

Pembrokeshire County Council



Local Toilet Strategy

May 2019

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1. Introduction

The provision of, and access to, adequate toilet facilities is an issue that affects public health. Being able to access a toilet that is in the right place at the right time, is clean and appropriate for needs, helps to facilitate physical and mental well-being. Toilets are also an important part of the economy in that adequate facilities can prevent social isolation and encourage people to be more mobile around the County as well as enhancing the visitor experience.

Whilst toilets are necessary for the whole population, certain groups of people can be disproportionately affected by poor public provision such as older people, people with disabilities, people with certain needs, pregnant women, children, young people and their families.

When considering toilet provision in Pembrokeshire we need to consider local people and visitors alike. Pembrokeshire has a population of about 125,000 with just over 25% of those being 65 and older, a figure which is predicted to steadily rise year on year. About 22% of local people are disabled¹, and this rises to 53% for people who are aged 65 and over. As a major tourism destination with approximately 4,300,000 visitors each year (bringing a spend of approximately £585 million into the County), the demand on services such as toilets increases considerably at peak seasonal times.

There is no doubt that toilets are an important provision to many residents and visitors, however at a time when Councils are facing severe budget cuts, tough decisions are being made on services, in particular those that are discretionary. When planning the way forward we have to consider the current financial constraints on the service area as well as ongoing future budget reductions.

This strategy looks to identify the current need for public toilets as a whole. This includes the public toilets we provide (Welsh Government guidance refers to these as “traditional public toilets”) as well as other toilets which the public can use free of charge and where relevant, without making a purchase. We want to take a strategic view of toilet provision so that we can meet needs into the future.

2. Why are we producing a toilet strategy?

Part 8 of the Public Health (Wales) Act 2017 which came into force 31 May 2018, requires Local Authorities to:

“(1) A Local Authority must prepare and publish a local toilets strategy before the end of the period of one year beginning with the date on which this section comes into force.

(2) A local toilets strategy must include—

¹ 2011 Census. People of all ages whose activities are limited a little or a lot

- (a) an assessment of the need for toilets in the Local Authority's area to be available for use by the public,
- (b) a statement setting out the steps which the Local Authority proposes to take to meet that need, and
- (c) any other information which the Local Authority considers appropriate.”

There is no requirement for Councils to provide public toilets although historically many Councils have chosen to do so. Over the past few years the number of traditional public toilets provided or funded by Councils across the UK has significantly decreased. Another trend is that some traditional public toilets are now managed and/or maintained by local communities.

The aim of Part 8 of the Public Health (Wales) Act 2017 is to encourage a broader consideration of options available for providing toilets for public use including traditional stand-alone toilets as well as those in private ownership. It is intended to help address the current challenges faced by Local Authorities in continuing to sustain provision during times of substantial financial pressures.

3. The current situation

BBC research carried out in 2018² shows that Pembrokeshire County Council is currently the joint second highest provider of traditional public toilets in the UK (of those who responded). Second only to Highlands and Island Council, which has almost double the population and an area larger than the whole of Wales, and joint second with Gwynedd Council.

Through a contract with Danfo (UK) Ltd, we currently provide 72 traditional public toilets (three of these on behalf of the Trunk Road Agency). Of these:

- 52 have disabled facilities
- One has an adult changing place facility and
- 19 have baby changing facilities.

Opening times vary throughout these toilet blocks with some available 24/7, others with restricted daily opening hours and others closed during winter periods.

For details of these facilities please see Appendix A. An electronic map can be found here: <https://www.pembrokeshire.gov.uk/map-data/public-toilets-map>

In addition to those operated by Pembrokeshire County Council there are other providers of public toilets in the County including Town and Community Councils and other groups/organisations. Also some private businesses whilst not advertising their

² <https://www.bbc.co.uk/news/uk-45009337>

facilities as public toilets, do allow the general public to use them without making a purchase.

Like many Councils across the UK, we have reduced the number of traditional public toilets that we provide. Our strategy has been to encourage community groups or Town and Community Councils to take these on, and as a result, the cost of running 15 traditional public toilets has been taken on by local community groups/Town and Community Councils.

In association with our contractor Danfo UK Ltd, we have been able to carry out several large-scale capital investments recently. In 2017 the Saundersfoot Regency car park toilet block was knocked down and rebuilt to provide a state of the art facility. In 2018 the toilets at Tenby the Green were renovated to include our first Changing Places facility located in a traditional public toilet block. Our plans for investment will continue in 2019 when we will be opening a new toilet block on the Chimneys Link road development in Fishguard and plans are currently being finalised for a new toilet block in Haverfordwest in place of the multi storey car park facility. In addition there has been a number of small scale enhancements including roof repairs, new secure and robust doors and other general maintenance activities. Roller shutters have been installed to increase security and prevent vandalism at certain pay-to-use sites. Five toilet blocks have been fully painted externally and all dilapidated windows replaced at one Georgian toilet block. Extra urinals have been installed at the two busiest locations in Pembrokeshire and all toilet roll holders have been replaced to standardise fittings.

Recent renovation at The Green – Tenby

Before



After



This investment activity is reflected in our achievements at the annual “Loo of the year” awards. The number of toilets awarded the highest accolades has increased year on year with those achieving the top category, platinum status, increasing from one toilet in 2015 to six in 2018, and those achieving gold status increasing from 41 toilets in 2015 to 58 in 2018. In addition, Tenby The Green (pictured above) has won the Wales category for Changing Places Toilets entered in 2018 and also the whole refurbished facility won an award for being one of the top toilets within a car park 2018.

