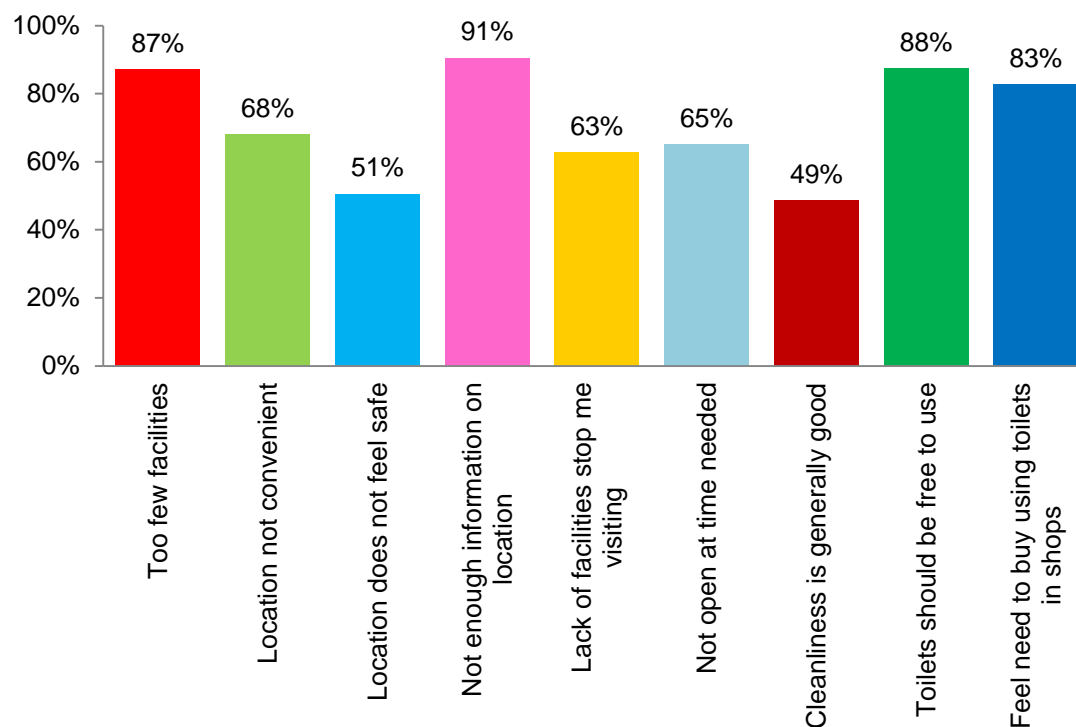
88% of respondents strongly agreed or agreed that toilets should be free to use. Whilst a large proportion felt that toilets should be free to use, there were a number of comments made to support a small charge if this meant that toilets were cleaner and accessible.

### ***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.

**Agreement with statements: Percentage who agree or strongly agree**



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.



## Caerphilly County Borough Council – Local Toilet Strategy 2019

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.



## ANNEX 1

### Survey Questionnaire

## Have your say on a Local Toilet Strategy for Caerphilly County Borough

Caerphilly County Borough Council has a responsibility to assess the community's need for toilets and to put a plan in place to meet identified needs. The Council must prepare and publish a local toilet strategy by 31st May 2019. To help identify need, the council is seeking views of residents and visitors to the county borough. The survey will run from **3rd September to 28th September 2018**.

For the purpose of this survey and strategy, the term toilet includes changing facilities for babies and changing places facilities for people with disabilities. These can be located in public buildings such as libraries and community centres, private buildings such as cafes and shops as well as public toilets maintained by the council.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed. For further information on how we process this information and your rights please follow this link:

<http://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/Privacy-Notice-Consultations-Surveys.aspx>

Q1 Please indicate your interest in this consultation: (Please select all that apply)

- As a resident of Caerphilly county borough
- As a local elected member
- As someone who works in Caerphilly county borough
- As a local business person
- As a visitor to Caerphilly county borough
- Representing a local group or organisation, please give details
- Other

## TOWN AND VILLAGE CENTRES

Q2 Which town or village do you visit most often within the Caerphilly county borough? (Please select one)

- |                                       |                                       |  |
|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Aberbargoed  | <input type="checkbox"/> Draethen     | <input type="checkbox"/> Pontlottyn            |
| <input type="checkbox"/> Abercam      | <input type="checkbox"/> Fleur-de-lis | <input type="checkbox"/> Pontymister           |
| <input type="checkbox"/> Abertridwr   | <input type="checkbox"/> Fochriw      | <input type="checkbox"/> Rhymney               |
| <input type="checkbox"/> Abertysswg   | <input type="checkbox"/> Hengoed      | <input type="checkbox"/> Risca                 |
| <input type="checkbox"/> Argoed       | <input type="checkbox"/> Gilfach      | <input type="checkbox"/> Rudry                 |
| <input type="checkbox"/> Bargoed      | <input type="checkbox"/> Llanbradach  | <input type="checkbox"/> Senghenydd            |
| <input type="checkbox"/> Bedwas       | <input type="checkbox"/> Machen       | <input type="checkbox"/> Tirphil               |
| <input type="checkbox"/> Blackwood    | <input type="checkbox"/> Markham      | <input type="checkbox"/> Trethomas             |
| <input type="checkbox"/> Caerphilly   | <input type="checkbox"/> Maesycwmmmer | <input type="checkbox"/> Trinant               |
| <input type="checkbox"/> Crosskeys    | <input type="checkbox"/> Nelson       | <input type="checkbox"/> Ynysddu               |
| <input type="checkbox"/> Crumlin      | <input type="checkbox"/> Newbridge    | <input type="checkbox"/> Ystrad Mynach         |
| <input type="checkbox"/> Cwmcarn      | <input type="checkbox"/> New Tredegar | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> Cwmfelinfach | <input type="checkbox"/> Oakdale      |  |
| <input type="checkbox"/> Deri         | <input type="checkbox"/> Pengam       |  |

In the local town or village centre that you visit most often, is the provision of toilets adequate or inadequate to meet your needs?

Q3 Monday to Saturday

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q4 Sundays and Bank Holidays

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

In the local town or village centre that you visit most often is the provision of accessible toilets adequate or inadequate to meet your needs?

Q5 Monday to Saturday

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

Q6 **Sundays and Bank Holidays**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**In the local town or village centre that you visit most often, is the provision of changing facilities for young children adequate or inadequate to meet your needs?**

Q7 **Monday to Saturday**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q8 **Sundays and Bank Holidays**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**In the local town or village centre that you visit most often, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?**

Q9 **Monday to Saturday**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q10 **Sundays and Bank Holidays**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q11 **Please provide details of any good quality toilet and changing facilities that are available in the town or village centre that you visit most often.**

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Q12 Please provide details of any poor quality toilet and changing facilities that are available in the town or village centre that you visit most often.

**ATTRACTIONS AND PARKS**

Q13 Please write in the name of the attraction or park that you visit most often or have visited most recently.

At the attraction or park that you visit most often or have visited most recently, is the provision of toilets adequate or inadequate to meet your needs?

Q14 Monday to Saturday

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q15 Sundays and Bank Holidays

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

At the attraction or park that you visit most often or have visited most recently, is the provision of accessible toilets adequate or inadequate to meet your needs?

