



# **Rhondda Cynon Taf County Borough Council**

**Draft Local Toilets Strategy**

**May 2019**

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## **Introduction**

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 take exercise and stay more physically active. This has clear health and economic benefits. Conversely, toilets that are poorly designed, inadequately maintained and inappropriately located can create an atmosphere of neglect that discourages use. 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.

Toilets for public use matter to everybody 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.

To deliver a strategic approach to the provision of toilets across Wales, the Public Health (Wales) Act 2017 requires local authorities to publish a local toilets strategy for its area.

The provision of toilets therefore has implications for public and individual health, transportation, crime prevention, urban design economic and cultural development and social equality and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who visits shops, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who travels around and to our borough. Toilets can make an impact on the comfort of individuals and families who visit our public spaces and their perception of the area as a desirable place to visit.

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

This strategy contributes towards achieving accessible and clean toilets wherever people live, work or visit. Need for provision may increase in time as developments take place and through welcoming visitors to the area. This is an opportune time to set a strategy for promoting access to toilet facilities where they are needed.

The Public Health (Wales) Act 2017 received Royal Assent in July 2017 and brings together a range of practical actions for improving and protecting health. Part 8 of the Act introduces provision of toilets and specifically local toilet strategies.

The aim of Part 8 is to ensure each local authority in Wales assesses the needs of its community in relation to toilets, and then takes a strategic and transparent approach to best meet that need. The intended effect is to improve the planning of provision so that any such decisions are taken within the overall context of meeting the communities identified needs. A strategic approach will also help to mitigate any negative impacts of changes to provision.

To achieve this, the Act places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area. The local authority now has responsibility to:

- assess the community's need for toilets, including changing facilities for babies and changing places facilities for people with disabilities;
- provide details of how to meet the identified need;
- produce a local toilets strategy; and
- review the strategy, update and publicise revisions.

Local authorities must prepare and publish their strategies by 31 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, Rhondda Cynon Taf County Borough Council is required to publish a statement of progress.

The Wellbeing of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental and cultural wellbeing of Wales. Public sectors have a duty to consider the long term impact of the decisions they make and the Act puts in place a sustainable development principle which tells public bodies how to meet their duty under the Act. The principle is made up of five ways of working to guide how public services should work to deliver for people:

**Long term:** the importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs.

**Prevention:** how acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

**Integration:** considering how public bodies' wellbeing objectives may impact upon each of the wellbeing goals, on their other objectives, or on the objectives of other public bodies.

**Collaboration:** acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its wellbeing objectives.

**Involvement:** the importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the area which the body serves.

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

## **The Aims of this strategy**

This strategy aims 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 area 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;
- 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; and
- provide information 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**

Rhondda Cynon Taf County Borough Council will prepare an interim progress report setting out the steps taken in line with the strategy every two years, commencing from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period. Following publication of the Local Toilets Strategy in May 2019, the review will take place before the end of May 2021 and be published before the end of November 2021.

The strategy will also be reviewed within a year of each ordinary election for its area. The next election date in Wales is Thursday 5 May 2022, therefore the latest date for review is 4 May 2023. If no changes are made to the strategy following the post-election review then Rhondda Cynon Taf County Borough Council will publish an interim progress statement covering a two year period commencing from the date of the last election.

Rhondda Cynon Taf County Borough Council 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, it is decided 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?**

Due regard was made to demographic and health data from the Rhondda Cynon Taf County Borough area, detailed in Appendix 1.

Engagement with other local authority services, community groups and the public was undertaken to understand what is currently available and how any gaps can be mitigated.

A public consultation was undertaken for four weeks between 17 October and 14 November 2018, to assess the needs of residents, and people working or visiting the county borough. Engagement mechanisms included:

- Online via the Rhondda Cynon Taf County Borough Council website, social media
- Email alerts and correspondence
- Face to face discussions at various community venues
- Paper questionnaires requested by groups and residents.

A range of organisations were engaged with by sending the questionnaires directly to them for response, including Rhondda Cynon Taf Access Group, RNIB, Wales Council for the Deaf, Cwm Taf Community Health Council, 50+ Forums and Rhondda Cynon Taf Older Persons Advisory Group, RCT Citizens Panel, Tourism, Third Sector Organisations, Carers Support Project, Town Centre Chambers of Trade and business forums, etc.

A total of 97 respondents completed the questionnaire and have been included in the analysis. These have been used to influence the content of this strategy.

On behalf of all Welsh local authorities, Caerphilly County Borough Council contacted all of the national retailers who operate across the country, 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 disappointing as no businesses that were contacted volunteered to offer their toilet facilities to the public and to be mapped.

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

In order to succeed our local toilet strategy needs to integrate with other existing priorities and plans such as the Council's Corporate Plan 2016-2020 and the Cwm Taf Wellbeing Plan 2018-2023.

The Council is committed to a clear vision in which Rhondda Cynon Taf is a county borough that has high aspirations, is confident and promotes opportunity for all, and focuses on three priorities: Economy – building a strong economy; People – promoting independence and positive lives for everyone; Place – creating neighbourhoods where people are proud to live and work. The local toilets strategy can contribute to that, supporting a number of the Wellbeing Objectives within the Council's Corporate Plan 2016-2020 to make the vision a reality.

The Cwm Taf Wellbeing Plan 2018-2023 contains three objectives: Thriving Communities – to promote safe, confident, strong, and thriving communities improving the wellbeing of residents and visitors and building on our community assets; Healthy People – to help people live long and healthy lives and overcome any challenges; Strong Economy – to grow a strong local economy with sustainable transport that attracts people to live, work and play in Cwm Taf; with a cross-cutting objective of Tackling Loneliness and Isolation – we will work in new ways to channel the undoubted strengths of our communities, including volunteering to tackle more effectively the loneliness and isolation which often exists within many of them.

These plans set the strategic direction at a regional and local level. The local toilets strategy cuts across a number of these objectives and aims to support them. Publicly accessible toilets are needed

by every one of us at some point where we live, work or visit and so the provision touches on all areas of the Council in some way.

## **Who provides public toilets?**

Providing toilet facilities in separate buildings has been the traditional model for providing local toilet facilities. There are benefits from co-located provision in existing buildings wherever possible to reduce some of the negative aspects such as anti-social behaviour and vandalism and the associated costs.

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

The provision of local toilets for public use is not a statutory requirement of local authorities in Wales. Due to financial cutbacks within local government, Rhondda Cynon Taf County Borough Council, like other local authorities, may need to close traditional toilet facilities. 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.

The Council has maintained the current provision of public toilet facilities across the County Borough for over five years and has in recent years invested over £350,000 in maintaining the current provision. The Council does not charge for use of our public toilets.

Rhondda Cynon Taf County Borough Council has carried out major investment in facilities over the last two to three years, including in Aberdare, Talbot Green, Penygraig, Ton Pentre, Pontypridd Bus Station, Treherbert, Porth and Treorchy. Works have included plastering and tiling walls, placing quarry floor tiles throughout, wall gate furnishings (automatic soap, water and hand dryer fittings), providing flush toilet units where the seats are moulded into the base for improved hygiene and to ensure they are vandal proof. Further works have included new internal doors and an automatic locking system so that facilities can be opened and closed using computers and phones. External walls have been painted and new signage provided. This investment demonstrates the Council's commitment to invest where it matters to communities.

Local authorities are not the only providers of toilet facilities and other providers and options are available. A combination of these forms part of this strategy and to help achieve the actions described later.

- **Council owned:** Includes stand alone, purpose built buildings providing separate areas for Ladies, Gents, and wherever possible, accessible unit for disabled people and baby changing facilities. The council is responsible for the maintenance, management and cleaning of these facilities.

A link to the public conveniences provided by the council is [here](#)

Please also refer to Appendix 2 for a list of the current provision of council owned facilities.

**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 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.

- **Commercial / Retail sector provision:** Many toilet facilities provided by commercial and retail businesses have been primarily or solely for use by customers. Some shop managers in town centres understand that people come in to use the toilets and recognise that this may lead to people purchasing whilst inside. Most visitor and tourist attractions and entertainment venues such as cinemas provide toilet facilities. Members of the public depend on such facilities.
- **Voluntary schemes via private providers:** A survey was undertaken on an all Wales basis with larger national retailers to seek an agreement in principle that their toilet facilities could be used by the general public. Those that responded declined such an agreement.

## Mapping locations

This is an important part of our strategy as it will ensure that people who need to use a toilet facility can easily access information about the location, opening times, accessibility and type of facilities available.

Participating premises will 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, as below.



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 are baby changing facilities available.

Once we have identified the toilets that will be publicised as available for use by the general public, Rhondda Cynon Taf County Borough Council will prepare a dataset to a given specification and make it available as open data on the council website. The dataset will consist of the location and specified characteristics of the identified toilets. This data will also be included in the Welsh Government system and joined to other local authority datasets to produce the national dataset for the "Lle" map. "Lle" is a geo-portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. "Lle" will generate all Wales maps based on the



datasets provided by local authorities that can be configured to focus on the national picture, or on local areas. The data included in the “Lle” map will be available as an open data service accessible to everyone. The link to the “Lle” portal is: <http://lle.gov.wales/home>

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

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

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

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

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

## **What we learned from the ‘Assessment of Need’ public consultation**

Starting in October 2018 for four weeks, an Assessment of Need public consultation was conducted across Rhondda Cynon Taf. This involved engaging with communities and a wide range of interested parties to consider the requirements of the general population, to consider the needs for particular user groups, to review existing toilet facilities, to identify any gaps in current provision, etc.

The engagement was conducted via a range of approaches including feedback from the public, social media, online content and emails, surveys and questionnaires, attendance at community venues.

The full results of the public consultation is provided in Appendix 3 of this strategy.

Respondents were asked a wide variety of questions relating to areas most visited within Rhondda Cynon Taf, times of visiting, details of toilet and changing facility provision, attractions and parks most visited, followed by a series of statements relating to facilities which respondents were asked to agree or disagree with.

Some key findings from the surveys are provided below:

- 91% of respondents are a resident of Rhondda Cynon Taf.
- Respondents rated facilities in the towns and villages visited most often as primarily inadequate, as opposed to the other options available, during early morning, between 9am and 6pm, during evenings, Sundays and Bank Holidays.

- In relation to attractions and parks visited most frequently, respondents felt that toilet provision was adequate during the day but inadequate early morning and evenings. Both changing facilities for young children and people with disabilities were deemed to be inadequate during the day with none available early morning and evenings.
- There is concern about feeling unsafe using public toilets in relation to facilities being used for anti-social behaviour and drug activity.
- Lack of changing facilities for individuals with disabilities was highlighted with specific mention in relation to both children and adults.
- Respondents felt that there are too few public toilet facilities available and that the location of facilities is not convenient.
- Many respondents indicated that there is not enough information on where facilities are located.
- The lack of facilities has stopped many respondents from visiting certain locations.
- Respondents indicated that facilities are not open at the times that they are needed.
- The majority of 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. 64% of respondents said that a sticker or poster displayed in the window of premises where facilities are available was their preferred option, with 18% preferring the option of an app on their mobile phone. 18% of respondents indicated preference to other options, with suggestions including a website, social media, sign posts in prominent locations, a toilet map, local paper, etc.

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 gender identity, gender reassignment, problems relating to a range of disabilities and health issues, use of facilities by parents with children, issues regarding disabled toilet facilities not being of adequate size for wheelchairs to enter, requirement of hoists for disabled individuals, etc.

## **What the Council can do to address the feedback**

- **Ensure adequate facilities for the local population:** Our town centres are popular destinations identified by the assessment of need and they are the main transport hub for people arriving by train or bus. Provision should therefore focus in areas where most people visit and should be taken into consideration when reviewing future developments in and around town centres.
- **Facilities accessible to all, at all practicable locations:** Rhondda Cynon Taf County Borough Council will promote equal opportunities to provide appropriate, accessible and effective facilities to all sections of the community without prejudice or bias.
- **Facilities suitable for the location:** Council provision will be primarily for local people, shoppers and visitors in busy areas and some larger parks. Parks attract residents and tourists and can often include children's play areas. There may not be other facilities close

by which people can use, whilst using the park. Local shopping centres generally include mixed retail shopping which are often small to medium size businesses and are areas where people are encouraged to stay for a length of time.

- **Easily found facilities with good direction signage and individual facility information signs:** Locations of council owned toilets are detailed in Appendix 2 and included on the Rhondda Cynon Taf County Borough Council website. The Council will improve awareness and information available on toilet provision in the area by ensuring the information on the Council's website is up to date and will regularly update the "Lle" open access data repository with Welsh Government.

The Council will consider displaying the toilet logo sticker at entrances to publicly accessible Council buildings and any private businesses that agree.

We will encourage health provider premises to also participate and display the toilet logo sticker.