Pay to use toilets were introduced in phases from July 2015. This has generated an income which contributes towards the running costs of the toilets, therefore keeping costs down and allowing us to maintain more facilities. Currently ten toilet blocks charge to use. Charging to use is only effective where the income generated exceeds the capital and revenue costs associated with the installation and maintenance of the charging units therefore it would not be practical for us to charge to use all our public toilets. Cashless payments were introduced at all turnstile operated toilets in May 2018 for added customer convenience in acknowledgment that many people do not carry cash with them anymore or have the right change to use the toilets, this will hopefully reduce the damage from theft associated with the coin mechanisms.

There are however limitations to what we can achieve. Many of the toilets are in old buildings which can often make them difficult to maintain and some are in need of significant investment and the current investment fund is very limited. Unfortunately toilets are also a magnet for anti-social behaviour including drug taking and vandalism. This often affects opening hours and in the past has resulted in temporary and permanent closures.

We understand the value of these facilities to communities and through this strategy we will be actively looking to retain as much public provision as possible in Pembrokeshire despite the very severe financial reductions faced. The production of this strategy does not mean that all existing provision provided by Pembrokeshire County Council will remain. However, we will take a strategic view across our County on how these facilities can be provided and accessed both now and in the future, through innovative ways of working and collaboration with others.

4. What you told us

We carried out engagement activity targeting the general public, as well as organisations that may already have been providing toilets for public use in Pembrokeshire or who might be interested in doing so in future. This feedback has given us an understanding of the current need in Pembrokeshire and if we are meeting this need as well as assisting us in planning how we can meet the need in the future. The questionnaire covered all public toilet provision, not just traditional public toilets provided by ourselves or local communities.

The questionnaire was made available on our website at www.pembrokeshire.gov.uk/haveyoursay from 20 September - 2 November 2018. A press release was issued to the local media on 25 September and regular messages posted on our social media pages throughout the period. In addition, we emailed details of the needs assessment directly to County Councillors, Town and Community Council clerks, and members of Pembrokeshire Voices for Equality and businesses on our tourism database. We also sent details of the needs assessment to all pre-school groups within the County and attended meetings of the Pembrokeshire 50+ Forum and the Pembrokeshire Access Group in order to gather feedback from members.

By the closing date of Monday 2 November we had received a total of 450 responses via our response form however the audience was larger than this when considering comments made via social media and from attendance at the 50+ Forum and Access Group members meetings.

4.1 Summary of results:

Of those who responded 96% had used a toilet facility in Pembrokeshire in the last 12 months. The largest number of those who responded, 37% stated that they use a facility about once a week or more and most common times to use these facilities are Monday-Saturday between 9am-6pm. The areas where public toilets are used the most are at coastal/beach locations or in a town.

67% of those who responded indicated that the toilet facilities, in Pembrokeshire, which were open to the general public, had met their needs (or the needs of the person that they cared for).

When we looked at responses to this question across equality groups, the following groups were least likely to indicate that toilet facilities had met their needs:

- Those aged 24 and under
- Those aged 75 and over
- Those who were disabled
- Those who were expecting a baby or who had had a baby in the last six months
- And those who had dependent children under five.

When we asked which toilet facilities open to the public in Pembrokeshire had not met their needs (or the needs of the person they cared for) many individual toilets were commented on, but most common adverse comments were for Haverfordwest Multi Storey and Poppit Sands toilets.

When asked why the toilet facilities open to the public in Pembrokeshire had not met their needs (or the needs of the person they cared for) the comments received were:

- Not of an acceptable standard
- Inaccessible due to closures / hours of opening
- Arrangements for people with disabilities were lacking and / or not of an acceptable standard
- Unhappy about pay for use arrangements.

When we asked how toilet facilities, open to the public in Pembrokeshire, could be improved to better meet their needs (or the needs of the person they cared for) those who responded told us:

- Toilets open to the public were not of an acceptable standard
- Arrangements for people with disabilities were lacking and / or not of an acceptable standard

- Cleanliness / maintenance needed improving
- Provide more toilets / increase opening hours
- Unhappy about pay for use arrangements
- Comments suggesting that toilets for public use need to be re-developed.

61% of those who responded said that they didn't feel confident of being able to find toilet facilities, open to the public in Pembrokeshire and which met their needs, when out and about.

When we looked at responses to this question across equality groups, the following groups were much more likely to say that they didn't feel confident about finding suitable toilet facilities in Pembrokeshire:

- Those who indicated that they were expecting a baby
- Those aged 75 and over
- Those who were disabled
- Those who were carers
- Those who were on maternity leave
- Those aged 65 – 74
- Those with children aged 5 or under
- Women.

When we asked what would make them feel more confident, those who responded told us:

- Improve mapping, signage and information
- Increase quantity
- Revise opening arrangements
- Unhappy about pay for use arrangements
- Improve cleanliness / maintenance
- Improve accessibility, facilities for people with disabilities, baby changing facilities.

The full report can be seen in Appendix B.

Part 5 of the strategy below will look at how we can address the needs mentioned above.

5. How we plan to meet the current need and prepare for future use

- a) We aim to provide accessible, clean toilets in the most appropriate locations.
- b) We aim to **secure the future** of as many current public toilets as possible. We will do this in a variety of ways:

- We aim to work collaboratively with Town and Community Councils and local communities to protect future provision. This has been a successful model in the past to prevent closures.
- We will consider community asset transfers as a way of protecting facilities. This model has also been used in the past to prevent closures.
- We will consider increasing charges or including more pay to use facilities. Whilst we acknowledge that comments in general were against charging, there were also comments in contrast to that which suggest that the public would be happy to pay if it resulted in toilets being available.
- We will seek to identify alternative provision for toilets at risk of closure. Whilst this strategy does not look to prevent closures where there is a legitimate reason to pursue this, in all cases we will endeavour to find a suitable alternative to maintain sufficient numbers.
- We will consider those that we currently manage and maintain that do not belong to us to ensure public money is spent in the correct way.

c) We aim to **increase public toilet provision** by:

- Opening up suitable public buildings within our control as public toilets including leisure centres, libraries and community centres. This will assist with increasing the numbers of public toilets available including baby changing facilities, disabled facilities and Changing Places. Not all buildings will be suitable due to access arrangements and safeguarding and opening hours will be restricted to the buildings operating hours. Those which are open to the general public will display the national toilet logo. (Appendix C)
- We will engage with local organisations and businesses to encourage them to open up their toilets for public use – this will help address the current challenges regarding the long-term provision and the number of toilets available. We will also encourage those who agree to open up their toilets to the public to display the national toilet logo.

d) We aim to **improve access to all groups** by:

- Ensuring baby-changing facilities are available equally to both males and females. We will endeavour to increase provision of baby changing facilities across the County.
- Reviewing current toilet opening hours to ensure they meet the needs of their local communities. However whilst we understand the need to consider work patterns meaning that provision is often required 24 hours a day we also have to consider the issues with vandalism and anti-social behaviour which is more frequent at night time. Several of our toilet blocks are hot spots for vandalism and antisocial behaviour, in these cases amending the opening hours may not be feasible.
- Ensuring any new toilet blocks or large-scale renovations will provide unisex provision to maximise the number of cubicles that can be accessed by both males and females, and to cater for transgender and non-binary people.

- Ensuring any new disabled facilities or large-scale renovations are compliant with the Equality Act 2010 (Disability) Regulations 2010 and that principles of inclusive design embodied in regulatory standards and guidance such as Building Regulations and British Standards are followed. Where it is not possible to make physical changes to existing provision, consideration will be given to making alternative provision available.
 - We will strive to ensure that proper consideration is given to incorporate Changing Places facilities within any appropriate future developments.
 - The planning directorate will give consideration to ensuring that all-access public toilets are part of planning applications for appropriate buildings.
 - We will ensure that the public are aware of where they can find a toilet. This could be through improving signage to toilets where necessary, encouraging all public toilets to display the national toilet logo, ensuring our toilets are mapped in conjunction with Welsh Government on the national toilet map for Wales and providing information on our website. We will also work with a third party who wishes to develop an app for public toilet locations.
- e) We will **prioritise our provision** and use the criteria below when considering future closures:

Usage levels	Disabled provision
Effect on tourism	Effect on economy
Proximity to other alternatives	Frequency of misuse/anti-social behaviour

- f) **Hot water** will be made available at all charged for toilets, subject to site investigations and funding being identified.
- g) We will expand our **cashless payment facilities** so that it is available as an option at all charged for toilet sites.
- h) We will **consult with the public** on any future changes to help identify barriers and needs and ensure all groups are catered for.

6. Review process

We will prepare an interim progress report two years after publication of the strategy and publish this review within six months – by 30 November 2021.

We will review the strategy following a Local Government election and publish this review within one year of the election – by 4 May 2023.

7. How this strategy links with other local/national strategies

During the production of this strategy we have had due regard for the **Well Being of Future Generations (Wales) Act 2015**. The provision of toilet facilities and the strategic way forward helps to achieve all seven of the well-being goals as set out below. The contribution to some of the goals is likely to be limited:

- A prosperous Wales – considering the impact of the economy and in particular in Pembrokeshire the importance of tourism
- A resilient Wales – minimising the impact on the environment and maximising opportunities to promote bio-diversity
- A healthier Wales – maximise physical and mental well-being
- A more equal Wales – meeting our duties under the Equality Act
- A Wales of cohesive communities – safe services provided in communities
- A Wales of vibrant culture and thriving Welsh Language – our cultural heritage and meeting Welsh Language Standards
- A globally responsible Wales – reducing our carbon footprint.

We will act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

Whilst addressing short term needs, we will have consideration for the ability to meet **long term** needs in decisions that are made. We will actively seek to **prevent** provision from being lost by **integrating** with other public bodies and **collaborating** with businesses and other organisations to protect provision. We will **involve** the public and other interested parties in decisions made through consultation processes.

Other strategies:

Corporate Plan: Continue to change how we deliver social care by promoting prevention and healthy lifestyles to improve well-being. Public toilet provision enables disabled people and their carers to continue to access services and live their lives.

Rights Of Way Improvement Plan (ROWIP): Adopted by Council in Dec 2018.

“Wherever possible, providing complementary facilities on routes suitable for disabled users such as seating and bus routes, as well as specific facilities such as toilets and parking provision;”

Pembrokeshire Destination Management Plan 2019/20 recognises that tourism is a key economic driver in Pembrokeshire. This strategy recognises that toilet provision is important to locals and visitors alike.

8. Appendix - A – List of traditional public toilets managed and maintained by Pembrokeshire County Council

	Toilet Name	Postcode	Disabled	Baby Changing	Summer Opening	Winter Opening	Pay to use
1	Abercastle	SA62 5HJ	N	N	24hrs	Closed 1st November to mid February, open xmas holiday period.	N
2	Abereiddi	SA62 6DT	N	N	24hrs	Closed 1st November to mid February, open xmas holiday period.	N
3	Amroth East	SA67 8NN	N	N	24hrs	Closed 1st November to 31st March	N
4	Amroth West	SA67 8NE	Y	Y	07:00 - 20:00	07:00 - 20:00	N
5	Angle, West Angle Beach	SA71 5BE	N	N	07:00 - 20:00	07:00 - 20:00	N
6	Bosherston	SA71 5DN	Y	N	07:00 - 19:00	07:00 - 19:00	N
7	Broad Haven, North CP	SA62 3JJ	Y	N	24hrs	Closed 1st November to 31st March	N
8	Broad Haven, South CP	SA62 3JR	Y	Y	07:00 - 21:00	07:00 - 18:00	Y
9	Burton, Jolly Sailor CP	SA73 INX	Y	N	07:00 - 20:00	Closed 1st November to 31st March	N
10	Carew	SA70 8SP	Y	N	07:00 - 20:00	07:00 - 20:00	N
11	Cilgerran, Picnic Site	SA43 2SS	Y	N	24hrs	24hrs	N
12	Cresswell Quay	SA68 0TE	Y	N	07:00 - 20:00	07:00 - 20:00	N
13	Cwm yr Eglwys	SA42 0SN	Y	N	24hrs	Closed 1st November to mid February, open xmas holiday period.	N
14	Dale	SA62 3RJ	Y	N	07:00 - 20:00	07:00 - 20:00	N