Q16 Monday to Saturday

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

Q17 Sundays and Bank Holidays

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

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**At the attraction or park that you visit most often or have visited most recently, is the provision of changing facilities for young children adequate or inadequate to meet your needs?**

**Q18 Monday to Saturday**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**Q19 Sundays and Bank Holidays**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**At the attraction or park that you visit most often or have visited most recently, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?**

**Q20 Monday to Saturday**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**Q21 Sundays and Bank Holidays**

|                                      | Adequate                 | Inadequate               | None available           | I don't visit at this time | Don't know               |
|--------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Early morning (before 9am)           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| During the day (between 9am and 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Evenings (after 6pm)                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

**Q22 Please provide details of any good quality facilities that are available at the attraction or park that you visit most often or have visited most recently.**

**Q23 Please provide details of any poor quality facilities that are available at the attraction or park that you visit most often or have visited most recently.**

## Caerphilly County Borough Council – Local Toilet Strategy 2019

### Tell Us More

Q24 Thinking about Caerphilly county borough more widely, please indicate if you agree or disagree with the following statements:

|  | Strongly agree           | Agree                    | Disagree                 | Strongly disagree        | Don't know               |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| There are too few facilities   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The location of facilities is not convenient   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The location of the facilities does not feel safe  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There is not enough information on where facilities are located                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The lack of facilities has stopped me from visiting certain locations                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facilities are not open at the times I need them   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cleanliness of facilities is generally good  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Toilets should be free to use  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I don't like using toilets in shops or restaurants because I feel like I need to buy something | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q25 Please provide details of any specific issues with the provision of toilet or changing facilities in Caerphilly county borough.

Q26 What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?

- An app on my mobile phone
- A sticker or poster displayed in the window of premises where facilities are available
- Some other way, please specify

Q27 If you feel that your response to this survey has been influenced (positively or negatively) because of any of the following: your ethnic origin, gender, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below.

## Caerphilly County Borough Council – Local Toilet Strategy 2019

### About You

Q28 **I am aged**

- 11-15  
 16-25  
 26-35  
 36-50

- 50-64+  
 65+  
 Prefer not to say

Q29 **I am**

- Female  
 Male  
 Trans

- Prefer not to say  
 Other, please specify

Q30 **Do you have a disability, long-term illness or health problem?** (Please select all that apply)

- Yes, I have a disability  
 Yes, I have a long term illness or health problem  
 No  
 Prefer not to say

Q31 **What is your ethnicity?** (Please select only one)

- Asian  
 Black/African/Caribbean  
 Mixed/Multiple

- White  
 Prefer not to say  
 Other, please specify

Q32 **What is your religion or belief?** (Please select only one)

- No Religion  
 Buddhist  
 Christian (All Denominations)  
 Hindu  
 Jewish

- Muslim  
 Sikh  
 Prefer not to say  
 Other, please specify

Q33 **What is your sexual orientation?** (Please select only one)

- Bisexual  
 Gay man  
 Gay woman/Lesbian

- Heterosexual/straight  
 Prefer not to say  
 Other, please specify

Q34 **Household** (Please select only one)

- One person (pensioner or other)  
 Single parent with dependent children  
 Married/cohabiting couple

- Married/cohabiting couple with dependent children  
 Prefer not to say  
 Other, please specify

## Caerphilly County Borough Council – Local Toilet Strategy 2019

Q35 **Can you understand, speak, read or write Welsh?** (Please select all that apply)

Understand spoken Welsh

Write Welsh

Speak Welsh

None of these

Read Welsh

Prefer not to say

Q36 **What is your main language?** (Please select only one)

English

Prefer not to say

Welsh

Other (including sign language), please specify

Q37 **Employment Status** (Please select only one)

Employed full time (30 hours or more per week)

A student

Employed part time (less than 30 hours per week)

Looking after the home or family

Self-employed or freelance

Long term sick or disabled

Retired

Prefer not to say

Other, please specify

Q38 **Postcode**

Thank you for taking the time to respond to this survey. Please return this form to any of the main council offices or your nearest library, leisure centre, cash office, housing office or customer first centre. If you prefer, you can also return the survey in the post to Consultation and Public Engagement Officer, Policy Unit, Caerphilly County Borough Council, Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG.



## ANNEX 2: Local Toilets Survey Sept 2018 – Engagement Process

| Date                         | Action   | Comment  |
|------------------------------|--|--|
| August 2018                  | Snap survey developed for needs assessment consultation  |  |
| 20-22 <sup>nd</sup> Aug 2018 | Bilingual CCBC Newline newspaper article completed   | Published in Sept 2018. Newline delivered to every house in the county borough   |
| 3 <sup>rd</sup> Sept 2018    | Bilingual Survey is live on CCBC website also signposting to availability of survey in alternative formats and offer of alternative forms of consultation.   | Survey closes 28 <sup>th</sup> Sept 2018   |
| 5 <sup>th</sup> Sept 2018    | Survey sent to Vick Doyle CCBC to distribute to individuals / groups / organisations on the Caerphilly Well-being Plan engagement database   | 300+ local groups, individuals and organisations   |
| 5 <sup>th</sup> Sept 2018    | Survey sent to Alison Palmer in GAVO/ CCBC to distribute to <ul style="list-style-type: none"> <li>• Vol Sector Liaison Committee</li> <li>• Vol Sector Forum</li> <li>• Forum mailing list</li> <li>• Caerphilly Gavo Members</li> <li>• PSB</li> </ul> Also agreed the survey would be displayed on Gavo website | 300+ Voluntary sector organisations + Public Services Board.<br><br>Attended Voluntary Sector Liaison Committee on 19 <sup>th</sup> Sept 2018. Gave presentation and provided opportunity to complete survey.<br><br>Attended Voluntary Sector Forum on 28 <sup>th</sup> Sept 2018. Gave presentation and provided opportunity to complete survey. |
| 5 <sup>th</sup> Sept 2018    | Survey sent to GAVO to distribute to GAVO's Health and Social Care Alliance  | Health and social care voluntary organisations   |
| 5 <sup>th</sup> Sept 2018    | Survey sent to distribute to the Countryside Access Forum  | Ramblers, cyclists, common land users, farmers, equestrian, residents. Discussed at Access Forum 7/9/2018  |
| 5 <sup>th</sup> Sept         | Survey sent to distribute to the Green Spaces Network  | Organisations protecting and enhancing the local   |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

|                                 |  |  |
|---------------------------------|--|--|
| 2018                            |  | natural environment  |
| 5 <sup>th</sup><br>Sept<br>2018 | Survey sent to CCBC to distribute to the Safer Caerphilly Delivery Group   | Organisations focused on community safety  |
| 5 <sup>th</sup><br>Sept<br>2018 | Sent to distribute to Caerphilly 50+ Forum and the Smarter Working Network.<br>Also to publicise via 50+ Forum website, facebook + twitter pages | Organisations working with older people. Sent direct to 300+ older people.<br>Paper copies sent to 50+ Forum as well with free post envelopes    |
| 6 <sup>th</sup><br>Sept<br>2018 | Sent to Caerphilly Parent Network to share / complete with members   | Parents and carers of children. Includes grand parents   |
| 6 <sup>th</sup><br>Sept<br>2018 | Sent to Junior Forum, Youth Forum and Youth Service  | Children and young people<br><br>Caerphilly Youth Forum discussed this issue at their meeting in Sept 2018 and all present completed the survey. |
| 6 <sup>th</sup><br>Sept<br>2018 | Sent to Business Forum   | Private businesses   |
| 7 <sup>th</sup><br>Sept<br>2018 | Sent to Cornerstone to engage with those who are homeless and/or sleeping rough  | Those who are homeless and/or sleeping rough   |
| 7 <sup>th</sup><br>Sept<br>2018 | Sent to all local councillors + all town and community councils  | Elected members. Local town and community councillors  |
| 7 <sup>th</sup><br>Sept<br>2018 | Sent to Rhianon Passmore, David Hefin + Dawn Bowden. Assembly Members  | Assembly Members   |
| 7 <sup>th</sup><br>Sept<br>2018 | Sent to Gerald Jones, Chris Evans + Wayne David. Members of Parliament   | Members of Parliament  |
| 7 <sup>th</sup><br>Sept<br>2018 | Shared widely within colleagues in the Supporting People field   | Housing related services   |
| 7 <sup>th</sup><br>Sept<br>2018 | Sent to all community centres + all sports/leisure/recreation clubs  | All Community centres, Leisure centres and sports clubs and associations   |
| 7 <sup>th</sup>                 | Survey placed on CCBC Intranet for CCBC staff to   | CCBC staff   |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

