



Rhondda Cynon Taf County Borough Council

Local Toilets Strategy 2023 - 2028



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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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 first Local Toilets Strategy for Rhondda Cynon Taf was published in 2019 and in line with statutory requirements it was stated that this should be reviewed within a year of each ordinary election for the area. The next election date following this original publication was Thursday 5 May 2022, therefore the latest date for the review is 4 May 2023.

The provision of toilets 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, and 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, population needs change, 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.

The local authority 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 had to prepare and publish their initial 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;
- support Welsh Government initiatives to improve information available on toilet facilities;
- 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.

In reviewing the initial strategy, we have reviewed the above and considered any relevant updates and changes.

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 the publication of this Revised Local Toilets Strategy in May 2023, progress will be considered, and a report prepared and published before the end of November 2025.

The strategy will be reviewed within a year of each ordinary election for its area in line with statutory guidance. The next election date in Wales following publication of the revised strategy is May 2027, therefore the latest date for review is May 2028. 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. Following a review, if 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?

In preparing the initial Local Toilets Strategy, 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 and 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, RCTCBC Tourism Service, 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. Council intends to revisit this exercise at a local community level at the next review date in 2025.

A statutory 12-weeks public consultation was undertaken between 4 February and 29 April 2019 on the initial draft Local Toilets Strategy. Engagement mechanisms and organisations engaged with were replicated as per the Assessment of Need public consultation. Engagement also took place with the Community Liaison Committee and a draft strategy was scrutinised by the Health and Wellbeing Scrutiny Committee.

A total of 60 respondents completed the questionnaire and the responses received were considered when producing the Local Toilets Strategy.

As part of the review of the original 2019 Local Toilets Strategy a further period of local community consultation was undertaken from July 2022 – October 2022. This is detailed in a later section of this revised strategy.

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 2020-2024 and the Cwm Taf Morgannwg Wellbeing Plan 2023-2028.

The Council's Corporate Plan, "Making a Difference" sets out a clear vision to make Rhondda Cynon Taf 'the best place in Wales to live, work and play, where people and businesses are independent,

healthy and prosperous'. The Council is committed to delivering three main priorities under this plan, as follows: ensuring **people** are independent, healthy and successful; creating **places** where people are proud to live, work and play; and enabling **prosperity** by creating the opportunity for people and businesses to be innovative, entrepreneurial, and to fulfil their potential and prosper. The Local Toilets Strategy can contribute to these, supporting a number of the objectives within the Council's Corporate Plan 2020-2024 to make the vision a reality.

The Cwm Taf Morgannwg Wellbeing Plan 2023-28: 'A More Equal Cwm Taf Morgannwg', contains two objectives: **Healthy Local Neighbourhoods** – where our communities are inclusive and feel cohesive and people feel safe, supported, and valued; and, **Sustainable and Resilient Local Neighbourhoods** – where we understand and respond to the risk of climate change to our communities, valuing, managing and enjoying our green and blue spaces responsibly.

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 continued the level of investment to maintain the current provision. The Council does not charge for use of its public toilets.

Rhondda Cynon Taf County Borough Council has continued to invest in facilities since the 2019 Local Toilets Strategy with an extensive enhancement and refurbishments programme, completed at the following venues and totalling in excess of circa £315,000:

- Canolfan Pennar Community Resilience Hub – as part of a significant development programme the installation of a changing place and toilet facilities including an accessible toilet in 2019.
- Porth Plaza Community Resilience Hub – as part of a significant development programme the installation of a changing place and toilet facilities including an accessible toilet in 2020.

- Llys Cadwyn Community Resilience Hub – as part of a significant development programme the installation of a changing place and toilet facilities including an accessible toilet in 2020.
- Rhondda Heritage Park – refurbishment during 2020 included the installation of a changing place, which although resulted in the reduction of the number of male toilets, also allowed for the provision of a fully accessible disabled toilet.
- Dare Valley Country Park – as part of the extensive development of an amenities block extension during 2021, the installation of a changing place, toilets and showers. Further improvements to accessibility were undertaken during early 2023.
- National Lido of Wales, Lido Ponty / Ynysangharad War Memorial Park - following the devastation caused by Storm Dennis, complete refurbishment of the facilities was required which included the toilet facilities and the installation of a changing place during 2021.