	Toilet Name	Postcode	Disabled	Baby Changing	Summer Opening	Winter Opening	Pay to use
15	Felindre Farchog	SA41 3UU	Y	N	24hrs	24hrs	N
16	Fishguard, Lower Town	SA65 9NB	N	N	24hrs	24hrs	N
17	Fishguard, Parc y Shut	SA65 9AP	N	N	06:00 - 18:00	Closed 1st November to 31st March	N
18	Fishguard, West Street	SA65 9NL	Y	Y	06:00 - 18:00	06:00 - 18:00	N
19	Freshwater East	SA71 5LN	N	N	07:00 - 20:00	07:00 - 20:00	N
20	Freshwater West	SA71 5HW	Y	N	07:00 - 20:00	07:00 - 20:00	N
21	Goodwick, The Parrog CP	SA64 0DE	Y	N	24hrs	24hrs	N
22	Haverfordwest, Castle Lake	SA61 2DT	Y	N	07:00 - 22:00	07:00 - 22:00	N
23	Haverfordwest, Multi Storey CP	SA61 2LJ	Y	Y	07:00 – 19:30	07:00 – 19:30	N
24	Johnston, Popehill	SA62 3NX	Y	N	24hrs	24hrs	N
25	Kilgetty, TIC	SA68 0YA	N	N	07:00 - 20:00	07:00 - 20:00	N
26	Letterston	SA62 5SB	Y	N	07:00 - 18:00	07:00 - 18:00	N
27	Little Haven	SA62 3UG	Y	N	07:00 - 22:00	07:00 - 18:00	N
28	Llanstadwell, Hazelbeach	SA73 1EG	N	N	06:00 - 19:00	Closed 1st November to 31st March	N
29	Maenclochog	SA66 7LE	N	N	07:00 - 22:00	07:00 - 18:00	N
30	Manorbier Beach	SA70 7SY	Y	N	07:00 - 20:00	07:00 - 20:00	N
31	Marloes	SA62 3AZ	Y	N	07:00 - 20:00	07:00 - 20:00	N

	Toilet Name	Postcode	Disabled	Baby Changing	Summer Opening	Winter Opening	Pay to use
32	Martins Haven	SA62 3BJ	N	N	07:00 - 19:00	Closed 1st November to 31st March	N
33	Milford Haven, Market Square	SA73 2AE	Y	N	07:00 - 20:00	07:00 - 20:00	N
34	Milford Haven, The Rath	SA73 2QA	N	N	07:00 - 20:00	Closed 1st November to 31st March	N
35	Moylegrove	SA43 3BW	Y	N	24hrs	24hrs	N
36	Narberth, Town Moor CP	SA67 7AG	Y	Y	07:00 - 20:00	07:00 - 20:00	Y
37	Nevern	SA42 0NB	N	N	07:30 - 18:00	07:30 - 18:00	N
38	Newgale, Adj Duke of Edinburgh PH	SA62 6AS	Y	N	08:00 - 19:00	Closed 1st November to 31st March	N
39	Newgale, Central CP	SA62 6AS	Y	N	08:00 - 19:00	08:00 - 19:00	N
40	Newgale, Pebbles CP	SA62 6AR	N	N	24hrs	Closed 1st November to 31st March	N
41	Newport, Long Street CP	SA42 0TJ	Y	N	07:00 - 18:00	07:00 - 18:00	N
42	Newport, Parrog CP	SA42 0RP	Y	Y	08:00 - 19:00	08:00 - 19:00	N
43	Newport, Traeth Mawr	SA42 0NR	Y	N	24hrs	24hrs	N
44	Neyland Marina	SA73 1PY	N	N	07:00 - 20:00	07:00 - 20:00	N
45	Nolton Haven	SA62 3NH	N	N	24hrs	Closed 1st November to mid February, open xmas holiday period.	N
46	Pembroke Dock, Library	SA72 6DW	Y	Y	07:00 - 20:00	07:00 - 20:00	Y
47	Pembroke, Blackhorse Walk	SA71 4HN	N	N	07:00 - 20:00	Closed 1st November to mid February, open xmas holiday period.	N

	Toilet Name	Postcode	Disabled	Baby Changing	Summer Opening	Winter Opening	Pay to use
48	Pembroke, The Commons	SA71 4EA	Y	N	07:00 - 20:00	07:00 - 20:00	N
49	Pembroke, Town Quay	SA71 4NR	N	N	07:00 - 19:00	07:00 - 19:00	N
50	Penally	SA70 7PS	Y	N	24hrs	24hrs	N
51	Penblewin CP	SA67 7NY	Y	N	24hrs	24hrs	N
52	Porthgain	SA62 5BN	Y	N	24hrs	24hrs	N
53	Pwllgwaelod	SA42 0SE	Y	Y	24hrs	24hrs	N
54	Saundersfoot, Regency Hall CP	SA69 9EN	Y	Y	07:00 - 20:00	07:00 - 18:00	Y
55	Solva, Lower Solva CP	SA62 6UT	Y	Y	07:30 - 18:00	07:30 - 18:00	N
56	St Brides	SA62 3AJ	N	N	24hrs	24hrs	N
57	St Davids, Bryn Rd, Behind City Hall	SA62 6QX	Y	N	06:00 - 20:00	06:00 - 18:00	N
58	St Davids, Porthclais	SA62 6RR	Y	N	24hrs	24hrs	N
59	St Davids, Quickwell CP	SA62 6PD	Y	N	24hrs	Closed 1st November to 31st March	N
60	St Davids, The Grove CP	SA62 6NW	Y	Y	06:00 - 20:00	06:00 - 18:00	N
61	St Davids, Whitesands	SA62 6PS	Y	Y	24hrs	24hrs	Y
62	St Dogmaels, High St	SA43 3ED	Y	Y	24hrs	24hrs	N
63	St Dogmaels, Poppit Sands	SA43 3LR	Y	N	24hrs	24hrs	N