|                            |  |   |
|----------------------------|--|---|
| Sept 2018                  | access   |   |
| 7 <sup>th</sup> Sept 2018  | Survey sent to : Age Cymru, Deafblind UK; RNIB; Action Hearing Loss Cymru, British Deaf Assoc Wales; Disability Can Do; Disability Wales; Caerphilly Access Group; Caerphilly People First; Caerphilly MIND;   | Specific vol orgs                         |
| 7 <sup>th</sup> Sept 2018  | Survey sent to : Race Council Wales; Race Equality First; SEWREC; Umbrella Cymru; Stonewall Cymru; Menter Iaith; Welsh Language Forum / Urdd; Sports Wales; Welsh Athletics;   | Specific vol orgs                         |
| 7 <sup>th</sup> Sept 2018  | Survey sent to : Future Generations Commissioner; Older Peoples Commissioner; Childrens Commissioner; Welsh Language Commissioner; Equalities and Human Rights commission; Office of Police and Crime Commissioner, WLGA;  | Commissioners + WLGA                      |
| 7 <sup>th</sup> Sept 2018  | Survey sent to : Aelwyd Housing Association; Cadwyn; Charter Housing; Derwen Cymru; Linc Cymru; United Welsh Group; Wales & West Housing   | Housing Associations                      |
| 10 <sup>th</sup> Sept 2018 | Survey sent to : Crohn's+Colitis UK; Gwent Alzheimer's Assoc; Diabetes Wales ; Stroke Association; Arthritis Care ; Helping Hands; Tenovus Cancer Care; Macmillan Cancer Care; ProstateCymru; Carers Wales; South East Wales Carers Trust; Trinity Fields school; Homestart Caerphilly, Right From The Start Caerphilly; | Specific vol orgs                         |
| 10 <sup>th</sup> Sept 2018 | Survey sent to CCBC Early Years Manager for distribution to families, parents, grandparents, guardians, carers, parents to be  | Children, parents, carers, pregnant women |
| 10 <sup>th</sup> Sept 2018 | Survey distributed to social enterprises   | Social enterprises                        |
| 10 <sup>th</sup> Sept 2018 | Survey sent to: Arriva Trains Wales; Phoenix Transport; Rainbow Community Travel Services; connect2; Harris Coaches, NAT Group; Rail Linc; Stagecoach  | Transport                                 |
| 10 <sup>th</sup> Sept 2018 | Survey sent to: British Toilet Association   | BTA                                       |
| 10 <sup>th</sup> Sept 2018 | Survey sent to: Visit Wales; Visit Caerphilly; National Trust Wales; National Parks Wales; Groundwork Wales, National Resources Wales; Unison. GMB Caerphilly + GMB Regional   | Tourism + Unions                          |

**Caerphilly County Borough Council – Local Toilet Strategy 2019**

|                                  |   |                             |
|----------------------------------|---|-----------------------------|
| 10 <sup>th</sup><br>Sept<br>2018 | Survey sent to : CHC, Allied Healthcare; i-care, Mears Care; Carers Trust South East Wales; New Start Care Services; The Partnership of Care; Pride in Care; Q Care; Radis; Village Support Services; ALP Supported Living Services; Care Management Group; Compass Community Care LTD, Encompass Care LTD, Evergreen Care Wales Ltd; Expanding Horizons; Liberty Care LTD; Montana Healthcare Ltd.; P C Cymru Care Ltd; PRESS; REACH Supported Living; The Regard Office; Ridgemount Care Gwent Ltd; Mirus Wales | Social Care providers + CHC |
| 10 <sup>th</sup><br>Sept<br>2018 | Survey sent to ABUHB to distribute through engagement processes in ABUHB including patient groups.  | Health and patients         |
| Sept<br>2018                     | Survey publicised via Twitter and Facebook  |                             |

## ANNEX 3: Local Toilets Strategy Engagement via Social Media

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

### What's been happening on Twitter

Caerphilly County Borough Council needs to develop a **#LocalToiletStrategy** for the county borough by 31 May 2019. To help identify need, the council is seeking the views of residents and visitors to the county borough.



**11,735**  
Individuals  
Reached



**Caerphilly County Borough Council**



Published by Buffer [?] · 27 September at 11:48 · 🌐

Caerphilly County Borough Council needs to develop a Local Toilet Strategy for the county borough by 31 May 2019. To help identify need, the council is seeking the views of residents and visitors to the county borough.

Mae angen i Gyngor Bwrdeistref Sirol Caerffili ddatblygu Strategaeth Toiledau Lleol ar gyfer y fwrdeistref sirol erbyn 31 Mai 2019. Er mwyn helpu i nodi'r angen, mae'r cyngor yn ceisio barn trigolion ac ymwelwyr i'r fwrdeistref sirol.



CAERPHILLY.GOV.UK

**Last Chance! Have your say on the Local Toilet Strategy**

Caerphilly County Borough Council needs to develop a Local Toilet Strate...

**6,907**

People reached

**93**

Engagements

**806**

Clicks

**Boost Post**



Alister Elliot Puddifer, Paul Ascough and 8 others

20 Comments 20 shares

Caerphilly County Borough Council – Local Toilet Strategy 2019



**Helen Taylor-Hodges** Please look at the opening times in the toilets in Morgan Jones Park. There's no pattern to opening times at all. I've been there on the weekend recently and they've been closed.

Like · Reply · Message · 1w



**Anita e Hawksworth** closed April 1st. which just says it all, about 2 years ago. council pays money to other businesses so can use their toilets. ,

Like · Reply · Message · 1w



**Richie Jones** Toilet strategy thats a rich one.....hardly any in public areas in the area, you have to rely on shops and pubs. A disgrace

Like · Reply · Message · 1w



**David Jenkins** Public toilets? what public toilets? Need to sort something out in town centres instead of closing them all, we all need these conveniences.

Like · Reply · Message · 1w



**David Jenkins** We don't need a strategy! We need good hygienic facilities in accessible places. There are a lot of us who need these facilities for medical reasons.

Like · Reply · Message · 1w



**Vincent Neale** [redacted] council is planning to close ALL public toilets 😡 How are those with Crones going to manage

Like · Reply · Message · 1w



**Mike Poole** Toilets by bus station need a lot to be desired absolutely stink

Like · Reply · Message · 1w



Caerphilly County Borough Council – Local Toilet Strategy 2019



**Lee Skidmore** The ones under the visitor centre opposite the castle are rank. Deep clean and a revamp to make them less smell [redacted] and to be more modernised. Like going toilet in a 1900's cell

Like · Reply · Message · 1w



**Helen Taylor-Hodges** The new ones inside the building? They've not been open long. I thought they did a good job doing them up.

Like · Reply · Message · 1w



**Edina Pk** They are really nice since they've been renewed.

Like · Reply · Message · 1w



**Rebecca Skidmore** Lee Skidmore They have just done these up ... They are beaut! Worth a visit 😁

Like · Reply · Message · 1w



**Lisa Atwood** They're closed

Like · Reply · Message · 1w



Write a reply...



**David Rees Johnson** From Jan: they closed newbridge public toilets a while back.

Like · Reply · Message · 6d



**Brian Watkins** Re-opening it as a nail bar!

Like · Reply · Message · 6d



**Brian Watkins** They closed Abercarn toilets some time ago and never replaced them with anything !

Like · Reply · Message · 6d



Write a reply...





## Caerphilly County Borough Council – Local Toilet Strategy 2019



**Anita Muller** Tried filling in survey it is very repetitive and then took me back to beginning not doing it all again but just want to say toilets are needed in Morgan jones park

[Like](#) · [Reply](#) · [Message](#) · 1w



**Clive Taylor** Clean the ones in Blackwood bus station would be a start. Their filthy..

[Like](#) · [Reply](#) · [Message](#) · 1w



**Christine Taylor** This is to little to late as they have closed them already. Newbridge toilets were closed and now, people especially the elderly don't go to the village any more.

