



Appendix 2

Caerphilly County Borough Council
Local Toilets Strategy
May 2023 revision

Executive Summary

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 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.

Caerphilly County Borough Council published its first strategy in May 2019. 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 financial cutbacks within local government, Caerphilly County Borough Council, like many other local authorities, closed 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 are published on the [National Toilet Map](#) as open source of data, which software companies may access to produce apps designed for smart phones. Mapping is an important part of our strategy, particularly for visitors that are not familiar with the locality. It allows people who need to visit a toilet to easily access information about the location, opening times, accessibility and type of facilities available. Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The sticker displays the logo stipulated by Welsh Government. This approach is particularly relevant to residents that are familiar with the locality.

This strategy incorporates feedback following two public consultation exercises. The first

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was undertaken during September 2018; 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 which is detailed in the *Caerphilly County Borough Council Local Toilets Strategy Needs Assessment Consultation Report*¹ and used to inform the content of the draft strategy. The second public consultation exercise was undertaken between the 14th December 2018 and the 8th March 2019 to collect views regarding the content of the draft strategy. 83 responses were received and analysed; the analysis is detailed in *Caerphilly County Borough Council Draft Local Toilet Strategy - Consultation Report*.³

The demographics of the county have not changed since the surveys undertaken for the 2019 strategy, therefore the findings of those surveys remain valid for 2023.

This 2023 strategy builds on the set of options detailed in the 2019 strategy. To increase the provision of local toilets Caerphilly CBC will consider and explore the following:

1. Explore all options available including working with the private sector, voluntary services and Community and Town 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 [National Toilet Map](#).
6. Work with partners to improve provision near key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops.
7. Periodically review cleansing operations and standards within the facilities to ensure hygienic provision.
8. Continue to work with the Police and residents, community groups and others to ensure that facilities are as safe as possible.
9. Not charge residents to use toilet facilities in council buildings where there is provision.
10. Explore options for signposting suitable facilities for the homeless/rough sleepers.

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11. Ensure that the Events Safety Advisory Group continues to provide advice and guidance on temporary toilet facilities to be provided at organised events.
12. Ensure that sustainable development and energy is taken into consideration when building new toilets or adapting existing provision.
13. Ensure that officers raise the need for changes to Planning Policy and legislation in relation to toilet provision and access.

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 needed to 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 planned to produce an interim progress report setting out the steps taken in line with their strategy at two years commencing from the date of the last published strategy. The intention was to publish the interim progress report within six months of the end date of the two year period. Therefore, following publication in May 2019, the review was to take place before the end of May 2021 and be published before the end of November 2021. However, due to competing demands associated with officers redeployed to the Coronavirus Covid 19 pandemic, it was not possible to deliver such reports.

Caerphilly CBC has a duty to review the local toilets strategy within a year of each ordinary election for its area. As such, the most recent election date in Wales was Thursday 5 May 2023 so the latest date for review is 4 May 2023. There have been no significant changes made to the strategy following the post-election review, therefore Caerphilly CBC publishes this 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 the strategy could be developed with input from a cross section of Local Authority services. This approach was considered vital to capture all available baseline 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*¹.

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:

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- 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*² 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 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.

This process was repeated during the summer of 2023, with 260 local businesses contacted. Just 9 of these were prepared to participate, 35 declined, and 216 did not reply.

In addition we contacted all primary health care providers including GP surgeries, dentists and opticians asking if they would be prepared to take part in the strategy; 3 agreed to participate. This was repeated in the summer of 2023 and 5 settings agreed to participate.

A public consultation exercise was undertaken between the 14th December 2018 and the 8th March 2019 to collect views regarding the content of the updated draft strategy. 83 responses were received and analysed; they are reported in the *Caerphilly County Borough Council, Draft Local Toilet Strategy – consultation report*³.

All feedback received informed the final version of this strategy.