	Toilet Name	Postcode	Disabled	Baby Changing	Summer Opening	Winter Opening	Pay to use
64	St Ishmaels	SA62 3TB	N	N	07:00 - 19:00	Closed 1st November to 31st March	N
65	Tenby, Butts Field (North Beach CP)	SA70 8AG	Y	Y	07:00 - 20:00	07:00 - 20:00	Y
66	Tenby, Castle Beach	SA70 7BL	Y	Y	07:00 - 20:00	07:00 - 18:00	Y
67	Tenby, Multi Storey CP	SA70 7LS	Y	Y	07:00 - 22:00	07:00 - 22:00	Y
68	Tenby, North Beach	SA70 8AP	Y	Y	07:00 - 20:00	Closed 1st November to 31st March	N
69	Tenby, South Beach CP	SA70 7EG	Y	Y	07:00 - 20:00	Closed 1st November to mid February, open xmas holiday period.	Y
70	Tenby, The Green CP (Salterns)	SA70 7NG	Y	Y	24hrs	07:00 - 18:00	N
71	Tenby, Upper Frog Street	SA70 7JD	Y	N	07:00 - 20:00	07:00 - 20:00	Y
72	Wisemans Bridge	SA69 9AT	Y	N	24hrs	24hrs	N

Map of traditional public toilets managed and maintained by Pembrokeshire County Council



9. Appendix B – Needs Assessment Report

Pembrokeshire County Council
Cyngor Sir Penfro



Toilet Strategy – Needs Assessment Engagement Feedback Report

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Appendix 1: Full narrative comments, notes of 50+ Forum and Pembrokeshire Access Group meetings, social media comments and cross tab tables (***available on request***)

METHODOLOGY AND RESPONSE

Our engagement activity targeted the general public, as well as organisations that may already have been providing toilets for public use in Pembrokeshire or who might be interested in doing so in future. We developed a short self-completion questionnaire for use with both groups.

The questionnaire was made available on our website at www.pembrokeshire.gov.uk/haveyoursay from 20th September - 2nd November 2018. A press release was issued to the local media 25th September and regular messages posted on our social media pages throughout the period. In addition, we emailed details the needs assessment directly to County Councillors, Town and Community Council clerks, and members of Pembrokeshire Voices for Equality and businesses on our tourism database. We also sent details of the needs assessment to all pre-school groups within the County and attended meetings of the Pembrokeshire 50+ Forum and the Pembrokeshire Access Group in order to gather feedback from members.

By the closing date of Monday 2nd November we had received a total of 450 responses via our response form. This report details these responses but we have also noted comments received via social media and the from 50+ Forum and Access Group members.

SUMMARY OF RESPONSES

- Ninety-six percent (431) of those who responded had used a toilet facility in Pembrokeshire, which was open to the public in the last 12 months
- The largest number of those who responded (166 / 37%) used a toilet facility in Pembrokeshire, which was open to the public, about once a week or more. Twenty-one percent (95) used one about once a month
- Toilet facilities in Pembrokeshire, which were open to the public, were most commonly used Monday – Saturday and between 9am and 6pm. They were also commonly used on Sundays and bank holidays. They were less commonly used after 6pm and least used before 9am
- Sixty-seven percent (303) of those who responded indicated that the toilet facilities, in Pembrokeshire, which were open to the general public, had met their needs (or the needs of the person that they cared for). Twenty-nine percent (128) indicated that they had not
- When we looked at responses to this question across equality groups, the following groups were least likely to indicate that toilet facilities had met their needs: those aged 24 and under, those aged 75 and over, those who were disabled, those who were expecting a baby, and those who had dependent children under five. Women, carers and those who had had a baby in the last six months were also less likely to indicate that toilet facilities had met their needs. We also had one response from the mother of a transgender person, who said that unisex toilets were not available
- When we asked which toilet facilities open to the public in Pembrokeshire had not met their needs (or the needs of the person they cared for) and why, those who responded told us:

Toilets open to the public in Haverfordwest were not of an acceptable standard
Toilets open to the public in coastal locations were not of an acceptable standard (esp. Poppit Sands)
Inaccessible due to closures / hours of opening
Arrangements for people with disabilities were lacking and / or not of an acceptable standard
Toilets open to the public in other Pembrokeshire towns were not of an acceptable standard
Unhappy about pay for use arrangements

- When we asked how toilet facilities, open to the public in Pembrokeshire, could be improved to better meet their needs (or the needs of the person they cared for) those who responded told us:

Toilets open to the public in coastal locations were not of an acceptable standard
Arrangements for people with disabilities were lacking and / or not of an acceptable standard
Cleanliness / maintenance needed improving

Provide more toilets / increase opening hours
Unhappy about pay for use arrangements
Comments suggesting that toilets for public use need to be re-developed
Toilets open to the public in Haverfordwest were not of an acceptable standard
Toilets open to the public in other Pembrokeshire towns were not of an acceptable standard

- Sixty-one percent (275) of those who responded said that they didn't feel confident of being able to find toilet facilities, open to the public in Pembrokeshire and which met their needs, when out and about. Twenty-three percent (105) said that they were confident.