[Like](#) · [Reply](#) · [Message](#) · 1w



**Idwal Clements** Paying more council tax and getting less do we blame the council's or the government ? Or both

[Like](#) · [Reply](#) · [Message](#) · 5d



**Jennifer Hughes** What public toilets

[Like](#) · [Reply](#) · [Message](#) · 1w



**Eira Jones** What about tourists we don't have public loos and the ones you might find are filthy. welcome to Caerphilly B C area

[Like](#) · [Reply](#) · [Message](#) · 1w



**Maria Mcnamee** Morgan jones park desperately needs a toilet over haul, they are disgusting

[Like](#) · [Reply](#) · [Message](#) · 1w



[Write a comment...](#)

## ANNEX 4: Breakdown of the number of responses by town or village centre

| Provision of toilets adequate or inadequate |                         |                |                       |          |            |                |                         |
|---|-------------------------|----------------|-----------------------|----------|------------|----------------|-------------------------|
| Town or village                             | Day                     | Time of day    | Total valid responses | Adequate | Inadequate | None available | Don't visit/ Don't know |
| Bargoed                                     | Monday-Saturday         | Early morning  | 16                    | 1        | 4          | 5              | 6                       |
|   |                         | During the day | 16                    | 7        | 6          | 1              | 2                       |
|   |                         | Evenings       | 16                    | 1        | 6          | 5              | 4                       |
|   | Sundays & Bank Holidays | Early morning  | 16                    | 0        | 6          | 6              | 4                       |
|   |                         | During the day | 16                    | 1        | 7          | 4              | 4                       |
|   |                         | Evenings       | 16                    | 0        | 5          | 7              | 4                       |
| Blackwood                                   | Monday-Saturday         | Early morning  | 56                    | 4        | 18         | 8              | 26                      |
|   |                         | During the day | 57                    | 16       | 27         | 8              | 6                       |
|   |                         | Evenings       | 55                    | 7        | 17         | 15             | 18                      |
|   | Sundays & Bank Holidays | Early morning  | 54                    | 4        | 16         | 11             | 23                      |
|   |                         | During the day | 55                    | 6        | 25         | 11             | 13                      |
|   |                         | Evenings       | 54                    | 4        | 14         | 16             | 20                      |
| Caerphilly                                  | Monday-Saturday         | Early morning  | 55                    | 6        | 17         | 4              | 28                      |
|   |                         | During the day | 60                    | 28       | 26         | 3              | 3                       |
|   |                         | Evenings       | 56                    | 3        | 19         | 9              | 25                      |
|   | Sundays & Bank Holidays | Early morning  | 55                    | 3        | 17         | 6              | 29                      |
|   |                         | During the day | 59                    | 19       | 23         | 5              | 12                      |
|   |                         | Evenings       | 55                    | 1        | 17         | 10             | 27                      |
| Crosskeys                                   | Monday-Saturday         | Early morning  | 10                    | 0        | 0          | 5              | 5                       |
|   |                         | During the day | 10                    | 1        | 1          | 6              | 2                       |
|   |                         | Evenings       | 10                    | 0        | 2          | 7              | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 10                    | 2        | 0          | 5              | 3                       |
|   |                         | During the day | 10                    | 2        | 1          | 5              | 2                       |
|   |                         | Evenings       | 10                    | 0        | 0          | 6              | 4                       |
| Nelson                                      | Monday-Saturday         | Early morning  | 27                    | 1        | 2          | 23             | 1                       |
|   |                         | During the day | 26                    | 1        | 3          | 21             | 1                       |
|   |                         | Evenings       | 26                    | 2        | 2          | 21             | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 27                    | 1        | 3          | 22             | 1                       |
|   |                         | During the day | 26                    | 1        | 4          | 20             | 1                       |
|   |                         | Evenings       | 26                    | 2        | 3          | 20             | 1                       |
| Newbridge                                   | Monday-Saturday         | Early morning  | 23                    | 1        | 4          | 14             | 4                       |
|   |                         | During the day | 23                    | 3        | 7          | 9              | 4                       |
|   |                         | Evenings       | 23                    | 3        | 4          | 13             | 3                       |
|   | Sundays & Bank Holidays | Early morning  | 23                    | 1        | 4          | 12             | 6                       |
|   |                         | During the day | 23                    | 1        | 6          | 10             | 6                       |
|   |                         | Evenings       | 23                    | 1        | 5          | 10             | 7                       |
| Rhymney                                     | Monday-Saturday         | Early morning  | 7                     | 0        | 0          | 6              | 1                       |
|   |                         | During the day | 6                     | 0        | 1          | 4              | 1                       |
|   |                         | Evenings       | 5                     | 0        | 0          | 4              | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 7                     | 0        | 0          | 6              | 1                       |
|   |                         | During the day | 6                     | 0        | 0          | 5              | 1                       |
|   |                         | Evenings       | 6                     | 0        | 0          | 5              | 1                       |
| Risca                                       | Monday-Saturday         | Early morning  | 17                    | 4        | 3          | 1              | 9                       |
|   |                         | During the day | 17                    | 12       | 3          | 0              | 2                       |
|   |                         | Evenings       | 17                    | 0        | 2          | 5              | 10                      |
|   | Sundays & Bank Holidays | Early morning  | 16                    | 0        | 3          | 1              | 12                      |
|   |                         | During the day | 17                    | 6        | 1          | 1              | 9                       |
|   |                         | Evenings       | 17                    | 0        | 2          | 4              | 11                      |
| Ystrad Mynach                               | Monday-Saturday         | Early morning  | 22                    | 4        | 6          | 3              | 9                       |
|   |                         | During the day | 21                    | 13       | 6          | 0              | 2                       |
|   |                         | Evenings       | 20                    | 2        | 7          | 4              | 7                       |
|   | Sundays & Bank Holidays | Early morning  | 22                    | 1        | 6          | 1              | 14                      |
|   |                         | During the day | 21                    | 3        | 7          | 0              | 11                      |
|   |                         | Evenings       | 20                    | 1        | 6          | 0              | 13                      |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

