

Meeting of:	<b>Cabinet</b>
Date of Meeting:	<b>Monday, 17 June 2019</b>
Relevant Scrutiny Committee:	Environment and Regeneration
Report Title:	Vale of Glamorgan Toilet Strategy
Purpose of Report:	To seek approval of the Vale of Glamorgan Toilet Strategy
Report Owner:	Cabinet Member for Neighbourhood Services and Transport
Responsible Officer:	Miles Punter Director of Environment and Housing Services
Elected Member and Officer Consultation:	<p>No Elected Members have been consulted.</p> <p>Operational Manager - Neighbourhood Services: Operations</p> <p>Operational Manager - Neighbourhood Services: Healthy Living and Performance</p> <p>Directorate Accountant</p> <p>Business Manager</p> <p>Committee Reports</p> <p>Equality Officer</p> <p>Operational Manager – Performance and Policy</p>
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• Whilst there is no statutory duty on Councils to provide public conveniences, Welsh Government has placed a responsibility on all local authorities in Wales to produce a Local Toilet Strategy by 31st May 2019.</li> <li>• An officer working group was established to produce a Strategy and a number of consultation exercises have been undertaken.</li> <li>• The Strategy was drafted bearing in mind all current factors, including, but not limited to, the Council’s financial position and the need to retain the most used toilets.</li> <li>• The Strategy together with a Management Action Plan is appended to the Report.</li> <li>• Cabinet will receive further reports as necessary relating to the Management Action Plan.</li> </ul>	

## **Recommendations**

1. That Cabinet approves in principle the draft Toilet Strategy (contained in Appendix A to this Report).
2. That Cabinet refers the draft Toilet Strategy to the Scrutiny Committee (Environment and Regeneration) Scrutiny for its consideration.
3. That pursuant to recommendation 2, above any comments from Scrutiny Committee (Environment and Regeneration) are further considered by Cabinet prior to approving the final version of the Toilet Strategy.
4. That pursuant to recommendations 1 to 3, above, the final version of the Toilet Strategy is circulated to all Town and Community Councils and a copy of the final Strategy is presented to the Community Liaison Committee
5. That Cabinet receives further update reports on the Strategy relating to the implementation of the Management Action Plan.

## **Reasons for Recommendations**

1. To obtain Cabinet's approval in principle of the draft Toilet Strategy.

### **2&3.**

To enable the Strategy to be considered by the Scrutiny Committee and its comments considered by Cabinet before a final version is approved.

4. To ensure that all relevant partners are fully informed on the Toilet Strategy
5. To ensure the requirements of the Management Action Plan are met.

## **1. Background**

- 1.1** There is no statutory duty for local authorities in Wales to provide public conveniences. As a non-statutory service at a time of austerity there is clearly a risk that Councils could reduce or even discontinue public convenience provision as financial pressures increase. However, any decisions taken on the provision of public conveniences must be appropriately considered.
- 1.2** Part 8 of the Public Health (Wales) Act 2017 requires local authorities to publish a local Toilet Strategy by 31st May 2019 for their own area. Earlier reporting on this issue has not been possible, and the publication deadline has now passed. Officers have however written to Welsh Government to advise of the position.
- 1.3** The Strategy must be made available and published on the Council's website. There is no requirement for the Strategy to be presented to Welsh Government for approval.
- 1.4** The Council presently operates a number of public toilet facilities in both town centre and tourism locations. The Strategy provides an opportunity to look at this provision as well as examining other options for the provision of publically

accessible facilities. As such, the Strategy refers to toilets in both public and private ownership.

- 1.5** The aim of a 'Toilet Strategy' is to ensure that each local authority in Wales assesses the needs of its communities in relation to toilet provision, and takes a strategic and transparent approach to meet that need.
- 1.6** Issues such as the accessibility, cleanliness, location of publically accessible toilets needs to be considered within the Strategy. Appropriately located facilities are recognised as being key for tourism, town centre development and leisure activities and can provide both health and economic benefits.
- 1.7** Whilst the provision of public use toilets matter to everyone they are even more important to certain groups such as older people, people with disabilities, people with certain medical needs, children and young families. Poor publically accessible toilet provision can also have a negative impact on certain groups, as it can reduce confidence that adequate facilities are available for use.

## **2. Key Issues for Consideration**

- 2.1** Attached at Appendix B is the Report of Consultation which received 1040 responses. The main findings from the consultation include information regarding usage of each public toilet, public opinion regarding alternative methods of toilet provision, suggestions of how to improve existing facilities and ideas for cost savings.
- 2.2** Results from the consultation show usage levels of all public toilets. The four most frequently used toilets in the Vale of Glamorgan are located at the Beach huts at Barry Island Promenade, the Library in Barry, Cosmeston Country Park Visitor Centre and Porthkerry Country Park. The four least used toilets, in descending order are Park Crescent in Barry, Court Road Multi Storey Car Park, Harbour Road Car Park and Thompson Street, Barry.
- 2.3** Regarding the possibility of charging to use public toilets, 49% of respondents stated that they would be willing to pay. 38% of respondents were willing to pay 10p, 47% 20p, 3% 30p, 10% 50p and 2% £1.
- 2.4** The main suggestions from the consultation were to improve existing toilet facilities, improve cleanliness, modernise and improve facilities, and amend or extend opening hours.
- 2.5** Ideas for cost savings associated with the provision of public toilets from the consultation included, implementation of charges or voluntary charges, improve efficiency, implementation of a community toilet scheme and rationalisation of the Councils toilets.

- 2.6** The Business Survey's main findings (16 responses) were regarding the importance of public toilets and willingness of businesses to allow non-customers to use their facilities. 63% of responses stated that having public toilets in their area is very important and 31% said important. Over two thirds, (69%) stated that their business would be adversely affected if there were fewer toilets in their area. 75% of respondents stated that they do not provide toilet facilities for their customers and 73% said that they would not be willing to let non-customers use their facilities. Two businesses stated that they would be willing for their company to be included on the Council Toilet facility directory.
- 2.7** Following detailed consideration of the questionnaires and face to face consultation at a meeting of the Vale 50+ Forum, attached at Appendix A is the Vale of Glamorgan Toilet Strategy. The Strategy comprises sections setting out the aims of the Strategy and its scope. The locations of toilets across the Vale of Glamorgan are also mapped. The Strategy has been drafted in house by council officers following an audit of existing provision.
- 2.8** The Toilet Strategy has a detailed Management Action Plan at Section 3 (paged 15 to 17) that contains 11 actions. Many of these actions link to the Council's Reshaping Programme and acknowledge the challenges of continuing to provide good quality services whilst reducing costs. Whilst recognising the importance of public toilets the Strategy does recommend rationalising current provision of Public Toilets whilst retaining toilets at all four main town centres in the Vale of Glamorgan and at key coastal areas. The Strategy also recommends that the Council continue to discuss with businesses the potential of sharing facilities and the possibility of sponsorship at key locations such as Barry Island and Penarth Seafront. In the same way, the Strategy acknowledges that the Council will need to discuss with Town and Community Councils the merits of retaining public toilet provision in certain locations and whether a partnership arrangement is appropriate in ensuring that provision can be retained. Further action points include condition surveys of all toilet buildings and the potential to redevelop existing facilities into other uses with the possibility of retaining some toilet provision, where necessary and appropriate. The need to review opening hours and the awareness of the location of public toilets is also identified as a priority. The challenges associated with the strategy, particularly with reference to the needs of the vulnerable and elderly, are significant and further review will be required in the future, as resources are expected to continue to reduce.
- 2.9** An Equality Impact Assessment to accompany the Strategy has been prepared and can be found at Appendix C.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** Long Term - The Toilet Strategy has adopted the long term needs of the Vale of Glamorgan in regards to the future provision of toilets in the area.

- 3.2** Collaboration - As part of the consultation process the possibility of advertising the availability of other toilets within key locations which the public can access has been investigated. Further efforts, as recommended in the Strategy, will be made to expand the network of toilets accessible to the public.
- 3.3** Involvement - Engagement with the public and stakeholders, such as large businesses with accessible toilets, has been an integral aspect in the development of the Strategy. We have sought to take account of people's opinions whilst also being realistic as regards future resources being available for the provision of the services.
- 3.4** Prevention - The proposals contained within the Strategy seek to ensure that public toilets remain available in areas of demand, enabling residents and visitors to access facilities. A lack of publically available toilets can act as a barrier to some people from visiting areas and lead to social isolation. The Strategy seeks to consider the provision of toilet facilities in this context.
- 3.5** Integration - The provision of public toilets is fully recognised as having an impact on the ability for people live independent lives. In assessing future provision the needs of individuals, as guided by the wellbeing objectives the Council have set, have been carefully considered to ensure key locations remain accessible for all. This will have an impact on the well-being objectives of other organisations, such as Public Health and the University Health Board.
- 3.6** The Toilet Strategy contributes to a number of the Council's well-being objectives and therefore the national well-being goals. The Strategy will contribute to An Active & Healthy Vale: Safeguarding those who are vulnerable and promoting independent living and encouraging and promoting active and healthy lifestyles. The Strategy will also support actions being progressed within the well-being objective, An Inclusive & Safe Vale: Reducing poverty and social exclusion. The Strategy also makes links with An Environmentally Responsible and Prosperous Vale: promoting regeneration, economic growth and employment.

## **4. Resources and Legal Considerations**

### **Financial**

- 4.1** The Strategy recommends at Management Action 10 and 11 (section 3) to consider the rationalisation of the current provision of toilets operated by the Council. It also seeks in the medium term to investigate the potential of redevelopment of existing toilet blocks in the Vale to examine whether there are alternative uses which could generate income whilst maintaining accessible toilet facilities. These matters will be the subject of separate reports.

### **Employment**

- 4.2** There are no immediate employment implications associated with this report.

### **Legal (Including Equalities)**

- 4.3** Part 8 of the Public Health (Wales) Act 2017 requires local authorities to publish a local Toilet Strategy by 31st May 2019 for their own area and for the Strategy to be available on the Council's website.
- 4.4** An Equal Impact Assessment has been undertaken and can be found at Appendix C to the report. The assessment shows that there are no unacceptable adverse effects on the protected characteristics covered by the Equalities Act that have been identified through the assessment process. Regarding the physical and mental health of respondents of the consultation survey, 21% stated that they are limited a little and 6% limited a lot. 69% of respondents said that they are not limited and 4% preferred not to say.

## **5. Background Papers**

Appendix A - Toilet Strategy

Appendix B – Consultation Results

Appendix C - Equality Impact Assessment.

May 2019

# Draft Toilet Strategy

for the Vale of Glamorgan Council

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# 1 Introduction

Both residents and visitors to the Vale of Glamorgan depend on the provision of accessible toilet facilities for the enjoyment of their visit. For some individuals and families, toilets can make an impact upon the comfort and overall experience of the area that they see as a desirable place to visit.

Having clean and well located toilets is vitally important for public health. Their positioning can influence and encourage people to socialise and take part in physical exercise, which brings benefits to the local economy. On the other hand, a shortage of public toilet facilities can cause a detrimental impact on a person's health and contribute to a negative outlook upon the area in which they are visiting.

The provision of toilets affects a whole range of issues from public health to transportation, and from crime prevention to economic development. It is an important aspect in delivering an environment that is accessible for all who choose to enjoy it.

Toilets are vital for those who spend their time away from home or those without a fixed permanent workplace, but they can be even more important to certain groups of people who rely more on toilets. These groups of people can include the elderly, people with disabilities, people with medical problems, women, children and families. Poor provision of toilets can disproportionately affect these groups of people and ultimately affect their decision to visit certain places or to stay at home. As a result, large parts of the active community can become isolated and lose independence in daily life.

The need for accessible toilets is likely to increase as the population of the Vale is growing with new housing developments taking shape, an ageing population and tourism figures projected to continue to rise. During the period between 2006 and 2017, visitor numbers has increased by 1.1% per year/ visitor numbers has increased by 11.8%. This is also reflected in the number of visitor days, which has increased, by 1.0% per year. Therefore the aim of this Strategy is to contribute towards securing an adequate provision of toilets for wherever people live, work or visit in the Vale.

On 31<sup>st</sup> May 2018, Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force, which places a duty on each local authority to publish a toilet strategy. The key for the Strategy is to engage with users of public toilets and potential providers. It is the responsibility of local authorities to:

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

The deadline for local authorities to publish their strategy is 31<sup>st</sup> May 2019. The local authority does not have a duty to provide or maintain public toilets directly but it does have other responsibilities, which include the responsibility to:

- assess the need for toilet provision in communities,
- plan to meet those needs,
- produce a toilet strategy; and
- review, update and publicise the strategy and its revisions including statements of progress.



To help carry out sustainable development, the Well-being of Future Generations (Wales) Act 2015 outlines five ways of working to deliver their duty of the act. These include:

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

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

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

- Identify key toilet facilities.
- Identify facilities at risk of being lost to a location, and ways to preserve their use; identify alternative provisions if facilities must close.
- Identify additional facilities that can be brought into wider use to supplement existing facilities or as a replacement for those that have been lost; and
- Identify opportunities for creating new facilities to modern, inclusive specifications.

## 1.1 The Aim of the Strategy

The main aim of the Strategy is to provide clean, safe and accessible toilets for both residents of, and visitors to, the Vale of Glamorgan in areas where a need has been identified.

## 1.2 How to achieve the aims of the Strategy

The Strategy aim is met by:

- Identifying the level of current provision of public toilets.
- Involving the local community and key stakeholders by gathering feedback via questionnaires, emails and meetings.
- Publishing and releasing both public and businesses specific questionnaires.
- Analysing the results and feedback received.
- Identifying needs and gaps in provision using the information collated.
- Considering various factors such as population statistics and demographics.
- Reviewing existing provision via both Local Authority, Town Councils and NHS information.
- Liaising with other sources such as private enterprises, businesses etc. to consider public use of their facilities.
- Following scrutiny, adopting a strategy to increase awareness of public toilets and their locations.



### 1.3 Developing the Strategy

A wide range of Council's departments were invited to take part in developing the Strategy so that it was possible to achieve the Strategy's aims. By consulting the public, local businesses, community groups and other public bodies as well, a greater understanding was gained regarding current provision and to the specific needs for public toilets.

Both a public and a business consultation took place between 9<sup>th</sup> November 2018 and 8<sup>th</sup> February 2019. The main methods to engage and attract respondents included:

- Online, via the Vale of Glamorgan Council website, social media and through partner organisations' websites
- Notification via the email update reminder service
- Face to face discussions at the 50+ Forum
- Electronic and paper questionnaires open to all
- Consulting/ engaging with businesses located in town centre or tourist area and inviting them to complete the survey

A total of 1040 responses were received from the public and 16 from businesses. All results have been included in the analysis and comments listed in the Consultation Report.

The business survey requested respondents to express their opinion and willingness to allow the use of their toilets for non-customers and to be mapped on-line, smartphone apps and to display a sticker.

### 1.4 Corporate Plan 2016-20 and Financial Reshaping

The Vale of Glamorgan Council serves one of Wales' most diverse local authority areas. It contains areas that are attractive, vibrant and thriving. The Toilet Strategy can contribute to the Council's Corporate Plan of 2016-20. The Plan sets out its values and professional behaviours as:

- Ambitious - Forward thinking, embracing new ways of working and investing in our future.
- Open - Open to different ideas and being accountable for the decisions we take.
- Together - Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services.
- Proud - Proud of the Vale of Glamorgan: proud to serve our communities and to be part of the Vale of Glamorgan Council.

The Strategy aims to improve access and provision of public toilets, which is in line with the four well-being outcomes:

- An Inclusive and Safe Vale.
- An Environmentally Responsible and Prosperous Vale.
- An Aspirational and Culturally Vibrant Vale.
- An Active and Healthy Vale.

The Public Toilet budget for financial year 2019/20 is £324,000. The Council is required to make efficiency savings of £3.7m in 2019/20, and an element of this needs to be found in relation to public toilets. Consequently, alternative ways of providing some public toilets will need to be considered.



## 1.5 Historic and current provision of public toilet facilities in Vale of Glamorgan

Due to the increasing pressure on budgets and resources, the provision and maintenance of public toilets is a challenge for the Council. Across the authority there are 23 sets of Council owned public toilets. These toilets need to be considered for rationalisation as part of the Council's Medium Term Financial Plan, and to assist in addressing a savings requirement of £3.9m faced by the Council for the 2019/20 financial year. Over the last decade, the number of local authority run traditional public conveniences in the UK has decreased and the trend is that local communities manage some of these types of toilets.

The specific funding from Welsh Government, which offered a Community Toilet Scheme Grant that was administered by local authorities in 2014/15, was transferred to WG Revenue Support Grant. The Community Toilet Scheme, which offered annual recompense payment of up to £500 to businesses who opened their toilets to the public, has now ceased to exist.

## 1.6 Public toilets

Public toilets are freely available for use by the general public and are normally owned, maintained and delivered by local authorities.

Detached toilets or toilet blocks are regarded as the most traditional form, however due to high maintenance, anti-social behaviour and negative perception, a different approach is needed in some cases. Cooperative provision of public toilets within existing buildings can allow continued efficient and safe provision.

Commercial premises have a role to play in the provision of accessible toilets for both their customers and for the wider public. As a result, it is necessary to engage with partners to find businesses who are willing to have publicly accessible toilets.

## 1.7 Council-owned Toilets

### 1.7.1 Stand-alone – Council managed

These toilets are commonly known as a traditional toilet block and are often located in parks and open spaces. They can be isolated from other amenities and due to their detached nature from other buildings, can be susceptible to anti-social behaviour, crime and vandalism, and therefore, are often high maintenance assets.

### 1.7.2 Other Council run toilets

Public toilets are also provided in other spaces such as libraries, leisure centres, country parks and beaches. These spaces play an important role in the toilet provision. [Section 5](#) contains details of all Council owned toilets.

## 1.8 Commercial, business and other organisations toilets

Most commercial and retail business toilets are primarily for the use of their customers. Whilst some business owners recognise that non-customers using their toilets can increase footfall and lead to people purchasing goods, most premises that aren't part of a Community Toilet Scheme are generally reluctant to offer the use of their toilets without a purchase.



Other local government bodies, such as Town Councils provide public toilets that, for example, can be located in the grounds of cemeteries or in Town Halls that they own.

## 1.9 Survey Themes

### Public Survey

The main findings from the Public Survey include information regarding usage of each public toilet, public opinion regarding charging, suggestions of how to improve existing facilities and ideas for cost savings.

According to the rankings of the toilet usage from the consultation, the 4 most regularly used toilets are at the Beach huts at Barry Island Promenade, the Library in Barry, Cosmeston Country Park Visitor Centre and Porthkerry Country Park. The 4 least used toilets, in descending order are Park Crescent in Barry, Court Road Multi Storey Car Park, Harbour Road Car Park and Thompson Street, Barry.

Regarding charging to use public toilets, 49% of respondents stated that they would be willing. 38% of respondents were willing to pay 10p, 47% 20p, 3% 30p, 10% 50p and 2% £1.

The main suggestions to improve existing toilet facilities included, improve cleanliness, modernise and improve facilities, and amend or extend opening hours.

Ideas for cost savings associated with the provision of public toilets included, implementation of charges or voluntary charges, improve efficiency, implementation of community toilet scheme and rationalisation of the Councils toilets.

### Business Survey

The Business Survey's main findings were regarding the importance of public toilets and willingness of businesses to allow non-customers to use their facilities.

63% of responses stated that having public toilets in their area in attracting visitors to the town is very important and 31% said important.

Over two thirds, with 69% stated that their business would be adversely affected if there were fewer toilets in their area.

75% of respondents stated that they do not provide toilet facilities for their customers and 73% said that they would not be willing to let non-customers use their facilities. Two stated that they would be willing for their company to be included on the Council directory.



## 2 Toilet locations and mapping the dataset

An important part of this Strategy is to map the locations of all toilets giving information regarding the opening times, accessibility and types of toilet facilities. This information can be promoted and marketed through a smartphone app in which participating premises will also be included.

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

The Council intends to publish a dataset with information on toilet location, facilities etc., on the Council's website. This data will also be submitted into the Welsh Government system and the Lle Geo-Portal where it will be possible to generate nationwide maps based on the data from all Local Authorities. The information could be used by other public sector organisations or for commercial reasons to develop maps and smartphone apps.

The Lle Geo-Portal has been developed as a partnership between Welsh Government and Natural Resources Wales. Lle serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. The link to the Lle website is below.

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

Locations of the Council's toilets are displayed on Maps in [Section 4](#).