In addition to the enhancements to the Council owned and managed facilities above, three further developments have taken place working with key community partners:

- Yr Hwb Community Resilience Hub - benefited from significant development under RCTCBC Community Asset Transfer arrangements, which included an accessible toilet open to the public during extended opening hours. This venue launched in July 2019.
- Cynon Linc - significant development of a Community Asset Transfer in August 2020, with construction works commencing and concluding in October 2021. This facility is open to the public during building opening hours and attached to a GP surgery. It includes fully accessible toilets, and a changing place with toilet and shower.
- Arts Factory - RCTCBC supported the installation of facilities that provide beyond what is normally expected in a standard accessible toilet, including electric hoisting and adult changing bed in Spring 2021.

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 helps to achieve the actions described later.

- **Council owned:** Includes standalone, purpose built buildings providing separate areas for Female, Male, and wherever possible, an accessible unit for disabled people and baby changing facilities. The Council is responsible for the maintenance, management and cleaning of these 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.
- **Changing places:** Facilities for individuals with a range of disabilities and limited mobility who are unable to access standard disabled toilets. These facilities feature specialist equipment including hoists and changing benches to enable these individuals to access public toilets in their communities. There are a number of changing places available in Rhondda Cynon Taf,

some in Council owned buildings and others in commercial settings. For full details of available facilities please see: changing-places.org/find

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. This includes traditional public conveniences, urinals, automated/chargeable facilities (20p fee) and changing places for disabled individuals.

- **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 National Toilet Map hosted by Data Map Wales. Data Map Wales is a geo-portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. All-Wales maps are generated 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 will be available as an open data service accessible to everyone. The link can be accessed [here](#).

The Council will periodically review and update the Welsh Government 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 Data Map Wales 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 Data Map Wales website, to see the whole of Wales or to look at particular areas.

What we learned from the Community Consultation

As part of the review of the RCTCBC Local Toilets Strategy, local community consultation took place during the period July 2022 – October 2022, allowing for the opportunity to review the findings from the 2019 assessment of public need. 130 people participated who agreed that the key points captured in the 2019 Local Toilets Strategy remained valid with nothing further to add.

A summary of the 2022 local community consultation is included in Appendix 3.

The 2019 Local Toilet Strategy conducted a four-week period starting in October 2018, 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, and to identify any gaps in current provision.

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.

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, signposts 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 we learned from the 2019 twelve week public consultation

In preparation of the 2019 Local Toilet Strategy a 12-week period of public consultation starting in February 2019 was conducted across Rhondda Cynon Taf. This involved engaging with communities and a wide range of interested parties to consult on the draft Local Toilets Strategy, which had been produced following the Assessment of Need public consultation. The 12-week public consultation asked a number of questions, including if respondents felt that the strategy provides clear information to help understand why the actions proposed in the strategy are necessary; if they agree with the actions under Objective 1: to enhance and maximise the use of existing facilities; and if they agree with the actions under Objective 2: to promote additional, appropriate and accessible facilities and to provide further information if they felt that there was anything missing from the proposed objectives and supporting actions.

The engagement was conducted using a range of approaches including feedback from the public, social media, online content and emails, surveys and questionnaires.

The full results of the 12 weeks public consultation are provided in Appendix 3 of this strategy.