- **To provide accessible information:** The Council's website includes information about the individual facilities across the borough. The information will be kept up to date so it can be used by the Council and other interested parties. We will also regularly update the "Lle" open access data repository with Welsh Government.
- **Tourist related provision:** The number of tourists and people from outside the area visiting Rhondda Cynon Taf County Borough and our visitor attractions throughout the year places additional demands for toilet facilities. 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 of provision based on Pedestrian flow count footfall figures could be considered where it is practicable to do so. This could inform considerations if additional toilet facilities are required at specific times.
- **Evening services at key locations where specific need is established:** Anti-social and drug related misuse, vandalism and graffiti damage to Council public toilet facilities have previously led to most facilities being locked up at a scheduled time in the early evening. Facilities provided by shops and other businesses are usually limited to their 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 town centres mean that they are also leisure and entertainment hubs rather than predominantly centres for retail and commercial trade.

Night time economy growth can lead to an increase in drug and alcohol related anti-social behaviour. It is recognised that publicly accessible facilities should be in close proximity to key night time gathering areas, such as taxi ranks, car park, railway stations, and bus stations / stops. The provision of temporary facilities can be considered during major events and at particularly busy times.

- **Clean, safe and well maintained facilities:** The Council maintain and clean the public toilet facilities. All public facilities are cleaned regularly.
- **Non-charging:** The Council will not charge the public to use toilet facilities in buildings where there is provision. Private business providers are entitled to charge, if they deem it appropriate.
- **Liaise with Town and Community Councils, business groups and other stakeholders:** Rhondda Cynon Taf County Borough Council will work with the Town and Community Councils and community and voluntary groups to explore how to provide toilet facilities in as many locations as possible.
- **Maximising availability in partnership:** The Council will 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.
- **Provision of adequate toilet facilities by the promoters / organisers at one-off events:** Adequate toilet facilities for people attending one-off outdoor events need to be considered, through temporary installations or through the use of existing facilities at or near the event location. This must be in agreement with the Council. The Events Safety Advisory Group provides guidance on temporary toilet facilities for event organisers and to ensure compliance with relevant regulations. Consideration will be given to provision of facilities to meet specific equality needs.
- **Sustainable provision within the available budget:** Seven public conveniences will have undergone investment works across the County Borough in Pontypridd, Porth, Ton Pentre, Aberdare, Penygraig, Treherbert and Treorchy, and this is in addition to the total investment of more than £310,000 in less than two years. This demonstrates the Council's commitment to invest where it matters to communities.

## **Objectives and Action Plan to implement the Local Toilets Strategy**

The following two objectives have been developed with supporting actions:

1. **To enhance and maximise the use of existing facilities;**
  - Promote equal opportunities to provide appropriate, accessible and effective facilities to all sections of the community.

- Explore the option of displaying the toilet logo sticker at the entrances of appropriate publicly accessible Council buildings and private businesses that agree to participate.
- Work with Cwm Taf University Health Board and health care providers to encourage them to make facilities available to the public, to participate in the mapping scheme and to display the toilet logo sticker, in appropriate premises.
- Improve awareness and information available on toilet provision in the Borough by updating information on the Rhondda Cynon Taf County Borough Council website and regularly update the “Lle” open access data repository with Welsh Government.
- Review cleansing operations and standards periodically to ensure effective provision within allocated resources.
- Work with the Police, members of the public, community groups and other interested parties, to ensure that facilities are as safe as possible.

## **2. Promote additional, appropriate and accessible facilities;**

- Explore all available options, including working with the private sector, community and voluntary groups and Town and Community Councils, to make more local toilets and changing facilities available where they are most needed.
- Work with partners to improve toilet provision close to key night time gathering points, including taxi ranks, car parks, railway stations, bus stations and stops.
- Ensure that the Events Safety Advisory Group continues to provide advice and guidance on appropriate and accessible temporary toilet facilities to be provided at organised events to meet the diverse needs of the community.
- Consider allowing members of the public free access to additional toilet facilities in publicly accessible Council buildings.

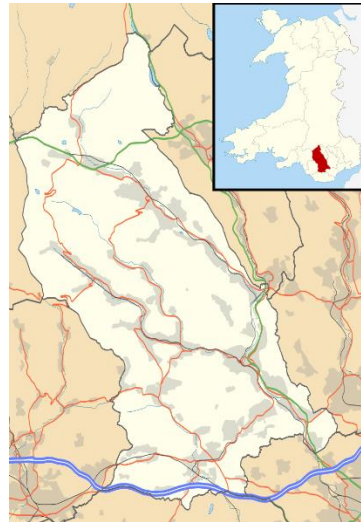
## **Potential options that have been considered and discounted, with explanation**

- **Letting policies:** The Council could consider options to introduce a clause in leasing agreements which means that when the Council is letting its own property to a suitable business, for example, a café or shop, then the leasing agreement would include the requirement to include public access to the toilet facilities. However, it is envisaged that tenants may raise concerns around cleaning, maintenance and availability and if such a requirement were to be introduced, it could deter prospective tenants from progressing with the 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, in April 2017 a House of Commons review was conducted of the levy and led to the suggestion that it should be scrapped. Only 8 Local Authorities in England and Wales have introduced a levy since 2013 and one has since removed it. There are no current levies in place in Wales. The levy did not generate the

amount of income expected, including 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. It is understood that where the levy was introduced, many premises applied to change their hours rather than pay the levy. Before introducing a levy there has to be wide consultation and discussions with the Police and Crime Commissioner and approval is required by Licensing Committee and Council. At least 70% of any income has to go to the Police, 30% can be used by the Local Authority. Uses of the income have to be in line with specific objectives and publicised each year. Toilet provision for the night time economy could be included under public nuisance but would have to be part of a number of initiatives relating to crime reduction, public safety, etc. and that would reduce the amount of income available for that function. A night time levy is not considered to be a feasible option for Rhondda Cynon Taf County Borough Council as there is not the volume of premises to generate enough income to make a levy worthwhile, after considering the costs involved in implementing, monitoring and reporting on such a scheme.

- **Planning Conditions:** Some larger commercial developments that will include cafes, bars, shops, entertainment, etc. could possibly be required, as a Planning condition, to allow general public access to any toilet facilities that are being built in the premises. However, there is no policy support at national level for imposing planning conditions to allow the general public access to toilet facilities at private commercial premises. Any such condition would fail the test that it must be necessary to make the development acceptable from a planning point of view.

## **Appendix 1 – Rhondda Cynon Taf County Borough area Demographic and Health Data**



### **The area:**

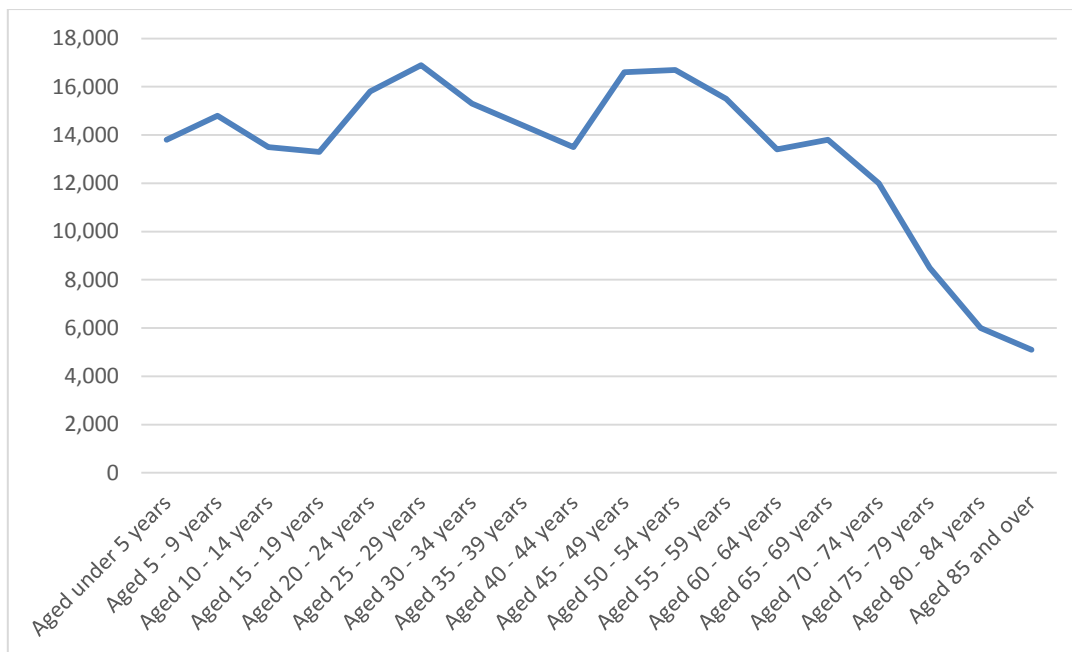
Rhondda Cynon Taf is the second largest Local Authority in Wales, being 424km<sup>2</sup> in size and forming part of the South Wales Valleys and Cardiff Capital Regions. The county borough was formed in 1996 following the abolition of the county of Mid Glamorgan. Rhondda Cynon Taf County Borough Council was formed by the merger of the former Mid Glamorgan districts of Rhondda, Cynon Valley and Taff Ely (with the exceptions of Creigiau and Pentyrch, which were added to Cardiff). The county consists of five valleys: the Rhondda Fawr, the Rhondda Fach, Cynon, Taff and Ely Valleys. Rhondda Cynon Taf is bordered by Merthyr Tydfil and Caerphilly to the east, Cardiff and the Vale of Glamorgan to the south, Bridgend and Neath Port Talbot to the west and Powys to the north. Its key towns are Pontypridd, Aberdare, Llantrisant with Talbot Green, Mountain Ash, Porth, Tonypany, Treorchy and Ferndale, with other settlements and towns including Pontyclun, Maerdy, Hirwaun, Llanharan, and Tonyrefail.

The area developed from the discovery and mining, primarily for export, of high-quality Welsh coals. The landscape was historically dominated by coal-waste heaps and deep mine pitheads. The history of the area remains evident, having influenced the layout of settlements with many of the roads lined with semi-ribbon development of closely packed Victorian terraces of houses which have given the valley communities their distinctive appearance. Given the unique landscape there are topographical constraints associated with travelling within the region. However there is an established road and rail network serving the area including the M4 to the south, the Heads of the Valley A465 to the north and the A470 running through the region, as well as rail links serving many of the major towns in the area. There are plans afoot to improve on this through the creation of the Cardiff Capital Region supported by the Metro transport system, which will provide increased connectivity within the region and beyond. Welsh Government have in recent years established a Valleys Taskforce, which will work alongside the Cardiff Capital Region to ensure the likes of the Metro positively impact the region and also serve to promote the area as a tourism destination.

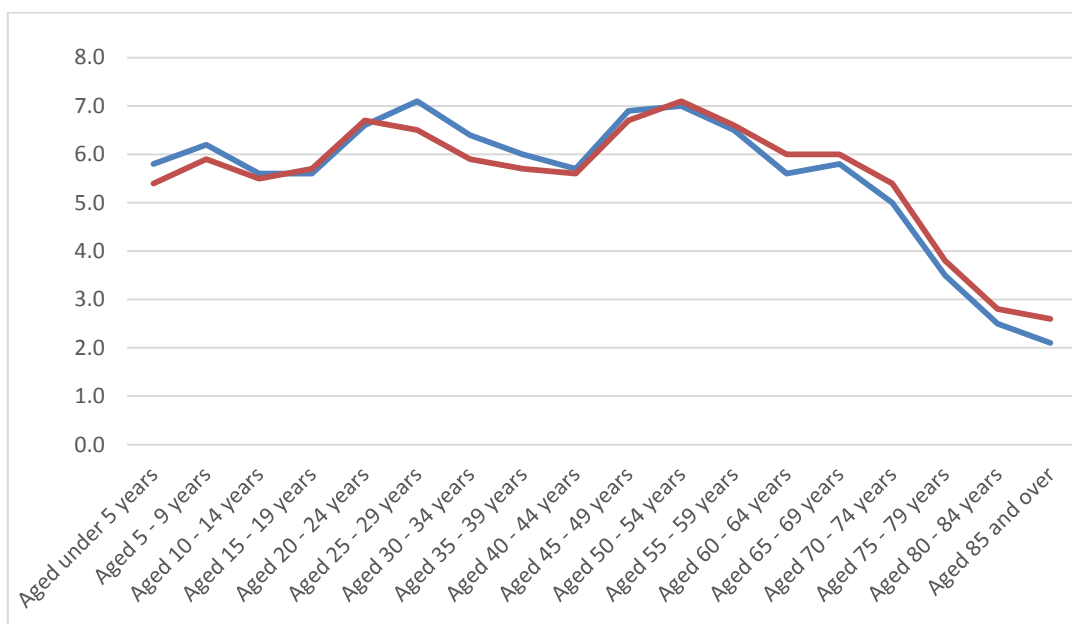
**Local Population:**

The population of the entire county borough was estimated at 239,100 in 2017. This is projected to increase to 246,481 by 2039. The numbers aged 65 years and over will grow significantly, with the biggest increase in those aged 85 years and over.

The graph below shows the number of residents in Rhondda Cynon Taf by 5-year age bands for 2017.