| Provision of <u>accessible toilets</u> adequate or inadequate |                         |                |                       |          |            |                |                         |
|---|-------------------------|----------------|-----------------------|----------|------------|----------------|-------------------------|
| Town or village   | Day                     | Time of day    | Total valid responses | Adequate | Inadequate | None available | Don't visit/ Don't know |
| Bargoed   | Monday-Saturday         | Early morning  | 16                    | 1        | 5          | 4              | 4                       |
|   |                         | During the day | 16                    | 7        | 5          | 1              | 3                       |
|   |                         | Evenings       | 16                    | 0        | 9          | 2              | 5                       |
|   | Sundays & Bank Holidays | Early morning  | 16                    | 0        | 5          | 5              | 6                       |
|   |                         | During the day | 15                    | 0        | 8          | 3              | 4                       |
|   |                         | Evenings       | 15                    | 0        | 5          | 6              | 4                       |
| Blackwood   | Monday-Saturday         | Early morning  | 56                    | 4        | 17         | 7              | 28                      |
|   |                         | During the day | 56                    | 14       | 21         | 7              | 14                      |
|   |                         | Evenings       | 52                    | 6        | 13         | 12             | 21                      |
|   | Sundays & Bank Holidays | Early morning  | 56                    | 4        | 14         | 10             | 28                      |
|   |                         | During the day | 56                    | 6        | 20         | 10             | 20                      |
|   |                         | Evenings       | 54                    | 4        | 10         | 15             | 25                      |
| Caerphilly  | Monday-Saturday         | Early morning  | 55                    | 4        | 17         | 4              | 30                      |
|   |                         | During the day | 55                    | 20       | 22         | 1              | 12                      |
|   |                         | Evenings       | 53                    | 2        | 14         | 7              | 30                      |
|   | Sundays & Bank Holidays | Early morning  | 53                    | 3        | 14         | 5              | 31                      |
|   |                         | During the day | 54                    | 20       | 3          | 6              | 17                      |
|   |                         | Evenings       | 54                    | 2        | 15         | 5              | 32                      |
| Crosskeys   | Monday-Saturday         | Early morning  | 10                    | 0        | 2          | 5              | 3                       |
|   |                         | During the day | 10                    | 0        | 1          | 6              | 3                       |
|   |                         | Evenings       | 10                    | 0        | 0          | 6              | 4                       |
|   | Sundays & Bank Holidays | Early morning  | 10                    | 1        | 1          | 5              | 3                       |
|   |                         | During the day | 10                    | 0        | 2          | 5              | 3                       |
|   |                         | Evenings       | 9                     | 0        | 0          | 6              | 3                       |
| Nelson  | Monday-Saturday         | Early morning  | 26                    | 0        | 3          | 22             | 1                       |
|   |                         | During the day | 25                    | 1        | 4          | 20             | 0                       |
|   |                         | Evenings       | 24                    | 0        | 4          | 19             | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 26                    | 0        | 4          | 21             | 1                       |
|   |                         | During the day | 25                    | 0        | 4          | 20             | 1                       |
|   |                         | Evenings       | 24                    | 0        | 4          | 19             | 1                       |
| Newbridge   | Monday-Saturday         | Early morning  | 23                    | 1        | 4          | 11             | 7                       |
|   |                         | During the day | 22                    | 2        | 6          | 9              | 5                       |
|   |                         | Evenings       | 23                    | 1        | 3          | 12             | 7                       |
|   | Sundays & Bank Holidays | Early morning  | 23                    | 5        | 3          | 11             | 4                       |
|   |                         | During the day | 23                    | 5        | 4          | 10             | 4                       |
|   |                         | Evenings       | 23                    | 5        | 3          | 11             | 4                       |
| Rhymney   | Monday-Saturday         | Early morning  | 7                     | 0        | 0          | 6              | 1                       |
|   |                         | During the day | 7                     | 0        | 0          | 6              | 1                       |
|   |                         | Evenings       | 6                     | 0        | 0          | 5              | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 6                     | 0        | 0          | 5              | 1                       |
|   |                         | During the day | 7                     | 0        | 0          | 6              | 1                       |
|   |                         | Evenings       | 6                     | 0        | 0          | 5              | 1                       |
| Risca   | Monday-Saturday         | Early morning  | 17                    | 1        | 4          | 2              | 10                      |
|   |                         | During the day | 18                    | 10       | 4          | 1              | 3                       |
|   |                         | Evenings       | 18                    | 0        | 2          | 6              | 10                      |
|   | Sundays & Bank Holidays | Early morning  | 17                    | 0        | 2          | 4              | 11                      |
|   |                         | During the day | 15                    | 3        | 2          | 3              | 7                       |
|   |                         | Evenings       | 16                    | 0        | 1          | 5              | 10                      |
| Ystrad Mynach   | Monday-Saturday         | Early morning  | 22                    | 2        | 6          | 1              | 13                      |
|   |                         | During the day | 22                    | 7        | 7          | 0              | 8                       |
|   |                         | Evenings       | 22                    | 1        | 6          | 3              | 12                      |
|   | Sundays & Bank Holidays | Early morning  | 22                    | 0        | 6          | 0              | 16                      |
|   |                         | During the day | 22                    | 2        | 5          | 0              | 15                      |
|   |                         | Evenings       | 22                    | 0        | 5          | 0              | 17                      |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

| Provision of <u>changing facilities for young children</u> adequate or inadequate |                         |                |                       |          |            |                |                         |
|---|-------------------------|----------------|-----------------------|----------|------------|----------------|-------------------------|
| Town or village   | Day                     | Time of day    | Total valid responses | Adequate | Inadequate | None available | Don't visit/ Don't know |
| Bargoed   | Monday-Saturday         | Early morning  | 16                    | 0        | 6          | 3              | 7                       |
|   |                         | During the day | 16                    | 4        | 5          | 3              | 4                       |
|   |                         | Evenings       | 16                    | 1        | 6          | 3              | 6                       |
|   | Sundays & Bank Holidays | Early morning  | 16                    | 0        | 4          | 7              | 5                       |
|   |                         | During the day | 16                    | 2        | 5          | 5              | 4                       |
|   |                         | Evenings       | 16                    | 0        | 4          | 7              | 5                       |
| Blackwood   | Monday-Saturday         | Early morning  | 55                    | 4        | 9          | 7              | 35                      |
|   |                         | During the day | 56                    | 7        | 11         | 7              | 31                      |
|   |                         | Evenings       | 52                    | 4        | 7          | 8              | 33                      |
|   | Sundays & Bank Holidays | Early morning  | 56                    | 3        | 11         | 8              | 34                      |
|   |                         | During the day | 57                    | 5        | 11         | 8              | 33                      |
|   |                         | Evenings       | 53                    | 2        | 8          | 11             | 32                      |
| Caerphilly  | Monday-Saturday         | Early morning  | 57                    | 2        | 16         | 7              | 32                      |
|   |                         | During the day | 59                    | 6        | 22         | 5              | 26                      |
|   |                         | Evenings       | 56                    | 1        | 14         | 7              | 34                      |
|   | Sundays & Bank Holidays | Early morning  | 57                    | 2        | 14         | 9              | 32                      |
|   |                         | During the day | 56                    | 3        | 19         | 7              | 27                      |
|   |                         | Evenings       | 56                    | 1        | 15         | 7              | 33                      |
| Crosskeys   | Monday-Saturday         | Early morning  | 10                    | 2        | 1          | 6              | 1                       |
|   |                         | During the day | 10                    | 0        | 3          | 6              | 1                       |
|   |                         | Evenings       | 10                    | 0        | 1          | 6              | 3                       |
|   | Sundays & Bank Holidays | Early morning  | 10                    | 0        | 0          | 8              | 2                       |
|   |                         | During the day | 10                    | 0        | 0          | 6              | 4                       |
|   |                         | Evenings       | 10                    | 0        | 0          | 8              | 2                       |
| Nelson  | Monday-Saturday         | Early morning  | 26                    | 0        | 1          | 21             | 4                       |
|   |                         | During the day | 25                    | 1        | 1          | 19             | 4                       |
|   |                         | Evenings       | 25                    | 0        | 1          | 20             | 4                       |
|   | Sundays & Bank Holidays | Early morning  | 26                    | 0        | 1          | 21             | 4                       |
|   |                         | During the day | 25                    | 0        | 1          | 20             | 4                       |
|   |                         | Evenings       | 24                    | 0        | 1          | 19             | 4                       |
| Newbridge   | Monday-Saturday         | Early morning  | 23                    | 5        | 2          | 10             | 4                       |
|   |                         | During the day | 21                    | 5        | 6          | 7              | 3                       |
|   |                         | Evenings       | 21                    | 5        | 2          | 10             | 4                       |
|   | Sundays & Bank Holidays | Early morning  | 22                    | 5        | 2          | 9              | 6                       |
|   |                         | During the day | 22                    | 5        | 3          | 8              | 6                       |
|   |                         | Evenings       | 22                    | 5        | 2          | 9              | 6                       |
| Rhymney   | Monday-Saturday         | Early morning  | 5                     | 0        | 0          | 4              | 1                       |
|   |                         | During the day | 5                     | 0        | 0          | 4              | 1                       |
|   |                         | Evenings       | 5                     | 0        | 0          | 4              | 1                       |
|   | Sundays & Bank Holidays | Early morning  | 5                     | 0        | 0          | 4              | 1                       |
|   |                         | During the day | 5                     | 0        | 0          | 4              | 1                       |
|   |                         | Evenings       | 5                     | 0        | 0          | 4              | 1                       |
| Risca   | Monday-Saturday         | Early morning  | 17                    | 0        | 2          | 2              | 13                      |
|   |                         | During the day | 17                    | 0        | 6          | 0              | 11                      |
|   |                         | Evenings       | 17                    | 0        | 2          | 4              | 11                      |
|   | Sundays & Bank Holidays | Early morning  | 17                    | 0        | 2          | 2              | 13                      |
|   |                         | During the day | 17                    | 1        | 3          | 1              | 12                      |
|   |                         | Evenings       | 17                    | 0        | 2          | 4              | 11                      |
| Ystrad Mynach   | Monday-Saturday         | Early morning  | 22                    | 0        | 3          | 4              | 15                      |
|   |                         | During the day | 22                    | 1        | 4          | 3              | 14                      |
|   |                         | Evenings       | 22                    | 0        | 3          | 4              | 15                      |
|   | Sundays & Bank Holidays | Early morning  | 22                    | 0        | 3          | 3              | 16                      |
|   |                         | During the day | 22                    | 0        | 4          | 2              | 14                      |
|   |                         | Evenings       | 22                    | 0        | 3          | 3              | 16                      |