Some key findings from the public consultation are provided below:

- 92% of respondents are a resident of Rhondda Cynon Taf.
- 8% represent a local group or organisation, 7% were a local Elected Member and 7% work in Rhondda Cynon Taf borough.
- 72% of respondents feel that the strategy provides clear information to help understand why the actions proposed in the strategy are necessary, with 25% indicating they feel that the strategy partially provides clear information to help understand why the actions proposed in the strategy are necessary. Explanations provided to substantiate responses to this question included reference to only one set of free public toilets in Pontypridd which is deemed inadequate;; opinion that public conveniences should be provided by the borough Council and not local businesses and others; concerns that people more likely to need facilities are not able to access online information.
- 83% of respondents agree with the actions under Objective 1: to enhance and maximise the use of existing facilities, with 17% partially agreeing. Reasons provided included current facilities are either closed or close early; café facilities do not always like their toilets being used without being a customer; a query regarding why local businesses/private sector should cover the cost of providing toilets when they already pay business rates to the council;; concern regarding some disabled toilets not being suitable for dual purpose of baby changing facilities; request for improved opening times of toilets in Pontypridd town centre and better physical signage to existing public toilets in Pontypridd town centre.
- 90% of respondents agree with the actions under Objective 2: to promote additional, appropriate and accessible facilities, with 10% partially agreeing. Respondents expressed concerns that toilets open at night could be used by drug users and be unsafe and vandalised; availability of facilities in towns on the weekends and evenings; concern regarding some disabled toilets not being suitable for dual purpose of baby changing facilities; request for permanent toilet provision in the town centre, especially at night time.

Respondents were asked if there was anything missing from the objectives and supporting actions and some of the responses include: concern about changing facilities for disabled adults and older children; use of social media to ensure members of the public have access to availability on toilets immediately; more facilities for young mothers and babies and disabled people requested; mapping 3rd sector organisations that allow access to facilities; remuneration for local businesses to allow members of the public to use their facilities; concern about assistance alarms provision in disabled toilets particularly in remote locations.

No respondents indicated that they felt that their response to the survey had been influenced (positively or negatively) by the range of protected characteristics as specified in the Equality Act 2010.

28% of respondents indicated that they have a long-term illness or health problem and 22% advised that they have a disability.

During the 12-week public consultation, feedback on the draft strategy was provided by the Community Liaison Committee and the Authority's Health and Wellbeing Scrutiny Committee.

Members of the Community Liaison Committee considered the draft strategy and put their questions and observations forward. A Member commented on the lack of provision within some towns and communities, and where there were provisions, Members felt that they were inadequate for many reasons.

In relation to availability in stores such as supermarkets, Members felt that more could be done to locate them at the front of the store rather than in out of the place areas, including at the rear of stores.

A Member felt there to be a need for premises to advertise that they have these facilities for public to see. Members of the Community Liaison Committee resolved to acknowledge the draft Local Toilets strategy and wished that their views and comments would be taken into consideration when preparing the final Strategy.

The Health and Wellbeing Scrutiny Committee received the draft Local Toilets Strategy and broadly supported it. Members felt that in respect of baby changing facilities and disabled toilet facilities, numbers of each were low and that more could be done to encourage private sector and other groups to work together to make these facilities available where they are needed. There was also comment on the need to increase general provision of toilet facilities across the County Borough.

A Member questioned the provision of toilet facilities for local events and whether there is a set number of toilets in ratio to people attending. It was explained that there is an Events Advisory Group and this would be considered under their remit.

The Chair highlighted the importance of these facilities to residents of the County Borough and that knowing that there is toilet provision in many areas can make a difference in a person leaving their home, especially for people with certain health conditions. This will in turn have a positive effect on their wellbeing. Members also felt strongly that the lack of advertising is a problem as many residents are unaware of any facilities that offer the use of their toilet provision for public use. A Member commented about promotion of the Welsh Government toilet logo sticker, to ensure that the public understand that it means that members of the public are welcome to use facilities where the sticker is displayed.

A Member also raised an issue regarding the location of facilities within stores as this could be seen as an obstacle to people. It was felt that work needed to be carried out to encourage stores to locate them at the front of the store.