The graph below details the percentage of the Rhondda Cynon Taf (blue line) population by 5-year age bands, and compares that to the percentage for Wales (red line) as a whole for 2017.





Between April 2017 and March 2018 Rhondda Cynon Taf County Borough Council issued 6563 individual blue badges under the following criteria: Permanent walking/mobility disabilities – 6296, Temporary walking disabilities – 53, Severely sight impaired - 92, Cognitive impairment – 93, Children under 3 – 5, Armed Forces – 24.

### **Poverty and deprivation:**

In Rhondda Cynon Taf and Cwm Taf as a region, it is acknowledged that there are areas with higher levels of deprivation. It is reported that 36% of the Cwm Taf population live in areas, which are among the most deprived 20% in Wales, with two of the top 10 most deprived areas in Wales being in Rhondda Cynon Taf.

The percentage of children living in poverty is 28% in Rhondda Cynon Taf compared to 24% in Wales as a whole.

The percentage of working age people in Rhondda Cynon Taf is 62.4%, compared to 61.5% for Wales as a whole. 76.5% of the Rhondda Cynon Taf population are economically active compared to 76.3% of the Welsh population, with economic inactivity at 23.5% and 23.7% respectively. The percentage of workless households in Rhondda Cynon Taf is 20.9% compared to 17.5% in Wales as a whole (all data).

### **Commuting:**

Of the 104,400 RCT residents who work, 60,700 work in the authority, with 43,700 commuting out of the authority and an additional 18,500 commuting into the authority. Overall there is a net out-commuting of 25,200 workers commuting out of the local authority area.

The most popular out-commuting destination is unsurprisingly Cardiff, followed by Bridgend, Caerphilly, Newport, Merthyr Tydfil and Swansea.

In terms of inward commuters, the majority come from Cardiff, followed by Caerphilly, “other areas”, Merthyr Tydfil, Bridgend, Neath Port Talbot and the Vale of Glamorgan.

The average distance employed people travel to work in Rhondda Cynon Taf is 16.3km, which is shorter than the Wales average (16.7km).

### **Life expectancy and healthy life expectancy:**

Life expectancy and healthy life expectancy (at birth) in Rhondda Cynon Taf is lower than the Wales average for both males and females. Males and females in Rhondda Cynon Taf can expect to live at least a year and half less when compared to the Welsh average. There is also a greater reduction in the number of years males and females in Rhondda Cynon Taf can expect to live in good health, for females their healthy life expectancy is reduced by 3.8 years and for males it is 4.1 years. The

percentage of working age adults who report being in good health in Rhondda Cynon Taf is 71.7% which is lower than the percentage for Wales as a whole (75.9%).

**Health and Lifestyle behaviours:**

There is a considerable body of evidence outlining the relationship between unhealthy behaviours and illness particularly in relation to cardiovascular disease, diabetes and stroke. It is estimated that the leading risk factors for disease are responsible for 77% of premature deaths and 51% of years spent in ill health in the UK. Key contributors are tobacco, high blood pressure, high cholesterol, obesity and alcohol. Evidence shows that if we have four or five healthy behaviours we can reduce our risk of diabetes and cardiovascular disease by 69%, dementia by 58% and cancers by 33%. Yet in Cwm Taf only 11% of the population enjoy four or five healthy behaviours.

The five healthy behaviours are:

- Not smoking
- Maintaining a healthy body weight
- Undertaking regular physical activity in line with national guidance
- Eating a healthy diet including 5 portions of fruit and vegetables a day
- Maintaining any alcohol consumption within nationally recommended guidelines

Data from the National Survey for Wales 2017-18: Population Health – Lifestyle shows that a higher percentage of adults in Rhondda Cynon Taf (when compared to Wales as a whole) have only one or zero healthy behaviours; are active for less than thirty minutes a week; who smoke and are overweight or obese (BMI of 25+). On a similar theme a lower percentage of adults in Rhondda Cynon Taf (when compared to Wales as a whole) eat five or more portions of fruit and vegetables and are active for more than 150 minutes a week. Available data also demonstrates that the percentage of adults meeting physical activity guidelines in Rhondda Cynon Taf is 41.7% compared to 53.2% in Wales as a whole.

The percentage of patients with chronic conditions by GP practice Cluster area in Rhondda Cynon Taf, for 2016 is displayed in the table below:

<b>Indicator</b>	<b>North Cynon</b>	<b>North Rhondda</b>	<b>North Taf Ely</b>	<b>South Cynon</b>	<b>South Rhondda</b>	<b>South Taf Ely</b>	<b>Health Board</b>	<b>Wales</b>
	%	%	%	%	%	%	%	%
Asthma	6.5	6.5	6.7	7.0	7.2	6.8	6.7	6.9
Hypertension	17.7	18.5	15.4	18.4	17.6	13.9	16.7	15.5
CHD	4.2	4.6	3.5	4.0	4.0	3.3	3.9	3.8
COPD	2.9	3.2	2.2	3.9	2.8	1.5	2.7	2.2
Diabetes	7.7	8.1	7.2	8.3	7.8	6.4	7.4	7.0
Epilepsy	1.0	1.0	1.0	1.1	1.2	0.8	1.0	0.9
Heart Failure	1.0	0.9	0.8	1.5	0.8	0.6	0.9	1.0

<https://www.nomisweb.co.uk/reports/lmp/la/1946157398/report.aspx#tabrespop>

<http://www.ourcwmtaf.wales/SharedFiles/Download.aspx?pageid=181&mid=444&fileid=34>

Office of National Statistics (2017):

<https://www.nomisweb.co.uk/query/construct/submit.asp?menuopt=201&subcomp=>

Office of National Statistics (2017):

<https://www.nomisweb.co.uk/query/construct/submit.asp?menuopt=201&subcomp=>

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<https://www.nomisweb.co.uk/reports/lmp/la/1946157398/report.aspx#tabrespop>

StatsWales 2017, Welsh Government

<https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Employment/Commuting/commutingpatterns-by-welshlocalauthority-measure>

<http://www.ourcwmtaf.wales/SharedFiles/Download.aspx?pageid=181&mid=444&fileid=34>

Public Health Wales Observatory (2017), *Public Health Outcomes Framework*. Wales: Public Health Wales

<https://public.tableau.com/views/PHOF2017LAHB-Charts/UHB-LAChart-Table?:embed=y&:showVizHome=no>

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<https://gov.wales/docs/statistics/2018/180627-national-survey-2017-18-population-health-lifestyle-en.pdf>

<https://public.tableau.com/views/PHOF2017LAHB-Charts/UHB-LAChart-Table?:embed=y&:showVizHome=no>

**Appendix 2 – List of the current provision of council owned facilities**

Location (Type)	Opening Hours	Facilities			
		Male	Female	Baby Change	Disabled (Radar Key)
Lake Street, Ferndale (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Maerdy Park, Maerdy (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	Yes
Bridgend Square, Pentre (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
91 Tylacelyn Road, Penygraig (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Pontypridd Road, Porth (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Hannah Street, Porth (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Dunraven Street, Tonypany (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	Yes
Bute Street, Treherbert (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Off Station Road, Treorchy (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and	Yes	Yes	Yes	Yes

	Bank Holidays				
Ynyshir Road, Ynyshir (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Aberdare Bus Station, Duke Street, Aberdare (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Monk Street (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Alexandra Terrace, Cwmaman (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Off Kendon Court, Hirwaun (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Oxford Street, Mountain Ash (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Pontypridd Bus Station (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Bus Depot, Talbot Road, Talbot Green (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Windsor Place, Ynysybwl (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Hendrewen Road, Blaencwm (Urinal)	24/7	Yes	No	No	No
Brook Street, Blaenrhondda (Urinal)	24/7	Yes	No	No	No
Cemetery Road, Maerdy (Urinal)	24/7	Yes	No	No	No
Carne Street, Pentre (Urinal)	24/7	Yes	No	No	No

Chepstow Road, Cwmparc (Urinal)	24/7	Yes	No	No	No
De Winton Street, Tonypandy (Urinal)	24/7	Yes	No	No	No
Graig Terrace, Ferndale (Urinal)	24/7	Yes	No	No	No
Rees Street, Gelli (Urinal)	24/7	Yes	No	No	No
Glyncornal Lake, Llwynypia (Urinal)	24/7	Yes	No	No	No
Main Road, Pontygwaith (Urinal)	24/7	Yes	No	No	No
Rheola Bridge, Porth (Urinal)	24/7	Yes	No	No	No
Sandybank, William Street, Ystrad (Urinal)	24/7	Yes	No	No	No
Stag Square, Treorchy (Urinal)	24/7	Yes	No	No	No
Swan Street, Penygraig (Urinal)	24/7	Yes	No	No	No
Cemetery Road, Trealaw (Urinal)	24/7	Yes	No	No	No
Cadwgan Terrace, Trehafod (Urinal)	24/7	Yes	No	No	No
Ynyswen Road, Ynyswen (Urinal)	24/7	Yes	No	No	No
Gelligaled Road, Ystrad (Urinal)	24/7	Yes	No	No	No
Main Road, Coed Ely (Urinal)	24/7	Yes	No	No	No
Broadway, Pontypridd (Urinal)	24/7	Yes	No	No	No
East Road, Tylorstown (Urinal)	24/7	Yes	No	No	No
Penrhys Road/Pleasant View, Tylorstown (Urinal)	24/7	Yes	No	No	No
St Albans Terrace, Tynewydd (Urinal)	24/7	Yes	No	No	No

### Appendix 3 - Assessment of Need results

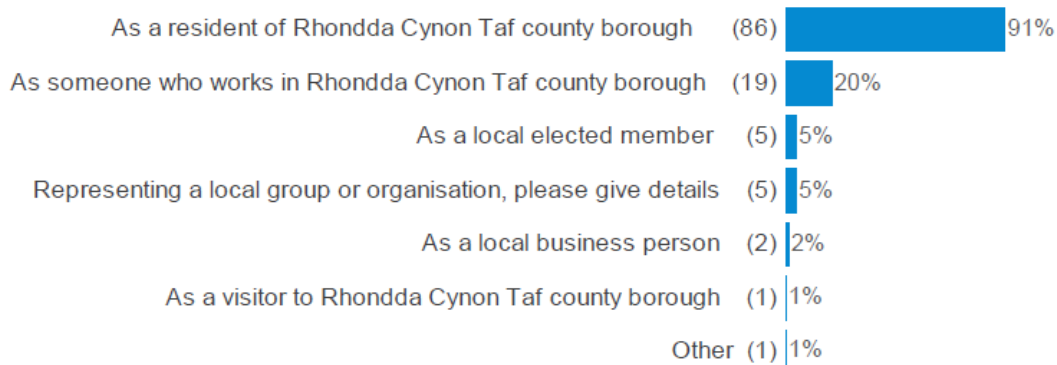
## Toilet strategy 2018

This report was generated on 19/12/18. Overall 97 respondents completed this questionnaire.

The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

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



### **Please specify**

As a panel member.

Tonypany and District OAP Ass

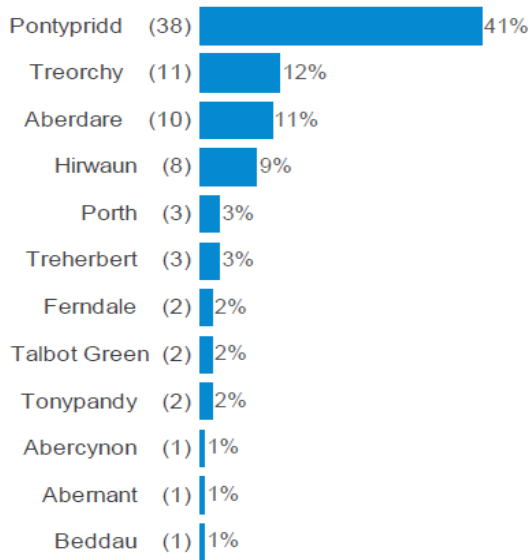
PCSO

Penderyn Community Centre

I'm a delivery driver for Tesco running out of aberdare

I am trustee and Treasurer of Friends of Aberdare Park

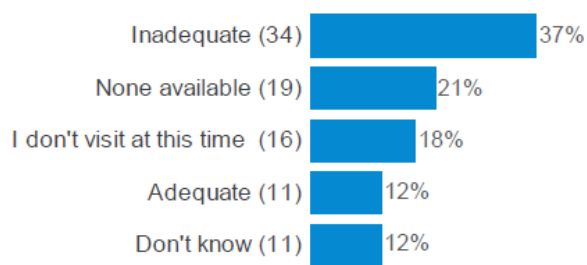
**Q2 Which town or village do you visit most often within the Rhondda Cynon Taf county borough? (Please select one)**