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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 several 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

At the time of preparing the 2019 strategy, the remaining five public toilets blocks located near the main public transport hubs at Caerphilly Bus Station, Blackwood Bus Station, Bargoed Bus Station, Ystrad Mynach bus stop and Risca were 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. The difficult decision to close all the remaining public toilet blocks to facilitate savings was made by Council in February 2019. With this backdrop, the toilet blocks were omitted from the provision within the strategy. However, in recent years, these toilet facilities have been leased to third parties and are now operational; they have therefore been added to the strategy. Historically to encourage local businesses to open 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?

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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. 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, no longer provides 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 changing facilities. Councils have been responsible for the maintenance, management, and cleaning, of such facilities. However, as noted above such facilities have been leased to third parties and are once again operational.

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 enter 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. A total of nine 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 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 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.

Primary health care providers, the Aneurin Bevan University Health Board and healthcare premises including doctors GP surgeries, dentists and opticians etc. have

been encouraged to make their toilets available and to be mapped and sign posted for public use; 5 have so far agreed to participate.

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.

The Council will periodically review and update the Welsh Government [National Toilet Map](#) data repository to facilitate 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 public, Caerphilly CBC will prepare a dataset to a given specification, and provide it to Welsh Government. The dataset will consist of the location and specified characteristics of the identified toilets. This data will be consumed by the Welsh Government system and joined to other LA datasets to produce the national dataset for the [National Toilet Map](#). The [National Toilet Map](#) 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 [National Toilet Map](#) will be available as an open data service accessible to everyone. The link to the portal is below.

https://datamap.gov.wales/layers/geonode:national_toilet_map



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 Welsh Government has not developed an app as many people are unable to use a smartphone for several reasons. It is more appropriate to focus on ensuring the information is available online via the Welsh Government website 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, via the dataset behind the [National Toilet 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. Locations of toilets will ultimately be promoted via a mapping app specifically designed for mobile technology and smart phones.

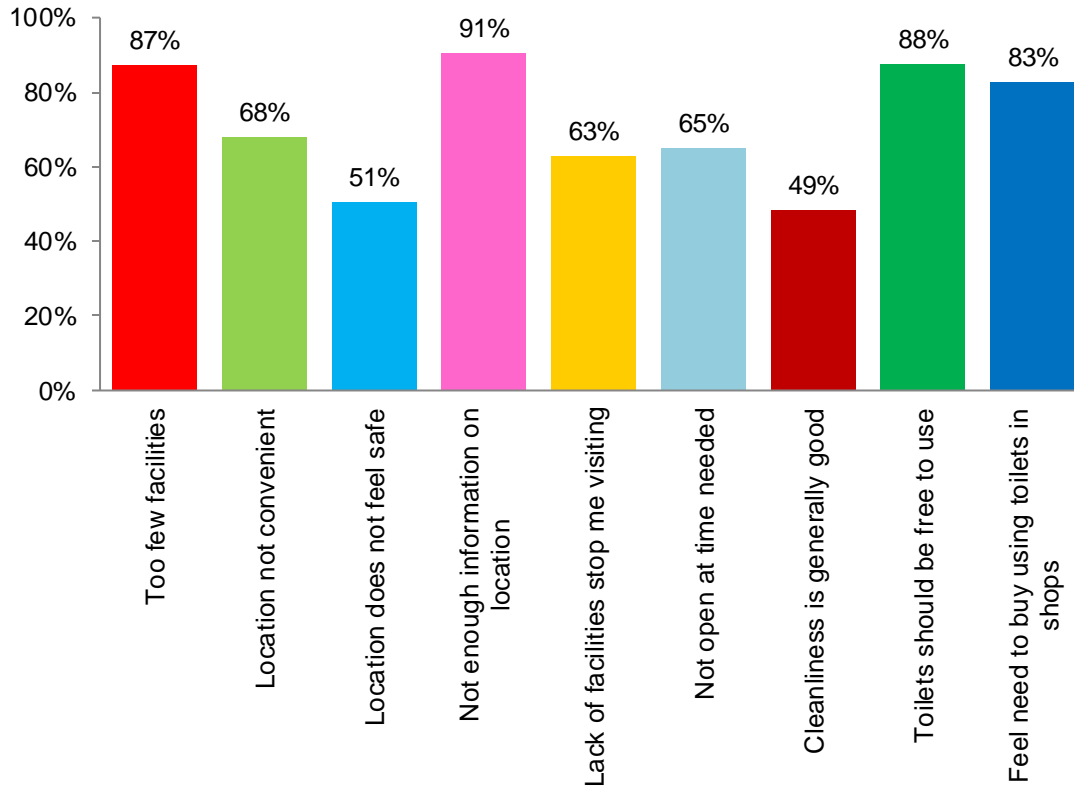
The dataset will be available in Welsh and English. The public will be able to see and search the data as it appears on the [National Toilet Map](#), to see the whole of Wales or to look at particular areas.