## 2.1 List of Council toilets

		<b>Name of Location</b>	<b>Postcode</b>
<b>Public Toilet</b>	<b>1</b>	Beach Huts, Barry Island Promenade, Barry Island	CF62 5TR
	<b>2</b>	Car Park, Harbour Road, Barry	CF62 5BJ
	<b>3</b>	County Library, King Square, Barry	CF63 4RW
	<b>4</b>	Jackson's Bay, Dock Road, Barry	CF62 5QS
	<b>5</b>	Knap Car Park, Knap Car Terrace, Barry	CF62 6UD
	<b>6</b>	Multi storey Car Park, Holton Road, Barry	CF63 4HP
	<b>7</b>	Park Crescent, Romilly Road, Barry	CF62 6HE
	<b>8</b>	Porthkerry Country Park, Barry	CF62 3BY
	<b>9</b>	Romilly Park, Romilly Park Road, Barry	CF62 6RR
	<b>10</b>	Thompson Street, Barry	CF63 4JN
	<b>11</b>	Western Shelter, Paget Road, Barry Island	CF62 5TQ
	<b>12</b>	Cliff-Top Car Park, Penarth	CF64 5BP
	<b>13</b>	Cosmeston Country Park, Visitor Centre, Penarth	CF64 5UY
	<b>14</b>	Cosmeston Village, Penarth	CF64 5UY
	<b>15</b>	Italian Gardens, The Esplanade, Penarth	CF64 3AU
	<b>16</b>	Penarth Pier, The Esplanade, Penarth	CF64 3AU
	<b>17</b>	Town Centre, Albert Road, Penarth	CF64 1BZ
	<b>18</b>	Town Hall Square, North Road, Cowbridge	CF71 7EE
	<b>19</b>	Boverton Road, Llantwit Major	CF61 1PP
	<b>20</b>	Town Hall Car Park, Rear Lane to Burial Lane, Llantwit Major	CF61 1SB
	<b>21</b>	Llantwit Major Beach, Llantwit Major	CF61 1RF
	<b>22</b>	Ogmore Car Park, Ogmore by Sea	CF32 0PD
	<b>23</b>	Beach Road - Dunraven Beach, Southerndown	CF32 0RP
<b>Changing Places Locations</b>		Llantwit Major Leisure Centre, Llantwit Major	CF61 1TQ
		Penarth Leisure Centre, Penarth	CF64 2NS





### 2.1.1 Changing Places

Changing Places are toilets for people with physical disabilities and profound and multiple learning disabilities who require extra equipment and space to allow them to use the toilet safely and comfortably. Each Changing Places toilet provides the right equipment, enough space and a safe and clean environment. Changing Places are different to standard accessible toilets or disabled toilets.

Pictures of each toilet can be found on the following pages.



## 2.2 Pictures of Council toilets

Name of Location	Postcode	Picture
Beach Huts, Barry Island Promenade, Barry Island	CF62 5TR	
Car Park, Harbour Road, Barry	CF62 5BJ	
County Library, King Square, Barry	CF63 4RW	
Jackson's Bay, Dock Road, Barry	CF62 5QS	





Knap Car Park, Knap Car Terrace, Barry	CF62 6UD	
Multi storey Car Park, Holton Road, Barry	CF63 4HP	
Park Crescent, Romilly Road, Barry	CF62 6HE	
Porthkerry Country Park, Barry	CF62 3BY	
Romilly Park, Romilly Park Road, Barry	CF62 6RR	



Thompson Street, Barry	CF63 4JN	
Western Shelter, Paget Road, Barry Island	CF62 5TQ	
Cliff-Top Car Park, Penarth	CF64 5BP	
Cosmeston Country Park, Visitor Centre, Penarth	CF64 5UY	







Cosmeston Village, Penarth	CF64 5UY	
Italian Gardens, The Esplanade, Penarth	CF64 3AU	
Penarth Pier, The Esplanade, Penarth	CF64 3AU	
Town Centre, Albert Road, Penarth	CF64 1BZ	
Town Hall Square, North Road, Cowbridge	CF71 7EE	

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<p>Boverton Road, Llantwit Major</p>	<p>CF61 1PP</p>	
<p>Town Hall Car Park, Rear Lane to Burial Lane, Llantwit Major</p>	<p>CF61 1SB</p>	
<p>Llantwit Major Beach, Llantwit Major</p>	<p>CF61 1RF</p>	
<p>Ogmore Car Park, Ogmore by Sea</p>	<p>CF32 0PD</p>	
<p>Beach Road - Dunraven Beach, Southerndown</p>	<p>CF32 0RP</p>	



Llantwit Major Leisure Centre, Llantwit Major	CF61 1TQ	
Penarth Leisure Centre, Penarth	CF64 2NS	

A Management Action Plan to deliver the Strategy is outlined on the following pages which has 11 actions and identifies the outcomes expected from the action together with the resources required, timescale and responsible officer. The Plan has been devised following detailed consideration of the consultation findings and intends to ensure the implementation and completion of the aims of the Toilet Strategy.

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### 3 Management Action Plan

#	Actions	Outcomes	Lead Officers	Resource	Timescale
1	The locations and types of toilets available across the Vale of Glamorgan are made publicly available.	(a) Investigate best possible communication methods to keep public informed about availability of toilets, including the use of the website and social media.	James Webber / Kevin Parsons	Within existing resources and in consultation with the Councils communications unit.	<b>Short Term</b>
2	Seek to improve signage for public toilets.	(a) Evaluate existing public toilet signage. (b) Seek where opportunities arise to enhance signage to public toilets.	James Webber / Kevin Parsons	Within existing resources.	<b>Short Term</b>
3	Ensure all toilets are clean, safe, accessible and well maintained.	(a) Work alongside Building Services and Cleansing to ensure high ratings for facilities provided, structural maintenance and cleanliness. (b) Engage with Police/ Community officers to help mitigate and minimise effect of vandalism and toilet misuse. (c) Identify and ensure the necessary facilities are available for the public including those with medical conditions (i.e. provisions for stoma bags)	Colin Smith / Adam Sargent	Within existing resources and making capital bids where appropriate.	<b>Short Term</b>

4	Undertake a public toilet condition survey.	(a) Identify priorities for the modernisation of public toilets. (b) Investigate any possible improvements in the operations of public toilets which reduce maintenance/utility cost.	Kevin Parsons / Building Services	Within existing resources and making capital bids where appropriate.	<b>Short – Medium Term</b>
5	Investigate the possibility of the additional provision of changing place facilities.	(a) Investigate potential to provide additional fully inclusive changing place facilities within the Vale of Glamorgan.	Dave Knevett	Apply for funding where appropriate.	<b>Medium Term</b>
6	To further investigate the opening hours of the toilet facilities to ensure they meet customers demand.	(a) Consider the revision of opening and closing times for toilet facilities to better meet the needs of the public.	Colin Smith / Dave Knevett	Within existing resources.	<b>Medium Term</b>
7	Review the Toilet strategy.	(a) To revise the toilet strategy for the Vale of Glamorgan Council to ensure that sufficient toilets are available to the public.	Dave Knevett	Within existing resources.	<b>May 2021</b>
<b>#</b>	<b>Reshaping Actions</b>	<b>Outcomes</b>	<b>Lead Officers</b>	<b>Resource</b>	<b>Timescale</b>
8	Investigate the possibility of introducing sponsorship for toilets and potential charging for toilets.	(a) Examine sponsorship opportunities at high footfall toilet locations in the Vale. (b) Investigate the possibility of charging for toilets at high footfall locations in the Vale.	James Webber	To reduce spend on toilets whilst keeping as many facilities as possible.	<b>Medium Term</b>

9	Consult further with local businesses in the Vale of Glamorgan to attempt to extend the provision of public accessible toilets.	(a) Promote a network of non-council toilets available to the public.	Kevin Parsons	Within existing resources.	<b>Medium Term</b>
10	Consider the rationalisation of the current provision of toilets operated by the Vale of Glamorgan Council, by working with others to provide public toilet provision and / or management.	(a) Investigate the usage of all public toilets. (b) Consider alternative delivery models. (c) Consider the role communities can play in the provision of public toilets.	Dave Knevett / Emma Reed	Within existing resources.  Reduce spend on toilets.	<b>Short Term</b>
11	Investigate the potential of redevelopment of existing toilet blocks in the Vale.	(a) Examine the possibility of alternative uses for any toilet blocks whilst maintaining toilet facilities, if appropriate and necessary based on usage figures and suitable alternatives.	Dave Knevett	Reduce the cost of toilet provision, particularly in areas where usages is low and alternatives exist.	<b>Medium Term</b>

Short Term < 12 Months

Medium Term 12 – 24 Months



### 3.1 Reviewing the Strategy

The Vale of Glamorgan Council will biannually prepare a progress report detailing the steps taken. The first review will commence in May 2021 and will be published 6 months after.

## 4 Maps of the Council's toilets in the Vale of Glamorgan

All Vale of Glamorgan Council Toilets

(See overleaf)

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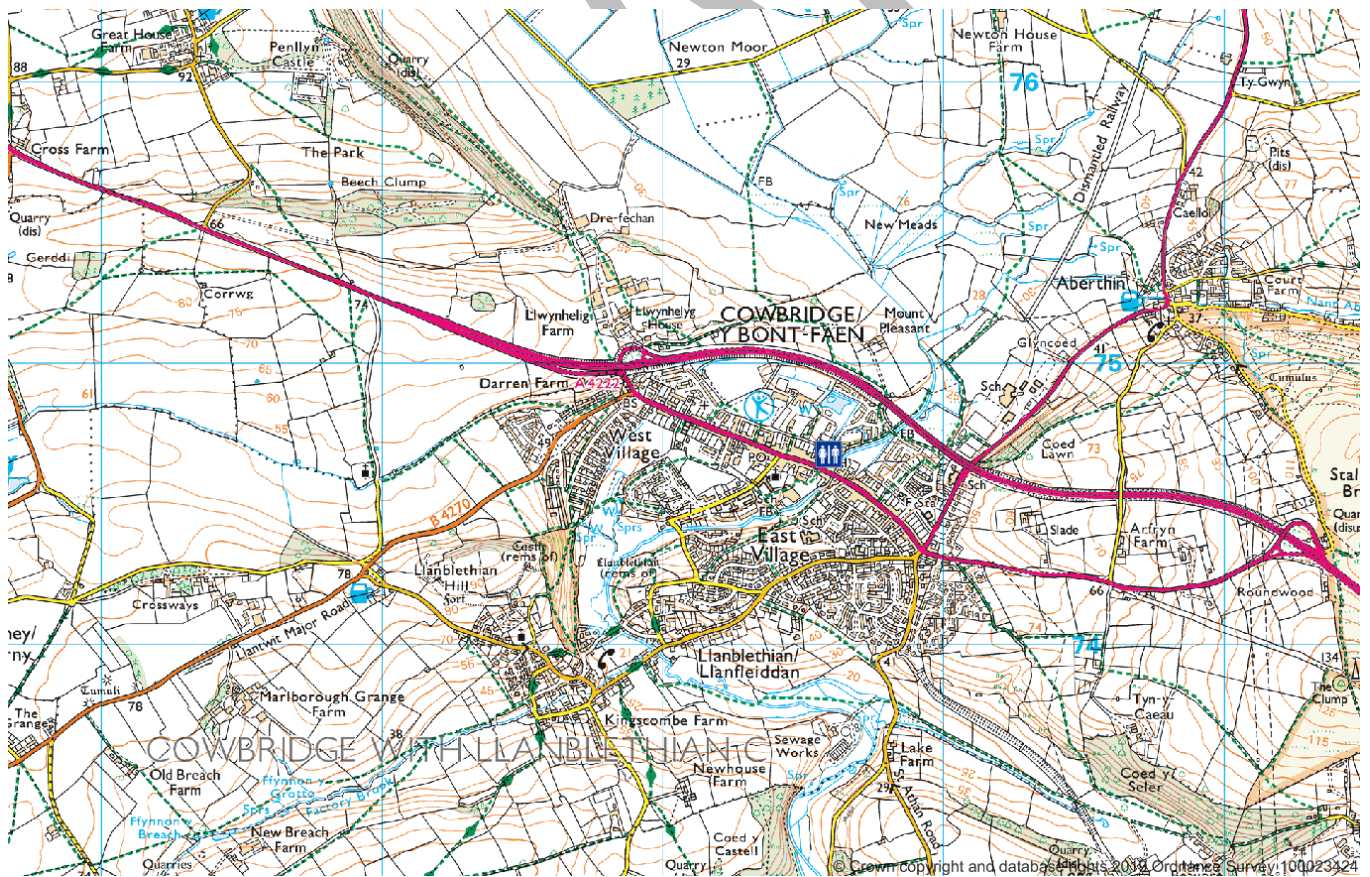
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## Barry Toilets



## Cowbridge Toilets





## Llantwit Major Toilets



## Ogmore-by-Sea & Southerndown Toilets





# Penarth Toilets



## 5 Details of all Vale of Glamorgan Council Toilets

### Details regarding Disabled and Baby changing facilities

Name of Location	Postcode	Disabled - RADAR (male)	Disabled - RADAR (female)	Disabled - RADAR (unisex)	Baby change (in male toilet)	Baby change (in female toilet)	Baby change (in separate room)
Beach Huts, Barry Island Promenade, Barry Island	CF62 5TR	No	No	Yes	No	No	Yes
Car Park, Harbour Road, Barry	CF62 5BJ	No	No	Yes	No	No	No
County Library, King Square, Barry	CF63 4RW	No	No	Yes			
Jackson's Bay, Dock Road, Barry *	CF62 5QS	No	No	Yes	No	Yes	No
Knap Car Park, Knap Car Terrace, Barry	CF62 6UD	No	No	Yes	No	No	No
Multi storey Car Park, Holton Road, Barry	CF63 4HP	No	No	Yes	No	No	No
Park Crescent, Romilly Road, Barry	CF62 6HE	No	No	Yes	No	No	No
Porthkerry Country Park, Barry	CF62 3BY	No	No	Yes	Yes	Yes	No
Romilly Park, Romilly Park Road, Barry	CF62 6RR	No	No	Yes	Yes	Yes	No
Thompson Street, Barry	CF63 4JN	No	No	Yes	No	No	No
Western Shelter, Paget Road, Barry Island	CF62 5TQ	No	No	Yes	No	No	Yes
Cliff-Top Car Park, Penarth	CF64 5BP	No	No	Yes	No	Yes	No
Cosmeston Country Park, Visitor Centre, Penarth	CF64 5UY	No	No	Yes	Yes	Yes	No
Cosmeston Village, Penarth	CF64 5UY	No	No	Yes	Yes	Yes	No
Italian Gardens, The Esplanade, Penarth	CF64 3AU	No	No	Yes	No	No	No
Penarth Pier, The Esplanade, Penarth	CF64 3AU	No	No	Yes	No	No	No
Town Centre, Albert Road, Penarth	CF64 1BZ	Yes	Yes	No	No	No	No
Town Hall Square, North Road, Cowbridge	CF71 7EE	No	No	Yes	Yes	Yes	No
Boverton Road, Llantwit Major	CF61 1PP	No	No	Yes	No	No	No
Town Hall Car Park, Rear Lane to Burial Lane, Llantwit Major	CF61 1SB	No	No	Yes	No	Yes	No

Llantwit Major Beach, Llantwit Major	CF61 1RF	No	No	Yes	No	No	No
Ogmore Car Park, Ogmore by Sea	CF32 0PD	No	No	Yes	No	Yes	No
Beach Road - Dunraven Beach, Southerndown	CF32 0RP	No	No	Yes	No	Yes	No

Information not contained in Table:

1. All toilets have male only and female only facilities
2. No toilets have unisex facilities
3. No baby changing facilities in disabled toilets
4. No open access disabled toilets (including male, female or unisex), all disabled toilets require RADAR access
5. No changing place facilities
6. No toilets charge for access
7. Access for Jackson's Bay, Dock Road, Barry is from path in Redbrink Crescent

### Opening & Closing times - Toilets with consistent all-year opening and closing times

Name of Location	Monday - Friday		Saturday		Sunday	
	open	close	open	close	open	close
Boverton Road, Llantwit Major	09:00	18:00	09:00	18:00	09:00	18:00
Town Hall Car Park, Rear Lane to Burial Lane, Llantwit Major	09:00	18:00	09:00	18:00	09:00	18:00
Llantwit Major Beach, Llantwit Major	09:00	18:00	09:00	18:00	09:00	18:00

### Opening & Closing times - Summer hours - Peak

Name of Location	Monday - Friday		Saturday		Sunday		What is off-peak?
	open	close	open	close	open	close	
Beach Huts, Barry Island Promenade, Barry Island (Summer)	08:00	20:00	08:00	20:00	08:00	20:00	November - April
Car Park, Harbour Road, Barry (Easter to October)	09:30	20:00	09:30	20:00	09:30	20:00	October to Easter - Weekends & School Holidays, only
County Library, King Square, Barry (Summer)	09:30	17:00	09:30	17:00	09:30	17:00	October - April
Jackson's Bay, Dock Road, Barry (Summer)	09:30	20:00	09:30	20:00	09:30	20:00	October - April
Knap Car Park, Knap Car Terrace, Barry (Summer)	09:00	19:00	09:00	19:00	09:00	19:00	October - April
Multi storey Car Park, Holton Road, Barry (Summer)	09:30	17:00	09:30	17:00	09:30	17:00	October - April
Park Crescent, Romilly Road, Barry (Summer)	08:00	21:00	08:00	21:00	08:00	21:00	October - April



Porthkerry Country Park (Summer)	09:00	18:30	09:00	18:30	09:00	18:30	October - April
Romilly Park, Romilly Park Road, Barry (Summer)	09:30	18:30	09:30	18:30	09:30	18:30	October - April
Thompson Street, Barry (Summer)	09:30	17:00	09:30	17:00	09:30	17:00	October - April
Western Shelter, Paget Road, Barry Island (Easter to October)	08:00	20:00	08:00	20:00	08:00	20:00	October - Easter
Cliff-Top Car Park, Penarth (Summer)	08:30	17:00	08:30	17:00	08:30	17:00	October - Easter
Cosmeston Country Park, Visitor Centre, Penarth (Summer)	08:30	17:00	08:30	17:00	08:30	17:00	October - April
Cosmeston Village, Penarth (Summer)	08:30	17:00	08:30	17:00	08:30	17:00	October - April
Italian Gardens, The Esplanade, Penarth(Summer)	08:00	20:00	08:00	20:00	08:00	20:00	October - April
Penarth Pier, The Esplanade, Penarth (Summer)	08:00	17:00	08:00	17:00	08:00	17:00	October - April
Town Centre, Albert Road, Penarth (Summer)	08:00	21:00	08:00	21:00	08:00	21:00	October - April
Town Hall Square, North Road, Cowbridge (Summer)	08:00	18:00	08:00	18:00	08:00	18:00	October - April
Ogmore Car Park, Ogmore by Sea (Summer)	09:00	18:00	09:00	18:00	09:00	18:00	October - April
Beach Road - Dunraven Beach, Southerndown (Summer)	09:00	18:00	09:00	18:00	09:00	18:00	October - April

### Opening & Closing times - Winter hours - Off-peak

Name of Location	Monday - Friday		Saturday		Sunday		What is off-peak?
	open	close	open	close	open	close	
Beach Huts, Barry Island Promenade, Barry Island (Winter)	08:00	16:00	08:00	16:00	08:00	16:00	November - April
Car Park, Harbour Road, Barry (Winter)			09:30	16:00	09:30	16:00	October to Easter - Weekends & School Holidays, only
County Library, King Square, Barry (Winter)	09:30	16:30	09:30	16:30	09:30	16:30	October - April
Jackson's Bay, Dock Road, Barry (Winter)			09:30	16:00	09:30	16:00	October - April
Knap Car Park, Knap Car Terrace, Barry (Winter)	09:00	18:30	09:00	18:30	09:00	18:30	October - April
Multi storey Car Park, Holton Road, Barry (Winter)	09:30	18:30	09:30	18:30	09:30	18:30	October - April
Park Crescent, Romilly Road, Barry (Winter)	08:00	18:00	08:00	18:00	08:00	18:00	October - April
Porthkerry Country Park, Barry (Winter)	09:00	18:00	09:00	18:00	09:00	18:00	October - April
Romilly Park, Romilly Park Road, Barry (Winter)	09:30	18:00	09:30	18:00	09:30	18:00	October - April
Thompson Street, Barry (Winter)	09:30	18:30	09:30	18:30	09:30	18:30	October - April
Western Shelter, Paget Road, Barry Island (Winter)	08:00	18:30	08:00	18:30	08:00	18:30	October - Easter
Cliff-Top Car Park, Penarth (Winter)	08:30	16:30	08:30	16:30	08:30	16:30	October - Easter
Cosmeston Country Park, Visitor Centre, Penarth (Winter)	08:30	16:30	08:30	16:30	08:30	16:30	October - April



Cosmeston Village, Penarth (Winter)	08:30	16:30	08:30	16:30	08:30	16:30	October - April
Italian Gardens, The Esplanade, Penarth (Winter)	08:00	17:00	08:00	17:00	08:00	17:00	October - April
Penarth Pier, The Esplanade, Penarth (Winter)	08:00	16:30	08:00	16:30	08:00	16:30	October - April
Town Centre, Albert Road, Penarth (Winter)	08:00	17:00	08:00	17:00	08:00	17:00	October - April
Town Hall Square, North Road, Cowbridge (Winter)	08:00	17:30	08:00	17:30	08:00	17:30	October - April
Ogmore Car Park, Ogmore by Sea (Winter)	09:00	17:30	09:00	17:30	09:00	17:30	October - April
Beach Road - Dunraven Beach, Southerndown (Winter)	09:00	17:30	09:00	17:30	09:00	17:30	October - April

Information not contained in table:

1. All toilets closed on Christmas Day, Boxing Day and New Year's Day
2. All toilets open on May Bank Holiday, Good Friday, Easter Sunday, Easter Monday, Spring Bank Holiday and August Bank Holiday

DRAFT

May 2019

# Consultation report – Toilet Strategy

DRAFT



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# 1 Public Survey

The survey ran from 8<sup>th</sup> November 2018 until 8<sup>th</sup> February 2019.