Comments were received in relation to having more toilet facilities available in cafes, bars, shops, etc. that would increase footfall to that business although it was recognised there will be costs involved in providing and maintaining facilities. Discussion will be needed with businesses. It was felt that increased toilet provision will be good for town centre footfall and the economy and "unlock the potential" of our towns.

Members of the Health and Wellbeing Scrutiny Committee resolved to acknowledge the draft Local Toilets strategy and wished that their views and comments would be taken into consideration when preparing the final Strategy.

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. Increase the provision of toilet facilities, including changing places and gender neutral toilets where possible, by exploring opportunities in existing and future developments. Radar keys for access to disabled facilities are supplied by the Council's One4All Centres.
- **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 have been reviewed and 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 community venue or private businesses that agree. Work with our local Neighbourhood Networks and Town Centre partners encouraging those partners who already allow access to display the toilet logo sticker and encourage others to do the same.

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. Promote newly available changing places and Community Hubs, as well as the Libraries and Leisure Facilities who already allow access.

- **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 Welsh Government’s Strategic Equality Plan 2020-2024 outlines that “investment is to be targeted at access arrangements, changing places and disabled facilities (with the commitment dovetailing) with the new Tourism priorities document ‘Welcome to Wales 2020-2025’.” 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 parks, 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:** Council maintained toilet facilities are subject to rigorous routine cleansing operations. Council owned public toilets and urinals in RCT are cleaned Monday – Saturday with all facilities except disabled toilets closed on Sundays. Regular maintenance is carried out when needed and in response to reported defects.
- **Non-charging:** The Council will not charge the public to use toilet facilities in its buildings where there is provision. Private business providers are entitled to charge, if they deem it appropriate. Radar keys for access to disabled facilities are supplied by the Council’s One4All Centres.
- **Liaise with Town and Community Councils, business groups and other stakeholders:** Rhondda Cynon Taf County Borough Council will work with the Town and Community Council’s and community and voluntary groups to explore how to provide toilet facilities in as many locations as possible using links established via our local Neighbourhood Networks and Town Centre partners to facilitate this.

- **Maximising availability in partnership:** The Council will work with local businesses and community groups to promote use of their toilet facilities and will explore options to increase local toilet provision through sponsorship, advertising, partnership working and any community asset transfer opportunities.
- **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:** Improvements and developments to date demonstrate the Council's commitment to invest where it matters to communities. It will continue, where possible, to maintain the current provision of toilets and secure every opportunity to improve and enhance facilities in the County Borough.

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, including changing facilities for babies and changing places for disabled persons. Looking for opportunities to include these provisions in any new (Council owned) developments where possible, and publicising more widely the already available facilities.
- Explore the option of displaying the toilet logo sticker at the entrances of appropriate publicly accessible Council buildings, community venues and private businesses that agree to participate.
- Work with Cwm Taf Morgannwg 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.
- Explore providing improved physical signage to existing facilities, in particular to consider new accessible signage to tackle discrimination.
- Review cleansing operations and standards periodically to ensure effective provision within allocated resources.

- Review opening hours of existing facilities with a view to exploring alternative opening hours where practicable.
- 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. Working with our local Neighbourhood Network partners and consider any opportunities for community asset transfers where available.
- 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 dementia-friendly improvements such as increasing colour contrast in Council owned toilet facilities.
- Consider ratio of male to female facilities, whereby 1:2 is the ideal ratio as outlined by WG.
- Consider toilet provision for the LGBTQI+ community
- In line with the Council's Tourism Strategy, consider the required toilet facilities to serve the needs of visitors.
- Consider allowing members of the public free access to additional toilet facilities in publicly accessible Council buildings and promote this using the toilet logo stickers.
- Promotion of all available facilities using the toilet logo sticker with associated public awareness raising campaign, so community members recognise the logo and have an understanding that premises that display it allow the public access to their toilet facilities.