**Please specify**

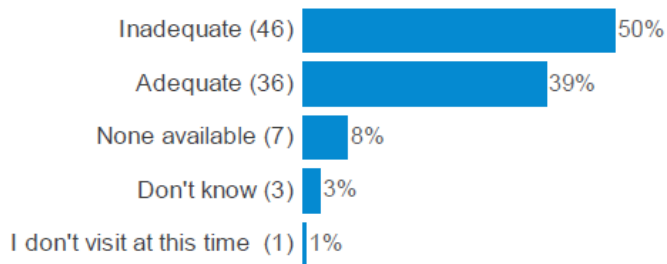
- Trecynon
- Tonypandy Town Centre
- Clydach
- Treorchy
- treherbert and treorchy
- Penderyn and Rhigos
- I visit the whole of R T C
- To shop
- I live in Robertstown
- Town Centre

**Q3 Monday to Saturday (Early morning (before 9am) )**

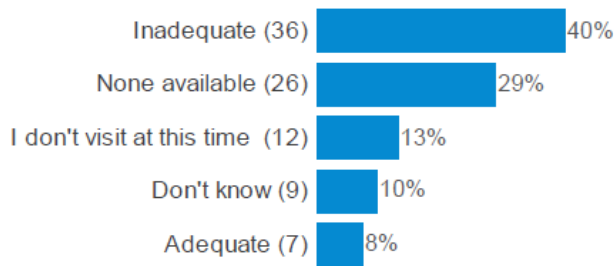




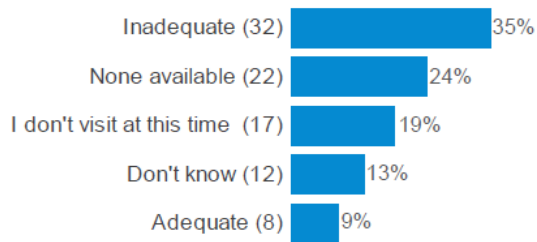
**Q3 Monday to Saturday (During the day (between 9am and 6pm))**



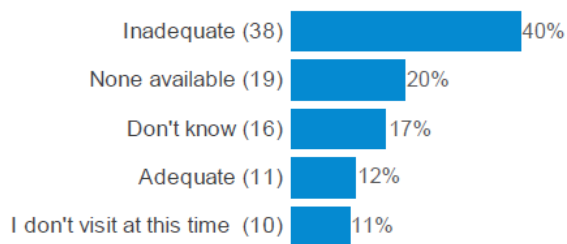
**Q3 Monday to Saturday (Evenings (after 6pm))**



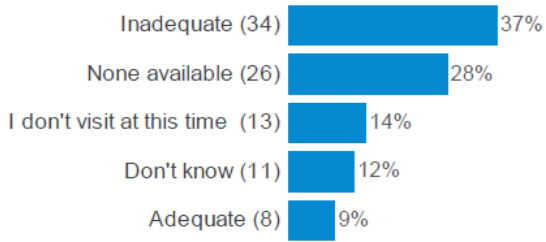
**Q4 Sundays and Bank Holidays (Early morning (before 9am))**



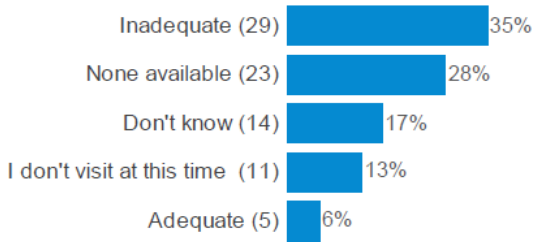
**Q4 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



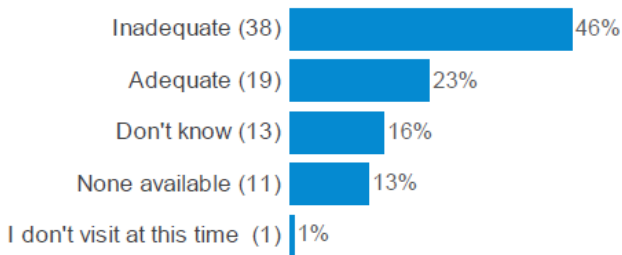
**Q4 Sundays and Bank Holidays (Evenings (after 6pm) )**



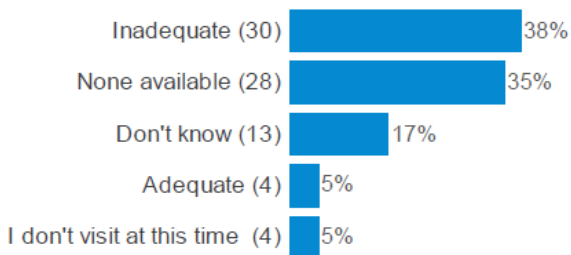
**Q5 Monday to Saturday (Early morning (before 9am) )**



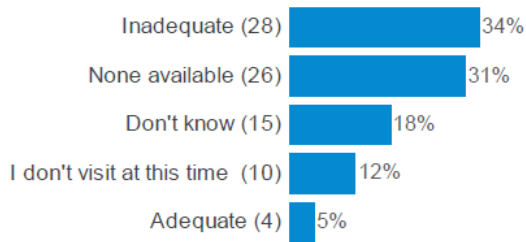
**Q5 Monday to Saturday (During the day (between 9am and 6pm))**



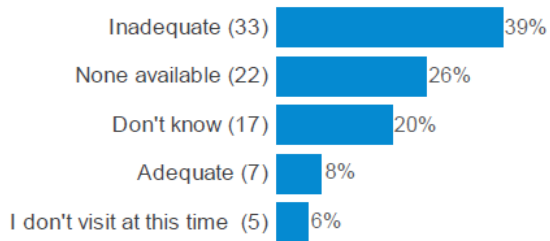
**Q5 Monday to Saturday (Evenings (after 6pm) )**



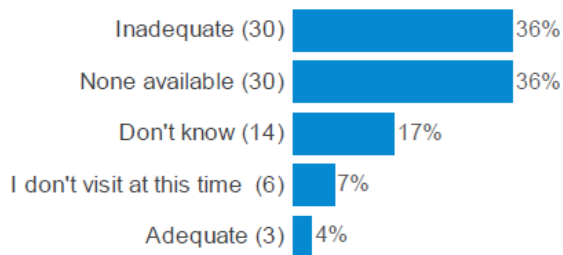
**Q6 Sundays and Bank Holidays (Early morning (before 9am) )**



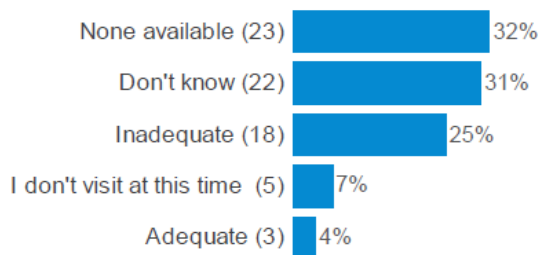
**Q6 Sundays and Bank Holidays (During the day (between 9am and 6pm)**



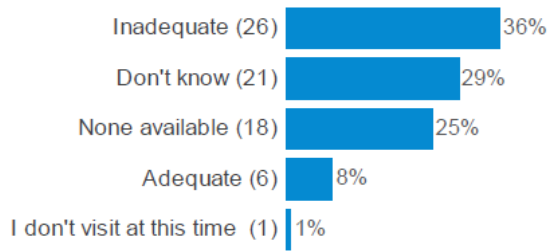
**Q6 Sundays and Bank Holidays (Evenings (after 6pm) ]**



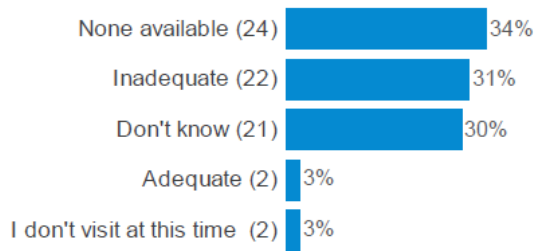
**Q7 Monday to Saturday (Early morning (before 9am) )**



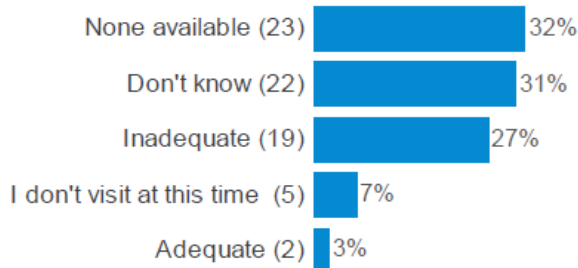
**Q7 Monday to Saturday (During the day (between 9am and 6pm))**



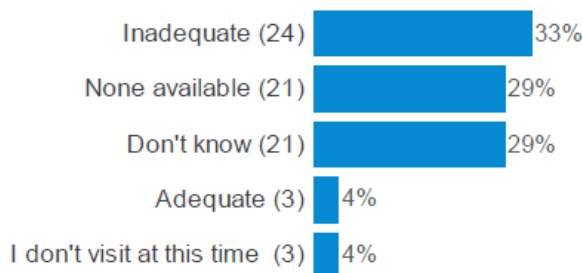
**Q7 Monday to Saturday (Evenings (after 6pm))**



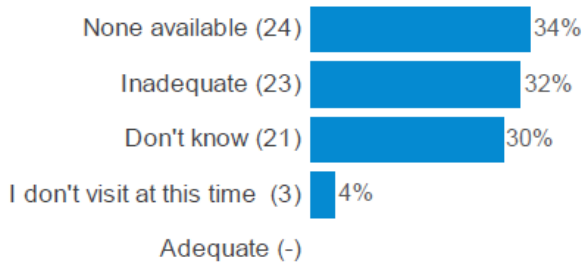
**Q8 Sundays and Bank Holidays (Early morning (before 9am))**



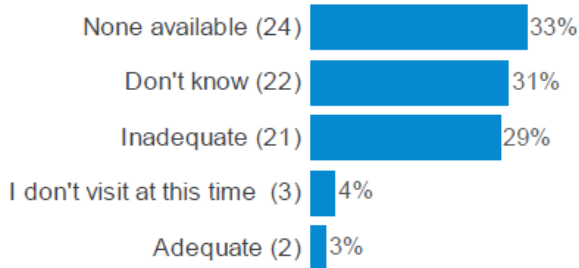
**Q8 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



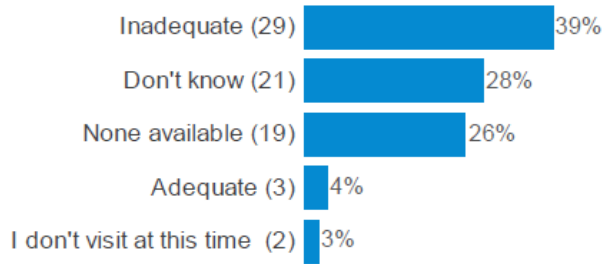
**Q8 Sundays and Bank Holidays (Evenings (after 6pm) )**



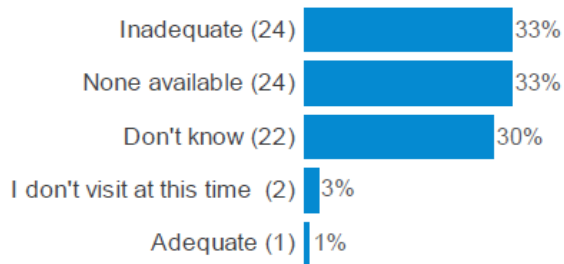
**Q9 Monday to Saturday (Early morning (before 9am) )**



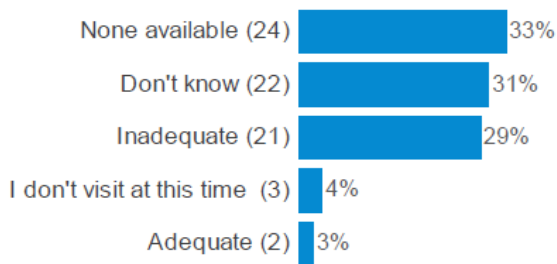
**Q9 Monday to Saturday (During the day (between 9am and 6pm)**



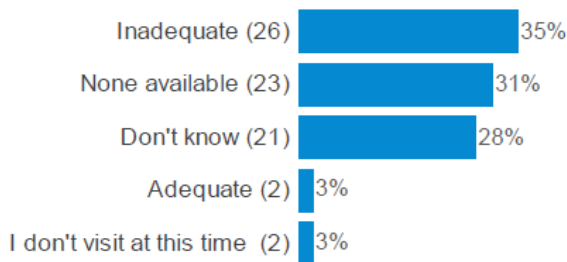
**Q9 Monday to Saturday (Evenings (after 6pm) )**



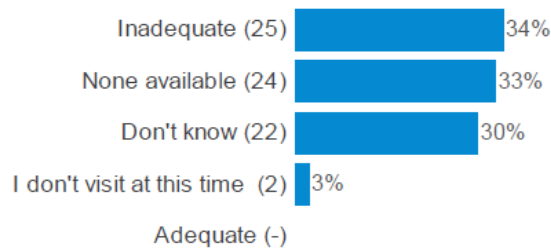
**Q10 Sundays and Bank Holidays (Early morning (before 9am) )**



**Q10 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



**Q10 Sundays and Bank Holidays (Evenings (after 6pm) )**



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

Marks and Spencer Store, toilets, disabled toilets and baby change available, open during hours of store.