There were 1040 responses to the survey; a copy of the survey is contained at [Appendix A](#). The survey included a number of questions as well as the opportunity to make comments.

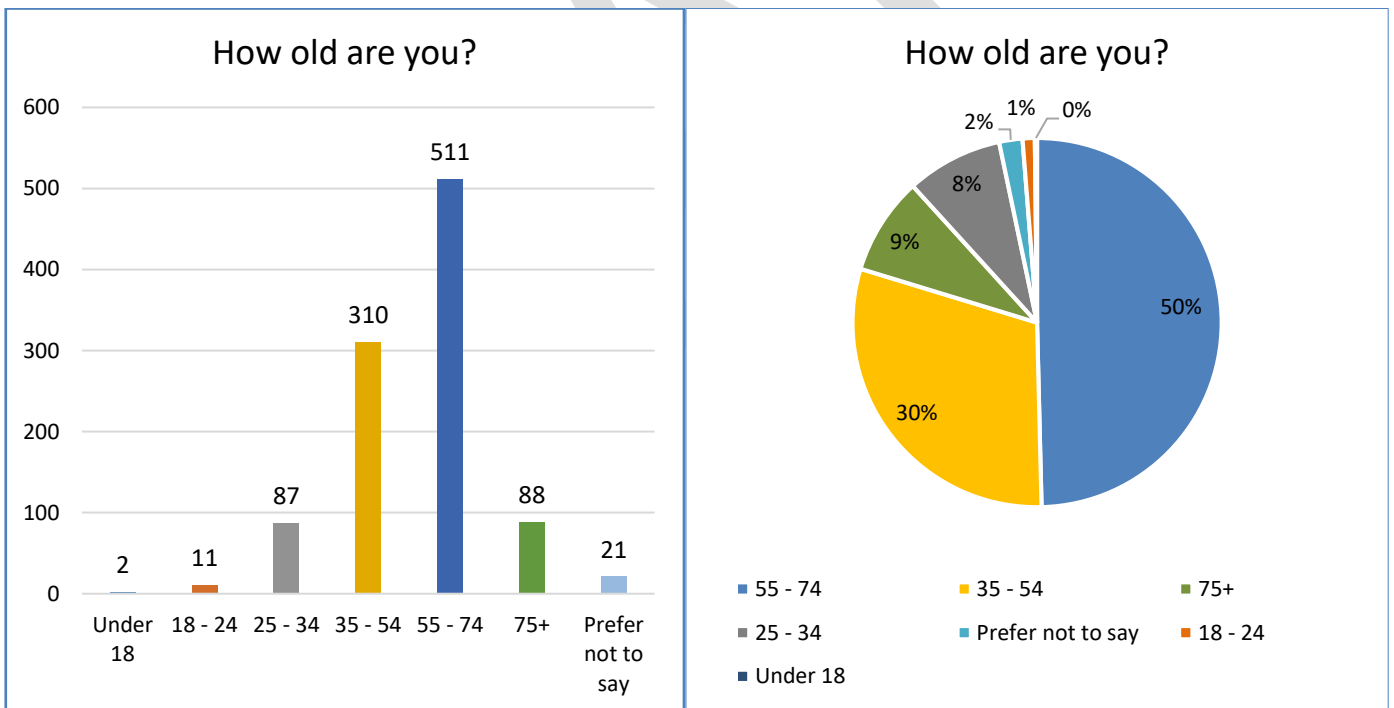
Due to the volume of responses, this consultation report summarises the main issues raised but full details of every comment received can be found at [Appendix C](#).

## Profile of respondents

The vast majority (92%) of respondents are local residents whilst a small number are local business owners (2%), visitors to the Vale of Glamorgan (2%), local councillors (1%) and 3% selected other.

As part of the survey's Equality Monitoring, respondents were asked a range of questions relating to their age, gender, disability, religion and whether they were pregnant in the last 6 months.

The chart below shows the spread of the age categories of the survey respondents.



50% of respondents are in the age category 55-74 whilst 30% are 35-54, 9% are 75 and over, 8% are 25-34. 1% stated that they are 18-24, less than 1% are under 18 and 2% prefer not to reveal their age.

When asked about physical or mental health, illness or disability which has lasted, or expected to last 12 months or more, 69% of respondents stated that their day-to-day activities are not limited. 21% stated that they are limited a little and 6% limited a lot. 4% preferred not to say.

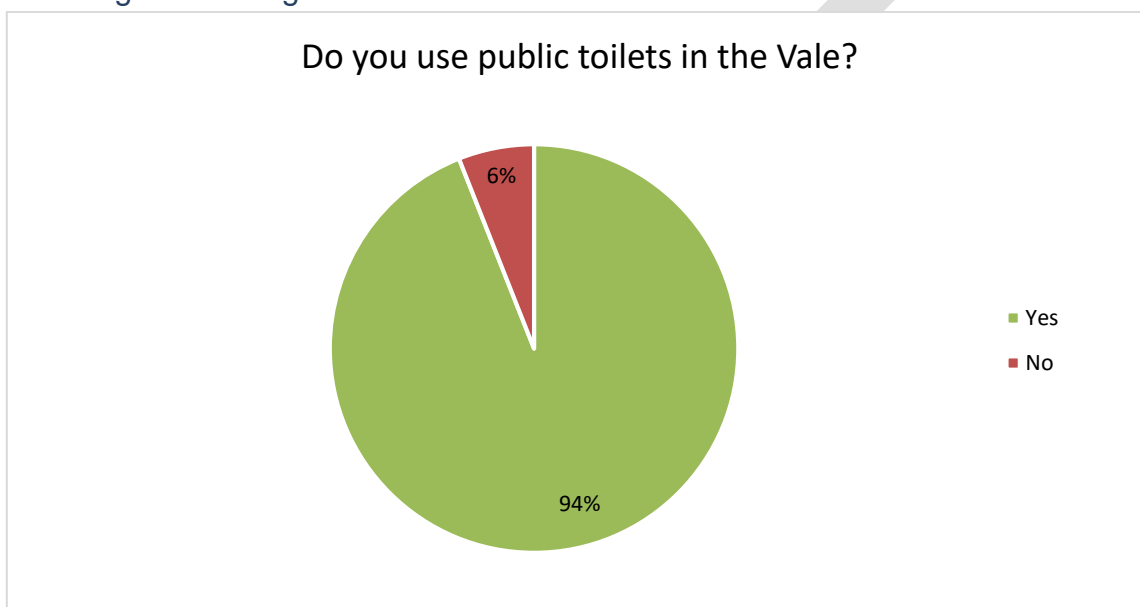
46% of respondents stated Christian (all denominations) when asked what is their religion. Buddhist, Jewish and Muslim amounted to less than 1% of respondents. 38% stated no religion, 3% stated any other religion whilst 13% prefer not to say.

Regarding gender, 60% of respondents are female, whilst 35% are male. Less than 1% responded stating they are another gender identify and 3% prefer not to say.

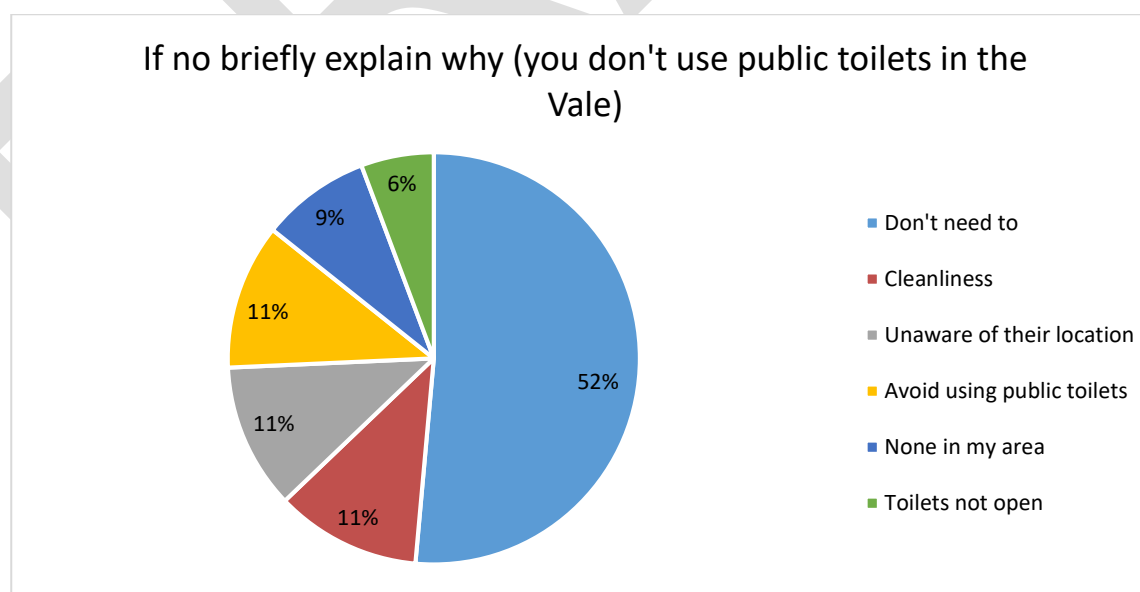
Finally, 2% of respondents are currently pregnant or have been within the last year. Whilst 93% had responded no and 5% prefer not to say.

## 1.1 Survey Results

### 1.1.1 Toilet general usage

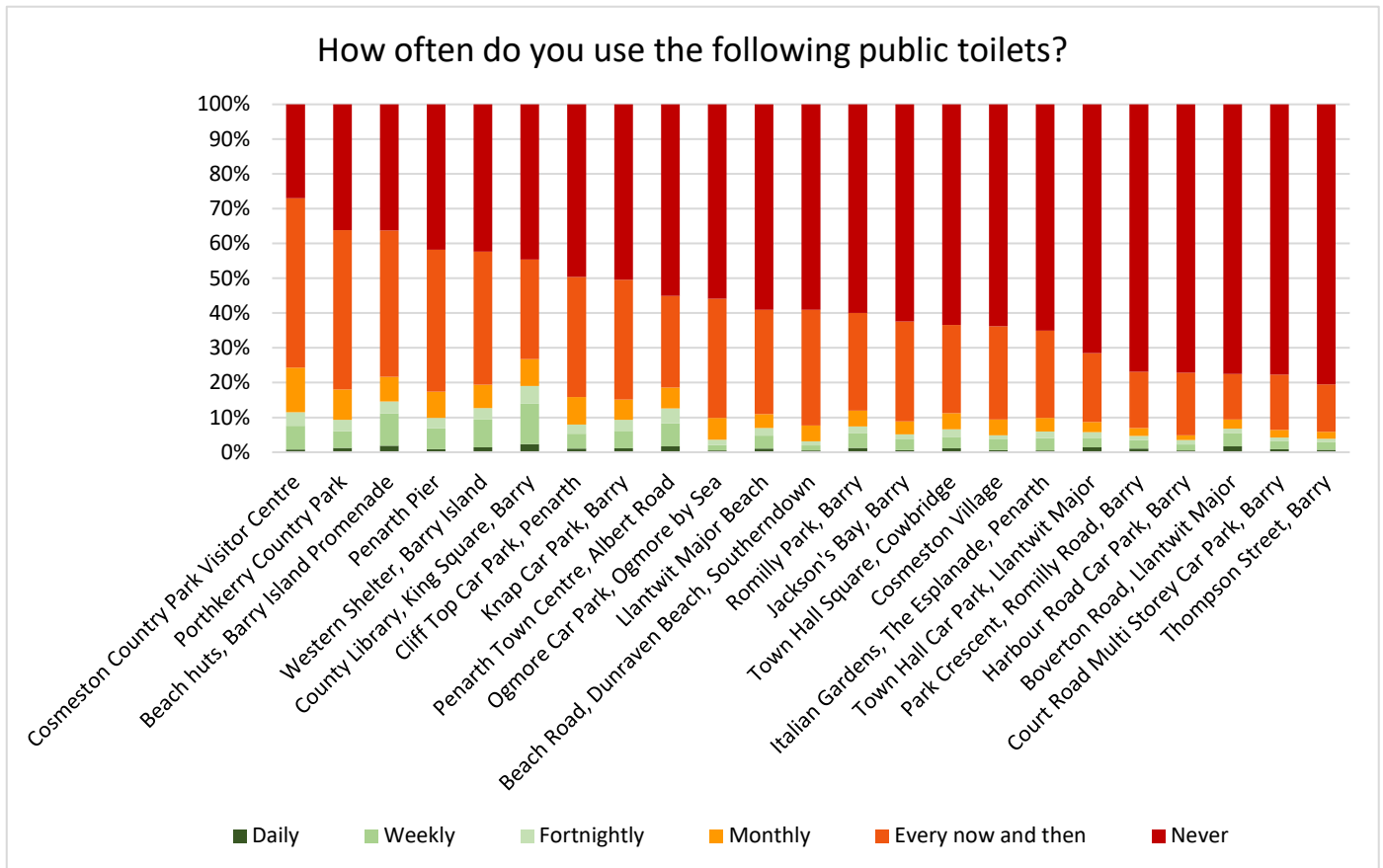


941 (94%) of respondents stated that they use public toilets in the Vale and 60 (6%) said they don't.



Reasons why respondents don't use public toilets include 18 respondents (52%) who stated that they don't need to. Other reasons respondents stated included, unaware of their location (11%), cleanliness (11%), no toilets in my area (9%), toilets are not open (6%) and that respondents try to avoid using them (11%).

## 1.1.2 Usage levels by toilet



Respondents were asked how often they use 23 different toilets in the Vale of Glamorgan. The most used toilets on a daily basis is the County Library, King Square, Barry with 24 of the 1040 respondents (2.31%) and the least used on a daily basis are Ogmore Car Park, Ogmore by Sea, Beach Road, Dunraven Beach, Southerndown and Italian Gardens, The Esplanade, Penarth with only 5 respondents (0.48%) each.

The County Library, King Square, Barry is also the toilet with the highest percentage of users on a weekly (11.63%) and fortnightly basis (5.10%). The least used on a weekly basis is Beach Road, Dunraven Beach with 1.44% of respondents and on a fortnightly basis is Thompson Street, Barry with (0.96%).

The most used on a monthly basis is Cosmeston Country Park Visitor Centre with 12.79% and least used is Harbour Road Car Park, Barry (Seasonal) with 1.44% of respondents.

The toilet with the highest percentage that respondents said they used every now and then is Cosmeston Country Park Visitor Centre with 48.65% and least used is Boverton Road, Llantwit Major with only 13.08%.

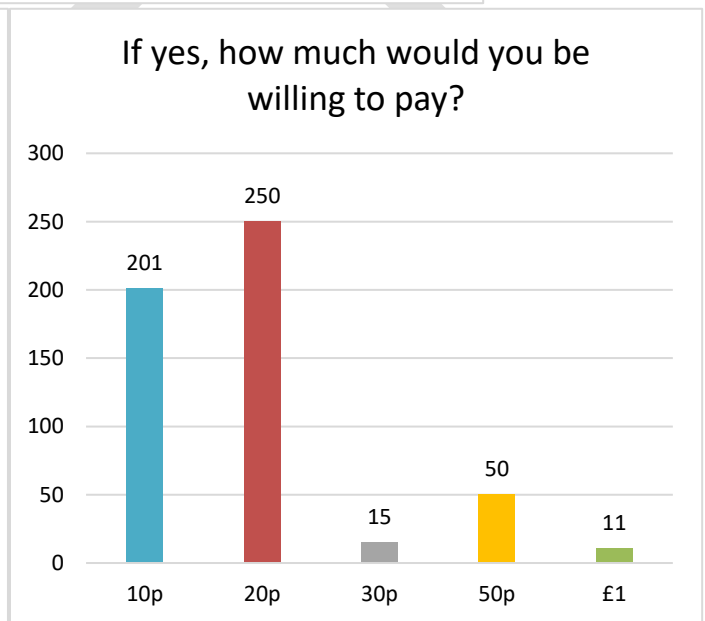
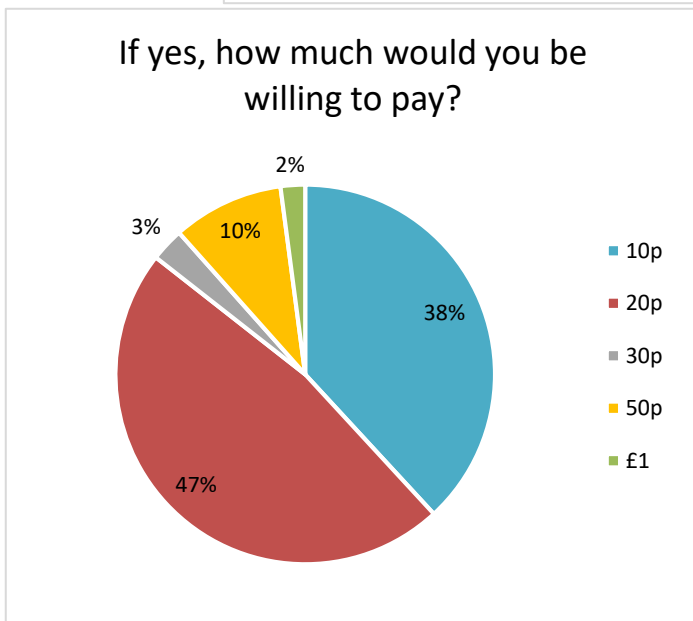
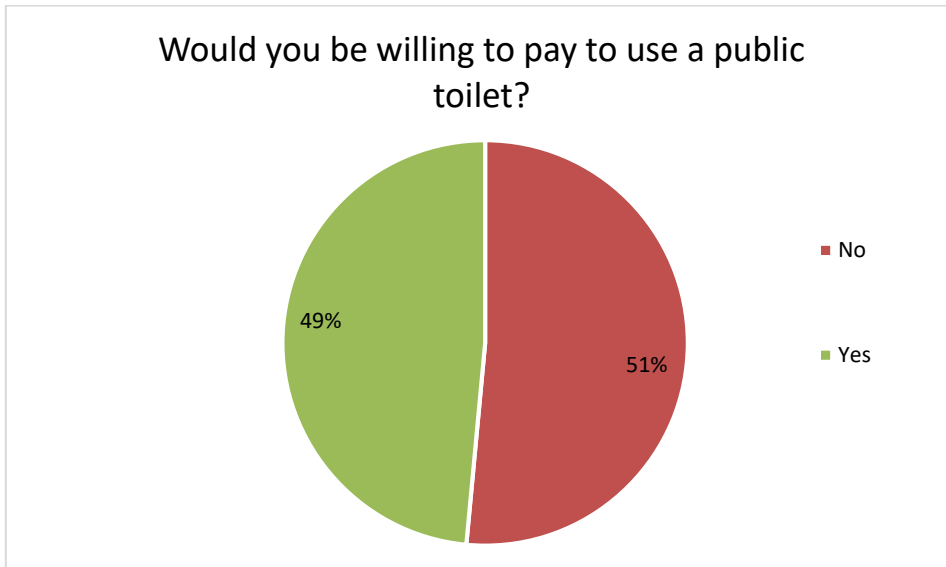
The highest percentage of respondents stating the toilet they never used is Thompson Street, Barry with 80.48% and the toilet with the least saying this is Cosmeston Country Park Visitor Centre.

Assumption made that respondents that didn't specify how often they use that particular toilet have never use that toilet and therefore figures have been amended to reflect this.