- When we looked at responses to this question across equality groups, the following groups were much more likely to say that they didn't feel confident about finding suitable toilet facilities in Pembrokeshire: those who indicated that they were expecting a baby, those aged 75 and over, those who were disabled and those who were carers. Those who were on maternity leave, those aged 65 – 74, those with children aged 5 or under and women were also much more likely to say that they didn't feel confident than for the sample as a whole (61%). Conversely, those aged 24 or under were much less likely to say that they didn't feel confident (30%).

- When we asked what would make them feel more confident, those who responded told us:

Improve mapping, signage and information
Increase quantity
Revise opening arrangements
Unhappy about pay for use arrangements
Improve cleanliness / maintenance
Improve accessibility, facilities for people with disabilities, baby changing facilities

- When we asked for general comments on toilet facilities open to the public in Pembrokeshire, those who responded said:

Comments in support of the free provision of toilet facilities / against charging / price increases
Comments suggesting need for improvement / investment
Comments in support of charging / conditional support for charging (to support availability / appropriate standard of provision)
General positive / mixed comments
Increase quantity
Revise opening arrangements
Suggestions for other ways in which toilets for public use could be provided
Comments suggesting the need for improved information
Comments suggesting poor provision will impact negatively on tourism
Suggestions that alternative methods of payment should be provided

- Ninety-four of those who responded (423) were individuals, 10 responded on behalf of an organisation
- The organisations which responded were: Angle Community Council, Clunderwen Senior Citizens Association, Fishguard and Goodwick Chamber of Trade and Tourism, I.hate.pembs county council force, Marloes & St. Brides Community Council, Nevern Community Council, Saint Brides Inn, Little Haven, SNAP Playgroup, St Dogmaels Community Council
- Of the organisations which responded, Nevern Community Council and SNAP Playgroup said they already provided toilets that were available for public use in Pembrokeshire. St Brides Inn, Little Haven, indicated that they would be interested in opening up the organisation's existing toilet facilities for use by the general public. Fishguard & Good Chamber of Trade & Tourism, Marloes & St Brides Community Council, Nevern Community Council and St Dogmaels Community Council indicated that they would be interested in being part of a scheme to publicise the availability of Pembrokeshire toilet facilities that are open for use by the general public

Proposal to increase charges

A charge of 20p is currently made for the use of a number of the public toilets, which are maintained by Pembrokeshire County Council. These are Broad Haven (Marine Road), Narberth (Town Moor), Pembroke Dock (Gordon Street), St Davids (Whitesands), Saundersfoot (Regency) and Tenby (Castle Beach, Multi-Storey, North Beach Car Park, South Beach and The Green)

We are proposing to increase this charge to 30p or 40p in 2019.

- Twenty-two percent (98) of those who responded indicated that an increase in the current charge from 20p to 30p was acceptable. Sixty-five percent (292) indicated that it was unacceptable
- Ten percent (43) of those who responded indicated that an increase in the current charge from 20p to 40p was acceptable. Seventy-seven percent (347) indicated that it was unacceptable

PROFILE OF RESPONDENTS (SUMMARY)

- The majority of those who responded (422) indicated that they were a Pembrokeshire resident. Twenty-one indicated that they were an individual from outside Pembrokeshire and 20 that they were a mobile worker (e.g. home carer, post / delivery person, contractor etc)
- Sixty percent (268) of those who responded were female and 37% (166) were male.

- The majority of those who responded were aged 25 – 64 (72%/324). Seventeen percent (76) were aged 65 – 74.
- Sixteen percent (70) indicated that they were disabled and 76% (340) that they were not.
- Seventeen percent (75) indicated that they were a carer and 76% (341) that they were not.
- Seven of those who responded indicated that they were expecting a baby, five that they had a baby in the last six months, six that they were currently on maternity leave and one that they were currently on paternity leave.
- Fourteen percent (61) of those who responded indicated that they dependent children aged 5 and under on 31/12/18.

DETAILED ACCOUNT OF RESPONSES

QUESTIONS FOR PEMBROKESHIRE TOILET FACILITY USERS

Question 1. Have you used a toilet facility in Pembrokeshire, which was open to the general public, in the last 12 months? (please tick only one)

Response	Number	Percentage of 450
Yes	431	96%
No	17	4%
No reply	2	-
Total	450	100%

- Ninety-six percent (431) of those who responded had used a toilet facility in Pembrokeshire, which was open to the public in the last 12 months.

1a. If yes, how frequently would you say that you have used such a facility? (please tick only one)

Response	Number	Percentage
About once a week or more	166	37%
About once a fortnight	70	16%
About once a month	95	21%
About once every 2 – 3 months	44	10%
Less than every 2 – 3 months	53	12%
No reply	22	4%
Total	450	100%

Other, please specify:

- Daily x 5
- 2 – 3 times a week
- When on holiday / in summer x 2
- Once a year, too expensive
- If I could I would use them more frequently but most of them have been closed
- As needed
- Hospital
- I try to avoid public toilets

▪ The largest number of those who responded (166 / 37%) used a toilet facility in Pembrokeshire, which was open to the public, about once a week or more. Twenty-one percent (95) used one about once a month.