Does unman addas ar gyfer plentyn anabl (TRANSLATION: There aren't any suitable places for disabled children)

Monk st and Aberdare bus station

None available

There are none. The only ones I know of are St David's Cardiff, Sarn Services and Folly Farm. My

child is 11 & is in nappies. It really puts a strain when doing the simplest of things, going out for a

meal, shopping etc

No good qualities Macdonalds or asda is the only place with them. None down the lower end by dominoes etc

None that I know of

None

The toilets that are at the top of Victoria square are very good but may not be suitable for wheelchairs

etc. The ones by the bus station are ok but very narrow and so are difficult for persons with mobility issues.

The only toilets that are available in pontypridd for the public is next to the lido. This is great if your already around by the lido.

There is toilet in the park with one cubicle but it is at least 5 minutes (depending where you are in the centre) walk from the town centre.  
none

I never really know where to use. The private ones are cleanest (market etc). None are suitable

though when I go out with my son who needs support.

The only provision in Pontypridd

Insufficient and none available during bank holidays How can visitors to the county borough have

access to these when they do not open This reflects badly on the council

There are none

The market has good facilities but charges 20p to use them. I also use the toilet and changing facilities

by the play area in the park but only because I have a radar key. It's usually very cold, not very clean

and smelly though.

None

There are not any good quality changing facilities within the town.

Toiledau ger Lido Pontypridd (TRANSLATION: Toilets near Lido Ponty)

Bradley's in aberdare. Public toilets are a disgrace and shops won't let you use the toilet unless you

are a customer.

N/A

The main toilet is of good toilet but needs some TLC

Dunraven Street toilets are fine for able bodied people during daytime hours but disabled facilities

poor. Only open 9am-5pm

I mainly use the toilets in the indoor market but they aren't open all the time either that or I use Costas

but you need to buy something to use them

no issues

doesn't really use them

one outside treorchy library is good

good that new ones being done at treorchy library

good one being built next to treorchy library

Aberdare always very good below Victoria hall

treorchy library toilets opposite are good

none available but new toilets on the way

none

market toilets ok bus station facility is ok less clean as the day goes on

bus station ok

st catherines church ynysangharad park indoor market

indoor market and ponty park facilities are good when open

market facilities are clean but need work

bus station and park facilities are clean

difficult to find use market which is ok

there are no facilities of good quality or good access premenopausal woman need frequent toilet stops  
 we walk the bypass frequently there are no toilets available on the bypass anywhere. also I walk my  
 dog in the local area if I could go to the toilet during the walk I would walk for much longer. I frequently  
 dash behind the hedge for a wee it is only a matter of time before I get caught. embarrassing that will  
 be. The ship inn has toilets but it is uncomfortable just going in there for a wee as I have to take my  
 dog in there with me as he is a terrier and cant be trusted being tied up. (the pub is not really dog  
 friendly either). The woodland walk garden centre is not open in evenings when I mostly walk also they  
 do not allow dogs in. The crown inn do not let dogs in either in the evenings again its embarrassing to  
 only go in for a wee. the carpenters and cross in do allow dogs in but again its embarrassing just for a  
 wee  
 no good toilet facilities or changing facilities in Hirwaun at all  
 primarily provided by traders In the area like m and s Tesco llantrisant leisure centre is also useful but  
 a bit far  
 Penderyn. Community Centre have a disabled toilet and baby changing facilities available but these  
 are presently only available when the centre is open.  
 Don't know of any changing facility's. But hirwaun has the best public toilets that are available  
 The privately owned toilet facilities are all there are, which you have to pay for. Although they are trying  
 their best to provide a good service it is not always the best  
 Only toilet available in town centre is the market toilets that you have to pay for  
 Garth Owlg campus  
 There are no 'good quality' public facilities. Most pubs & restaurants are decent quality  
 Penaluna's famous fish and chips high street  
 Na  
 Free toilet facilities Sainsbury Supermarket Charged Toilet the Indoor Market Free the Bus Station  
 Else where you either have to pay like in cafe's or Public Houses  
 Bus Station Pontypridd  
 Ty Bach unigol talu i fynd mewn, sydd ar gael drwy'r amser, ac mae'r Ganolfan Hamdden ar gael, ac ar agor oriau cyfleus iawn (TRANSLATION: A pay and go toilet, which is available at all times, and the toilets in the leisure centre, which is open at very convenient times, are also available).  
 There are no good quality toilet & changing facilities. The toilets at bus station are functional, poorly  
 maintained, lacking reasonable hand washing. Hand driers are often not working. Floors are wet.  
 The toilets going up monk street are very good.  
 Market company- clean but closes at 3:30pm not open Sundays. Poorly signposted.  
 Train/Bus station  
 limited hours.

**Q12 Please provide details of any poor quality toilet and changing facilities that are**



**available in the town or village centre that you visit most often.**

Not aware of location of other public toilets.

Dim lle addas o gwbl (TRANSLATION: No suitable places at all)

Bus station toilets used by drug takers. Not a pleasant environment. Feels unsafe

Not open early enough on weekends, closed early in the day and not open at all on Sundays or bank

Holidays

A

None available

None available

Unsafe

Opposite Iceland toilets don't have changing facilities.

All of Porth, We could do with a supervised Toilet facility between 7am and 6 pm.

Ynyshir cenotaph

I have not got any young children but I do not think there are any changing facilities in either toilet.

Only toilets that are available are located in the Park which is not sufficient

As a transmale, pre-op, I feel uncomfortable to still have to use the women's toilets. A mixed gender

toilet would be more practical for everyone. Also as a parent it would be more practical to have a

mixed gender toilet for when parents have to take their children of the opposite sex into the toilet with

them, so no one has to feel uncomfortable.

The market has toilets which charge 20p entrance. They close at 3pm. They are very smelly. I don't

know what the kid's changing facilities are like.

toilet by council office lack incontinence pad bin, toilet by bus stops has lock on outside so is unable

to be used by those with radar key when locked, also lacks pad bin. I rarely change pads in town as

facilities are inadequate

Park. Ok but not not great. Need a changing places facility.

The only provision I am aware of in Pontypridd is the market toilet which does have a changing place

however as it is the only one the provision isn't great

Only one we have at Bute square needs to be opened earlier and stay open later

Public toilets in Mountain Ash are always smelling disgusting and I only have to use them if I'm

desperate. I'm a diabetic so public toilets are important.

There are none

The toilets and changing facilities in the public toilets by the park are cold, usually not very clean and

smell.

None

There is one toilet that does not have changing facilities. This dwelling is in constant need of repair.

The men's and women's facilities are in different places and can prove inconvenient for people with disabilities.

Toiledau yn orsaf rheilffordd Pontypridd (TRANSLATION: The toilets in Pontypridd Train Station)

There are no changing facilities for older children anywhere in rct as far as I'm aware. With two

children, one age 7 the other 9, both in nappies it is impossible to change them on baby changing stands or to lift them onto high changing tables. And I won't change them on any toilet floor because they deserve better than that. If we are out and about and they soil we normally try and get straight home and cut our outing short of if that's not possible we have to take the car seats out of the back of the car. Love one of the children to sit in the front seat of the car then lay the other on the back seat to change them. This is not very nice for them in a public place and not nice in the rain and cold. It's just not acceptable that in 2018 there is no adult changing facilities widely available. Rct tpulwts by bus station and monk street Public toilets next to library - small and never see open, no disability/changing facilities accessible as far as I'm aware. Same for the public toilets 2 minutes away has the same issue. Both are small and never seem particularly clean but haven't used for a long time. The Public toilets in Darran Park are disgusting Automatic toilet on Tonypandy Square has not opened on the two occasions I have tried it.

treorchy toilets outside close early  
not using any  
toilets over bridge from treorchy library not good  
no seats no soap not looked after well  
not enough public toilets in area unless you go into pubs etc  
treorchy toilets don't always have soap  
I don't know how people with young children cope outside the library in treorchy, paper on the floor  
paint peeling off no staff there now and not kept well  
can be unclean  
cleanliness issues and lack of soap  
close too early approx. 6/7pm  
needs correcting in treorchy location is away from the main but they are very old  
the market toilets are poor general ambiance feels it affects tourism  
market facilities hygiene issues  
closure of facilities opposite train station is a big loss  
poor issues with receiving key to access and lock facility  
market facilities lack of cleanliness access issues with they key  
very poor quality  
nothing available when church hall or community centre is closed  
hirwaun drug paraphernalia have been found behind toilets on floor antisocial behaviour  
toilet rolls  
been thrown around becomes a meeting place for drug users  
the facilities are limited out of normal trading hours public facilities by Talbot green bus station have a  
seedy reputation and I would choose not to use them  
Bus station  
I'm afraid to use the public toilets as they are used by drug users and drug dealers  
Mardy park. Never open  
As far as I am aware there are no other facilities  
Bus station  
Public toilets  
Public toilets o. Monk street and at bus depot

There is little Public Toilets in Pontypridd Town Centre since your council decided to close them only to

rely on the private sector

High Street Pontypridd

Dim

Municipal Hall toilets are poor. Tiles are often dirty and quite often lack toilet rolls in each cubicle.

All Ok apart from disabled provision. I wish to take issue with the disabled changing facilities.

They are

totally inadequate. They are a pan in a big room. You need hoists and beds. I am happy to help my

name is XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX We are stuck in the 1950's/

Days in Taff st- nothing available. No signposting.

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

**visited most recently.**

Bronwydd Park.

Dydydd ddim yn mynd i unlle yn lleol. Does dim lle addas. Mae'n haws mynd i lefydd fel Caerdydd neu bellach hyd yn oed. Mae llefydd newid addas sef Changing Places ar gael yn rhwydd yng Nghaerdydd Abertawe a hyd yn oed yn Lloegr. (TRANSLATION: We don't go anywhere in the local area. There aren't any suitable places. It's easier going to Cardiff or even further afield. Suitable changing rooms (Changing Places) are more easily accessible in Cardiff, Swansea and even England)

DARE COUNTRY PARK

Museum

Pontypridd park

Dare valley

Aberdare park

Folly Farm, Tenby

Folly farm

Ynyscynon road park no toilets available

Barry Sidings

Ynysangharad park

Aberdare Park

Pontypridd war memorial Park.

Ynysangharad Park

N/a however I do walk through ynysangharad park to get home from bus

Ynysangharad park.

Pontypridd Park

Treherbert

Caedrawnant in Mountain Ash

Ynysangharad Park

Ynysangharad Park, Pontypridd

Pontypridd park

Treherbert Park

Parc Ynysangharad (TRANSLATION: Ynysangharad Park)

Tynewydd park

Aberdare park

N/A

Darran Park

King Georges Park Tonypandy

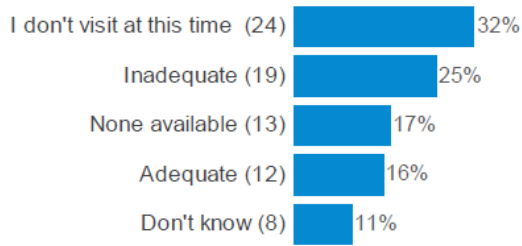
Ponty Park

n/a

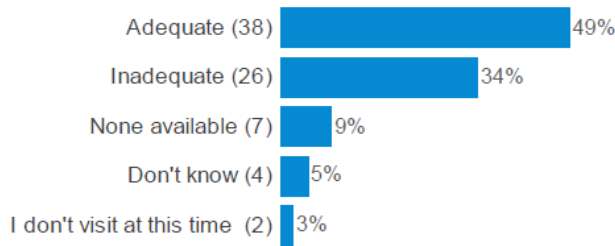
Treherbert park  
park and dale theatre  
park in cwmparc  
Ynysangharad Park  
barry sidings  
ynysangharad park, pontypridd  
Darren park

park  
ysyangharad park  
ynysangharad park  
ynysangharad park  
ynysangharad park  
penygraig park  
ynysangharad park  
ynysangharad park  
barry sidings  
ynysangharad park  
dyffryn gardens good toilets and dog friendly  
Aberdare park  
hirwaun  
pontyclun park  
Aberdare park  
Aberdare  
Dare Valley and Aberdare Park  
Aberdare park  
Aberdare Park  
None  
Hirwaun YMCA, Hirwaun Community centre  
Ponty park  
Barry sidings  
Barry Sidings Park  
Ynysyngharad park  
None  
Aberdare park  
Aberdare park, country park  
Ynysangharad Park which has toilet facilities not as many as once was there in the park  
Ynysangharad park and lido  
Tyn y Bryn  
Ynysangharad Park  
Aberdare Park  
Ynysangharad Park  
Ynysangharad War Memorial

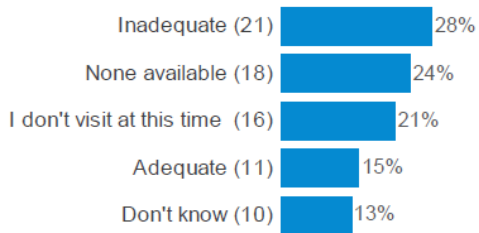
**Q14 Monday to Saturday (Early morning (before 9am) )**