	Daily	Weekly	Fortnightly	Monthly	Every now and then	Never	
How often do you use the following public toilets?	rank	rank	rank	rank	rank	rank	ranked by average rank
Beach huts, Barry Island Promenade	2	2	4	6	3	3	1
County Library, King Square, Barry	1	1	1	4	12	6	2
Cosmeston Country Park Visitor Centre	16	4	3	1	1	1	3
Porthkerry Country Park	7	8	5	2	2	2	3
Western Shelter, Barry Island	5	3	5	7	5	5	5
Penarth Pier	14	6	8	5	4	4	6
Penarth Town Centre, Albert Road	3	5	2	9	15	9	7
Cliff Top Car Park, Penarth	11	9	9	3	6	7	8
Knap Car Park, Barry	9	7	7	10	6	8	9
Romilly Park, Barry	7	10	12	12	13	13	10
Llantwit Major Beach	11	11	11	15	10	11	11
Town Hall Square, Cowbridge	9	14	10	11	16	15	12
Ogmore Car Park, Ogmore by Sea	20	22	15	8	8	10	13
Town Hall Car Park, Llantwit Major	5	17	14	18	18	18	14
Jackson's Bay, Barry (Seasonal)	18	15	16	17	11	14	15
Beach Road, Dunraven Beach, Southerndown	20	23	18	12	9	11	16
Cosmeston Village	18	15	18	12	14	16	16
Boverton Road, Llantwit Major	3	12	17	19	23	21	18
Italian Gardens, The Esplanade, Penarth	20	13	13	16	17	17	19
Park Crescent, Romilly Road, Barry	11	18	18	20	20	19	20
Court Road Multi Storey Car Park, Barry	14	19	22	20	21	22	21
Harbour Road Car Park, Barry (Seasonal)	20	21	18	23	19	20	22
Thompson Street, Barry	17	20	23	22	22	23	23

**Table A. Rankings of each toilet by usage responses. Never rankings inverted (i.e. Rank 1 = toilet with the least that answered Never).**

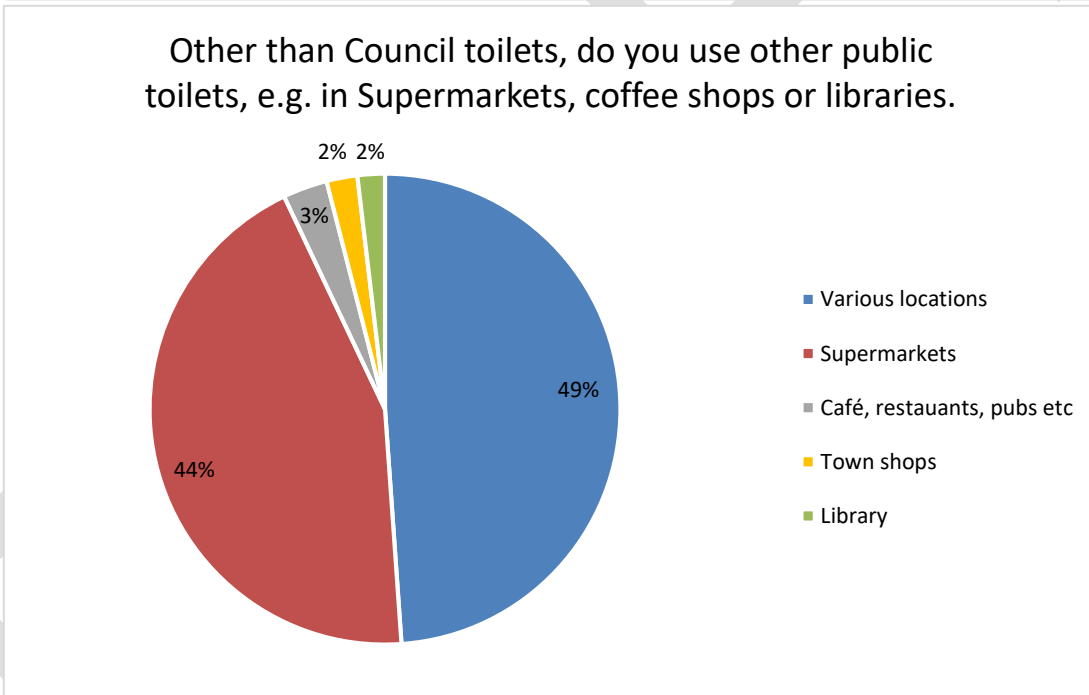
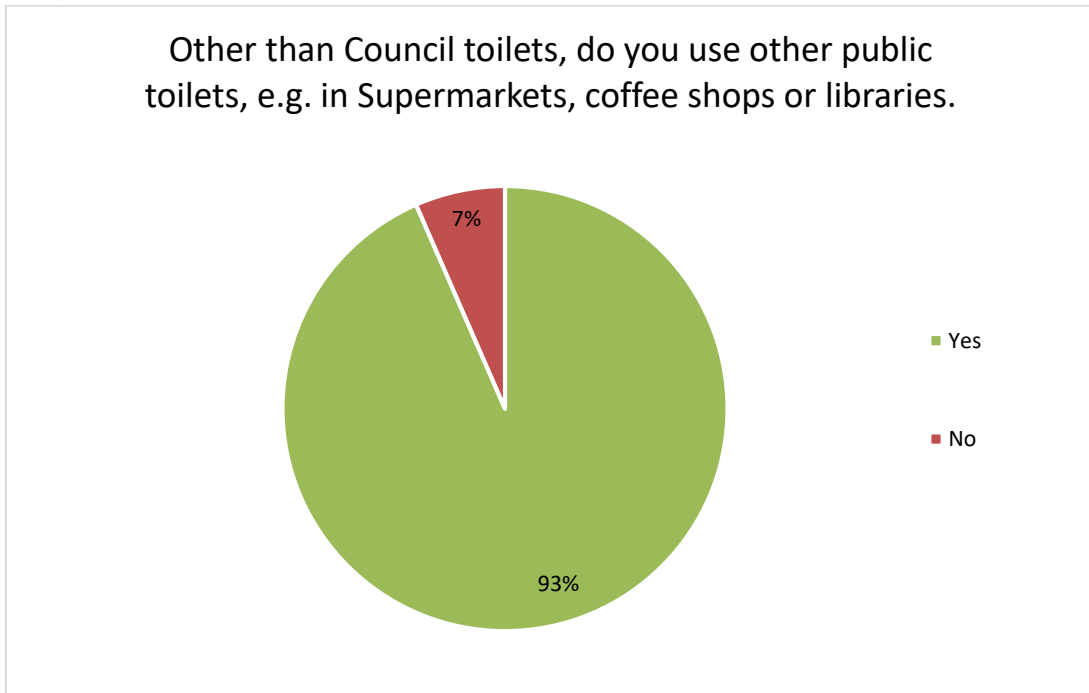
### 1.1.3 Charges to use toilets



49% of respondents stated that they would be willing to pay to use a public toilet whilst 51% said that they would not. Of those willing to pay, 70.61% answered q5 to state how much they would be willing to pay. 47% of respondents were willing to pay 20p, whilst 38% were willing for 10p, 10% for 50p, 3% for 30p and 2% for £1.

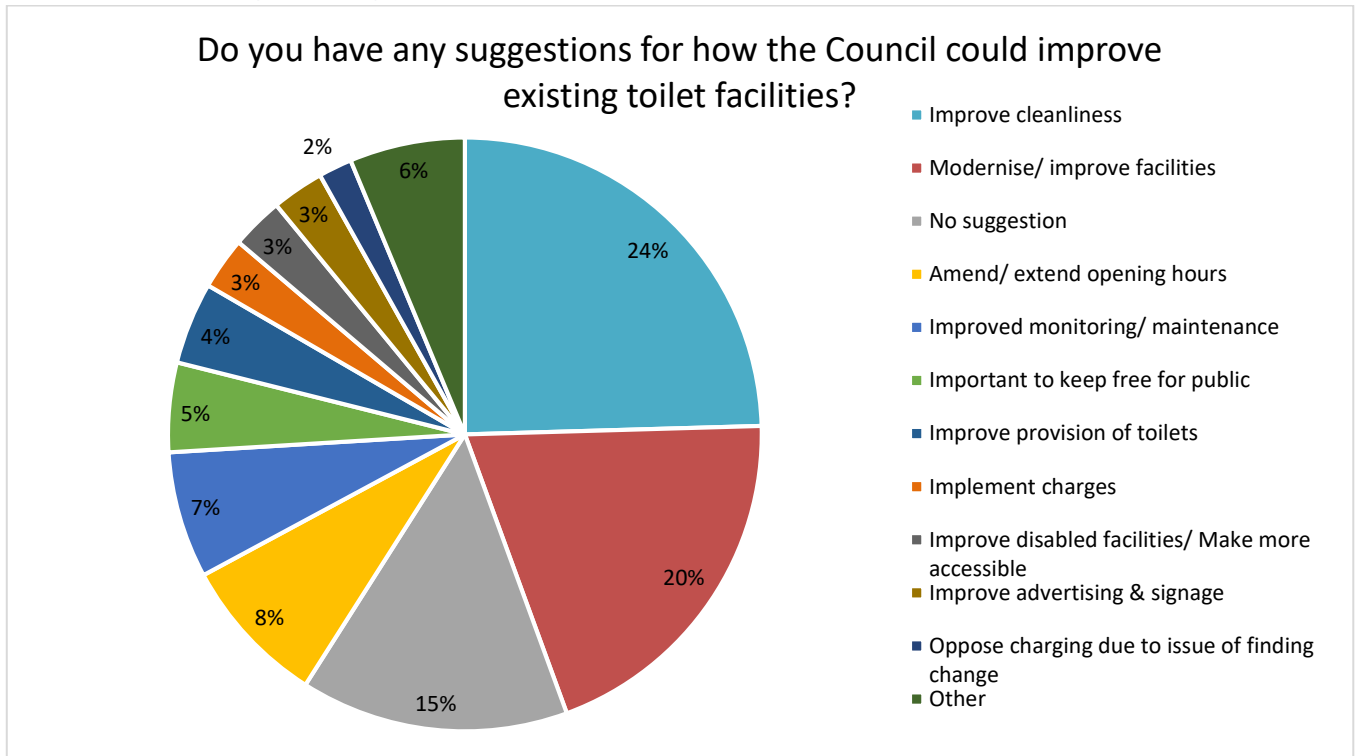


#### 1.1.4 Usage of non-Council toilets



93% of respondents stated they use public toilets other than Council toilets. Of those that stated they do use non-Council toilets, 88.92% answered q6a to specify location. 44% stated they use toilets in supermarkets, 3% in Café, restaurants and pubs etc, 2% in Town centre shops, 2% in Libraries. 49% stated they use toilets in various locations.

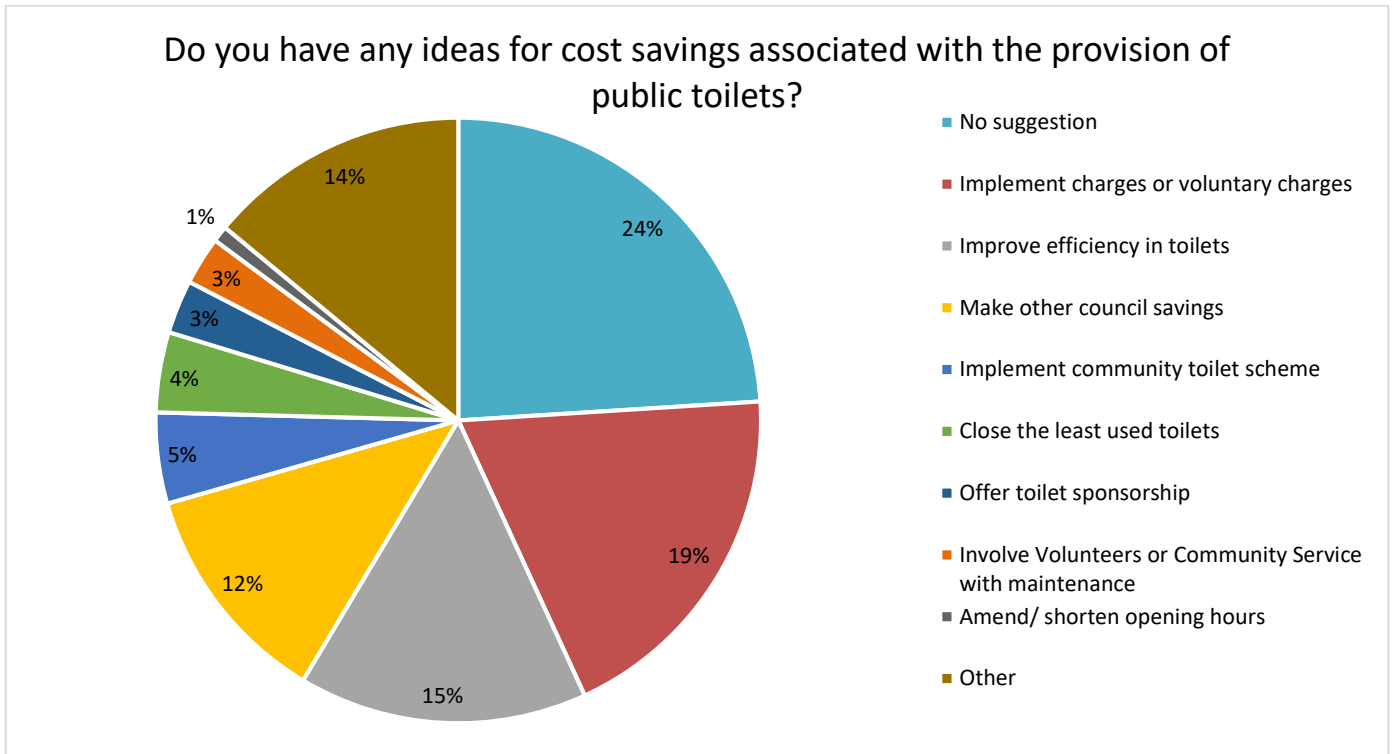
### 1.1.5 Improving existing toilet facilities



The main suggestions to improve existing toilet facilities are to improve cleanliness (24%) and modernise/ improve facilities (20%). Other responses include suggestions to amend/ extend opening hours (8%), improve monitoring/ maintenance (7%), improve provision of toilets (4%), implement charges (3%), improve disabled facilities/ make more accessible (3%), improve advertising & signage (3%) and comments stating importance to keep free for public (5%) and opposition to charging due to issue of finding charge (2%). 6% responded with other suggestions outside of the above categories and 15% had no suggestions.

All related comments can be found in [Appendix C](#)

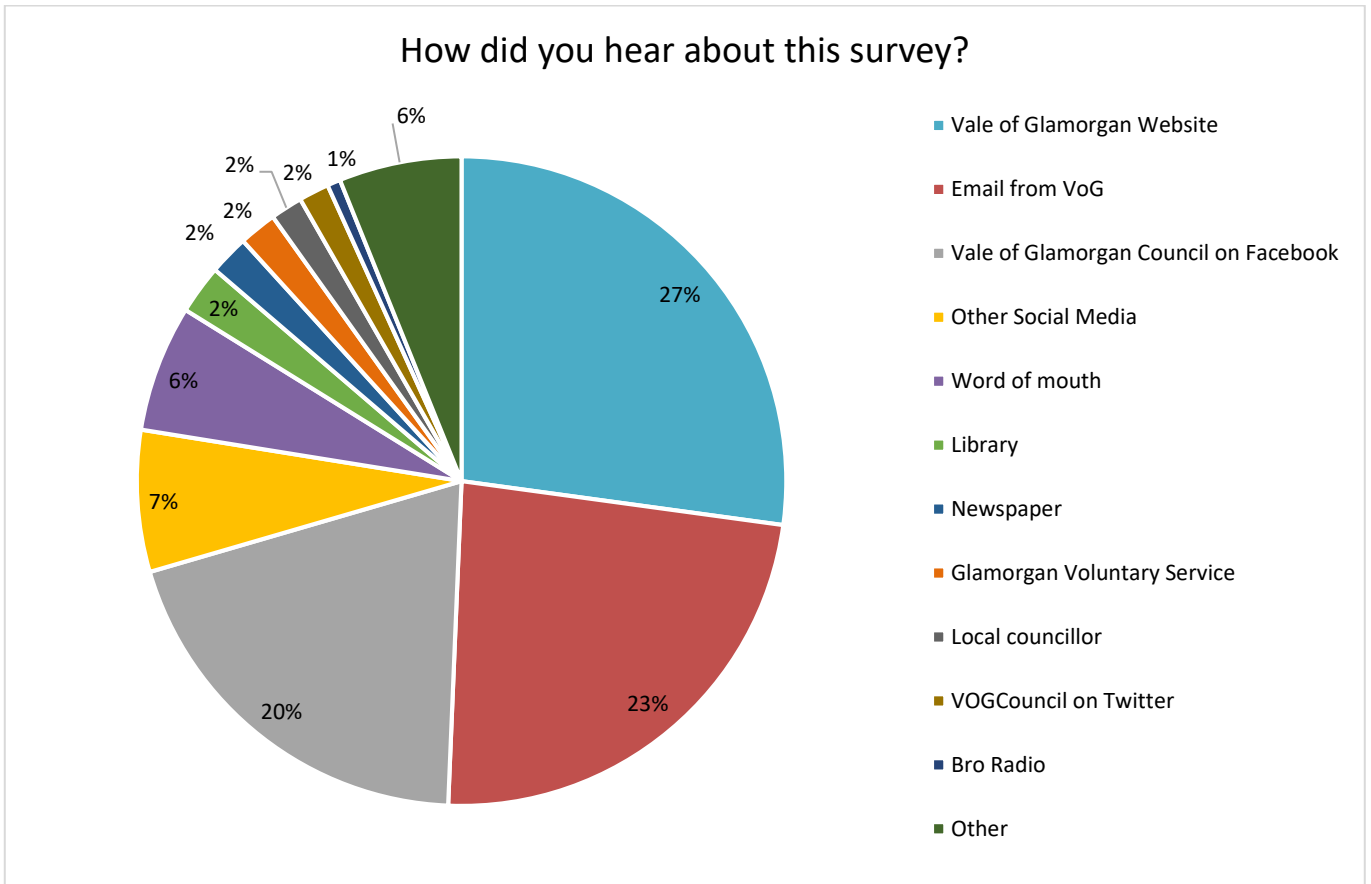
### 1.1.6 Cost savings for the provision of public toilets



The main suggestions for cost savings associated with the provision of public toilets included implement charges or voluntary charges (19%), improve efficiency in toilets (16%) or to make other Council related savings (12%). Other responses include implement Community Toilet Scheme (5%), close the least used toilets (4%), offer toilet sponsorship (3%), involve volunteers or Community Service with maintenance (3%) and amend/ shorten opening hours (1%). 14% responded with suggestions related outside of the above categories and 24% had no suggestions.

All related comments can be found in [Appendix C](#)

### 1.1.7 How did you hear about this survey?



When asked how you heard about this survey, main responses included the VoG Council Website (27%), an E-mail from VoG Council (23%) and VoG Council on Facebook (20%). Other responses include Other Social Media (7%), Word of mouth (6%), Library (2%), Glamorgan Voluntary Service (2%), Local Councillor (2%), VoG Council on Twitter (2%) and Bro Radio (1%). Other responses, which fell out of the above categories, amounted to (6%).



## 2 Business Survey

### Profile of respondents

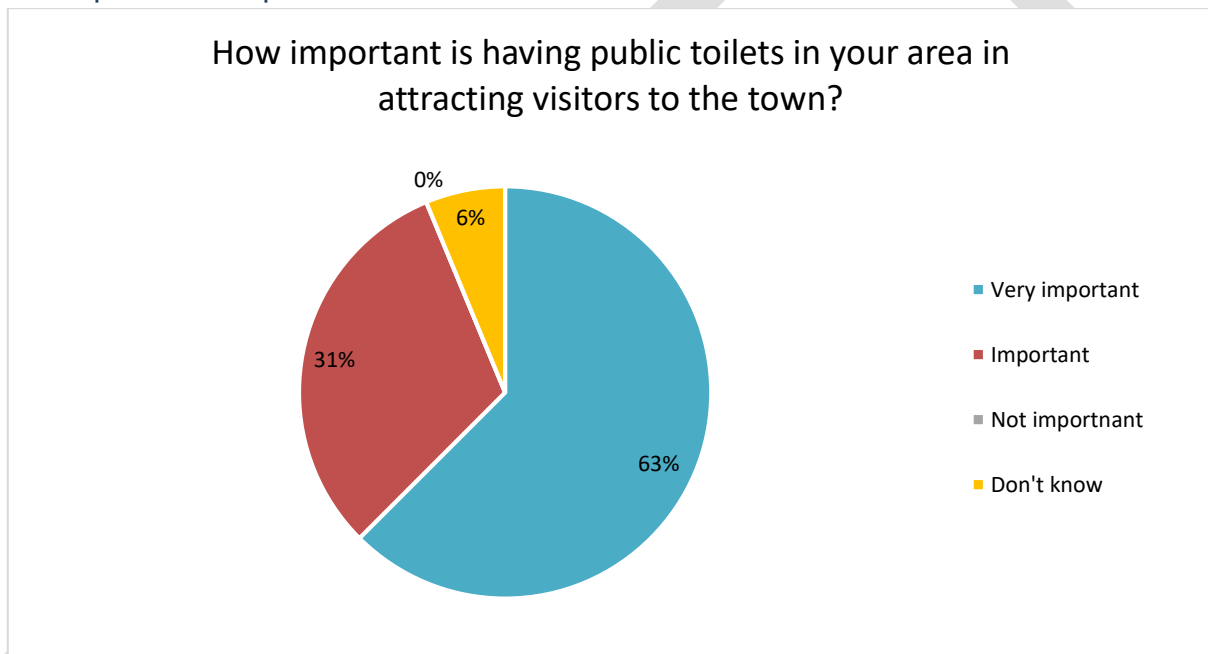
The survey ran alongside the public survey from 8 November 2018 until 8 February 2019.