Caerphilly CBC will publish on its website a link to the [National Toilet Map](#).

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*². 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.

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 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.

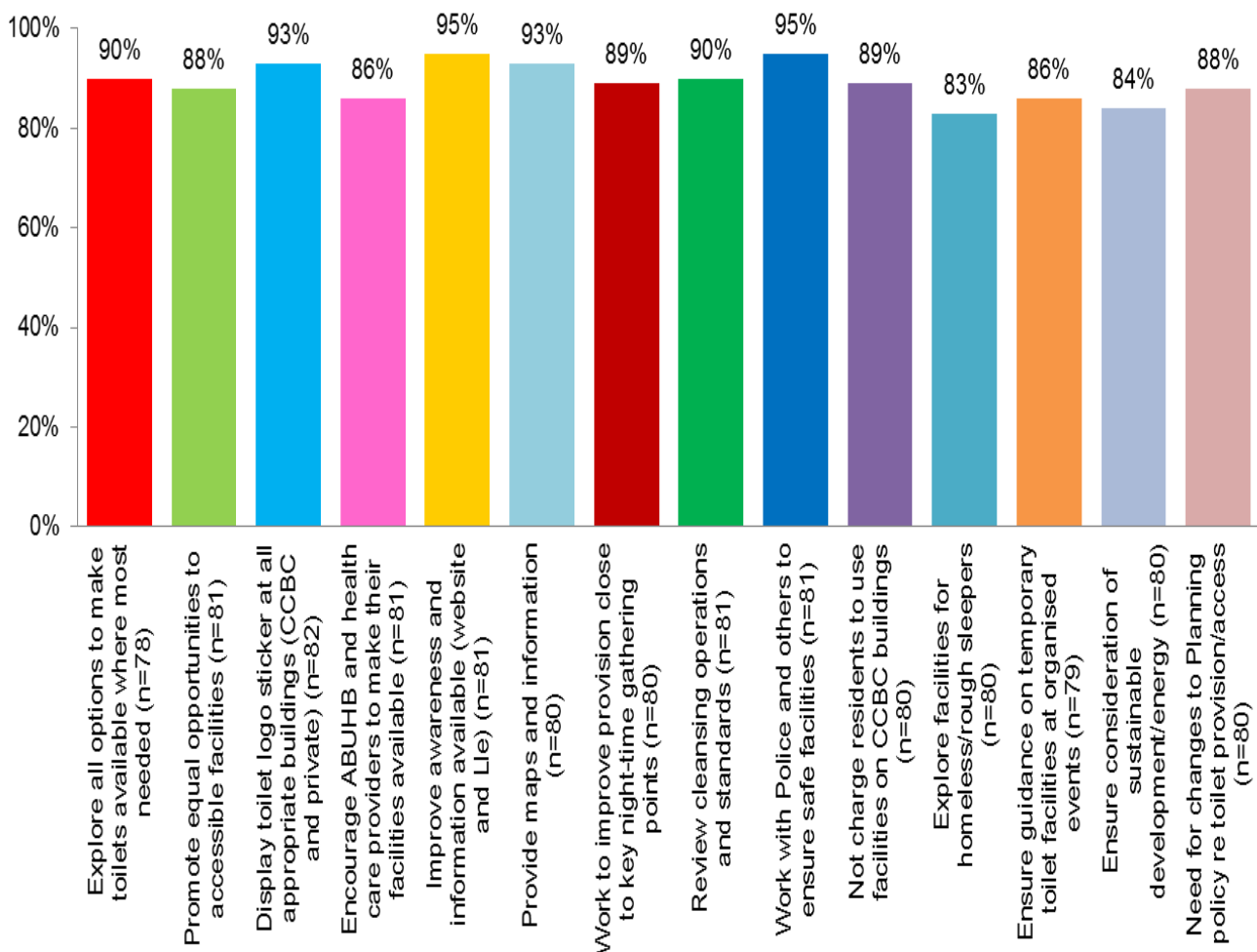
Respondents were asked whether their response to the survey had been influenced (positively or negatively) by the range of protected characteristics as specified in the Equality Act 2010. The issues raised included the need for separate toilets for men and women due to women often having children with them, problems relating to a range of disabilities, the need to take pushchairs or prams into toilets and have appropriate changing facilities available.