Question 2. When would you have been most likely to use such a facility?
(please tick all that apply)

Response	Number
Monday - Saturday	356
9am – 6pm	316
Sunday / Bank Holiday	210
After 6pm	121
Before 9am	62
Total	1,065

▪ Toilet facilities in Pembrokeshire, which were open to the public, were most commonly used Monday – Saturday and between 9am and 6pm. They were also commonly used on Sundays and bank holidays. They were less commonly used after 6pm and least used before 9am

Question 3. In which area(s) would you have been most likely to use such a facility? (please tick all that apply)

Response	Number
On the coast / at a beach	296
In a town	288
In an inland rural village / area	116
By a main / truck road	92
At a park	87
At an attraction	79
By a footpath / cycleway / bridleway	75
Total	1,044

Other, please specify:

- Car Park x 2
- All of the above x 2
- All of the above had I been able to find one
- My work takes me to all parts of the county
- Where and when you need to go to the toilet
- Whenever I needed the toilet
- Harbour

- Private buildings as specified
- Tenby.....The ones in Upper Frog Street are really clean. Well done PCC
- Toilet facilities, in Pembrokeshire, which were open to the general public were most commonly used when located on the coast / at a beach. This was closely followed by those in towns. They were also commonly used in inland rural villages / areas but less commonly used in other locations.

Question 4. Have the toilet facilities, which are open to the public in Pembrokeshire, met your needs (or the needs of the person that you care for)?
(please tick only one)

Response	Number	Percentage (of 450)
Yes	303	67%
No	128	29%
No reply	19	4%
Total	450	100%

- Sixty-seven percent (303) of those who responded indicated that the toilet facilities, in Pembrokeshire, which were open to the general public, had met their needs (or the needs of the person that they cared for). Twenty-nine percent (128) indicated that they had not.

4a. If no, please tell us which toilet facilities have not met these needs and why

Nature of comment	Number
Toilets open to the public in Haverfordwest were not of an acceptable standard	31
Toilets open to the public in coastal locations were not of an acceptable standard (esp. Poppit Sands)	24
Other comments	21
Inaccessible due to closures / hours of opening	17
Arrangements for people with disabilities were lacking and / or not of an acceptable standard	15
Toilets open to the public in other Pembrokeshire towns were not of an acceptable standard	15
Unhappy about pay for use arrangements	14
Total	137

Full comments are attached as Appendix 1 (available on request).

4b. Please tell us which toilet facilities could be improved to better meet these needs, and how

Nature of comment	Number
Toilets open to the public in coastal locations were not of an acceptable standard	28 comments

Other comments	19 comments
Arrangements for people with disabilities were lacking and / or not of an acceptable standard	16 comments
Cleanliness / maintenance needs improving	15 comments
Provide more toilets / increase opening hours	13 comments
Unhappy about pay for use arrangements	13 comments
Comments suggesting that toilets for public use need to be re-developed	11 comments
Toilets open to the public in Haverfordwest were not of an acceptable standard	10 comments
Toilets open to the public in other Pembrokeshire towns were not of an acceptable standard	9 comments
Total	134 comments

Full comments are attached as Appendix 1(available on request).

Question 5. Generally speaking, do you feel confident that you'll be able to find toilet facilities, which are open to the public and which meet your needs, (or those of the person that you care for) when out and about in Pembrokeshire? (please tick only one)

Response	Number	Percentage
Yes	105	23%
No	275	61%
Don't know / not sure	68	15%
No reply	2	1%
Total	450	100%

▪ Sixty-one percent (275) of those who responded said that they didn't feel confident of being able to find toilet facilities, open to the public in Pembrokeshire and which met their needs, when out and about. Twenty-three percent (105) said that they were confident.

5a. If no or don't know / not sure please tell us what would help to make you (or the person you care for) feel confident about finding suitable toilet facilities

Nature of comment	Number
Improve mapping, signage and information	113
Increase quantity	72
Revise opening arrangements	71
Unhappy about pay for use arrangements	49
Improve cleanliness / maintenance	41
Improve accessibility, facilities for people with disabilities, baby changing facilities	36
Other comments	28
Total	410

Full comments are attached as Appendix 1(**available on request**).

Please use this space to make any other comments or suggestions about toilet facilities, which are open to the general public, in Pembrokeshire

Nature of comment	Number
Comments in support of the free provision of toilet facilities / against charging / price increases	71 comments
Comments suggesting need for improvement / investment	66 comments
Other comments	41 comments
Comments in support of charging / conditional support for charging (to support availability / appropriate standard of provision)	27 comments
General positive / mixed comments	22 comments
Increase quantity	20 comments
Revise opening arrangements	16 comments
Suggestions for other ways in which toilets for public use could be provided	16 comments
Comments suggesting the need for improved information	13 comments
Comments suggesting poor provision will impact negatively on tourism	13 comments
Suggestions that alternative methods of payment should be provided	6 comments
Other comments re: charging	5 comments
Total	316 comments

QUESTIONS FOR PEMBROKESHIRE TOILET FACILITY PROVIDERS

Question 6. Are you responding to this questionnaire as:

Response	Number	Percentage of 450
An individual	423	94%
A representative of an organisation	10	2%
No reply	17	4%
Total	450	100%

▪ Ninety-four of those who responded (423) were individuals, 10 responded on behalf of an organisation

6a. Please indicate what type of organisation you represent:

Response	Number
A Town or Community Council	4
A voluntary / community organisation	3
A private enterprise (e.g. shop, café, pub, restaurant etc)	2
Other, please specify (playgroup supporting children with additional needs, Nevern Community Council)	2

No reply	0
Total	11

Please provide the name of the organisation here:

- Angle Community Council
- Saint Brides Inn, Little Haven
- Clunderwen Senior Citizens Association
- SNAP Playgroup
- Marloes & St. Brides Community Council
- I.hate.pembs county council force
- St Dogmaels Community Council
- Fishguard and Goodwick Chamber of Trade and Tourism

6c. Do you currently provide toilet facilities in Pembrokeshire, which are open for use by the general public (*nb: please do not include any that are for customer use only*)? (please tick only one)

Response	Number
Yes	2 (SNAP and Nevern CC)
No	9
No reply	0
Total	11

6d. Please indicate if your current provision includes:

Response	Number
Changing facilities for babies	0
Changing places for people with disabilities	1 (SNAP)
No reply	0
Total	1