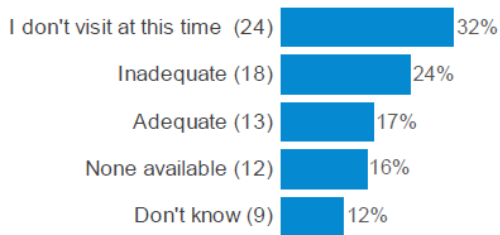
**Q14 Monday to Saturday (During the day (between 9am and 6pm)**



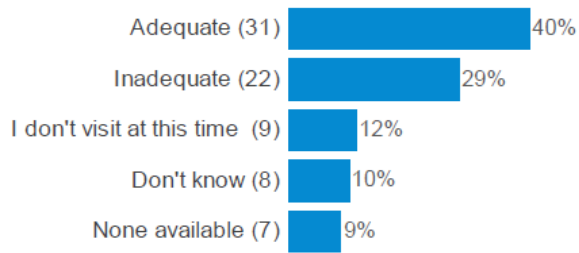
**Q14 Monday to Saturday (Evenings (after 6pm) )**



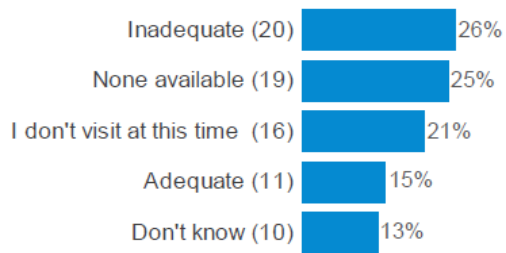
**Q15 Sundays and Bank Holidays (Early morning (before 9am)**



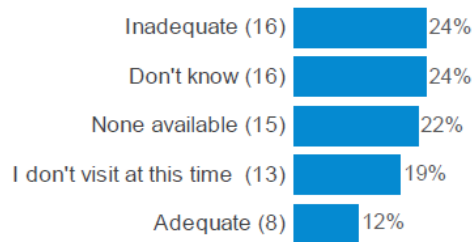
**Q15 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



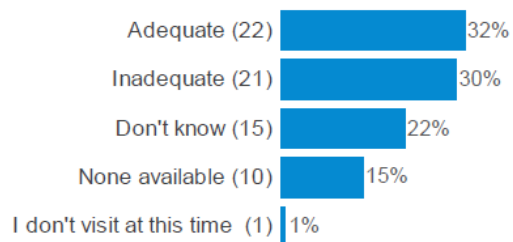
**Q15 Sundays and Bank Holidays (Evenings (after 6pm))**



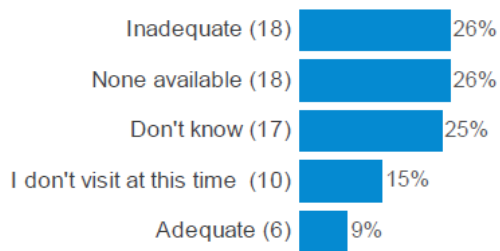
**Q16 Monday to Saturday (Early morning (before 9am))**



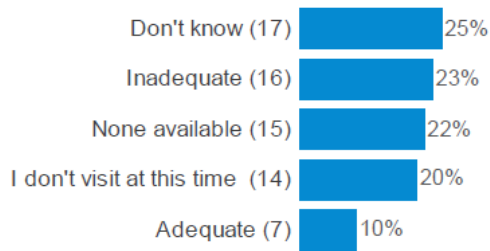
**Q16 Monday to Saturday (During the day (between 9am and 6pm))**



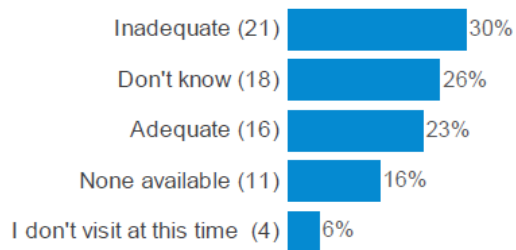
**Q16 Monday to Saturday (Evenings (after 6pm))**



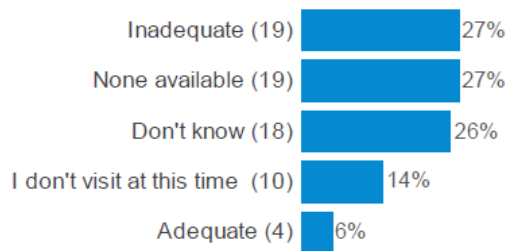
**Q17 Sundays and Bank Holidays (Early morning (before 9am))**



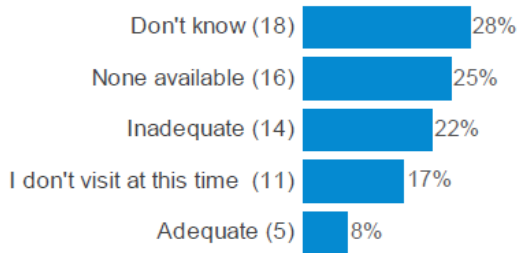
**Q17 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



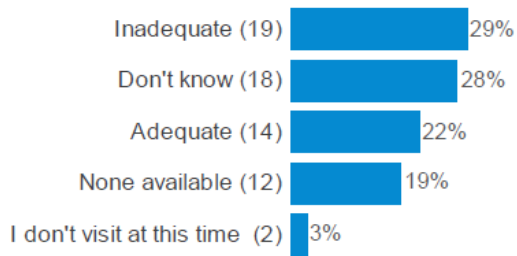
**Q17 Sundays and Bank Holidays (Evenings (after 6pm))**



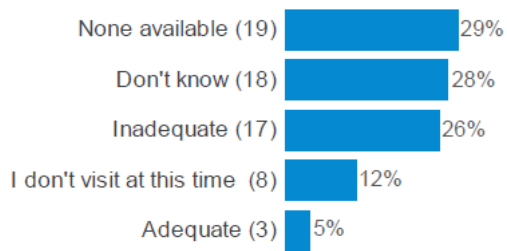
**Q18 Monday to Saturday (Early morning (before 9am) )**



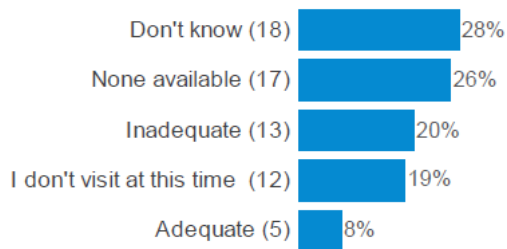
**Q18 Monday to Saturday (During the day (between 9am and 6pm))**



**Q18 Monday to Saturday (Evenings (after 6pm) )**

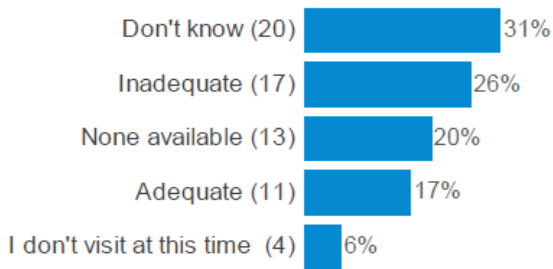


**Q19 Sundays and Bank Holidays (Early morning (before 9am) )**

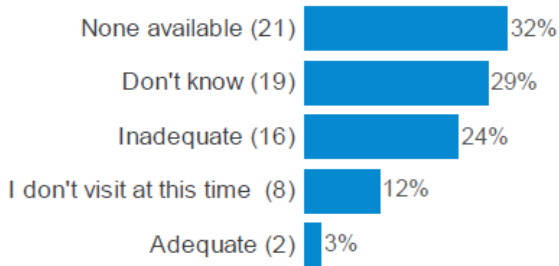




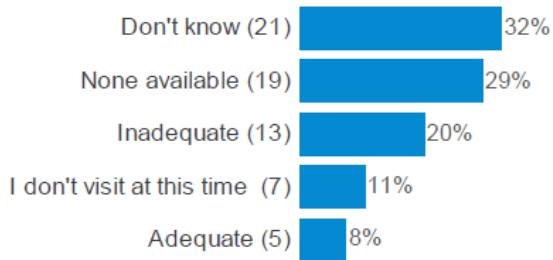
**Q19 Sundays and Bank Holidays (During the day (between 9am and 6pm))**



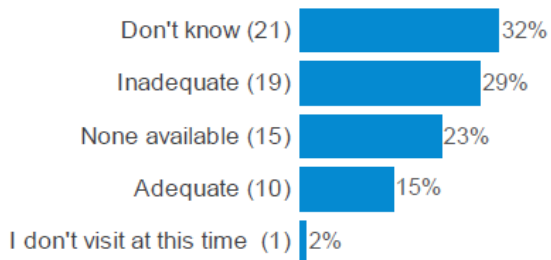
**Q19 Sundays and Bank Holidays (Evenings (after 6pm))**



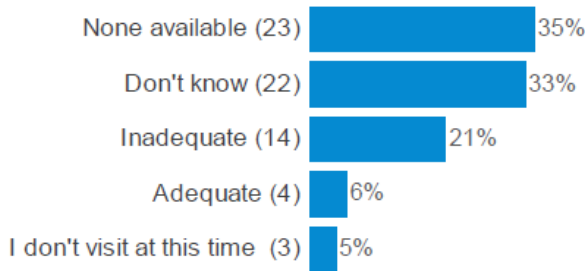
**Q20 Monday to Saturday (Early morning (before 9am))**



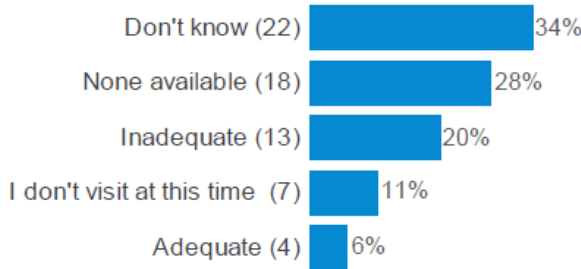
**Q20 Monday to Saturday (During the day (between 9am and 6pm))**



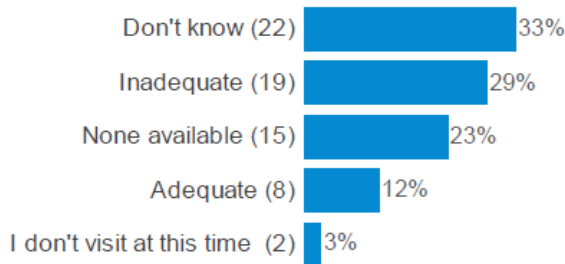
**Q20 Monday to Saturday (Evenings (after 6pm) )**



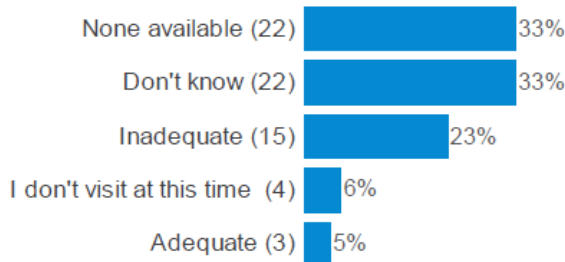
**Q21 Sundays and Bank Holidays (Early morning (before 9am**



**Q21 Sundays and Bank Holidays (During the day (between 9am and 6pm**



**Q21 Sundays and Bank Holidays (Evenings (after 6pm) )**



**Q22 Please provide details of any good quality facilities that are available at the**

**attraction or park that you visit most often or have visited most recently.**

None - Unsure whether toilets in nearby pool are available for use by members of the public.

Dim yn RhCT (TRANSLATION: None in RCT)

Good toilet provision at Dare country park during Café Cwtch opening times

Lift access and ramp external access

Dare valley is one of the best

Aberdare park toilets are available at park opening times only  
Folly farm have good changing facilities for disabled children.

None

The café which is run by a Porth business man

None

The toilets are adequate and are kept to a reasonable standard but there is only one set of toilets by

the lake although I understand the second set of toilets at the top of the park are being revitalised

As stated before

The toilets are OK but there is only one cubicle in the men's.

n/a

Using the toilet for myself only, they are adequate.

Although the new café in the park has facilities often it is not adequate for the amount of people who

visit the park. The older toilets are not the most hygienic of provisions

None available at Treherbert park. Which reflects badly on the council

No toilet facilities

N.a.

There are no good facilities at Treherbert Park.

Toiledau ger Lido Pontypridd (TRANSLATION: Toilets near Lido Ponty)

Cafe is nice but expensive

N/A

None available

I am aware that facilities are available at the athletic field but not freely available to the general public

at any time

nothing to complain about clean and smells nice

Toilets in ynysangharad Park always appear clean and tidy even on busy events days

good facilities in ynysangharad park

clean open

good facilities if maintained properly

good facilities at cafe

park toilets are good and clean

dyffryn has good facilities and I can take my dog in with me

the toilets at Aberdare park are adequate at one end of the park but not at the top of the park

pontyclun football club and pontyclun rugby club both have changing facilities but these are not

available to the public

Don't know

The toilets, although old-fashioned and uncomfortable, serve their purpose.