What we learned from the public consultation regarding the draft final strategy:

A public consultation exercise was undertaken between the 14th December 2018 and the 8th March 2019 to collect views regarding the content of the draft strategy; *Caerphilly County Borough Council Draft Local Toilet Strategy - Consultation Report*³. 83 responses were received and analysed.

Analysis of responses indicates that there was strong agreement with each of the proposed options although caution should be taken when interpreting the results as the total number of responses to the survey was low. Refer to graph below

Percentage of respondents who agree with options put forward



Those who disagreed with any of the options were asked to give their reasons for this. Respondents were also asked to identify anything that is missing from the list and highlight whether their responses had been influenced due to any of the protected characteristics under the Equality Act 2010.

Key themes included:

- A general disagreement with the proposed closure of Council run facilities in town centres, specifically, Blackwood, Ystrad Mynach and Risca.
- Concerns related to the lack of alternative provision, particularly at transport hubs and the need to work with transport providers

- A number felt that reliance on businesses to provide facilities was impractical (inaccessible, health and safety reasons) or unlikely (lack of incentive for businesses).
- Ensuring that older people, those with disabilities and certain medical conditions and young families are not disproportionately disadvantaged when closing Council run facilities by taking appropriate mitigating actions e.g. a number of comments made reference to those who need accessible toilets via a RADAR key
- Providing information on the location of facilities is important but there were concerns over relying solely on websites and mobile phone technology
- A small number felt that introducing a small charge would be appropriate for clean facilities
- A number commented that the proposals to close Council run public conveniences were counter to several other CCBC strategies and policies.

It should however be noted that the consultation exercise was run almost in parallel with the public consultation on the Medium-Term Financial Plan (MTFP); which included a proposal to close five blocks of public toilets across the county borough. Many of the respondents associated the closure of the public toilets with the Local Toilet Strategy, as such much of the above feedback from the consultation exercise relates to the removal of existing provision, particularly facilities for disabled persons. On the basis that 2019 strategy refers to the closure of the public toilets; it was not necessary to amend the strategy as a direct result of comments received. However, as detailed earlier in this 2023 Strategy, these toilet facilities are currently leased and once again operational.

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.
Footfall per town Centre (42 weeks data captured during 2018)

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. The Council will improve awareness and information available on toilet provision in the Borough by regularly updating the [National Toilet Map](#) 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**

Our website includes a link to the [National Toilet Map](#) where you can find a list of the Council and partner provided toilets and information about the individual facilities. The [National Toilet Map](#) is interactive 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 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 near 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 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. Other providers are entitled to charge if they deem it appropriate to do so.

- **Liase 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 adopting 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 using 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 several 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 the poor economy 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 and Town 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 [National Toilet Map](#).
6. Work with partners to improve provision near key night-time gathering points such as taxi ranks, car parks, railway/bus stations and stops.