6e. Would the organisation you represent be interested in helping to increase the provision of Pembrokeshire toilet facilities, which are open for use by the general public, in future in one or more of the following ways? (please tick all that apply)

Response	Number
Opening up the organisation's existing toilet facilities for use by the general public	1 (St Brides Inn)
Upgrading the organisation's existing toilet facilities for use by the general public and / or for baby changing / changing for disabled people	1 (private enterprise – not specified)
Taking over responsibility for toilet facilities from Pembrokeshire County Council	1 (I hate pembs cc force)

Being part of a scheme to publicise the availability of Pembrokeshire toilet facilities that are open for use by the general public	4 (Fishguard & Goodwick Chamber, St Dogmaels, Nevern and Marloes & St Brides CCs)
Other, please specify SNAP Playgroup: Our playgroup already operates in buildings that are run by either PCC or the Hospital, however the PCC building does not allow for parents/staff to dispose of the nappy into the yellow bin that is provided and have to take the dirty nappies home with them which is poor infection control Clunderwen Senior Citizens Association We are a group of older people who meet monthly either in the village hall or a local hotel, so the above do not apply St Dogmaels Community Council Our toilets need such an overhaul that we do not have the money to do it, but we could help in small ways	3

Proposal to increase charges for Pembrokeshire County Council toilets

We currently make a charge of 20p for the use of a number of the public toilets, which are maintained by Pembrokeshire County Council. These are Broad Haven (Marine Road), Narberth (Town Moor), Pembroke Dock (Gordon Street), St Davids (Whitesands), Saundersfoot (Regency) and Tenby (Castle Beach, Multi-Storey, North Beach Car Park, South Beach and The Green).

We are proposing to increase this charge to 30p or 40p in 2019.

Question 7. Please indicate to what extent you find the following acceptable or unacceptable

	Acceptable	Neither	Unacceptable	Don't know / not sure	No Reply	Total
An increase of the current charge from 20p to 30p from 2019	98 (22%)	29 (7%)	292 (65%)	11 (2%)	20 (4%)	450 (100%)
An increase	43 (10%)	26 (6%)	347 (77%)	14 (3%)	20 (4%)	450 (100%)

of the current charge from 20p to 40p from 2019						
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- Twenty-two percent (98) of those who responded indicated that an increase in the current charge from 20p to 30p was acceptable. Sixty-five percent (292) indicated that it was unacceptable
- Ten percent (43) of those who responded indicated that an increase in the current charge from 20p to 40p was acceptable. Seventy-seven percent (347) indicated that it was unacceptable.

ABOUT YOU

Question 8. Are you? (please tick all that apply)

Response	Number
A Pembrokeshire resident	422
An individual from outside of Pembrokeshire	21
A mobile worker (e.g. home carer, post / delivery person, contractor etc)	20
Total	463

- The majority of those who responded (422) indicated that they were a Pembrokeshire resident. Twenty-one indicated that they were an individual from outside Pembrokeshire and 20 that they were a mobile worker (e.g. home carer, post / delivery person, contractor etc)

8a. Are you? (please tick only one)

Response	Number	Percentage of 450
Female	268	60%
Male	166	37%
Prefer another term	3	-
Prefer not to say	7	2%
No reply	6	1%
Total	450	100%

- Sixty percent (268) of those who responded were female and 37% (166) were male.

8b. Are you? (please tick only one)

Response	Number	Percentage of 450
24 or under	10	2%
25 – 64	324	72%

65 - 74	76	17%
75 or over	17	4%
Prefer not to say	15	3%
No reply	8	2%
Total	450	100%

- The majority of those who responded were aged 25 – 64 (72%/324). Seventeen percent (76) were aged 65 – 74.

8c. Do you have a physical or mental health condition or illness lasting, or expected to last, for 12 months or more and which reduces your ability to carry out day-to-day activities? (please tick only one)

Response	Number	Percentage of 450
Yes	70	16%
No	340	76%
Prefer not to say	32	7%
No reply	8	1%
Total	450	100%

- Sixteen percent (70) indicated that they were disabled and 76% (340) that they were not.

8d. Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability? (please tick only one)

Response	Number	Percentage of 450
Yes	75	17%
No	341	76%
Prefer not to say	26	6%
No reply	8	1%
Total	450	100%

- Seventeen percent (75) indicated that they were a carer and 76% (341) that they were not.

8e. Please indicate if any of the following apply to you (please tick all that apply)

Response	Number	Percentage of 450
I am expecting a baby	7	1%
I have had a baby in the last six months	5	1%
I am currently on maternity leave	6	1%
I am currently on paternity leave	1	-

None of these	391	87%
Prefer not to say	29	7%
No reply	11	3%
Total	450	100%

- Seven of those who responded indicated that they were expecting a baby, five that they had a baby in the last six months, six that they were currently on maternity leave and one that they were currently on paternity leave.

8f. Do you have dependent children aged 5 or under (on 31st December 2018)?
(please tick only one)

Response	Number	Percentage of 450
Yes	61	14%
No	361	80%
Prefer not to say	22	5%
No reply	6	1%
Total	450	100%

- Fourteen percent (61) of those who responded indicated that they have dependent children aged 5 and under on 31/12/18.

8g. Please use this space to tell us about any other protected characteristics (e.g. ethnicity, religion, gender re-assignment, sexual orientation) that you may wish to

There was one valid response to this question, as follows:

- My daughter is also trans-gender and there is no unisex toilets available

10. Appendix C – National Toilet Logo

National Logo

This is the national logo provided by Welsh Government to identify public toilets. We will ensure all our existing provision displays this logo and will ask that public toilets operated by others and any business/organisation who are willing to open up their toilets for general use also to display this logo to encourage national recognition.



**Toiled
Toilet**