Private Café Toilets.

Not visited recently

They are situated mainly around the Lido

Toilets adjacent to children's play area

Y Ganolfan Hamdden yn rhan o'r parc, a'r ty Bach talu ddim yn bell (TRANSLATION: The leisure centre which is in the park, and the toilets close by)

The toilets at the rear of café are reasonable BUT only available when café is open.

We are hoping for a complete upgrade soon. Also the top toilets near Park Lane will be open soon if

corporate estates can pull their finger out. We have been waiting months I understand.

Lido excellent provision but only when open

**Q23 Please provide details of any poor quality facilities that are available at the**

**attraction or park that you visit most often or have visited most recently.**

Old public toilets locked and before that in poor state.

None that I recall

N/A

N/A

Some of the park equipment is worn

Public benches, Lake full of weeds, Road icy in winter for walkers.

Toilets are dirty

Toilets are basic but not sure if they have any changing facilities

Dirty toilets in poor state of repair

As stated before

n/a due to low expectation of facilities I tend to wait until I get home to change incontinence pads

When I used to use baby changing, these were only available in the park keepers hut which wasn't

always manned. Not sure what it's like now. When I take my son to the park it's difficult. He goes

into the mens, but I'm not sure he's safe in there. When I use the ladies, I leave him standing outside.

I'm never sure that he'll be there when I get out. If there was a disabled toilet we could go in together,

but even then I wouldn't get any privacy.

See above

None available

No toilet facilities

Toilets are cold, unclean and smell.

N.a.

The toilet facility at Treherbert Park is appalling. It is 1 outside toilet that smells, is full of leaves and old fashioned.

Dim (TRANSLATION: None)

N/A

none available

The Toilets in Ponty park are quite bad on times and are not properly cleaned or supplied with

handwash and toilet paper

vandalised and not in good condition no signs for people to show which is which

poor only one available in the park

park toilets get busy and not cleaned sufficiently

dyfryn runs out of toilet roll regularly

toilets at the top of the park look awful and are in need of refurbishment I would not use them

no facilities in the park when building is closed

non available

Main toilet out of date, no soap dispenser, poor dryer. No changing facility. Disabled always locked.

Not enough toilets in Aberdare park, dirty, damaged and smelly

They are in need of modernisation and to be kept at a higher standard of hygiene

Don't know

baby and adult changing facilities are not good enough

As above

Those toilets that you closed

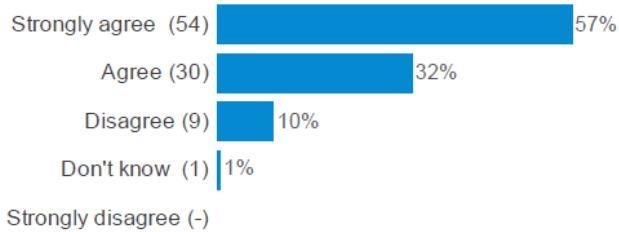
N/A

Dim (TRANSLATION: None)

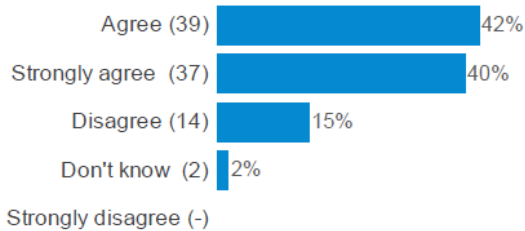
Toilets in Bowls Pavilion very poor.

Please see my previous answer. The baby changing bed in the gents was destroyed.  
Lack of availability - Very limited hours.

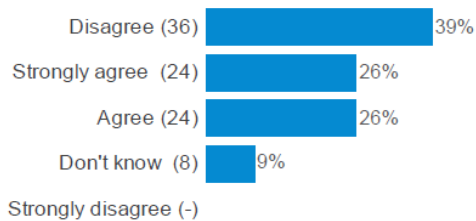
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (There are too few facilities )**



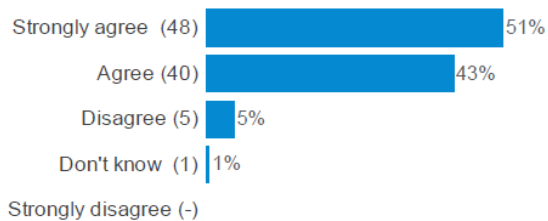
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The location of facilities is not convenient )**



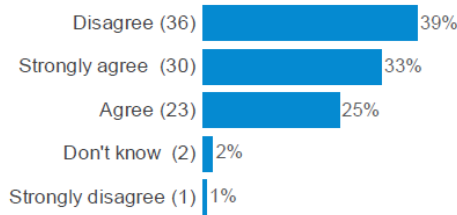
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The location of the facilities does not feel safe )**



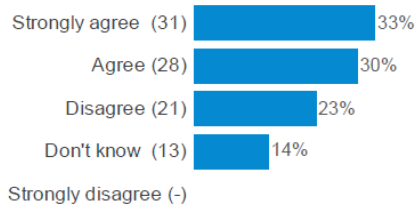
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (There is not enough information on where facilities are located )**



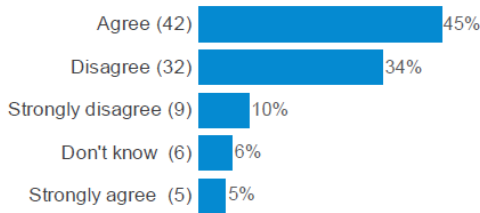
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The lack of facilities has stopped me from visiting certain locations )**



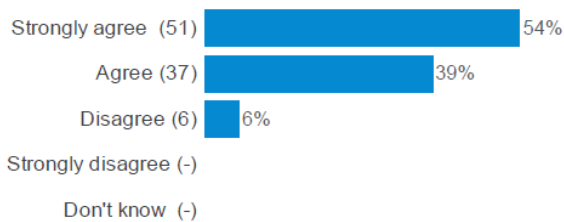
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (Facilities are not open at the times I need them )**



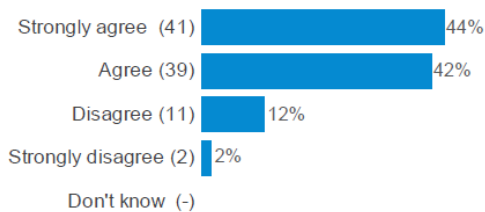
**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The cleanliness of facilities is generally good )**



**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (Toilets should be free to use )**



**Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (I don't like using toilets in shops or restaurants because I feel like I need to buy something )**



**Q25 Please provide details of any specific issues with the provision of toilet or changing facilities in Rhondda Cynon Taf county borough.**

Dylair cyngor ystyried sawl man changing places. Mae person anabl yn gallu bod o unrhyw oedran. Sut fasech chi yn hoffi newid cewyn eich plentyn ar lawr budur. Plentyn sydd methu gwneud dim byd iddi hi ei hun ac yn llwyr ddibynu ar rhiant neu ofalwyr iw helpu. Mae angen lle diogel gyda cyfarpar pwrpasol arbennig ar gyfer symud person. Mainc sydd yn codi fyny ac i lawr. Edrychwch am changing places ar y we. Mae hyd yn oed amgueddfa Sain Ffagan Amgueddfa parc cathays ac canolfan milenniwn a hyd yn oed yn canifan ymwelwyr y cynulliad8 gydar fath lefydd. Felly yn anffodus fel teulu dydyn ni ddim yn gallu gwario amser ar stepen drws. Mae hawl gan bawb fynd am dro. Mae hawl gan bawb i gael eu trin gyda urddas. (TRANSLATION: The Council should consider installing a few 'Changing Places'. A disabled person can be of any age. How would you feel having to change your child's nappy on a dirty floor? A child who can't do anything for him or herself and who is fully reliant on a parent or carer. A suitable place is needed with specialist equipment for moving a person. A bench that moves up and down. Search 'Changing Places' on-line. Even St Fagans, Cathays Park, the Millennium Centre and the Assembly have these places. Therefore, as a family, we are unable to spend time in our local area. Everyone has a right to go for a walk. Everyone has a right to be treated with respect.

Monk Street toilets have been revamped, but often have been vandalised with no toilet paper and with the paper holder stolen.

None

None available

There are far too little in tonypany the ones you can pay for by tonypany job centre are never working

Because the conveniences are not manned they are being vandalised because there is no deterrent.

A lot of the public toilets I have come across tend to be run down, paint peeling off the walls and the

locks on the doors don't work. The toilets in Darren park, Ferndale are really bad, the taps don't even

work, the walls are disgusting and they also smell really bad. You can smell the toilets from the astro turf some days.

Ponty town centre is busy and there is only one toilet. This charges 20p entrance and closes at 3pm. I

know elderly and disabled people who don't visit the town centre due to the lack of facilities. incontinence pad bins in all disabled toilets, where possible toilets should have changing area suitable for

older child/adult in disabled toilets, better signposting of where toilets exist and level of facilities

available in toilets. Provision of gender neutral toilet spaces with single access to make area more

accessible to those who are gender non-conforming or trans individuals who do not feel comfortable

using facilities of their gender due to risk of confrontation and who obviously should not be forced to

use toilets of gender assigned at birth. Gender neutral facilities would also be safer for single families

where child is older but of different gender than parent. provision of sanitary bins in male toilets for use

by trans males

In Pontypridd town and park, there needs to be signposts. When you get to one you need to be sure it

is open, and clean and safe. There also needs to be baby changing available for men and women.

Also good quality toilets for those with disabilities.

My husband is disabled and one of his issues are that he needs to access toilet facilities to enable him

to use a toilet and catheterise. He no longer goes to Pontypridd because the disabled toilet is closed

and there is no where else to go. He will only go to outlets because they will have the available toilet

facilities. I feel we should invest in better toilet provisions in Pontypridd if we are serious in investing in

increasing the footfall of local people and visitors. We need to ensure that there are adequate facilities

to encourage a diverse range of people to shop, dine and visit places such as the park.

None open early or stay open late this I believe reflects badly on the council. However, ask for

volunteers to open them early and close late with the council providing staff to clean them during the

daytime.

Just not enough

Abercynon needs a public toilet instead of the Superloo which never seems to work

Toilets should be open as early as possible and closed as late as possible especially during the

summer months. They should be visited regularly and replenished with paper regularly. The key for the

disabled toilet should be kept locally and a notice stating where the key is located should be placed on

the the door.

Mae angen ail agor y toiledau ger Ty Sardis. (TRANSLATION: The toilets near Sardis House should be reopened)

Just aren't enough.

There's never toilet paper in the ones in aberdare park and the taps don't always work and the

handyer hardly ever works. Disabled and baby changing facilities are disgusting there and I wouldn't

change a child in there.

N/A

Pontypridd Town Centre sadly lacking in facilities

Mainly that the toilets aren't clean and that there aren't enough of them located around RCT in Cardiff

they have an abundance of facilities within a reasonable location to the shops

elderly people need toilets shortage of toilets in treorchy one by stag then bridgend square in pentre

closing them all the griffin pentre hill gone

many toilets are locked at random times more disabled facilities needed

not a complaint - could add a 20p charge and use that money to maintain and clean it

why is disabled toilet locked a lot bustation padlock

they can feel unsafe depending on time of day

concerned the tourists coming into the town with no signs

young people feel intimidated using public toilets especially when on their own

would like facility opposite sardis house to be reopened



problem in ponty library people expect to use staffs private facilities but staff have to clean cleanliness and not enough provisions  
loss of facilities opposite train station is an issue general lack of disabled facilities for those who cant  
walk far to open up facilities in libraries to public and in public buildings  
more disabled facilities required  
lack of facilities does not encourage people to visit town centres  
will not use toilets in hirwaun because of drug users  
nothing available no facilities between hirwaun and penderyn  
see question 12  
Top of aberdare Park toilets closed permanently but new sign indicates they are open! Could cause  
some difficulties  
There are no public changing places in Rhondda cynon taf

Never open  
Need to be more accessible. Hirwaun toilets do not have disabled or baby changing facilities. Lack of  
toilet paper. Hand dryer doesn't work. Very cold in winter. Not open all day  
Of find used needles, dirty, lack of toilet paper.  
Baby changing facilities are inadequate. Toilets are too old-fashioned.  
There is non in the town centre  
Could there be a sign out up in shops or restaurants to say public toilet available  
To adopt a policy of closing toilets particularly in Town Centres you are sending the elderly and  
disabled people out of towns and into large out of town stores. That is not good news for our town  
centre shops who are struggling to compete in the modern world of internet shopping sites.  
You are  
well aware of that statement you need to provide quality free Public Toilets because surveys in the  
past in Pontypridd over toilets got a poor response from the private sector. We should not  
have to  
creep into cafe's or Public House which you have to whether or not buy something in order  
to use the  
toilet facilities. Hope you can rethink current policies on toilets because it used to be a  
service.  
Toilets need to be cleaned daily. Toilet rolls and liquid hand soap topped up daily. Hand  
driers in good  
working order or paper hand towels provided.  
Disabled facilities not available. RCT are well behind other areas. I have been told a  
thousand  
'changing places' in the UK and only 1 in RCT and that is in Asda Tonypandy.  
The busy town centre. Taff St has no provision once market is shut and bus station early.  
Urgently  
need in centre for evenings in particular.