There were 16 responses to the survey and a copy of the survey is contained in [Appendix B](#). The survey included responses from a range of businesses from both the Vale of Glamorgan and outside of the authority. The survey asked respondents to leave comments in the last question, which allowed the businesses to express their views.

14 different businesses completed the survey as 3 responses were received from the same business. 7 businesses are from Penarth, 5 from Barry, 1 from Cowbridge and 1 from Cardiff.

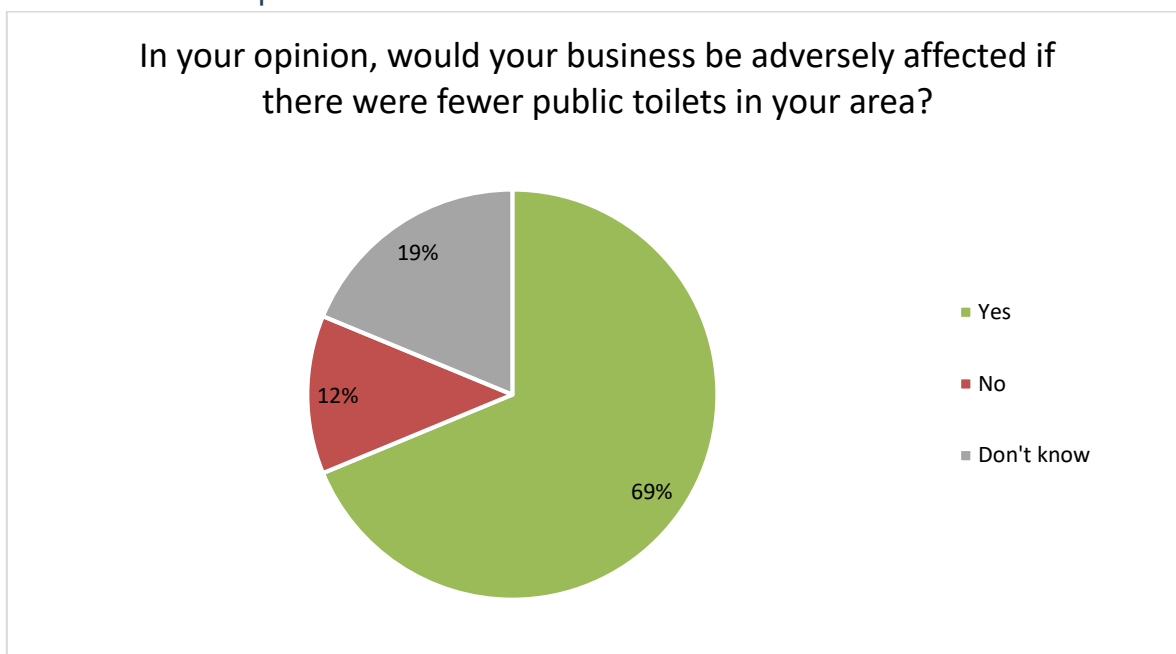
### 2.1 Survey Results

#### 2.1.1 Importance of public toilets



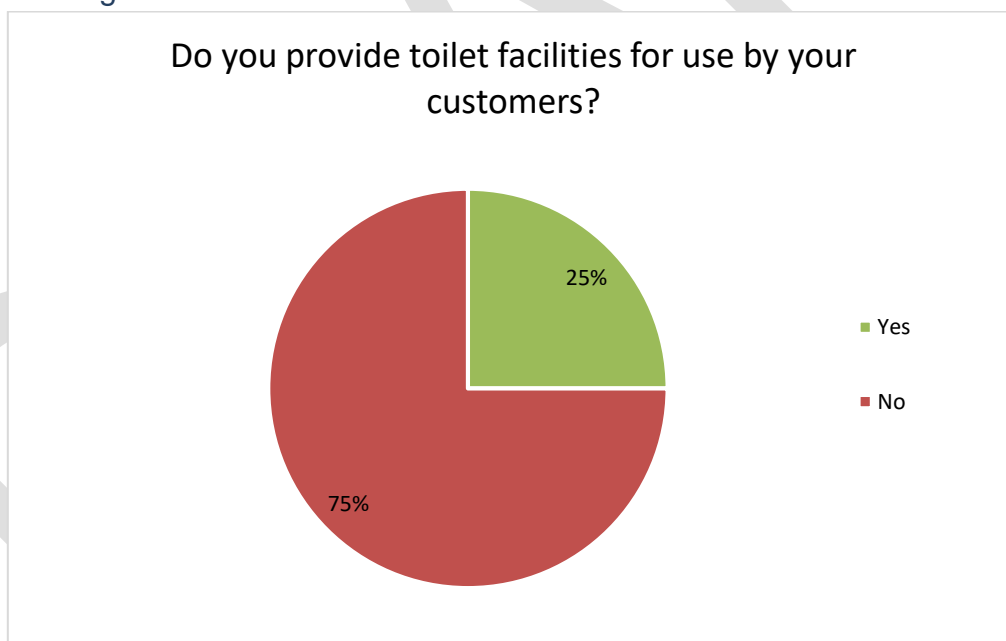
When asked how important is having public toilets in your area in attracting visitors to the town, 10 of the 16 (63%) of the businesses stated that it is very important and 5 (31%) says it is important. 6% of the businesses responded by saying they don't know.

### 2.1.2 Effect of fewer public toilets



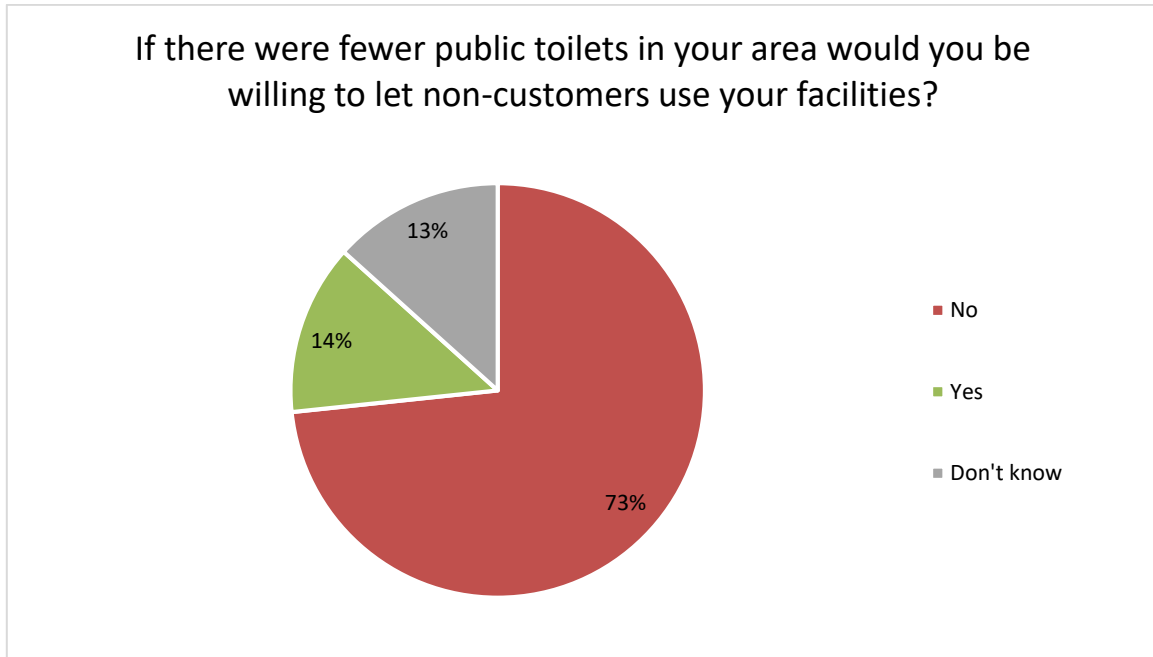
11 of the 16 businesses (69%) stated that in their opinion, their business would be adversely affected if there were fewer public toilets in their area. 2 businesses (12%) said no and 3 (19%) said they don't know.

### 2.1.3 Toilet usage for customers

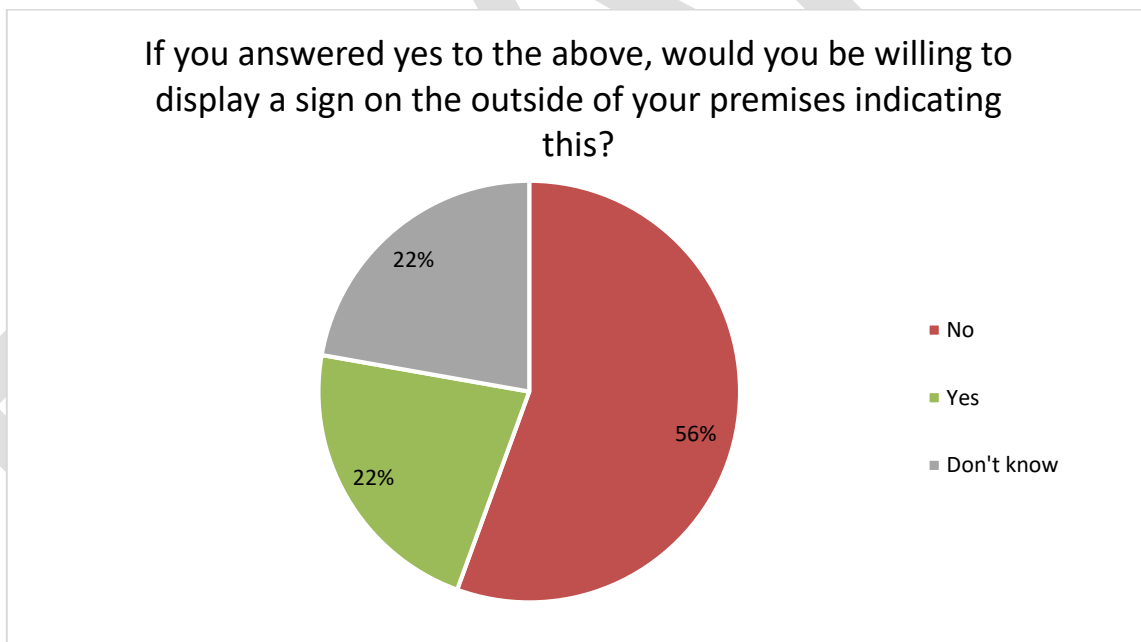


4 of the 16 businesses (25%) provide toilet facilities for use by their customers whilst 12 (75%) say they don't.

2.1.4 Willingness to allow non-customer to use business facilities, display sign and to be included in Council directory

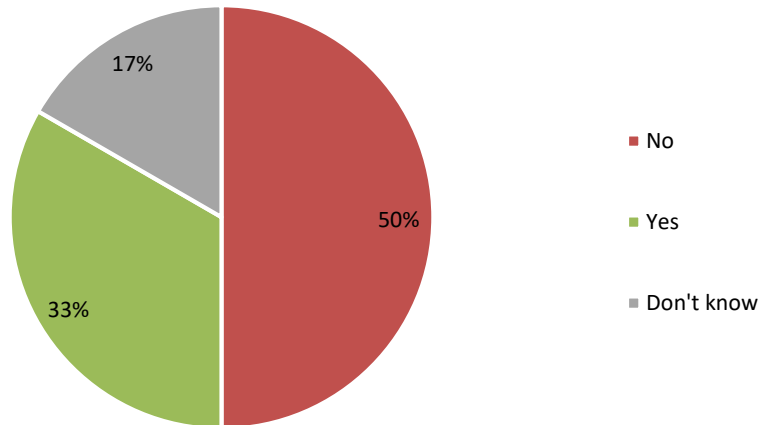


When asked if there were fewer public toilets in your area, would you be willing to let non-customers use your facilities, 11 of the 15 businesses which answered the question 73% responded by saying No. 2 of the businesses said yes and another 2 responded don't know.



Despite only 2 businesses answering yes to the previous question 9 have answered question 6. When asked if you would be willing to display a sign on the outside of your premises indicating that you would be willing for non-customers to use your toilet, 5 of the 9 (56%) businesses indicating that they wouldn't be willing. 2 businesses responded yes and another 2 stated they don't know.

If you answered yes to question 4, would you be willing for your company to be included on the Council directory available on their website indicating this?



Despite only 2 businesses answering yes to the previous question 6 have answered question 7. When asked if you would be willing for your company to be included on the Council directory available on their website indicating this, 3 of the 6 businesses (50%) stated no. 2 of the 6 businesses (33%) answered yes whilst 1 (17%) said don't know.

#### 2.1.5 Businesses comments

The last question of the businesses survey allowed respondents to note any further comments.

All related comments can be found in [Appendix D](#).



### 3 Consultation Sessions

#### Minutes of the Executive Meeting 17<sup>th</sup> January 2019 – 50+ Forum

An Executive Meeting was held on 17<sup>th</sup> January 2019 to collect the views and opinions of residents of 50 plus in age. The key findings during the focus group can be summarised as follows:

- Recognition that the service is vital to particular residents, including those elderly and special needs.
- Provision of public toilets for tourists and in seaside resort locations important.
- Both of the above points need to be recognised along with the legislative framework including the Disability and Equality Acts.
- Despite not being statutory to provide from a local authority, many of the members felt public toilets is a “right” for the ageing populace.
- Members raised issue of the closure of the public toilets in the Civic Offices, Barry
  - Members were explained that they had been closed from the public due to continued misuse.
- Members raised issue that an Equalities Impact Assessment (EIA) may be needed if proposals of charging for use of the toilets are implemented due to the varied income demographic of users. Members informed that an EIA would be produced
- Issue of Transgender toilets to be investigated.
- The importance of utilising a range of methods for consultation was highlighted and not just reliance on on-line surveys.

## Appendices

### Appendix A – Public Toilet Strategy Survey



## Public Toilets

The Council has a requirement to prepare a toilet strategy for the Vale of Glamorgan.

We would like your views on a range of issues relating to current and future provision.

The Council currently operates 23 toilet blocks, as detailed below. The toilets are staffed by four toilet attendants who work on a rota system to open, close and clean the toilets regularly.

All information received is stored using secure servers and in accordance with the General Data Protection Regulation (GDPR).

Do you use public toilets in the Vale?

- Yes
- No

How often do you use the following public toilets?

	Daily	Weekly	Fortnightly	Monthly	Every now and then	Never
Beach huts, Barry Island Promenade						
Western Shelter, Barry Island						
Harbour Road Car Park, Barry						
County Library, King Square, Barry						
Jackson's Bay, Barry						
Knap Car Park, Barry						

Court Road Multi Storey Car Park, Barry						
Park Crescent, Romilly Road, Barry						
Porthkerry Country Park Romilly Park, Barry						
Thompson Street, Barry						
Cliff Top Car Park, Penarth						
Cosmeston Country Park Visitor Centre						
Cosmeston Village						
Italian Gardens, The Esplanade, Penarth						
Penarth Pier						
Penarth Town Centre, Albert Road						
Town Hall Square, Cowbridge						
Boverton Road, Llantwit Major						
Town Hall Car Park, Llantwit Major						
Llantwit Major Beach						
Ogmore Car Park, Ogmore by Sea						
Beach Road, Dunraven Beach, Southerndown						

Would you be willing to pay for a public toilet?

- Yes
- No

If yes, please specify location.

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Do you have any suggestions for how the Council could improve existing toilet facilities? Or any ideas for cost savings associated with the provision of public toilets?

Improvements

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Cost saving

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We would like to ask you some questions about how you heard about the survey as well as about you as an individual. This is so we can evaluate our own activities and so we can understand more about our services.

How did you hear about this survey? Please tick all that apply

- Vale of Glamorgan Council Website
- Vale of Glamorgan Council on Facebook
- VOGCouncil on Twitter
- Bro Radio
- Word of mouth
- Local councillor
- Other

If other, please specify

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Are you a...? Please select all that apply?

- Local resident
- Local business owner
- Local councillor
- Visitor to the Vale of Glamorgan
- Other

If other, please specify

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### Equality Monitoring

In order to help us ensure we are providing services fairly to everyone who needs them, we would be grateful if you could answer a few more questions about yourself.

How old are you?

- Under 18
- 18 – 24
- 25 – 34
- 55 – 74
- 75+
- Prefer not to say



35 – 54

Are your day-to-day activities limited because of a physical or mental health condition, illness or disability, which has lasted, or is expected to last 12 months or more?

Yes – limited a lot

No

Yes – limited a little

Prefer not to say

What is your religion?

No religion

Hindu

Sikh

Christian (all denominations)

Jewish

Any other religion

Buddhist

Muslim

Prefer not to say

If other gender identity, please specify.

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What is your gender?

Male

Any other gender identify

Female

Prefer not to say

If other gender identity, please specify.

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Are you currently pregnant or have you been pregnant within the last year?

Yes

Prefer not to say

No

**Thank you for taking the time to complete this survey.**



## Public Toilet Provision Local Business Questionnaire

Q1

Name \_\_\_\_\_

Business name \_\_\_\_\_

Business address \_\_\_\_\_

Q2

How important is having public toilets in your area in attracting visitors to the town?

- Very important
- Important
- Not important
- Don't know

Q3

In your opinion, would your business be adversely affected if there were fewer public toilets in your area?

- Yes
- No
- Don't know

Q4

Do you provide toilet facilities for use by your customers?

- Yes
- No

Q5

If there were fewer public toilets in your area would you be willing to let non-customers use your facilities?

- Yes
- No
- Don't know

Q6

If you answered yes to the above, would you be willing to display a sign on the outside of your premises indicating this?

- Yes
- No
- Don't know

Q7

If you answered yes to question 4, would you be willing for your company to be included on the council directory available on their website indicating this?

- Yes
- No
- Don't know

Q8

Please note any further comments below.

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## Appendix C – Public Survey Comments

Do you have any suggestions for how the Council could improve existing toilet facilities?