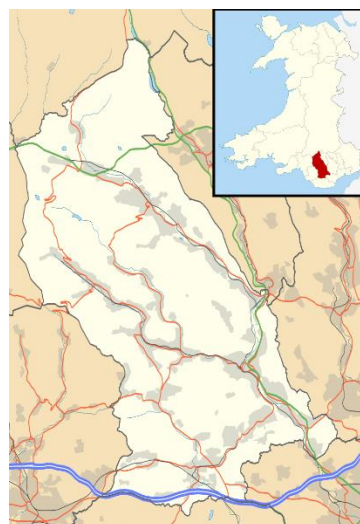
Potential options that have been considered and discounted, with explanation

- **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 is a need for 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 raised would 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 and be part of a number of initiatives relating to crime reduction, public safety, etc. That would reduce the amount of income available for that function. After considering the costs involved in implementing, monitoring and reporting on such a scheme, 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.,

- **Planning Conditions:** Some larger commercial developments that will include cafes, bars, shops, entertainment venues, 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 424km² 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 Taf 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, Taf 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:

There are 241, 873 people living in Rhondda Cynon Taf. This is projected to increase to 252,418 by 2040. The numbers aged 65 years and over will grow significantly, with the biggest increase in those aged 90 years and over.

Poverty and deprivation:

In Rhondda Cynon Taf it is acknowledged that there are areas with higher levels of deprivation. The Welsh Index of Multiple Deprivation (WIMD) 2019 is the most comprehensive measure of multiple deprivation available. The concept of multiple deprivation upon which the WIMD 2019 is based is that separate types of deprivation exist, which are separately recognised and measurable. The WIMD 2019 therefore consists of eight types, or domains, of deprivation, each of which contains a number of individual measures, or indicators (1).

The information below shows the number of people in RCT living in neighbourhoods ranked among the most and least deprived 20% of neighbourhoods in Wales on WIMD 2019.

| Number of people in RCT Wide living in the most deprived 20% of areas in Wales | Number of people in RCT Wide living in the least deprived 20% of areas in Wales |
|--|---|
| 65,208 | 37,061 |
| 27.0% (Wales average = 19.5%) | 15.4% (Wales average = 19.8%) |
| Source: Welsh Government (Welsh Index of Multiple Deprivation 2019) | |

Working age Department of Work and Pensions (DWP) Benefits are benefits payable to all people of working age (16-64) who need additional financial support due to low income, worklessness, poor health, caring responsibilities, bereavement or disability.

Universal Credit (UC) has replaced legacy benefits for new claimants. The UC rollout began in April 2013, with single jobseeker's moving on to the new benefit and by March 2016 the rollout intensified to include other groups who are out of work or on low incomes. The chart below shows a breakdown of the proportion of UC claimants that are either in employment or unemployed across RCT and comparator areas.

Housing Benefit (HB) can be claimed by a person if they are liable to pay rent and if they are on a low income and provides a measure of the number of households in poverty.

Income Support is a measure of people of working age with low incomes and is a means tested benefit payable to people aged over 16 working less than 16 hours a week and having less money coming in than the law says they need to live on.

¹ The eight domains of deprivation included are: Employment, Income, Health, Education, Community safety, Housing, Physical environment, Access to services.

| | | |
|---|--|-------------------------------------|
| Universal Credit claimants – in Employment (Oct-22) | Universal Credit claimants – Unemployed (Oct-22) | |
| 7,874 | 14,284 | |
| 5.2% (Wales average = 5.6%) | 9.5% (Wales average = 9.0%) | |
| Income Support (IS) claimants (May-22) | Housing Benefit claimants (Aug-22) | Universal Credit claimants (Nov-22) |
| 1,178 | 10,653 | 22,484 |
| 0.8% (Wales average = 0.6%) | 10.3% (Wales average = 9.9%) | 15.0% (Wales average = 14.8%) |
| Source: Department for Work and Pensions (DWP) | | |

Vulnerable Groups: Disability

When considering the numbers of people in Rhondda Cynon Taf who are living with a disability the following measures are used: the claiming Attendance Allowance, Personal Independence Payments and Disability Living Allowance.