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| Provision of <u>changing facilities for those with disabilities</u> adequate or inadequate |                         |                |                       |          |            |                |                         |
|--|-------------------------|----------------|-----------------------|----------|------------|----------------|-------------------------|
| Town or village  | Day                     | Time of day    | Total valid responses | Adequate | Inadequate | None available | Don't visit/ Don't know |
| Bargoed  | Monday-Saturday         | Early morning  | 16                    | 1        | 6          | 6              | 3                       |
|  |                         | During the day | 16                    | 3        | 7          | 4              | 2                       |
|  |                         | Evenings       | 16                    | 0        | 7          | 6              | 3                       |
|  | Sundays & Bank Holidays | Early morning  | 15                    | 0        | 5          | 6              | 4                       |
|  |                         | During the day | 16                    | 0        | 6          | 7              | 3                       |
|  |                         | Evenings       | 16                    | 0        | 5          | 8              | 3                       |
| Blackwood  | Monday-Saturday         | Early morning  | 55                    | 6        | 15         | 7              | 27                      |
|  |                         | During the day | 56                    | 10       | 16         | 7              | 23                      |
|  |                         | Evenings       | 54                    | 6        | 12         | 9              | 27                      |
|  | Sundays & Bank Holidays | Early morning  | 54                    | 5        | 13         | 9              | 27                      |
|  |                         | During the day | 55                    | 7        | 14         | 9              | 25                      |
|  |                         | Evenings       | 53                    | 5        | 10         | 11             | 27                      |
| Caerphilly   | Monday-Saturday         | Early morning  | 56                    | 3        | 12         | 7              | 34                      |
|  |                         | During the day | 59                    | 6        | 19         | 7              | 27                      |
|  |                         | Evenings       | 56                    | 2        | 11         | 8              | 35                      |
|  | Sundays & Bank Holidays | Early morning  | 56                    | 1        | 12         | 8              | 35                      |
|  |                         | During the day | 58                    | 4        | 16         | 8              | 30                      |
|  |                         | Evenings       | 56                    | 0        | 11         | 8              | 37                      |
| Crosskeys  | Monday-Saturday         | Early morning  | 10                    | 0        | 0          | 7              | 3                       |
|  |                         | During the day | 10                    | 0        | 1          | 7              | 2                       |
|  |                         | Evenings       | 10                    | 0        | 0          | 7              | 3                       |
|  | Sundays & Bank Holidays | Early morning  | 10                    | 0        | 0          | 7              | 3                       |
|  |                         | During the day | 10                    | 0        | 0          | 7              | 3                       |
|  |                         | Evenings       | 10                    | 0        | 0          | 7              | 3                       |
| Nelson   | Monday-Saturday         | Early morning  | 24                    | 0        | 1          | 20             | 3                       |
|  |                         | During the day | 23                    | 1        | 1          | 19             | 2                       |
|  |                         | Evenings       | 22                    | 0        | 1          | 18             | 3                       |
|  | Sundays & Bank Holidays | Early morning  | 25                    | 0        | 1          | 21             | 3                       |
|  |                         | During the day | 24                    | 0        | 1          | 20             | 3                       |
|  |                         | Evenings       | 23                    | 0        | 1          | 19             | 3                       |
| Newbridge  | Monday-Saturday         | Early morning  | 23                    | 5        | 4          | 11             | 3                       |
|  |                         | During the day | 23                    | 5        | 6          | 10             | 2                       |
|  |                         | Evenings       | 23                    | 5        | 4          | 11             | 3                       |
|  | Sundays & Bank Holidays | Early morning  | 22                    | 5        | 4          | 10             | 3                       |
|  |                         | During the day | 21                    | 5        | 4          | 9              | 3                       |
|  |                         | Evenings       | 22                    | 5        | 4          | 10             | 3                       |
| Rhymney  | Monday-Saturday         | Early morning  | 6                     | 0        | 0          | 5              | 1                       |
|  |                         | During the day | 6                     | 0        | 0          | 5              | 1                       |
|  |                         | Evenings       | 6                     | 0        | 0          | 5              | 1                       |
|  | Sundays & Bank Holidays | Early morning  | 6                     | 0        | 0          | 5              | 1                       |
|  |                         | During the day | 6                     | 0        | 0          | 5              | 1                       |
|  |                         | Evenings       | 6                     | 0        | 0          | 5              | 1                       |
| Risca  | Monday-Saturday         | Early morning  | 18                    | 1        | 0          | 4              | 13                      |
|  |                         | During the day | 18                    | 1        | 2          | 3              | 12                      |
|  |                         | Evenings       | 18                    | 1        | 0          | 5              | 12                      |
|  | Sundays & Bank Holidays | Early morning  | 18                    | 1        | 0          | 4              | 13                      |
|  |                         | During the day | 18                    | 1        | 2          | 3              | 12                      |
|  |                         | Evenings       | 18                    | 1        | 0          | 5              | 12                      |
| Ystrad Mynach  | Monday-Saturday         | Early morning  | 22                    | 0        | 3          | 2              | 17                      |
|  |                         | During the day | 22                    | 0        | 6          | 2              | 14                      |
|  |                         | Evenings       | 22                    | 0        | 3          | 3              | 16                      |
|  | Sundays & Bank Holidays | Early morning  | 22                    | 0        | 2          | 2              | 18                      |
|  |                         | During the day | 22                    | 0        | 3          | 2              | 17                      |
|  |                         | Evenings       | 21                    | 0        | 2          | 2              | 17                      |

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## ANNEX 5: 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.   |

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|                  |  |   |
|------------------|--|---|
|                  | 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. |
|                  | 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 unc-clean 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 Im 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 (ie 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                                      |



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|  |  |   |
|--|--|---|
|  | 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 lust 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   |
|  | 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 sude 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 A short |
|  | 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  | 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   |

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|  |  |  |
|--|--|--|
|  | disabled users anyway as far as I can remember.  | 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.   |
|  | 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   |

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|                   |   |  |
|-------------------|---|--|
|                   | 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   |
| <b>Caerphilly</b> | 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. |

### Caerphilly County Borough Council – Local Toilet Strategy 2019

|  |   |   |
|--|---|---|
|  | 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? |   |
|  | 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.   | Whats 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 havent used the town facilities for years, they look grubby from the outside so I dont want to go in them, and they look as if they are shut alot of the time.  |
|  |   | There is no Changing Places anywhere in the County Borough of Caerphilly. A disgraceful lack of provision.  |

### Caerphilly County Borough Council – Local Toilet Strategy 2019

|  |  |   |
|--|--|---|
|  | 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 unhygenic 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 are are difficult to get a grasp on. I feel panicky about this and have noticed people not liking 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   |
|  | toilets in supermarkets or hostelryes  | 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 thay smell and are dirty   |
|  | None seen  | Morgan jones park absolutely disgusting. Would never use them   |

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|                  |  |  |
|------------------|--|--|
|                  | 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 your 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>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  |

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|                     | 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 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. | 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                                     |
|                     | 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                              |  |

**Caerphilly County Borough Council – Local Toilet Strategy 2019**

|                     |   |  |
|---------------------|---|--|
|                     | 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 th 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 saloon which we have fair to many in the village. contacted Welsh assembly not interested until 2017 now this has come about its about time theleft hand knows what the right hand is doing ???? |
|                     | 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?   |