1.	Clean them more often. Employ staff to keep them clean.
2.	My husband uses the public toilets in Llantwit Major at intervals but sometimes finds them locked too early.
3.	Open in evenings for use for night workers, in my case a taxi driver.
4.	Open longer in Summer - even if you have to pay.
5.	Toilets monitored to save damage
6.	Limited loo roll, it ends up on the floor. No hot water.
7.	Provide toilet roll at Penarth library, similar to Barry library as there is frequently none there.
8.	Need more efficient hans dryers. I.e. Dyson, also some loos smell.
9.	beach toilets at Llantwit Major could be improved and people would spend longer at the beach
10.	in Penarth, about 1 year ago, the 'ladies' was 'redecorated' - appalling (better before!) no hooks for bags. do a decent job.
11.	slot on outside foor for 20p
12.	charge
13.	cleanliness - you have to provide public toilet access, you have a moral responsibility to your wards
14.	pay people to man them
15.	Opening Court Road multi storey car park, toilets on time.
16.	elderly people need public toilets, another is needed in Penarth centre
17.	no, but if made to pay, people will have no option (if desperate) to go in lanes etc
18.	it is useful for all cubicles to have a look on the door enabling both bags and coats to be hung on, whilst one is using the facility.
19.	check of cleansing
20.	i do not, but I know that public toilets are a necessity and requirement for people of all ages
21.	they are toilets, just keep them clean
22.	cleanliness
23.	keep what you have here, get opne in Penarth Cosmeston
24.	none except keep clean
25.	sorry, no
26.	SATISFIED
27.	close late evenings. cameras to monitor vanadlism
28.	my comment is that public toilets area necessity in any community for young and old and disbaled alike, and economies by Council
29.	Attended more often
30.	Do not get rid of public toilets. They are so needed.
31.	Keeping clean and well maintained
32.	Extend opening hours at Barry Island, improve security.
33.	The current facilities are fine

34.	I am happy with the existing toilet facilities
35.	Need to keep toilets
36.	Change the toilets on the Knap to a coffee shop and let that. The tenant would then be responsible for the maintenance & you would receive...
37.	The public toilets in Penarth in Albert Road could do with modernisation, the toilets in Barry at the library are an excellent example of how public toilets should be.
38.	all toilets should have disabled access the council has stopped the public using the toilet facilities at the council office, was this a wise thing reducing the availability of toilet in Barry
39.	Cleaner more managed toilets. If cleaner then I would consider paying a small amount to use
40.	There should be more Public toilets situated in the vale of Glamorgan
41.	Keep the Llantwit Major Beach toilet open a bit earlier and a bit later in the summer.
42.	Would be willing to pay but don't always have change available - also would expect a higher standard if payment required the newer toilets at King Square are great, those at Jacksons Bay for example are not so great!
43.	Some could do with better cleaning and repair...some are pretty smelly.
44.	Court Rd disabled toilet is very rarely clean or you are paddling. So need to be checked more often.
45.	More frequent cleaning, many are sometimes smelly and dirty
46.	better lighting. twice daily visits from staff for a period of 30 minutes - in addition to open & closing procedures.
47.	Longer opening hours. Penarth, for example, close before the shops.
48.	Generally I think the ones I use are clean. Maybe not perfect but clean. There is one toilet in Albert Road that doesn't have a functioning lock.
49.	Retain toilets that are currently open. Do all that can be done to make them vandal and graffiti proof and hope people respect the facility.
50.	None, satisfactory how they are now.
51.	There need to be toilets in the Civic offices, it is unacceptable that people who may have to wait for hours for a housing appointment should have to go elsewhere for the toilet and potentially miss their appointment. This is particularly an issue for people with mobility issues or conditions which mean they need the toilet frequently or without warning. Not to provide a toilet would appear to discriminate against people with those additional needs.
52.	Most of the toilets smell pretty awful and could benefit from a daily cleaning regime, Italian gardens penarth especially. Penarth cliff top also has issues with random males frequenting it certain times of the week.
53.	Hot water and paper towels
54.	Regular cleaning and supply of toilet paper
55.	All the ones I use are very clean and well maintained. Probably too much abuse but one or two all night toilets would be appreciated



56.	There is an urgent need for public toilets in the Civic offices for people waiting for appointments. I support people waiting there regularly and it is unacceptable that people with mobility or health issues that affect their toilet needs cannot access public toilets when sometimes waiting many hours for appointments. Leaving the building to go to the toilet elsewhere may mean that they end up missing an appointment they have waited hours for. For those with mobility issues there is no alternative. I would have used many more of the above public toilets had I known they were there - maybe some signs would be helpful.
57.	No
58.	No
59.	Employ 2 more staff to augment the core team of cleaners.
60.	Where are they anyways. I've no idea. They are so public their hidden.
61.	Make them available and signposted
62.	Let us know where they are
63.	Could be cleaner
64.	Could the ones on king square open earlier
65.	The ones I have used recently have been clean and generally appear well-maintained, apart from Porthkerry Park which has often looked shabby and not very clean - probably more due to the number of people using it including children without adult supervision.
66.	Why so many toilets when supermarkets have them. I agree with town Centre ones, but those further afield might be near supermarkets who supply toilets. And most cafes have toilets in them too.
67.	Daily checks to ensure Hot Water, Paper Towels for Drying hands, Stock of Toilet Rolls and Door Locks working. Cleanliness is also important.
68.	Energy Saving Hand Dryers
69.	Some of the toilets are revolting, for example, I use the toilets in Porthkerry park when either out for a run or walk and they are in serious need of refurbishment, the ones in western shelter are the same, I went in there the other day and couldnt find a toilet cubicle with a working lock.
70.	Make a public toilet available at Civic offices Holton Road
71.	Make a public toilet available at civic offices
72.	Publicise the location of the toilets.
73.	For unmanned toilets a code to enter (e.g. the Hayes in Cardiff you get the code from the cafe & the code changes regularly
74.	Always seen quite clean
75.	they are just necessary when out.
76.	just keep them open when
77.	Clean them more often & have an attendant
78.	We need MORE toilets and particularly accessible ones; lack of facilities actually causes me to not use the vale shops as much as I once did. Many retailers do NOT allow the public to use their toilet facilities unless you are a paying customer - why not offer a slight reduction in their business rates if they operate a free public toilet in their premises?
79.	More efficient hand dryers
80.	Coin operated access
81.	?
82.	External CCTV to discourage vandalism

83.	Keep them clean and fully functioning
84.	upgrade all toilets, have someone on site and charge to use
85.	More security and that toilets are regularly checked
86.	Large cubicles to change children with additional needs
87.	cleaner,more user friendly childs one so easy for them to use when small.
88.	Don't mind paying so long as cashless payment accepted.
89.	Keep clean and smelling fresh
90.	Cut opening hours slightly and according. To season etc..local retailers to provide and proactively advertise service,provide cleaning materials and/or service.council tax incentive
91.	Happy to pay as long as kept clean and tidy . Porthkerry toilets need a good upgrade .floor always soaking wet . All toilet hand washing facilities should be like beach huts
92.	They are as good as one could expect
93.	Cleaning
94.	Cleanliness is all important with good upkeep of the facilities
95.	Easier access
96.	Upgrade the internal,decorations by tiling more.
97.	The toilet facilities are well kept. Voluntary donations, linked directly to the management of the toilets might help reduce the financial implications to the tax payer. I can't say how much this would contribute but I am against having to pay, purely because I know of many people, including myself who struggle to make it to the toilet in time. It would be terrible to not be able to use the toilet if I or they didn't have cash on them.
98.	Some are very tatty and aren't very pleasant to use and not everything works. Taps, flushes etc.
99.	The Thompson Street toilets seem to Ben closed a lot
100.	renovate them so they are more modern, but charge for usage to maintain standards. Also please do put some heating on!
101.	Abandon those least used, least secure and most commercially valuable and improve and vandalise-proof the remainder
102.	Keep them warmer as some are absolutely freezing in winter. Better fittings. Dity metal pans full of limescale are not attractive. Do not skimp - good, clean, toilets are a public health necessity, not a luxury.
103.	Have them funded by the people who use them.
104.	They are generally clean but in need of refurbishment.
105.	Open earlier and stay open later. As someone with a chronic bowel condition I may need to use urgently at any time I am out. Rural Vale is short of public toilets, eg St Athan, Rhoose, Wick etc.
106.	Decent hand driers
107.	Much better sign posting
108.	Unsure
109.	There is a requirement for more - research the one that we have lost
110.	7 day opening
111.	A few of these premises are in need of a desperate refurbishment.

112.	Properly recognise that people need to urinate regularly. Particularly older men with prostate problems. Sexism and ageism issue here. I was recently on business at council offices Barry. Reception would not let me use toilet!
113.	Keep them clean
114.	The Jacksons Bay ones could do,with a lick of paint but other than that your staff do an excellent job of keeping the facilities clean and tidy. I wouldn't want to pay because a lot of the time I use the facilities I don't have money on me. I walk my dogs in most of the places that I use the loos and I don't carry money at those times.
115.	Current facilities and availability is very good. Dont spoil it!!
116.	Heating
117.	To be made available for longer hours
118.	The Cliff top ones are extremely well maintained
119.	Clean more!
120.	More efficient and effective working and management. More effort and better application of resources. Third party audit of council services.
121.	Clean lots more
122.	Cleaner and fresh would be topofmylist
123.	Keep cosmeston and barry island and the rest as below
124.	The ones i use most often are in Albert Road in Penarth and are good, usually clean and fresh.
125.	Make people aware the facilities are there. Make sure they're open and clean.
126.	Allow cards as well cash. Have pay up front scheme for the whole county.
127.	Attendants make a tremendous difference
128.	Longer opening hours
129.	New toilet seats as look dirty and stained
130.	Make them unisex
131.	Automated payment machines.
132.	Keep cleaner, check toilet paper and hand dryers.
133.	May be a bit cleaner. Kings square are very clean.
134.	Clean them
135.	Check more often on supply of toilet paper
136.	The toilets at the premier places within the vale should reflect the same, they should project a clean, tidy and well kept appearance.
137.	No
138.	Making sure they are clean and warm on winter
139.	What is wrong with the existing toilet facilities?
140.	Public toilets in this country are grim. we need to up our game
141.	If the floors could be kept cleaner & dry! There are NO door locks on the doors in the Western Shelter on the Island, & the water is "FREEZING" when washing hands.
142.	Inspect them every hour or so, Clean them daily, make sure there is paper and soap available
143.	Improve handwashing facilities
144.	some are dirty

145.	The problem with payment is not having the right money. There is also a problem sometimes with cleanliness
146.	The provision of Public Toilets should be an essential Council run requirement
147.	Slightly more room so that those with mobility (Not disabled) could access and also parents with small children.
148.	Use the radar key system. Men toilets like King Square.
149.	The men's toilet in Thompson Street Barry is a disgrace.
150.	You could do the scheme whereby cafes are paid to offer their toilets to the general public. These would need to be ones which have more than one toilet available. If you are going to make people pay, there needs to be a provision that doesn't involve using cash only.
151.	The ones that I use occasionally tend to be in good order
152.	Install solar power, collect rainwater for flushing toilets, think more about sustainable ways of toilet facilities that cost little to run.
153.	Better signposted facilities - not always clear for people who don't know the area . Otherwise they are quite good compared with other regions & Cardiff which are negligible .
154.	Hooks on back of doors for hygiene reasons, so many have none and you have to put thing on a dirty floor or balance them on your lap.
155.	The standard at Barry Island is high, clean, modern, well looked after, some others are a bit run down, which can lead to antisocial behaviour.
156.	None
157.	Small charge
158.	Put hand dryers in the toilets at Llantwit Beach
159.	Cleaner and better maintained. Toilet seats replaced etc
160.	No
161.	Soap and toilet paper.
162.	Western shelter- locks missing on some doors, put hooks on doors so you can hang your bag & coat, upgrade the toilets at The Knap as they are very dated, clean them more regularly & restock toilet roll
163.	Some need better cleaning
164.	You are doing a good job thank you
165.	No.
166.	Install some changing places toilets, so that they are accessible for disabled people who need to be changed by carers. Include hoists etc.
167.	Yes. check them more often. I have complained twice in the last year about Albert Rd toilets. One of the cubicles has NO LOCK, disgraceful. I am not anything has been done yet about it.
168.	More cleaners
169.	Improve cleanliness
170.	Open harbour Rd toilets all year
171.	No
172.	Keep attendants in each location for security. This would stop any bad behaviour or damage and make the toilets more user friendly.
173.	The ones at Cosmeston are quite dark and not well signposted

174.	Have a hand dryer that actually works - ladies cliff top toilets
175.	OK as it is. Please remember some residents/visitors have medically related toilet issues and truly do need frequent and unexpected calls for public and private toilets.
176.	Toilet tissue & clean
177.	Yes, after the loss of many such facilities over the past score of years. further facilities should be available, especially for gents and a form of the French "Pissoire" should be installed at various locations where the old ones used to stand. Ladies' facilities would have to be considered separately as they are more in need of privacy.
178.	Brighter and better lighting
179.	None
180.	Self clean
181.	Possibly just one is needed in the town instead of two. But still the one at the beach is very important to keep
182.	The toilets in Kings Square Barry are excellent...always clean. Then you go to the Albert Road block, Penarth. Appalling! Others in Lenarth are not much better. There needs to be upgrading of certain toilet facilities to bring them all in line.
183.	Permanent staff and hot water
184.	Use grey water to clean and flush systems.No roofs natural wash down floors, shelter just stalls and washbasin areas. Flush with rain and seawater, Timed by solar switches. Free. Camera controlled entrance areas. Pay for hand dryers only. Toilet paper allocated in limited amount on activation of access door to stall.
185.	Better & more frequent cleaning and opening times
186.	I mainly use them for the kids and the ones on Albert road are not that clean and the toilets are either too high for the kids or don't have proper seats. More child friendly toilets would help. Also restoring the ones in belle vue park as currently most of the kids have to use the bush to have a wee in.
187.	Hand soap available. Refresh paintwork.
188.	Cleanliness is paramount. With hot water and soap. The more the better as there is nothing worse than needing to go and not finding a toilet. Opening hours need to be long enough
189.	If at all possible I avoid using public toilets, I find that the cleanliness of all toilets leaves a lot to be desired whether it be council or store toilets, if I was asked to pick a cleaner one, I would pick the Knap toilets as the best of a bad bunch.
190.	Most are old, and could do with updating.
191.	Keep public toilets open. Have more.
192.	its all very well charging to use the facilities, but when your out walking, you don't always always take money with you, we very often have to plan our route , where we know toilets will be,
193.	For pensioners like myself, permanently staffed toilets would be far more reassuring, for I greatly fear using these facilities even when I am forced to do so. Mugging being my greatest fear.



194.	They need to be manned to make them feel safe. This would then encourage more use and people willing to pay to use them. My figure for willing to pay above assumes a manned facility which is kept clean and maintained.
195.	None
196.	Hand dryers where there are not any.
197.	Provision is currently sufficient in Penarth where I live. Government cutbacks have gone too far and must be reversed in many public service areas.
198.	Repair them when reported don't just butts of 'crime scene' tape across the automatics sinks. I'm on about Beach Hut Toilets. I reported these weeks ago and nothing has been done.
199.	Some of these I've not used as I didn't know they were there. Public toilets should be available in all places where people walk and there is no alternative and open all year. Hand dryers in all public toilets.
200.	Clean them properly
201.	Have them supervised
202.	Better cleaning and maintenance
203.	Current provision must be maintained with perhaps better cleansing.
204.	More toilets in vicinity of Western Shelter in busy season.. Some of them would not need to remain open in winter but its a desperate situation in summer and the current toilets are in a disgusting state when its busy
205.	clean them properly, educate covertly thr public to keep them clean
206.	Single access good quality toilets for all.
207.	Soap.
208.	A lot more as in European Countries ,sometimes basic just to stop people having to relieve themselves in the street.
209.	Toilets at the knap car park need proper toilet seats not the blocks of plastic on top of the rim.
210.	Get rid of all the Vale residents then no toilets would be needed
211.	Many sites require improved plumbing and general renovation. Some smell and that's not necessarily the users - I have used toilets abroad that are of a much higher standard.
212.	There is no toilet facilities at the east/north part of Barry. This is a problem especially at the Splash Park.
213.	N/a
214.	Thompson st toilets are never open. Try opening them. When you have a child who needs to go open toilets would help
215.	Regular cleaning, I use the disabled toilet at the multi storey car park and it is never cleaned everyday! Seems to be a lot of drug taking happening in that toilet and the same rubbish is left strewn on the floor for 2/3 days in a row and most of the time it has no toilet roll
216.	advertise them..i didnt know most of them existed.More staff to manage them are needed to stop undesirables using them
217.	Don't know where many are- signage? Cleanliness in many.
218.	A toilet by the playground in Cosmeston would be very helpful especially with children
219.	Longer open hours
220.	Make all toilets waterless

221.	Signposting more clearly where they are.
222.	Be consistent with opening times as more often than not facilities are not available.
223.	Please don't take away free toilet provision. It discriminated against women and those with young children. I cannot bear the thought of my child - or god forbid myself - having an accident while scrabbling round for a 10p. Please do an assessment on who this affects - older people, women and young children.
224.	Cleanliness Accessible facilities for disabled
225.	To be opened later. Especially, Whitmore Bay
226.	Maintain the toilets to a high standard through existing funding. And, roads in Penarth as they are a disgrace.
227.	?
228.	just keep them clean
229.	The key for public toilets is they are clean, have toilet paper and soap and safe to use. They do not need to be the most glamorous or works of art.
230.	Public toilet provision needed in HighStrett/Broad Street shopping area
231.	Cleanliness
232.	Sorry I cannot think of anything to improve the current service, just that it is required.
233.	None
234.	Many of these are not open when I need them. Single sheet tissue might result in less mess to clean up
235.	A small fee would be acceptable
236.	Some of the Toilet's that I use are not Very clean i.e the Romilly Park one is always smelly Porthkerry is always dirty
237.	Better hand drying facilities and soap
238.	Improvements are only possible with increased spending
239.	Why not introduce a card for council tax payers to use and make a charge for those without a card. Perhaps a 50p charge could apply but if so there must be proper & full facilities. This card could also be used for car parks to give a discount to those that live here.
240.	required
241.	Penarth Town Centre female toilets are a disgrace. Visitors to Penarth will be appalled! Those at the Cliff Top and on the Pier are clean, fresh and well maintained. I last visited these during the summer. Those in the town need a thorough overhaul. Decor and cleanliness are shocking. Makes you think twice about using them.
242.	reinstate public toilets rear of Cowbridge cattle market
243.	After business hours toilets needed and if closed, directions to nearest open toilets
244.	when I have had to use them they are usually clean, thank you.
245.	heating / hot water - provided by solar panels on roofs
246.	The toilets in Albert Road are a disgrace especially for a tourist area
247.	Much longer opening times in the evening.
248.	Could shops have more toilets and advertise them to alleviate pressure on council toilets.

249.	Adequate as existing. Some might need updating if a charge was made.
250.	Adequate as existing. Updating might be necessary if a charge was made.
251.	Constant inspection and good hygiene practise
252.	timmer lighting
253.	Ensure they are clean.
254.	Replace rusty bolts at Romilly Park Replace taps to ones that stop and do not waste eg those at the Knap Promenade
255.	the toilets in the vale are really good and spotless. The problem about paying is you have to have the money or change on you when needed which is not always the case.
256.	More changing places facilities that are truly disabled friendly. Mobile changing places should be available at events run by the council so that all can attend
257.	Doing good job
258.	If fitting pay for use locks why not fit it to the outside door this might help stop the kids playing in them!
259.	Doors on Albert Road cubicles are too heavy but these traditional lavatories are infinitely nicer than the portaloo type public conveniences.
260.	<b>MUST BE INSPECTED FREQUENTLY THROUGH THE DAY.</b>
261.	Ensure clean and with adequate paper for use.
262.	at strategic locations the addition of sale dispensers could be profitable - such as baby wipes, nappies, toilet tissue, sanitizer
263.	Regular inspection
264.	The strategy should be a simple one - in centres of population ensure that toilet facilities are available (whether public or private) even if very basic. Many in an aging population have more frequent and sometimes very urgent needs.
265.	Check them more regularly
266.	make them cleaning more accessible like in council offices for public to use
267.	Clean them. Make sure there's toilet paper!
268.	I think the council public toilets should need improvement, as I have been to town centre weekly, one week one of their taps were running with a top on, it lasted for days and the fixed it up a few days later, in actual fact it should have been fixed immediately.
269.	They need to be properly cleaned and stocked with the necessary items, i.e. soap, hot water, toilet tissue and hand dryers that work or paper towels.
270.	Barry Island toilets are well looked after - Knap toilets are a disgrace. Willing to pay as long as the toilets are of a good standard, maybe have some warm water to wash hands.
271.	So important to keep them open. There are few other toilets for public use in locations in the Vale. It is different in Cardiff city centre as many shops have toilets.
272.	How about self cleaning units, they had them years ago in Kings Square if I remember correctly? If you charged about 50p per usw would that be enough to cover the costs?
273.	Decoration

274.	USE CHARGING TO MODERNISE AND MAINTAIN TOILETS ESPECIALLY OGMORE BEACH WHICH ARE A DISCRACE. BEACH TOILETS IN GENERAL SHOULD BE OF A HIGH STANDARD TO ATTRACT TOURISM.
275.	No
276.	-
277.	Public toilets at pencotre splash park x
278.	extend the opening hours to the public toilets adjacent to the county library to 5.30
279.	Charge for using them; reduce the number. Does Barry really need 10 public toilets??Does Penarth need toilets in the gardens And on the pier? Does Llantwit need one on the Boverton Rd and one in the Town Hall car park? One issue of reducing numbers though is that the remaining facilities would have to be very well maintained and cleaned since they would be used a lot more
280.	Not sure what to suggest but please be aware that people with colitis or crohn's often need emergency access to a toilet so any reduction in availability is a major concern. They may be issued with a key but a toilet has to exist in the first place.
281.	Charge
282.	Just keep them open. People do not like using shops as they feel they have also to buy something
283.	no
284.	Open for longer , Especially in the winter time. Still go for a walk in the evening.over the island and Jackson's bay .
285.	the ones I use are generally clean and tidy which is a good experience
286.	The ones I use seem adequate.
287.	clean them by employing more cleaners - encourage schools to provide toilet training for children.
288.	use stainless steel toilets and sinks that can be cleaned more easily and are more hygienic
289.	Atendants
290.	More automation
291.	Just maintain what we have unless others people suggest more to satisfy demand.
292.	Clean them for god sake
293.	Need to be cleaner
294.	Most are fine, most of the time. Jackson's bay toilets should be open more, they always seem to be closed
295.	Keep them clean and maintained.
296.	Mae'r rhai yn y Ganolfan Hamdden heb gyfleusterau golchi dwylo a dyw hyn ddim yn dderbyniol.
297.	I like the stainless steel in Penarth but didnt think much of the hand washing facilities
298.	Toilet facilities should be provided free in Vale of Glamorgan financed by the rates which are extremely high at the present time. The numbers of toilets in Barry have decreased over the last few years and it is vital that these facilities are kept open.