Attendance Allowance is payable to people over the age of 65 who are so severely disabled, physically or mentally, that they need a great deal of help with personal care or supervision.

Until April 2013, Disability Living Allowance was payable to children and adults in or out of work who are below the age of 65 and who were disabled, and required help with personal care or had walking difficulties. It is a non-means tested benefit, which means it is not affected by income. From April 2013 Personal Independence Payments (PIP) have been introduced to replace Disability Living Allowance for all new claimants. PIP helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health.

| | | | |
|--|--|---|--|
| Attendance Allowance claimants (May-22) | Personal Independence Payment (PIP) (Oct-22) | PIP Males (Oct-22) | PIP Females (Oct-22) |
| 6,617 | 21,203 | 9,517 | 11,689 |
| 14.2% of people (Wales= 13.8%) | 14.1% of people (Wales= 11.6%) | 12.9% of males (Wales= 10.6%) | 15.3% of females (Wales= 12.7%) |
| PIP with mental health conditions (Oct-22) | PIP with respiratory disease (Oct-22) | Households on Universal Credit - Limited Capability for Work Entitlement (Aug-22) | Disability Living Allowance claimants (May-22) |
| 7,092 | 917 | 5,113 | 7,776 |
| 4.7% of people (Wales= 4.0%) | 0.6% of people (Wales= 0.4%) | 4.9% of households (Wales= 4.6%) | 3.2% of people (Wales= 2.5%) |

Vulnerable Groups: Pensioners

There are two measures included: pensioners without access to transport and pensioners in poverty.

Pensioners without access to transport are those with no access to a car or van. The dataset only includes pensioners living in private households.

Pensioners in poverty are those in receipt of Pension Credit. Pension Credit provides financial help for people aged 60 or over whose income is below a certain level set by the law.

| | | | |
|---|---|-------------------------------------|---------------------------------------|
| Private pensioner households with no car or van (Census 2011) | Households of one pensioner (Census 2011) | State pension claimant (DWP:Nov-20) | Pension credit claimant (DWP: May-22) |
| 10,481 | 13,173 | 43,841 | 6,785 |
| 49.0% of pensioner households (Wales average = 38.5%) | 61.6% of pensioner households (Wales average = 59.7%) | 93.8% (Wales average = 92.5%) | 14.5% (Wales average = 12.3%) |

Health and Wellbeing: General Health and limiting long term illness:

This section provides information on general levels of health, focusing on the number of people living in neighbourhoods with poor levels of overall health (health deprivation hotspots) and the number of people with a limiting long-term illness, with breakdowns by housing tenure for RCT. Health deprivation ‘hotspots’ are neighbourhoods ranked among the most deprived 20% of neighbourhoods. The domain measures morbidity, disability and premature mortality. All neighbourhoods are grouped into ten equal sized groups “deciles”; the 10% of neighbourhoods with the highest level of health deprivation are grouped in decile 10, and so on with the 10% of neighbourhoods with the lowest levels of health deprivation grouped in decile 1.

| | | |
|---|---|--|
| Number of people living in health deprivation ‘hotspots’ (Welsh Index of Multiple Deprivation 2014) | People with a limiting long-term illness (Census 2011) | People aged 16-64 with a limiting long-term illness (Census 2011) |
| 99,242 | 60,589 | 30,029 |
| 42.0% (Wales average = 19.3%) | 25.8% (Wales= 22.7%) | 20.0% (Wales= 16.9%) |
| People living in owner occupied housing, with a Limiting long-term illness (Census 2011) | People living in social rented housing, with a Limiting long-term illness (Census 2011) | People living in private rented housing, with a Limiting long-term illness (Census 2011) |
| 44,800 | 11,119 | 5,620 |
| 25.4% have a limiting long-term illness (Wales average = 20.9%) | 36.0% have a limiting long-term illness (Wales average = 32.0%) | 25.7% have a limiting long-term illness (Wales average = 20.6%) |