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|  |   |   |
|--|---|---|
|  | 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 there 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.Iam 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 Newbrige or changing facilities.  |
|  | None known  |   |
|  | Loccal 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  |

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|                |   |   |
|----------------|---|---|
|                | 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   |

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|                      |   |   |
|----------------------|---|---|
|                      | There is only one facility available in the village that I visit most often   | One facilitates been closed and the size of the village more than one facility would be beneficial  |
|                      | Risca Park toilets are fab  |   |
|                      | 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 libuary   |   |
|                      |   | 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 toulets  |
| <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> |   |   |

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|  |   |   |
|--|---|---|
|  | 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 gafachinos is a good size and I feel safe using it as  |   |
|  | 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 Gaffacinios are both adequate and they do have a very small changing facility for children. Gaffacinios 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.   |

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|  |  |  |
|--|--|--|
|  | 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 Gaffachinos Tesco  |  |

## ANNEX 6: Comments by attraction or park

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

| Attraction                             | Good quality toilet and changing facilities   | Poor quality toilet and changing facilities  |
|--|---|--|
| Abertridwr Park                        | only available in park. not heard great things about these  | n/a  |
| Bargoed                                | There are no Good Facilities  | many time I have had to go behind a tree or bush as no toilets available for use   |
| Bargoed Country Park                   | None  | See previous answer about disabled changing facilities.                            |
| Bargoed Library - Heritage Site        | Good quality facilities are available at Bargoed Library where there are council staff where the library staff are always helpful be it with information, support, resources or just a smile! |  |
| Bargoed Park                           | N/A   | N/A  |
|  |   | Bargoed park!! Terrible!!!   |
| Bryn Bach (Blaenau Gwent)              | Bryn Bach Park have very good toilet facilities   |  |
| Bryn Bach                              | Bryn Bach facilities are very good  | Facilities at Pen-y-fan pond are basic   |
| Bus Station                            | none Keep them clean  | always a mess / smells   |
| Cae Twmpyn Park, Newbridge             | None  | None   |
| <b>The Visitor Centre - Caerphilly</b> | None at the TIC   | Station toilets at Caerffili train and bus station need redesign and referbishment |
|  | Caerphilly gallery  |  |
|  | Caerphilly Visitor Centre have improved   |  |
|  | The Caerphilly toilets have been done out and they are very nice and clean. *Caerphilly town centre   |  |
|  | The Twyn Caerphilly town centre   |  |
| Caerphilly Castle                      |   | Last time I visited Caerphilly Castle recently, the baby change                    |

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|                           |  |   |
|---------------------------|--|---|
|                           |  | pull-down table was out of order!!<br>So I had to change my baby on the solid surface next to the sinks! Also there was no soap in the ladies toilet  |
|                           | Shop   | No accessible toilets for people in wheelchairs, pushchairs   |
|                           | Shop   | No toilet for people in wheelchair or pushchairs in Caerphilly Castle   |
|                           | No disabled adult facilities available.  | Same as above.  |
| Caerphilly Castle Grounds |  | Need upgrading  |
|                           |  |   |
| Crosskeys Park            | Nothing!   | Sometimes good, sometimes bad = smell and poo on the floor  |
| Crumlin Park              | ?  | ?   |
| Cwm Darren Park           | In Cwm Darren toilet facilities are fine 10 - 4 at the visitor centre but this is closed October to March and in the evenings. Many people visit on fine summer evenings or in the winter but no toilets. Toilets are only available in one place yet it is a big park |   |
|                           | In the cafe area there are toilets but not enough and there should be more at the opposite end of the park.  |   |
|                           | Nice park, good local cycle route  | What are the facilities exactly? I have no idea. I visited in June on a Sunday day time and there were none. You would expect some facilities particularly if you are charging at the car park. Apparently my daughter visited recently in August and there was a toilet and café open. Where is the information about this so a visit can be planned? If I am cycling a distance to visit or am bringing my three young grandchildren, 2 in nappies, in a car to visit, I expect to find an open toilet and changing facilities at the very least, during daylight hours regardless of the time of |

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|                                   |  |  |
|-----------------------------------|--|--|
|                                   |  | year. If the park is open so should the toilets be. If you want the local population to be active all year round then make it possible to have a wee when out please.  |
|                                   | They are clean and well cared for but only when the visitor centre is open   |  |
| Cwmcarn Forest And Visitor Centre | car park near cwmcarn vc adjacent ro bike hire   |  |
|                                   | Toilets kept clean and tidy at all times   | None   |
|                                   | Cwmcarn scenic are good ones   |  |
|                                   | Cwmcarn scenic drive visitors centre is a good quality facility  | Penyfan pond   |
|                                   | Cwmcarn Visitor Centre has good facilities when the centre is open. Unfortunately the facilities are not available when the centre is closed, even though the site is used regularly out of hours. | Sirhowy Toilets, near Full Moon - the lights didn't work last time which made using them dangerous.  |
| Fleur-De-Lis Field                | N/A  | N/A  |
| Islwyn Park                       | There are none available   |  |
| Llanbradach                       | 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.                                      | 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.  |
| Llancaiach Fawr                   | the main building facilities are good overall.   | sometimes the toilets are blocked and the seats are damaged in the education block.  |
| Llancaiach Fawr, Pen-Y-Fan Pond   | None.  | As an adult with a physical disability, there is no where in the borough I can use the toilet, as I use an electric stand aid hoist. Also the space between the sink and the toilet is to close, there should be more room to access the toilet from straight on, as not everyone is able to transfer and/or use a tracking hoist. |
| Morgan Jones Park                 | Lovely park well maintained  | Awful toilets  |
|                                   | There aren't any!  | The toilets in Morgan Jones park   |



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|            |  |   |
|------------|--|---|
|            |  | are absolutely disgusting, not fit for dogs never mind humans   |
|            | None   |   |
|            | none   | none  |
|            |  | Toilets are often blocked or out of toilet paper, toilets are often flooded and very dirty. No soap and no private changing access. |
|            | None that I am aware of  | Parks generally fall well below what I consider adequate facilities   |
|            | The toilets at The Old Library but you have to pay for food to use them.   | The actual park toilets are horrible. Not pleasant for tourists or locals.  |
|            | Playground is very good.   |   |
|            | I use the toilets in the Cafe the Old Library, they have done up the toilets in Morgan Jones park. I never seen these open when I have walked passed during the summer holidays. The old toilets were disgusting they were the old metal toilets. I am hoping that the new toilets will be open more soon. | Again never seen them open. I am not sure through are they still working on them?   |
|            |  | The toilet block is old, small and in need of refurbishment.  |
|            |  | Morgan Jones Park, park not easy for wheelchairs  |
|            | Nothing  | Morgan Jones Park   |
|            | Old library cafe   |   |
|            | There are toilets at Morgan jones park but the baby changing could be improved by increasing number of available cubicles & baby changing stations   |   |
|            | The old library cafe have 2 good toilet and baby changing facility   | Morgan jones park toilets have only been open once when i have been there.  |
|            | There aren't any. Most people use the facilities at The old Library as the toilets are so disgusting in the park.  | The toilets at the park are absolutely disgusting.  |
|            | Library  | Morgan Jones Park   |
|            | Toilets, paper towels, soap, toilet paper  | Not sure  |
| Nelson Bus | No toilets open in Nelson this is a  | No open toilets at bus station  |