299.	Update and upgrade toilet facilities in general
300.	More toilets in obvious convenient plain sight of a high standard. Rent them out as small businesses.
301.	I think charging is a good way to offer a good service, clean and well equipped
302.	None most toilets are well maintained
303.	The problem with paying to use a toilet means it can be very distressing when you urgently need it but cant's get in for not having the right money. Perhaps there could be a donations box for people to put in what they could.
304.	You could provide one in Rhoose.
305.	Make them friendlier . They seem cold and make people wary about using some sites.
306.	keep clean
307.	modernise the facilities to make them easier to keep clean
308.	The toilets I currently use are clean and tidy. I would not like to see the toilets becoming paid toilets as I normally don't carry cash on me, it would deter me from using the parks and beaches if i knew id had to pay as i would go near free facilities.
309.	I have a post cancer medical condition when I often require a toilet urgently. I require toilet paper to be supplied and a supply of hot water and soap to wash my hands, and some form of hand drier; and of course the toilets to be clean. This is what I would expect no more no less.
310.	Good provision for the disabled.
311.	Unfortunately not all users leave public toilets clean and someone else has to clean up after them.
312.	clean them!
313.	Regular maintenance would be great. No point putting anything extra in as it might be vandalised.
314.	Nope
315.	In council office for public has only one in that end of town
316.	More frequent cleaning and maintenance
317.	Easy contact to inform council of defects rather than wait for them to be noticed
318.	Open longer hours
319.	better soap provision. Warm hand dryers.more/better disabled loo facilities and if latter are radar key/key operated, a note on the door saying where a key can be obtained on that day would be helpful (thinking of Ogmre by sea).
320.	Keep them clean and free
321.	Toilets at Jackson Bay to be opened all year
322.	The toilets are a high standard and require no improvements
323.	Regular cleaning and maintenance including provision of hooks behind toilet cubicle doors. Paper towels also please with regular emptying of bins.
324.	Longer opening hours- healthy outdoor living and excercse isnt restricted to 9-5ish, neither is the need for toilets! Soap and dryers that work would be an idea- and not all vale life takes place in Barry!
325.	The ones I use are clean and tidy with toilet paper.
326.	The Cosmeston ones could do with an upgrade, very bleak



327.	I dont mind psying a nominal amount butnonly if contsctlesd payment systems exist. Increasingly, I do not carry or hold cash. You cannot charge coin entry when people do not always have coins.
328.	keeping cleaner.warmer and ensuring sufficient supplies of soap and toilet paper
329.	Checked more regularly to ensure cleanliness - checked more regularly
330.	The cleanliness of toilets in Penarth is not good. Charging to use public toilets may discourage improper use of the toilets. The toilets themselves in Penarth need upgrading from the stainless steel to white ceramic and kept spotlessly clean.
331.	Better dryers, better soap dispensers
332.	they seem quite good
333.	Not charge to use them
334.	All of the public and shop toilets seem to be well kept. The Thompson St toilets could be better signposted, but otherwise I think there are good facilities in the Vale. The lack of toilets on Barry station after the station is manned is very poor, and generally Broad St is poorly served.
335.	Lights only come on whenyou go in. Keep as clean as possible
336.	Better cleaning by toilets by multi storey car park in Barry.
337.	There should be facilities for public toilets. We encourage people to go out doors and enjoy our countryside and towns/villages. With an aging population we need these facilities to encourage activity. Older people will not go places unless they have toilet facilities.
338.	ensure they are open and clean
339.	Clean them properly and replace toilet paper the multi storey toilets are disgusting. I am disabled and use the disabled loo and take my own anti bacterial spray and toilet paper if I'm going to town shopping as I usually use them and the rarely get cleaned fridays and Saturdays and there is rarely toilet paper in them either
340.	More regular cleaning, improved maintenance (most council toilets I use don't have working hot water which is unhygienic), more investment in nicer facilities has been shown to reduce vandalism.
341.	Knap & Porthkerry toilets are always very clean...
342.	Hot water at Llantwit Beach plus some way of drying your hands!
343.	Being a diabetic I would be very annoyed if toilet facilities were removed or charged for... if they did I would go in the council offices...I am sure they don't charge there... bring back mens urinals... I don't mind using a wall
344.	The toilets by the splash pad never seem open in the summer so need to be when then splash pad is in action Changing tables needed in all toilets, not just the disabled one which is more often locked
345.	Refit porthkerry park toilets.
346.	Pay to enter the toilets
347.	Most are im good state of repair older ones could do with some work
348.	A decent smelling disinfectant other than the stuff you use now.
349.	Use of longer lasting materials such as stainless steel
350.	Romilly and the knap don't open at a set time. It's random and not usually before 8:30. However they are always clean. Porthkerry Park toilets are in a very poor condition and definitely need attention.

351.	Make the toilets co-ed
352.	More regular checking of the facilities.
353.	Put in better hand dryers. Also a wall mirror.
354.	Disabled facilities need upgrading No changing places for those who need a hoist and changing table. Especially Barry island and Penarth pier area as we visit those places all the time
355.	Toilet paper. Hand soap, paper towels. Emptied bins.
356.	Court road need to be shut or manned, it's basically a drug pit
357.	Make them colourful inside. Make sure there are enough baby changing tables please
358.	Open them!
359.	The Penarth girlguides would really like to provide female sanitary products for users - to raise awareness of period poverty
360.	Better facilities for disabled people and changing facilities, charge 20p to use with turnstiles in place so the money generated helps to keep facilities clean and well maintainef
361.	They are usually kept well. Except at Porthkerry Country Park which need improving.
362.	Sometimes, the lack of attendants is evident by the condition the facilities can be in at times. It is clear that they are not cleaned regularly.
363.	Smarten them up and charge a small fee
364.	More regular cleaning, ensure adequate supplies of toilet paper. Supervision of busiest lavatories at peak periods.
365.	Advertise their location. I didn't even know that many toilets in the survey existed and would have used the if I'd known they were there. I will probably use them in future
366.	None
367.	Keep them open and clean.
368.	Keep them open for longer specially in summer.
369.	Make the toilets well lit and accessible. This goes for trans and non-binary identities as well.
370.	Maintain at current levels.
371.	Sensor operated lights
372.	Maintained well, very well cleaned. Fab job done. No improvements really.
373.	Barry island needs it toilets as only ones there if they close or go u will lose business trade
374.	Payment to access public facilities will help ensure a decent level of cleanliness standards as they will be regularly maintained.
375.	There are whole areas in Barry where there are no public toilets at all e.g Broad Street, High Street & Holton Road (below King Square) and visitors to these area are dependent upon the good will of local shopkeepers to use their facilities. That cannot be right...What about using temporary portaloos now and again e.g in the run up to Xmas if permanent facilities cannot be afforded ???

376.	Penarth Town centre - please put proper seats on them all and repair the lock in the first cubicle in the ladies that has been broken for YEARS! Also - PLEASE include a baby changing table and hand dryers that actually dry your hands.
377.	The new beach hut toilets and the Barry library toilets are great. The questionnaire didn't give the option but our use of toilets is seasonal, especially the beach ones. The Porthkerry park and the cliff tops in Penarth are grim toilets, they're hover over the seat and take your own loo roll type of toilets. The Jackson's bay ones had a big leak over the summer - it was very hard to turn the tap off so someone had left it running. Toilets are important, especially to the most vulnerable people - the youngest and oldest, disabled, pregnant, etc.
378.	Cleanliness and modernisation
379.	Better advertise toilets in other council buildings
380.	Open more regularly DO NOT CHARGE. I use these when out and about with my toddler and young child this is so important to have as lots of other places will not let you use their facilities
381.	Disabled toilets with hoists or at least changing tables
382.	Provide more.
383.	Have them cleaned daily Put a toilet spray cleaner before people use
384.	As someone who has a colostomy I never know when I may need the toilet. Adjustments could be made to make the toilets more accessible for ostimates by supplying some hooks and a shelf for us to put everything we need to change our bags. Often we have to put things on the floor which is so unhygienic.
385.	I don't think they need to be improved. I usually use the toilets in summer holidays and occasionally whilst walking my dog.
386.	Temperature - can be incredibly cold in the winter Maybe provide anti bacterial foam rather than soaps
387.	Get people who are job seeking to help maintain them.
388.	Upgrade council run toilets such as those in Albert road
389.	Cctv/signs outside the toilets for safety and more lighting outside
390.	No
391.	Cleaner toilets. Better toilet rolls.
392.	None. I think the public toilets I use regularly are superb.
393.	Keep them cleaner
394.	Jackson's bay should be open longer in the season. Lots of people use the beach from March/April
395.	Penarth toilets are in dire need of a clean most are very dirty. The barry and vale toilets are pretty good to be honest. Ceramic toilets in all public toilets. Alot of stainless steel ones that seem.to be broken or very dirty
396.	Improvements need to be made to the accessibility of disabled toilets. They may be bigger but they are excluding anyone who needs additional help in terms of hoisting and pad changing. This restricts a huge amount of family's and carers being able to provide a full day out for severely disable people.
397.	Place one lower Holton rd.

398.	If these facilities are closed, especially in coastal locations e.g. Southerndown and Ogmores by Sea, the existing environmental health issues will be even worse.
399.	Better lighting, cleaner, mirror or polished surface to check appearance, sanitary towel/tampon/bladder pad disposal bins, loo paper, fully-functioning all-in-one soap n water n airflow basins. Adequate and clean disabled toilets. More info on how to apply for radar keys. Better, cleaner baby changing facilities - nappy bins.
400.	Making sure the toilets are actually opened and clean.
401.	You could ask for donations and I would probably happily donate but not every time - even a contactless thing to give £1 - wouldn't do it every time, but sometimes...
402.	Whilst I agree a payment to use public toilets could be introduced, it can be tricky with young children if you don't have any cash or correct change on you and they are desperate for the toilet. Public toilets are a haven for unwanted attention from some members of the public, therefore it is difficult to suggest improvements. They are often left in an unpleasant state and doesn't encourage people to use them. Could CCTV be installed on the entrance looking out to the pavement rather than inside the toilets just to monitor who uses them?
403.	They smell awful - they rarely have tissue and aren't clean
404.	More disabled access
405.	Toilet attendants in main thoroughfares such as Penarth
406.	Ensure they stay open and are clean
407.	Ask cafes , restaurants to provide and encourage the use of their toilets , as they do on the continent.
408.	Toilets in Harbour road car park to be open during charging periods, the ticket machines have to be opened and closed, including bonfire night etc
409.	Beach toilets to stay open longer
410.	What I have seen they are always very basic but clean.
411.	Enable lone dog walker to be able to use the council toilet as reluctant to leave alone outside, also no suitable place to tie up dog even if wanted to
412.	the provision s energy pretty good as it is - I would certainly not support trimming the current provision and be in favour of small charges if financial strictures force the issue.
413.	No
414.	Some of the toilets could be greatly improved by more regular cleaning. The ladies toilet at Porthkerry Park is dreadful and I only use it in an emergency. I would suggest more attendants.
415.	They're fine
416.	Toilet provision in Barry is generally excellent
417.	Keep as clean as possible please
418.	Any money received for use of the public toilets must go directly to improving the quality of the toilet facilities. The better the facilities, the more I would be willing to pay.
419.	For pay toilets allow use of cards, or have change machines nearby Check them every half day as a minimum

420.	While understanding that some people are disgusting, the vast majority of people who use these services are decent people in need, including me occasionally. A little extra cleaning wouldn't go astray.
421.	Regular maintenance checks to make sure they are working properly and door locks work as well as cleaned regularly. If we pay then I would expect everything to be working and in good order most of the time.
422.	Clean and maintain them better than you currently do. Manage and clean them when they are busiest. Ie on sunny days , bank holidays weekends they are not checked, re stocked often enough at busy toilets eg beaches, country parks
423.	Closing public toilets in town centres means that some shoppers will no longer visit, particularly the elderly, those on certain medication and those with children. Longer opening hours, particularly in the town centres, especially where people are expected to wait for buses. Try cleaning them properly sometime, some of them must be a health hazard. It doesn't matter if they are old but they need to be clean.
424.	no they are pretty good.
425.	Toilets like Thompson street need hosing down more frequently to get rid of the smell. This could be a job for firemen who lack enough work to keep them active and occupied!
426.	Albert Road toilets are not safe, they should have a permanent attendant to stop drug users and perverts.
427.	Charge 20p
428.	Toilets or to be available until at least 2200. Many close around 1700 this is not good. The natural functions of the human body does not automatically stop at this time!!!
429.	Public toilets are important for families with young children caught short. I've had to let my daughter go by side of a road as we were too far from a public loo which was obviously not ideal. I'm concerned this charging to use public loos is the first step in closing them altogether.
430.	Would like to see improvements to the Porthkerry Park toilets
431.	No
432.	Keep the public toilets open and free. its bad enough people being charged to park but to go to the toilet would be a disgrace and impinge our human rights.
433.	Refurb of Jackson's bay toilet block.
434.	Nicer toilet seats
435.	I think the toilets are great as they are. As an older woman I rely on them. I'm not against paying on principle but it's a backward step.!and I don't always have change in my person so it could be really awkward. We could do with more free, public toilets rather than less. A very important service the council runs with the aid of the £250 a month I pay in council tax.
436.	Cleaner toilets
437.	Improve cleanliness, especially Penarth town centre. Review the number and locations above to ensure they are fit for purpose. Those adjacent to other facilities e.g. cafes, Cosmeston, seem to be better maintained and cleaner. They are vital facilities, especially for pregnant women, older people, people with medical conditions, parents with young children etc.



438.	The toilets in Thompson Street Barry and in Penarth Town Centre are unpleasant and in need of refurbishment
439.	repair/reopen the closed toilets near the cattle market, Cowbridge
440.	Would be prepared to pay a small charge if I was sure they would be clean, have hot water and means of drying hands, and of course have toilet paper!
441.	Fit modern stain style hand driers.
442.	Make sure that doors close properly and locks work.
443.	Inspect the facilities every hour and clean or repair as necessary straight away!
444.	Present provision is good
445.	have them open some time you find some out of town are not open in winter
446.	Make the council men Clean the toilets at the western shelter regularly instead of standing around smoking or talking while the toilets are filthy
447.	Cleanliness
448.	Ensure they are clean and environmentally considerate
449.	Court road multi story car park toilets are always stinking. Those of us with medical conditions have no choice but to use them at times. Keep them clean.
450.	None needed, public toilets always clean
451.	Pay people to clean them and keep them maintained.
452.	Proper toilet seats at the Knap Car Park toilets
453.	They are all generally in good condition, my only concern with paying is if I don't have the change in my pocket to pay that could be an issue
454.	Keep them as clean as the toilets near Barry Island beach huts.
455.	Anything would be an improvement.
456.	You cannot charge for toilets - what are people supposed to do if they don't have money/cards on them??
457.	Hot water for hand washing and hand driers that work and are hot for hand drying.
458.	Clean them more. Economy friendly flushes. Decorate them to make them look less scary!
459.	keep clean.
460.	Get a larger grant from central government
461.	If they were all like the library ones I would be very happy
462.	na
463.	More staff to clean them more efficiently
464.	The problem is that when you make it mandatory to pay, how many people carry the right change? Perhaps if it could include a contactless credit card reader, it would help.
465.	Increase the water pressure so the toilets can be flushed quicker. They take so long it often leads to them being left dirty during the summer. Toilets I use are always well maintained. Have an attendant at the Western shelter toilets during the summer as they are used to wash sand off making the toilets a mess.
466.	Hot water. Doors that lock properly
467.	The main ones I use (my children) are in Barry town by the library and court Rd car park. These are generally in good clean condition.

468.	Doesn't matter what they look like as long as they are clean
469.	Manned toilets with charge at the door to stop hooligans and drug users using them.
470.	They serve a purpose..
471.	More disabled access
472.	Good luck of paint some of the need
473.	Clean them more!!!
474.	Barry Island facilities are beautifully cared for/cleaned by the team - it's the members of the public that seem to trash them
475.	None
476.	Lots of people have hidden disability in this area that doesn't qualify for disabled keys. Charging could be life limiting for some people.
477.	A lot of people including myself, elderly and small children have an urgency problem with regards to toilet issues and to find toilets is bad enough without having to find money to use them. I have often had to go home due to accidents
478.	A town that wants to welcome visitors needs more toilets .
479.	I find since we have had the toilets near Barry library, that it has been a lot easier to use the toilet when out shopping in Barry. If in High St I use any of the local free facilities. I can't think of any improvements. We waited long enough for them to be built.
480.	Warm water and warm handdryer and soap
481.	Clean them
482.	Cleaning, dysentery hand dryers
483.	Childrens urinals, toilet seats, warm water
484.	Clean.
485.	I'm happy with the facilities provided
486.	Dig up the public toilets under the town square.
487.	Improved signage for visitors to towns and locations of where the facilities are located
488.	The toilets should be free, council tax is more expensive but we have less facilities than before. Charging for public toilets would be criminal.
489.	Make them cleaner and brighter. Visited the public loos in Tenby just outside the multi storey car park... 20p to get in and they feel secure, bright and reasonably clean. Happy to use them.
490.	To charge a nominal sum which is then used to upkeep the toilets
491.	Majority of public toilets in Barry are disgusting...Even the disable key entry ones! The only clean public toilet in Barry are the ones by Barry Library, this is because there's a worker on site....public toilets need to be much cleaner.
492.	Make sure all are regularly cleaned, maintained and supplied with soap and toilet paper.
493.	Toilets need to be built with sinks inside the cubicle for privacy, so that women can empty and wash their moon cups (for menstrual fluid collection) in the sinks.

- |      |                                                                                                                                                                 |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 494. | Maintaining current facilities essential. Town sites need to be regarded as just as important as tourist facilities!                                            |
| 495. | Stop the doors from cracking and improve/simplify the locks. Ensure soap dispensers are provided e.g. Llantwit beach. Ensure doors don't stick in damp weather. |

Do you have any ideas for cost savings associated with the provision of public toilets?

- |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 496. | Close earlier, open later.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 497. | Reduce the hours that they are open                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 498. | Open for shorter hours, say from 11-4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 499. | Close the ones on beaches in winter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 500. | Close a number of older facilities that are costly to run. Charge for use, but you need to improve facilities to charge.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 501. | Reduce toilets in Barry, there seem to be a lot. Have more simple urinals for men who also have prostate issues. Require premises that sell drink including shops, to allow use of toilets when ever open.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 502. | Cut down number of toilets in each facility so that cleaning and refurbishment can be focused on fewer toilets and will cost less.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 503. | Possibly if only one is kept in the town instead of two it would possibly make a saving?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 504. | Close some of these down                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 505. | shut a couple in Barry island close one in Llantwit major work with local businesses to use their facilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 506. | Close those which are hardly used                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 507. | monitor as per above survey and close those either rarely used or with very poor facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 508. | Close a few in areas where supermarkets, town halls and cafes offer facilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 509. | Shut toilets that aren't used                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 510. | In some places there seems to be too many toilet blocks. I'm not sure it is essential to have so many in close proximity to the toilets at Barry Library. I would imagine the blocks at Thompson street and court road car park and not highly used when the concentration of shoppers is around Kings square Install better facilities. I often find taps left running which, with the lack of attendants can only be running up bills. I don't envisage charging people is going to go down well. Too many people don't carry cash as it is. And with the relentless seeking of ways to make living and working in, and visiting Barry as unattractive as possible with ridiculously high parking, reduced waste collections, closing down of high street shops and proposed charges to residents to park outside their own homes, further charges will only add to the fact that the current leadership in the Vale are not for the pair who live, work and visit here. |
| 511. | Cut number in Barry - close toilets by town hall Llantwit Major as several pubs /cafe persons can use -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 512. | Close the ones that aren't being used as much or are in the worst condition.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 513. | Possibly close little used toilets or substitute a new facility for 2-3 in close proximity to each other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 514. | charge 10p                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 515. | it would pay for the 50p charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 516. | payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

517.	Most places charge 20p for using public toilets and I don't think most people would object to that provided they are kept clean and filled up with toilet paper etc regularly. This could also stop vandalism.
518.	Place a tray for donations similar to those on the continent
519.	Charging is the only way to keep up the standards. It would be a shame but I would rather pay and have the toilets available and clean.
520.	I'd be prepared to pay, but I wouldn't underestimate the outcry if you tried to introduce a charge.
521.	Charge for use to improve them
522.	Donation box
523.	introduce the charges you've outlined to give a contribution to the service provision.
524.	Charge.
525.	Charging
526.	Small charge
527.	Make a standard charge across the vale.
528.	Charging for use
529.	Small charge
530.	None other than charging.
531.	Make small charge .
532.	These are a public health necessity, but charging is acceptable.
533.	But query the cost of setting up payment machines and maintenance and collection of monies
534.	Charge for useage
535.	Charge for using toilets
536.	Charge for people to use them but have the facility for people to pay over the phone/by card as lots of people don't carry cash anymore
537.	Small charge
538.	Charge 20p
539.	Donation box based on facilities
540.	Happy to pay but often have no cash so maybe an app would be useful so never get caught short
541.	Pay a small fee
542.	Sponsorship; Charges; Waterless toilets
543.	charge those who can/willing to pay
544.	Small charge to help with running costs, abroad they often have attendance that you have to pay to use the facilities, which we all see happy to do as they are kept so nice.
545.	Charge for them
546.	Unfortunately hygiene does not come with a cost saving, as someone has to be paid to look after the premises. However, the cost of soap, hand dryers and towels could be partially recouped from a small entry charge. I guess most people will object to this, but if it improves the standard it will be worth it.
547.	CHARGING

548.	Savings on the cost of maintaining too many toilets; buildings/land could be sold or used for other amenities. Account would have to be taken of the cost of more frequent cleaning (due to increased use of less toilets) but there would still be net savings. And if you charge a nominal fee - for clean, quality toilets - you can break even or maybe show small gains.
549.	By charging
550.	charge
551.	Facilities are I've used are always in a very nice condition. Charging just 10p would help offset the cost of running these, and I can't see people objecting to paying it. MOney saved could then be used to sort out the awful state of the road network
552.	I am happy to pay a charge to use a public toilet, but would question how long the pay back time would be following the installation of secure money collecting machines and the servicing of same, would be?
553.	I personally have no objection to charging provided it does not lead to urinating and worse in the street.
554.	Charging would raise revenue
555.	A small charge may be appropriate
556.	charging
557.	Charge nominal fee for use. Explore options for responsibilities ie community groups
558.	Turnstiles, 20 p charge, would save the locking up/opening procedure, people can use 24/7.. Unfortunately in certain areas would be invitation to the vandals..
559.	Charge 20p / introduce contactless payments
560.	Voluntary donation boxes towards upkeep
561.	Charge for access
562.	Charge
563.	Charge a small fee
564.	Rather than charging everyone, could you have an optional donation? Fix leaking/stiff taps?
565.	Donation/change bins
566.	Charge 10p for the toilet, contactless payment or app
567.	Ask public for a voluntary donation.
568.	Don't close them down. Just charge small fee
569.	If charges were to be introduced making sure card payments are an option especially as the county moves more towards a cashless era.
570.	Introduce a small charge, but have "take a coin, leave a coin" pots at the locations so that nobody will be caught short.
571.	Charge
572.	Charges are preferable to closure
573.	Charging would help promote Cleaner toilets as people are less likely to mess them.
574.	I know it's an expense to you to keep toilets well maintained and safe, but, as going to the toilet is a natural, essential bodily function (which is illegal to do any other place than a toilet) the thought of having to pay to do such a thing is ridiculous. However, I do understand how stretched services are at the moment, which is why I would BEGRUDGINGLY pay 10p to do so.