Data taken from Community Insight profile for RCT Wide OCSI/HACT 2021

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, Tonypandy (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 Bank Holidays | Yes | Yes | Yes | Yes |

| | | | | | |
|--|---|-----|-----|-----|-----|
| 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, Tonypanyd (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 |
| Aber-Rhondda Road, Ynyshir (Urinal) | 24/7 | Yes | No | No | No |
| Bridgend Square (Opposite), Pentre (Urinal) | 24/7 | Yes | No | No | No |

Appendix 3 – Community Consultation results

Rhondda 50+ Forum – 20/7/22 (23 present)

- Get the basics rights – practical considerations in design of facilities (consider needs of disabled users, those with health needs etc). Key example, hook on the back of the door, shelf for belongings etc
- Cleanliness important
- Lack of bins in toilets
- Disabled toilets not always available

Pontypridd Neighbourhood Network - 9/9/22 (12 present)

- Increased provision (in Taff Ely)
- For physical activity (walking groups etc) toilet facilities are essential (even if just a portaloo)
- Cleanliness is important to people
- Signposting where toilets are is important as people don't want to ask strangers

CF38 / Salem Chapel Neighbourhood Network - 13/09/22 (14 present)

- Availability and accessibility of toilets for pregnant women
- Look at availability of a card which allows access to facilities for non-patrons (mentioned anecdote from family member who has such a card)
- Lady out walking came into community venue to use loo during meeting. No female facilities in Tonteg just the urinals. Another attendee talked positively about how welcoming and open the group/venue is as she came in whilst on a walk with her young son to use the toilet and ended up staying to take part in the coffee morning.
- People working in communities (postmen, YEPs colleagues etc) they rely on community venues, council buildings etc to use facilities during working day. Could more be done to promote these facilities – displaying a sign etc.

North Cynon Neighbourhood Network – 22/09/22 (14 present)

- Businesses and others might be more inclined to open up facilities to public if WG considered offering some financial incentive to do so.
- Opening times of facilities continues to be an issue, although the public can understand the difficulties in terms of managing anti-social behaviour, safety, maintenance/cleaning costs
- Anecdote regarding a lock failing in Aberdare park toilets, no safety pull cord to alert anyone of issue.
- Aberdare Library were offering a key to use toilet there historically but stopped due to abuse of facilities.
- Could a phone code be considered to access facilities, then each user is linked to their visit and may be more responsible for what they do when they use facilities. Need to consider the digital exclusion element here.
- Community Asset Transfer/Community ownership option, works well elsewhere with honesty box system.

Tylorstown (Rhondda Fach) Neighbourhood Network – 27/02/22 (12 present)

- Nearest toilets that people were aware of were in Ynyshir and Ferndale. Nothing present in the Tylorstown area.
- Even the places that are open (in Ynyshir and Ferndale for example) are not cleaned well. All agreed that a replacement is needed to modernise the toilets.
- People have less access to toilets in the mornings and the evenings. It was mentioned that the Toilets behind The Strand in Ferndale are only accessible between the hours of 9am and 5pm.
- Also a lack of toilets that are accessible for those with disabilities.
- It was mentioned that Welfare Hall does let people in to use their toilet facilities if needed but it was mentioned that this could maybe be promoted more. We all agreed that stickers similar to the “breastfeeding friendly” idea would be perfect to have outside venues that are happy to let public members use their bathroom.
- Feedback is similar to what came from original consultation – key issues are around a need to refurbish/upgrade current toilets, alongside better signage to those buildings/shops that are happy to allow members of the public to use their facilities.