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

A sticker or poster displayed in the window of premises where facilities are available	(56)	84%
An app on my mobile phone	(16)	18%
Some other way, please specify	(16)	18%

**Please specify**

Y ddau uchod a gwefan. Cyfryngau cymdeithasol. (TRANSLATION: The two suggestions above and the website. Social media)

Clear Pointing Signs at strategic areas such as Victoria Square

Sign posted

Sign posts in prominent locations could arrangements are made for use of toilets in pubs cafes etc

a street sign.

A toilet map which could be displayed in town and converted to an app as well

Adequate signage would be great Not everyone has access to a mobile phone

Just going and buying something from a cafe to use their loo.

Facebook, Twitter, posters, RCT website and all available media.

Arwyddion yng nghanol y dre (TRANSLATION: Signs in the town centre)

Road signposts

Clear street signs

Stickers and posters and also signs directing you in main areas like train stations car parks etc

a map showing the area with the location of facilities

put in local paper

Signposts

minimum size and colour that stands out

and an app on the phone

and app

and app

educating shoppers on where facilities are so they can support visitors

signs to direct you to toilets

signs directing you to toilets

signs to direct you to nearest toilet

a sign post route

and an app

Government website

Good old fashioned sign posts

Rctcbc website, app on phone

Clear signage

Arwyddion gwybodaeth (TRANSLATION: Information signs)

Facebook etc

Both of the above options

Both of the above

**Q27 If you feel that your response to this survey has been influenced (positively or negatively) because of any of the following: your ethnic origin, gender, age, marital**

**status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below.**

Gender - Female. No option of urinal and at times may require toilets due the need to change/access sanitary items.

What an useless, irrelevant question. This is PC gone mad  
Dementia friendly environments should be available to all  
N/A

N/A

Gender-reassignment and a parent  
gender identity - genderqueer, disability -mobility and continence issues, parent of trans child, single  
parenthood (no less of issue due to age of child)  
My son has learning disabilities. He is now age 13 and it's awkward for him to come into the ladies  
with me. Up until aged around 9 he wore nappies and was too big for baby changing facilities. We  
have a radar key but don't tend to carry it around. When we are out and he needs to go, I don't have  
much time to find somewhere. This limits where I go. Eg, I stopped going to Barry Sidings when I was  
led to believe the toilets were closed. We can't take a risk.  
Disability and age

No I believe the council should provide facilities for the general public 7 days a week.

I am diabetic so sometimes need toilet facilities urgently

No none of the above.

A family member is disabled and requires the use of a wheelchair. Almost all toilets for disabled aren't

big enough for wheelchairs. Hoists are also required as they grow to be adults.

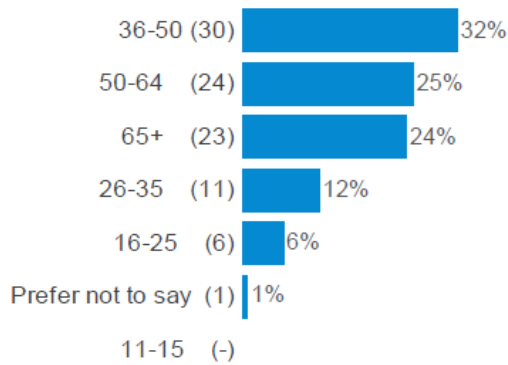
No

n/a

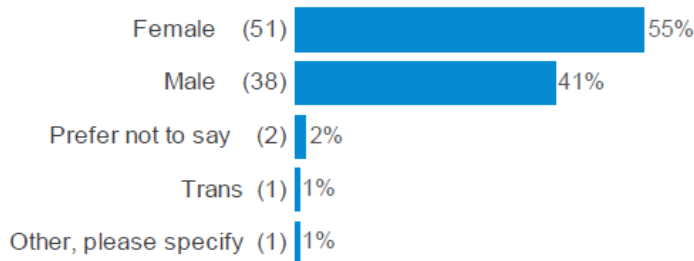
No

None at all

**Q28 I am aged**



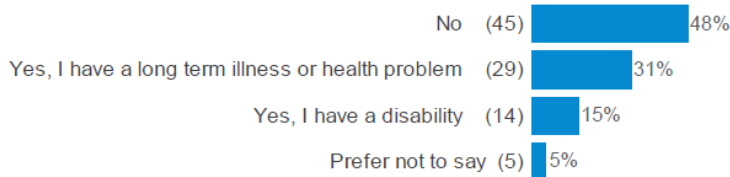
**Q29 I am**



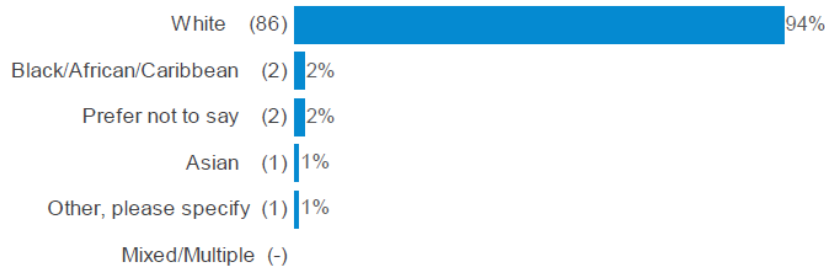
**Please specify**

gender non-comforming (genderqueer)

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



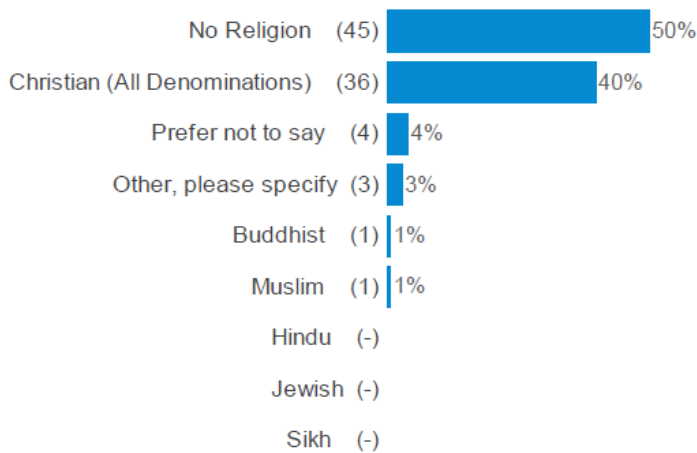
**Q31 What is your ethnicity? (Please select only one)**



**Please specify**

What is the relevance of this question to toilet requirements. Cease this PC madness Why is this relevant??

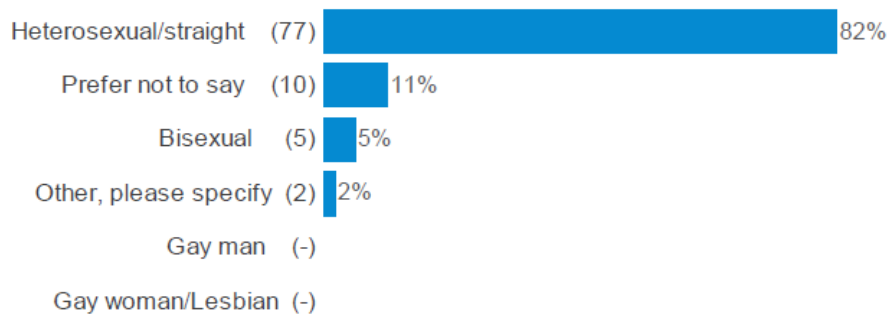
**Q32 What is your religion or belief? (Please select only one)**



**Please specify**

Again what is the relevance of this question  
Secular Buddhist  
pagan  
Why is this relevant??  
Spiritualist

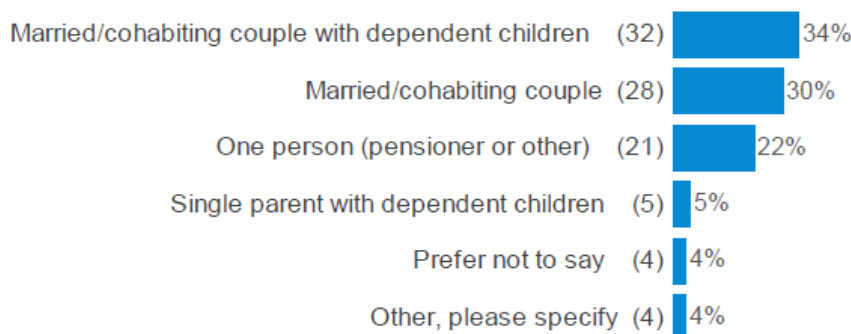
**Q33 What is your sexual orientation? (Please select only one)**



**Please specify**

Normal bloke with normal biological desires  
Why is this relevant??

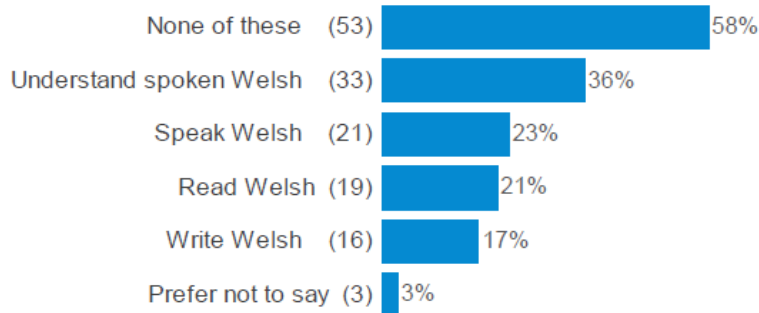
**Q34 Household (Please select only one)**



**Please specify**

lives at home with nan and carer  
with family  
lives with family  
inlaws live with us  
my teenagers live with me mostly

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



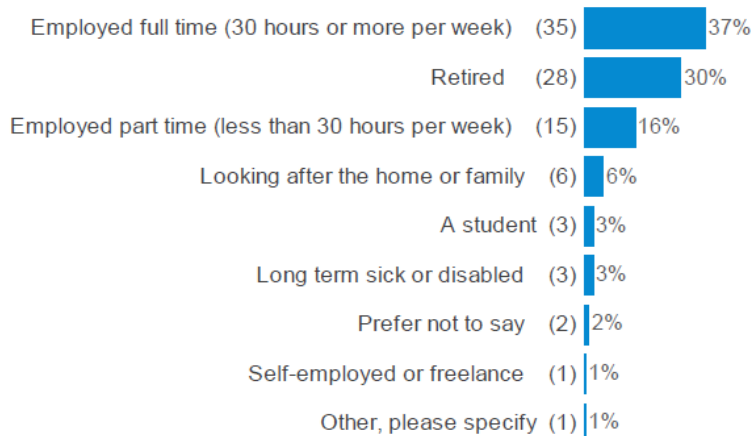
**Please specify**

At a beginner level.  
Partial

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



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



**Please specify**

Rhan amser ac yn gofalu am aelod o'r teulu (TRANSLATION: Part time and caring for a member of the family)  
I don't know why this is important

**Q38 Postcode**

CF40 2XX  
CF72 9FZ

CF44 0TQ  
CF39 0EY  
CF44 7PA  
CF44 8NF  
CF38 2LG  
CF39 9YA  
CF40 2NS  
CF39 9YA  
CF37 5RT  
CF44 8HW  
CF37 2LT  
CF43 3ND  
CF37 4LE  
CF37 1LS  
CF37 1NW  
CF37 1JD  
CF42 5BG  
CF45 4AN  
CF45 4TR  
CF37 2RU  
CF39 9UU  
CF42 5HB  
CF37 5PQ  
CF38 1HR  
CF44 8TT  
CF42 6LU  
CF40 1BY  
CF42 6TB  
CF40 2DA  
CF42 5RE  
CF41 7SG  
CF42 5PR  
CF42 5HA  
CF42 6LD  
CF42 6NY  
CF39 9SA  
CF37 2NY  
CF42 5LT  
CF42 5BT  
CF43 4RD  
CF38 1DE  
CF37 5NW  
CF37 4PY  
CF37 4NF  
CF39 9TH  
CF38 1PX  
CF37 4PS  
CF41 7HQ  
CF40 1HN  
CF37 1NB  
CF40 2NE  
CF37 1EN  
CF37 1BS  
CF37 4DU  
CF37 1SZ

CF37 3NY  
CF37 5BN  
CF38 2TP  
CF44 9PD  
CF44 9NZ  
CF44 9SL  
CF44 9JP  
CF44 9QG  
SA11 5PB  
CF43 3NS  
CF38 1UQ  
CF37 1EW  
CF37 4NE  
CF44 9SW  
CF44 8EY  
CF44 6ED  
CF37 4PQ  
CF39 8PH  
CF34 4PS  
CF44 9PY  
CF37 1TQ  
CF37 2EL