7. Periodically review cleansing operations and standards within the facilities to ensure hygienic provision.
8. Continue to work with the Police and residents, community groups and others to ensure that facilities are as safe as possible.
9. Not charge residents to use toilet facilities in council buildings where there is provision.
10. Explore options for signposting suitable facilities for the homeless/rough sleepers.
11. Ensure that the Events Safety Advisory Group continues to provide advice and guidance on temporary toilet facilities to be provided at organised events.
12. Ensure that sustainable development and energy is taken into consideration when building new toilets or adapting existing provision.
13. 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 must 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 must 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.

2019 analysis of current relevant premises around Caerphilly town centre was 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 (figures correct as at 2019). Most 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 because 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 Infrastructure Levy. Whilst the creation of facilities may be feasible, the conditioning of ongoing maintenance, servicing and cleaning etc. may be problematic. However, each case will be considered on its individual merits.

- **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 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 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

Facilities offered at each location together with details relating to opening hours, seasonality, etc is available via the [National Toilet Map](#).

Location	Post code
Aberbargoed Education Centre	NP12 0BE
Aberbargoed Library	CF81 9BB
Abercarn Cemetery	
Abercarn Library	NP11 5DT
Abertridwr Library	CF83 4EJ
Abertridwr Welfare Park	CF83 4AG
Bargoed Library (including Customer Services)	CF81 8QR
Bedwas Cemetery	
Bedwas Leisure Centre	CF83 8BJ
Bedwas Library	CF83 8BJ
Bedwelty Cemetery	
Blackwood Library (including Customer Services)	NP12 1AJ
Blackwood Miners Institute	NP12 1BB
Caerphilly Leisure Centre	CF83 3SW
Caerphilly Library (including Customer Service Centre)	CF83 1JL
Caerphilly Morgan Jones Park	CF83 1AP
Cefn Fforest Leisure Centre	NP12 3JR
Centre for Sporting Excellence	CF82 7EP
Dan-y-graig Cemetery	
Full Moon Cottage, Sirhowy Valley Country Park	NP11 7BD
Heolddu Leisure Centre	CF81 9GF
Llanbradach Library	CF83 3LB
Llancaiach Fawr	CF46 6ER
Nelson Library	CF46 6NF
New Tredegar Leisure Centre	NP24 6XF
New Tredegar Library	NP24 6EF
Newbridge Leisure Centre	NP11 5FE
Oakdale Library	NP11 0HN
Parc Cwm Darran Centre	CF81 9NR

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Parc Cwm Darran, Campsite	CF81 9NR
Penallta Country Park	CF82 7GN
Pengam Library	NP12 3AB
Pen-y-Fan Pond Country Park	NP13 2DT
Pontllanfraith Leisure Centre	NP12 2DA
Rhymney Library	NP22 5NU
Risca Leisure Centre	NP11 6GH
Risca Library (including Customer Services)	NP11 6BW
Risca Old Cemetery and Chapel	NP11 7AH
Saint Cenydd Leisure Centre	CF83 2RP
Sue Noake Leisure Centre	CF82 8AA
The Kiosk, Ystrad Mynach Park	
The Visitor Centre, Caerphilly	CF83 1JL
Ty Penallta Corporate Offices (including Customer Services)	CF82 7PG
Visitor Centre, Cwmcarn Forest Drive	NP11 7FE
Waunfawr Park Kiosk and Community Garden	
Winding House Museum	NP24 6EG
Ystrad Mynach Library	CF82 7BB
Location of Health Care Providers:	
Aber Medical Centre	CF83 3LR
Court House Medical Centre	CF83 3GH
Crumlin Medical Centre	NP11 4PQ
North Celyn Practice - Newbridge	NP11 4RA
Oakfield Street, Surgery, Ystrad Mynach	CF82 7WX
Location of Private Business providers:	
Argoed Baptist Chapel Café	NP12 0HG
Café Tyfu	CF83 1FQ
Imperial Desserts & American Candy, Caerphilly	CF83 1JQ
McDonald's Restaurant, Blackwood	NP12 0NT
McDonald's Restaurant, Caerphilly	CF83 3NC
McDonald's Restaurant, Newbridge	NP11 5GH
Oasis Coffee Shop, Abertridwr	CF83 4AZ
Ten Degrees	CF83 1NX