Gilfach Goch (SW Taf Ely) Neighbourhood Network – 28/09/22 (14 present)

- All attendees agreed that there remains a significant shortage of available local toilets facilities and that on the whole the consultation information from the original public needs assessment remains valid.
- Toilet facilities are needed in town centres if the public are to be encouraged to visit.
- Many attendees confirmed a number of local premises already informally allow the public to use their facilities: GGCA, Tonyrefail Community shop, the church etc. Although they did suggest this is not without it’s risks in terms of drug activity / anti-social behaviour. Many agreed that it would benefit the public to be made aware of this with the stickers mentioned. The chamber of trade and local school will be key links in this particular area and with many others present are keen to support.

Llantrisant and District 50+ Forum IDOP event – 1/10/22 (approx. numbers: 20 directly engaged over 250 in attendance)

- Many people echoed the concerns that there are not enough facilities locally
- Respondent only lived locally for 3 years and considers local facilities far better than what she is used to in England
- Many felt that businesses should open up facilities, the public would support their businesses as a thank you for the goodwill shown
- Keen to see facilities promoted, like the idea of stickers
- Situation seems the same as previous “assessment of public need” but possibly worse due to pandemic
- Toilets close too early – it’s like we aren’t allowed a life after dark”
- Willing to pay for facilities – like in Barry. Paid for turnstile for entry, with money used for cleansing, maintenance etc.

Monday Club, Beddau – 3/10/22 (5 present)

- Beddau and Tynant library already informally offer their facilities to the public and would be happy to promote this with sticker system
- All agreed it is an important topic and needs to be addressed
- Understand need for partners to contribute and promote what is available

- Pontyclun café 50 toilet mentioned as a good example of a local toilet

OPAG Meeting - 4/10/22 (7 present)

- Poor provision in Pontypridd considering it is our principal town. People frequently urinating in the street/steps near Sardis Rd. This is the area deemed the gateway to Pontypridd and needs to more appealing/welcoming and clean.
- 20p to use market toilet, people don't carry change anymore – consider a contactless card payment or token option? In this situation person involved then had to visit a national coffee retailer and purchase a coffee as she felt obliged to in order to use toilet.
- Treorchy outdoor toilets to side of library were mentioned as a good example, although lots of young people hanging around blocking access on times.
- Lack of toilets restricts people leaving their homes (older people, those with medical needs etc)
- Greater promotion of available facilities needed.
- When considering producing a card to gain access to toilet facilities there is a stigma with doing this and many people wouldn't want to highlight/publicise their medical condition/vulnerability. Ageing Well Card suggested as a consideration – updating of this. Could work with Older People's Commissioner's team on this?
- Many not keen on automated toilets, feel unsafe – doors opening randomly and people getting trapped etc.

Bryncynon Strategy IDOP event – 5/10/22 (approx. numbers: 10)

- Limited toilets in local area, no public conveniences as such. Have to go into business etc to use their facilities. In some Pontypridd businesses there is an expectation you purchase something if you go into use the toilet.
- Another stated that Pontypridd businesses are very accommodating, and she has never been denied access – always asks first.
- Many would be keen to see stickers used to promote available facilities and to give them confidence to go in and use facilities.
- Mindful of some people abusing available facilities and this may put businesses and other premises off taking part.
- Unaware Llys Cadwyn facilities available to public.
- Disabled lady doesn't access town centres due to mobility issues but also due to lack of toilets. She feels more comfortable visiting supermarkets where she knows disabled facilities are available, although she stated there should be more than one disabled toilet available.

The consultation highlighted that public toilet provision within the local authority area is a key area of concern for those engaged with, which included a significant number of older people. Specifically, attention was focused on a lack of clear, accessible information identifying the location of public toilets. Participants suggested that it would be helpful for toilet facilities to be more widely promoted, perhaps digitally on the RCT Council website, and many others commented on a lack of promotion of toilets available for public use. Several community organisations who already offer their facilities to the public and passers-by stated that they would happily promote their facilities if this were an option. Notably, it was clear that this issue has significant impact on older peoples'

confidence levels regarding going out into the community, with some stating they or those they knew would avoid visiting certain locations if they were aware toilet facilities were unavailable.