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| Station                             | priority  |   |
|-------------------------------------|---|---|
| Nelson Park                         | None  | Nelson park   |
| Nelson Park And Ystrad Mynach Park. | At Nelson village - none. At Ystrad Mynach not 100% sure but have not had cause to use for self or grandchild.                                  | See above   |
| Newbridge River Walk To Abercarn    | None available  |   |
| No Park In Gelligaer                | No  | No  |
| Pandy Park Cross Keys               |   |   |
| Pantside                            | No  |   |
| Penallta Park                       | None  | None  |
|                                     | None. Somebody with a medical condition that affects continence there is absolutely nothing available   | One toilet in the warden office which is is one part of the park and often not open   |
|                                     |   | There is one composting toilet but a radar key is required as far as I'm aware.   |
|                                     |   | I think there is a single toilet at Parc Penallta but I'm not sure. It's placed in the open, near the main car park. I would be too embarrassed to use this even if it were a toilet. |
|                                     | Cwmcarn has a visitor centre with facilities  | No facilities at most of the country parks  |
|                                     | The Education Centre if you visit after 5pm is always closed, unsure if there are toilet facilities in there.                                   |   |
|                                     | none  | none  |
|                                     | none  | none available anyway!  |
|                                     |   | None available!   |
|                                     | Not applicable.   |   |
|                                     | I don't know of any   |   |
|                                     | there are none available at the car park top of Penallta park where the pony is. I also visit Pen-y-fan pond and there is a good facility there |   |
| Penalta Park, Cycle Path            |   |   |
| Penalta Park,                       |   |   |

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|                                |  |   |
|--------------------------------|--|---|
| Cycle Path                     |  |   |
| Pen-Y-Fan Pond                 | Toilets are in desperate for refurbishment.  | Toilets are in desperate for refurbishment.   |
|                                | There are toilets near the café...that is the only point.  | The toilets are cold and dark and only open during certain times  |
|                                | There are no good quality toilets at pen-y-fan   | The toilets are at best adequate  |
|                                |  | Toilets only available during summer weeks and in poor condition  |
|                                | Not open all year round  |   |
|                                | None   | Pen-y - fan pond toilets seem to open for short amounts of time   |
|                                | None   | Every time I visit the pond the toilets are closed. I don't ever remember going in them. I wait until I get home.                                 |
|                                | Parking is very good. Restaurant very good Path around penyfan has been tar marked - good  | Sometimes dogs are not under control  |
|                                | Compared with most they are not too bad but would like to see them cleaned more often and a refurbishment plan put in place to maintain their appearance | Toilets at Pen-y-Fan Pond could be cleaned more regularly considering that you pay a fee for this carpark.  |
| Penyrheol Park                 | None   | None  |
|                                | As far as I know there are none available, there are toilets in the bowling club but I don't think the general public may use these.                     | In Penyrheol Park there are no public toilet facilities at all, which there should be. The toilets that were there were removed and not replaced. |
| Pontllanfraith Children's Park | None   |   |
| Pontywaun                      | None   | None  |
| Rhymney Park                   |  | No toilets in rhymney park  |
|                                | None available   | None Available  |
| Rhymney, War Memorial Park     | There are none   | There are none  |
| Risca                          | Don't know   | Don't know  |
|                                | Toilets  |   |
|                                |  | Needs updating.   |
| Riverside                      | There are no facilities  |   |

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|                                 |  |   |
|---------------------------------|--|---|
| Walk Bedwas And Trethomas       |  |   |
| Senghenydd                      | None   | There are no toilet facilities at senghenydd park   |
|                                 | None   |   |
| Showfield, Blackwood            | None   | Most parks within County Borough - but finance is the problem. Can we lobby AMs and do a business case to the Assembly. |
|                                 | N/A  | N/A   |
|                                 | N/A  | N/A   |
|                                 | None available   | None available  |
|                                 | Caerphilly excellent   | Only facilities I know in Bargoed is Morrisons  |
| Sirhowy Park                    | Toilets sometimes closed at odd hours... not always open til 5:00pm...   | Rather old and dirty... could use improving/updating.   |
| Taff Bargoed And Penallta       | Cwmcarn scenic drive visitors centre   |   |
| The Big Cheese                  | The toilets located below the Tourist Information Centre were clean and accessible.  |   |
| The Visitor Centre - Caerphilly | Nice spacious accessible toilet and facilities at the Visitor Centre in Caerphilly   | NA  |
|                                 | Not suitable for people with disabilities or special needs . Longer opening times are needed during the spring, summer and autumn months and weekends as the park is well used by families during these times. | The standards and facilities do not meet the toilets needs of the community   |
| Trethomas Park                  | None   | None  |
| Waunfawr Park                   | Very limited and often primitive. Facilities throughout the borough  |   |
|                                 |  | Not open often  |
|                                 | Toilets are never open in Waunfawr park  | Toilets are never open in Waunfawr park   |
|                                 | None   | None  |
|                                 | N/a  | N/a   |
|                                 | None   | See my previous comments  |
| Wern Park, Nelson               | None available   | None available  |

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|                                |  |  |
|--------------------------------|--|--|
|                                | None available.  | None available.  |
|                                | None there   | None there   |
|                                | There are no facilities available at Wern Park, Nelson.  |  |
| Windsor Avenue Park, Newbridge | None available   |  |
| Woodfieldside Playground       | No facilities are available  | No facilities are available  |
| Ystrad Mynach Park             |  | None available   |
|                                |  | The toilets are there but need a bit more cleaning   |
|                                | Ystrad Mynach RFC  | N/A  |
|                                | Ystrad Mynach Park Blackwood Bus Station   |  |
|                                | None   | Ystrad Mynach Park   |
|                                | None   | None   |
|                                | There is no cleaner There are needles over the floor There are always druggies or homeless sleeping in the toilets | They are never clean There is no toilet papers They are smashed  |
|                                |  | The toilets are a disgrace, I wouldn't want to use them, I have tried on several occasions and they are stinking dirty! Not fit for purpose. |
|                                | None   | None   |
|                                | None available   | None available   |

## ANNEX 7: 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 was 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 well being, 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. Cwmbran 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   |

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| 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's 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 area, 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   |



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| 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 10.00 am 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 do can't visit attractions if no facilities available  |
| The £500 toilet refurbishment scheme for high street retailers should have been marketed better  |



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| <p>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.</p>  |
| <p>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.</p>   |
| <p>The Morgan Jones Park toilets are covered in graffiti and the floors have lots of pee all over the floor</p>  |
| <p>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.</p>   |
| <p>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 shop keepers 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.</p> |
| <p>The toilets in Nelson are closed which should be opened.</p>  |
| <p>The toilets in Ystrad Mynach Park rarely seem to be open.</p>   |
| <p>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.</p>  |
| <p>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.</p>   |
| <p>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.</p>   |
| <p>Their needs too 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</p>  |
| <p>There are a lot of children using waunfawr Park, the toilets are not opened often enough</p>  |
| <p>There are clearly not enough toilet provision in Blackwood. We currently have a footfall of in acees 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.</p>  |
| <p>There are just not enough facilities in the borough</p>   |
| <p>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.</p>  |
| <p>there are no public toilets that I know of in the borough where I regularly go , you rely on stores</p>   |
| <p>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.</p>  |
| <p>There are no toilet facilities in Rhymney or Pontlottyn</p>   |
| <p>there are none, end of. CCBC started to close toilets about 12 years ago. There were toilets in Pontllanfraith, Maesywmmmer 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.</p>  |
| <p>There are not always toilet facilities available at certain locations and other locations which have facilites are often dirty and smell. There is often water all over the floor. All public toilets should be</p>   |

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| 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 Ennis 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 Chrons 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. 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. |
| Toilets are always dirty  |
| Toilets can often be difficult to find, if the village even has them, ie, Blackwood and Newbridge... Please open and properly maintain the toilets in these two towns.  |
| Toilets have been closed in Machen & Trethomas, nothing from N'port 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 Glanmores 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  |

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| 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 shorted 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 no where for them to go to the toilet. There isn't even one in the whole county! Completely discriminatory.   |
| We don't have any   |
| We havent 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.  |

## Caerphilly County Borough Council – Local Toilet Strategy 2019

### Responses relating to protected characteristics

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| 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.  |

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| I just think that Caerphilly council over yrs ten to have closed or taken away the toilets in Caerphilly area no where on 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 were 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.   |

**Caerphilly County Borough Council – Local Toilet Strategy 2019**