575.	No way to cut costs as toilets aren't sufficiently funded now. I'd be happy to pay for clean toilets.
576.	20p should be adequate as I would never use ones that cost a £1. that is a ridiculous amount to charge when we pay enough council tax and every year that rises and we get less services. Basic needs could at least should be met. Discouragement from shopping would result in areas with high charges.
577.	A charge would be acceptable
578.	Rather than have a set charge. Ask for voluntary contributions in a box. This works really well in many tourist areas.
579.	Charging 20p is fine, as long as the facilities are up to standard. Any more than that is scandalous.
580.	To charge
581.	Partnerships with local businesses to enable people to use their toilets - in exchange for a subsidy or reduction in business rates
582.	More toilets provided by shops
583.	Charge for toilets and enter into agreement with all coffees, pubs etc to allow the public to use. If properly handled this should be at no cost to the Council
584.	Work with planners to ensure all new retail premises have a toilet easily accessible for the public then you would not need to provide any yourselves. If lots everywhere, none would be overused and thus not a burden to the businesses concerned (Checkout Western Canada on how to do it)
585.	Council could reduce business rates for pubs, shops etc in rural areas that are willing to open up toilet facilities to public
586.	In Spain there are no public toilets and you use cafe and restaurants and they get a discount on their business rates
587.	Cost savings might be achieved by persuading businesses with no public toilet facilities, to contribute to the upkeep of the council facilities. After all, they are happy enough to welcome custom, so they should be prepared to play their part in supporting essential public services.
588.	If like Spain all pubs and restaurants and cafes required by law to allow use of toilet facilities to all, not just customers, might not need so many in town centres freeing up cash to provide winter facilities in more remote locations.
589.	Shops stay open as people still visit. So no business rates lost
590.	by charging but often people are without the right change when needed. Perhaps if there are businesses within the vicinity arranging for them to provide public use for a charge and payment from you
591.	Cosmeston: share facilities with the cafe
592.	If there are pubs nearby, reduce their rates on the understanding they allow 'public use' of their facilities - they do anyway in reality!
593.	Maybe business rates or allow a shop owner to run them
594.	Where possible use the community toilet scheme, but in the Vale this would be of little benefit as most of the public toilets are away from retail areas. Best way to save money is to get rid of the Contact Centre C1V, that should provide enough funds to keep the toilets open for several more years.
595.	Can you try leaving them open rather than locking/unlocking. Also in areas where the toilets aren't use have partner schemes with local businesses. There is nothing worse than paying to use a toilet when you already pay council tax :(



596.	As in Spain, require pubs, coffee shops etc to allow use of facilities without purchase. Give a rebate on council tax and maintain more remote facilities.
597.	Council to negotiate with local business in town eg pubs, shops to let public use their facilities which may need to be funded by concession on rates. Would only apply where businesses nearby and not at beaches
598.	No water leaks, open less hours, less lighting.
599.	no mirrors - 'sticky! pink
600.	more efficient driers should be installed at Cosmeston county park and Penarth town centre. current ones take take too long to dry hands
601.	Lighting by sensors
602.	rainwater usage? No flush
603.	Put hand dryers in, as people use toilet paper to dry their hands, which long-term must cost more than the installation of hand dryers.
604.	see above. Would reduce vandalism & consumable theft.
605.	Lighting comes on when you enter them.
606.	Install self cleaning capsule toilets which would eventually offset staff costs.
607.	Maybe invest in those toilets that when used and door shuts they clean themselves automatically. You have to pay to use them but if your desperate you'll pay and by using automatic cleaning you don't have to pay out so much wages.
608.	Ensure PIR lighting is installed - use good waterless urinals and save on water but make sure they are maintained properly - use energy efficient hand driers such as the dyson which has no heating element.
609.	use of natural light where possible, possibly the use of sun tubes which reflect light down into the area from outside and the use of solar lighting where appropriate.
610.	Lighting Solar panels ,
611.	Investment in modern facilities easy to clean and maintain.
612.	Solar electricity for lighting and hand drier. Collect rainwater for flushing toilets. Filter rainwater for hand washing.
613.	Reduce the number of Cubicles in each facility so there's less to clean.
614.	LED BULBS
615.	Light sensors in toilets
616.	Hand dryers use cold air. Taps that have auto sense no water wastage and avoids taps being left on. Cost saving flushes
617.	Opening and closing. Any way of automating it providing all vacated when closing
618.	don't need separate gents / ladies - third of cost off
619.	Switch lights off when toilets are locked for the night.
620.	If there is no hand dryer or paper towels it is not a major problem for me
621.	Led lighting. Eco flush.
622.	Saving on water costs

623.	Toilet provision is a public service, a necessity for any strategy to encourage use of local businesses. Some capital investment to reduce cost in use (smart taps and lighting) could help longer term revenue costs. Don't reduce opening times!
624.	no need for hot water they are only emergency use
625.	Replace old flushes eg at The Knap Promenade so more efficient
626.	Lighting sensor to control lighting.
627.	if stainless steel is used then steam can be applied to clean facilities rather than expensive products.
628.	Sell some of the unused old toilet buildings, e.g. The one by the police station roundabout in Barry. Waterless urinals
629.	Energy efficient lights that only come on when they detect movement
630.	Rwyf yn hoffi'r cyffleusterau golchi dwylo yn y toiledau ger cytiau'r traeth yn fawr iawn achos bod popeth yn cael ei fesur - y sebon, dŵr a'r gwres i sychu dwylo. Rhaid bod hyn yn fwy economegal yn y tymor hir.
631.	Install taps that have automatic shut off and install hand dryers that would cut down on paper hand towels being used and strewn around the toilet facilities.
632.	Automatic light switches in all the toilets
633.	Use sensor lights that switch off when no movement is detected. Only supply cold water as new studies have shown you do not need to use hot water, just soap and cold water. Install solar panels where possible.
634.	Cold water only, possibly solar water heating for warm
635.	more energy efficient dryers. Some might benefit from sensor activated lighting so the lights are not on all the time.
636.	More green measures eg "grey water" for toilet flushing, solar powered hand dryers, smart lights that only come on when needed, lower water pressure, lower water temperature
637.	Proximity lights which switch off when not in use. Measured amounts of water released by taps.
638.	Turn the lights off when toilets are closed - Cowbridge Town hall lights are on all night!
639.	Upgrade hand drying electric facilities.
640.	The above would most likely save on energy and costs long-term.
641.	Lights only go on when you go in
642.	Water efficient measures. Alternative energy provider to reduce costs Sponsorship for the toilets. Charging is not the answer when we already spend a lot on council tax and other taxes. It's a human need to use a toilet and in all of your locations there is no alternative - no supermarket etc
643.	Implement control systems for water to urinals, there is much wastage due to unnecessary frequency of flushing. Reduce lighting costs by the introduction of motion sensors and timers.
644.	Motion sensor lights and heating.
645.	Should we be investing in single use toilet cubicles like they have in Cardiff? You pay to enter one single unit and therefore possibly limit damage etc?

646.	Perhaps consider providing one or two actually toilet seats per venue - for example instead of having four toilet stalls available in Porthkerry - lock two up permanently and keep two open - cuts down cleaning costs and time of cleaner costs and toilet paper cost etc as there is never a need for the four to be available
647.	Make them unisex and available to all so no need for special disabled facility
648.	Dispense with hand dryers, they are ineffective. I carry a small microfibre hand towel with me.
649.	Soap dispensers that can be topped up instead of bars of soap and ready filled packets. Hand driers instead of paper hand towels.
650.	better quality toilet paper so you would use less
651.	Short flush systems. Supply cold water only.
652.	Think of an incentive for volunteer toilet cleaners
653.	Toilets could be adopted by charities or shops or cleaned by volunteers
654.	cleaned by people on community orders so its free ,daily and puts something back into the community.
655.	Use people on community service to clean them under supervision
656.	ask for volunteers for a deep clean every onc in a while.
657.	Maybe use the voluntary sector to help maintain the toilets.
658.	Use of comunovovolunteers and those on Community Service. Sponsorship.
659.	Suggestion above and also utilise unemployed and court detailed workers.For regular cleaning also. You should then only need a supervisor to check that the work has been done satidsfactory.
660.	Ask community service, for help with maintenance and cleaning.
661.	Just keep putting my council tax up as usual. I would be very upset if a charge was introduced.
662.	lower council managers salaries
663.	should be made in other areas.
664.	Make any savings at the Council office. Free toilets for the public are essential
665.	Any cost savings should be made within the local authority using good housekeeping methods, instead of passing cuts onto residents of Vale.
666.	Ask for more funding from the council rates I think your share is too small or put cost on and specify this is what is needed.
667.	Try spending council money on upgrading these facilities and not building random viewing platforms and upgrading housing facias for a certain few.
668.	you could reduce the number of councillors and introduce performance related pay.
669.	As we pay council tax I don't think residents should pay eg people living in Caerphilly have free pass to the castle etc through the council
670.	None. Get rid of the mayor's entertainment account.
671.	Don't give councillors a pay rise
672.	4 staff seems a lot to just open close and clean toilets. Maybe reduce the number of staff needed
673.	Pay for parking where appropriate .

674.	I have no ideas for cost saving other than the cost of cleaning up mess in the street could possibly far out way the cost of maintaining the toilets. People need to have access to toilets
675.	Get rid a layer of your management and employ more workers , Don't pay councillors and stop excessive expenses being claimed .
676.	Cost savings should not be necessary they are paid for through the exorbitant council tax
677.	No. It remains the responsibility of the Vale to provide and maintain the public toilets within the Vale. In-house Council costs, not external services are where costs should be made.
678.	Do not save money on toilets. A basic human need. Charge for car parking instead.
679.	All part of our council tax
680.	Reduce top wages for Civic Office and use for the greater public services.
681.	The council should not be looking at reducing costs but increasing facilities.
682.	Reduce the number of paid councillors. Reduce payments to Councillors. Delegate more decisions to staff reducing need for so many Councillors. Get rid of Town Councils. Reduce salaries of anyone earning over £90K. More Section 106 agreements for planning development to cover the cost of public toilet improvements and maintenance. Work collaboratively with other Councils to streamline costs thereby making savings. Merge certain functions with other Council's where there is duplication of effort.
683.	can you add say £1 to the council charge to cover the extra cost? I dont think people would complain.
684.	THIS IS A PUBLIC SERVICE AND SHOULD BE PROPERLY FUNDED VIA COUNCIL TAX
685.	Refuse collection including garden waste are free. Surely basic, unavoidable, human needs should be put at least the same level of priority.
686.	you have enough from council tax
687.	Stop paying the fat cats in the council the money they are paid. Stop paying staff travelling expenses for banking money the council has taken. Stop providing treats for staff at the Civic offices. Ask staff to pay something towards for parking at civic offices. I could go on.....
688.	I dont know- but some public facilities are needed and deserved above the need to cut costs- save money elsewhere like on councilors, civic functions and expenses etc etc
689.	Councillors wages cut instead of trying to cut public services.
690.	Can there be savings in management?
691.	I don't really see that cost savings are needed given that the current provision is relatively low quality and there are not many public toilets. Perhaps consider saving money by not paying expensive consulting firms to produce reports recommending you pay them further money for jobs that could be done better by the council themselves? Or perhaps look at the extortionate cost of agency staff who are illegally kept on one-week-notice contracts for years at a time which actually cost the council more money...
692.	Sell the dock offices ... it would make a great hotel... why have 2 offices so close together

693.	Cost should not be a factor in basic human needs. Council revenue could cut from elsewhere and re-allocated if necessary.
694.	Reduce the Council overheads / senior staff / councillors to reduce the cost of provision.
695.	Cut councillors wages to improve the cost of managing the toilets.
696.	cut Councillors pay, and perks
697.	stop all the ridiculous awards for people who are just doing the job they are paid to do like everyone else. Stop the waste and stop promoting people to management positions just because they exist next level down but have no people/finance management skills so add nothing to the job but get paid more.
698.	Wage cuts to those at the top of the council wage bill
699.	If u insist on charging for toilets I insist that everyone's council tax is reduced accordingly. We're still waiting for the reduction that should have been applied when you cut refuse collections and turned the street lights off. You are an absolute disgrace, I'm not the only one who wants a refund (and you should be sacked and replaced)
700.	They should be a free amenity provided by The council. Cut other things like firework displays, Conferences, trips and feasts for the councillors. Conferences etc for chief officers and staff. Cut down on high grade staff and have more workers
701.	There should be a need to for this public toilets are a necessity.. Cut back somewhere else, expenses etc
702.	Spend less money on things that don't benefit local residents.
703.	1. need wheel chair hoist access for disabled individuals 2. toilets are essential for older people and individuals with IBS
704.	do not know
705.	None
706.	Not really - they cost what they cost.
707.	I think with the little that is put aside for toilets it's hard to say how you could do cost savings or less you pulled them down.
708.	None
709.	I think over the years the vale has closed many toilets so you've saved no end already
710.	The vale has made too much cost saving by closing many of its former toilets so NO MORE
711.	Sorry, no suggestions.
712.	There are cost savings if operated properly as this is an essential Public service.
713.	Not sure there are savings to be made unless the least used are closed
714.	I can't say how much this would contribute but I am against having to pay, purely because I know of many people, including myself who struggle to make it to the toilet in time. It would be terrible to not be able to use the toilet if I or they didn't have cash on them.
715.	No idea

716.	I cannot see any way of saving more money while maintaining this level of service. But I think it is crucial to provide public toilets, both for residents and tourists. They are available throughout Europe and at a much higher standard, although you must often pay. Having these facilities give a much more favourable impression of the area, which is vital to maintain the tourism industry. I would therefore urge the council not to make any cuts in this area.
717.	No ideas on how to save money and would suggest that this is not an area where you should be seeking to save money. It's a necessity not a luxury so please leave well enough alone.
718.	All for.....But not even think about closing Public Toilets. Every body needs them, but especially older people with weak bladders, or a an acute medical condition e.g Parkinsons disease. Which I have.
719.	No
720.	No idea
721.	Shouldnt be relevant as it is a service which should be provided
722.	Think these are a service to meet a basic human need and should never be cost cut
723.	Surely this is an essential service how can you talk about saving costs when the service provided is not up to standard at present.
724.	None
725.	No.
726.	None
727.	Not sure a difficult question
728.	no ideas
729.	Keep it as it is
730.	None that come to mind. Do not reduce the quality of the toilet paper please - false economy..
731.	You should not have to pay to use toilet
732.	Not an issue, this is a Public Health Issue
733.	None
734.	None suggested: toilet provision is a basic and absolutely necessary public service.
735.	Certainly do NOT close toilets. Many out in the community have health issues that require access to nearby toilets and not all cafes allow general use by the public unless they are paying customers.
736.	N/a
737.	You can't.
738.	I can't think of any but I think this question is a brilliant addition to the consultation process
739.	None
740.	Cost savings are not possible if improvements are to be made
741.	Not sure that you could make any cost savings. Need to see full years figures for the operation to offer any comment.
742.	I cannot see any way of saving costs for Penarth Town toilets. These are essential and other than making a small charge [how? When it is often to take a child in there] There cannot be barriers to these places.



743.	its a basic provision particularly valued by those with children and the elderly and disabled and those with health issues. Whilst understanding budget constraints I don't believe this is an area where cost savings should be made. Should be accessible to all, free , clean and safe.
744.	This has gone too far already and provision of adequate toilet facilities is a priority
745.	This is not a service where significant cost-saving seems practicable.
746.	No
747.	Why should we pay to pee ?
748.	No!
749.	None, the toilets are always in great condition
750.	It's difficult to cut costs due to the damage caused by others.
751.	Don't close any and don't reduce the number of staff. Doing so would negatively affect people's experience of these places with attendant negative effects on local economies. You need to see the wood as well as the trees.
752.	Nope
753.	I pay my rates don't have children so think a public toilet is not too much to ask
754.	Don't know
755.	The public toilets serve a basic human need, and without them the area would be worse off and dirtier. Particularly important for visitors to places such as beaches. I think that free public toilets are more important than free public parking. In terms of both public toilets and parking, I am happy for these to be charged from my rates. London is an appalling place with few free public toilets, and not surprising that it stinks.
756.	I can't think of any. More needs to be spent on then
757.	The problem with charging for the use is that I usually don't have the correct change on me. This it a vital public service.
758.	Accept that free toilets are a necessity of life. The alternative is not social.
759.	None. Council tax has already risen and further cuts to public services only rubs salt in the wounds of local residents who are footing your bill.
760.	Shouldn't have to pay already pay tax.
761.	None.
762.	I cannot think of any ways to actually generate "cost savings" ...You could charge (I suppose) to raise revenue but then the money has to be collected, counted & then banked by somebody who will have to be paid a wage for doing that. No easy solution to the problem PS Where are the toilet facilities in Thompson Street by the way ?????
763.	DO NOT CHARGE!!! Stop trying to charge for everything! If you carry on barry town will become a ghost town like the valleys! And big parks will stop being used. Young children need free toilet facilities!!
764.	None sorry
765.	That has to be the council officers` job
766.	Unsure
767.	No
768.	Cannot think of cost savings other than a payment scheme.

769.	There should be no cost saving. the toilet provision is both excellent and necessary. As someone who has two small children, Barry would be considerably less appealing to me if there were no free toilets, also the beach and Romilly park toilets should be considered essential
770.	This is a public service for those whose need is great. It should not be reduced. Those toilets clicked never are simply because I have not visited those places in the last 12 months, not that I would never use them.
771.	Retain public toilets at all tourism spots, plus areas where there is no other alternative. if charging is implemented then provide a higher level of service than you currently do.
772.	It is an essential public service that must be provided and the necessary funding found.
773.	No
774.	No
775.	Public toilets are an essential provision to support equality and dignity and cost should not be a factor.
776.	Keeps public toilets free
777.	All toilets are pretty basic so I don't know how you would save on costs
778.	n.a.
779.	You can not make saving. There are no toilets over the east and north side of Barry this is especially frustrating when visiting the water park.
780.	Sorry no.
781.	Free
782.	None
783.	Savings aren't an issue . If you want coach loads of visitors you must provide facilities .
784.	They are already very basic, I'm not sure there are any savings to be made
785.	I don't see how you can make cost savings...when in fact more money needs to be spent on keeping them clean!
786.	We pay enough council tax which is increased annually for services that are shrinking. We should not have to worry about being able to have use of a toilet. We should not have to worry about savings costs on something which should be a basic human right !
787.	Sponsored by local traders/friends group
788.	Yes get corporate sponsorship.
789.	Sponsorship
790.	Offer sponsorship by local businesses (as done with roundabouts) for maintenance costs use or add an element of maintenance costs to local businesses through business rates
791.	maybe offer a donation rather than mandatory payment/local business support - many toilets in vale are paired with toilets around the world why can't we make local toilets better and stop sponsoring other countries toilets?
792.	Advertising space in toilets.
793.	None necessary. Campaign for proper funding for local government and resist the cuts imposed by the English Conservative government via their Welsh Labour helpmates in Cardiff Bay. After we bailed out HSBC, RBS, and Lloyds, perhaps they could now sponsor your toilets.....
794.	Sponsorship

795.	Without knowing what cost breakdown is can't comment. I expect it is staff and hard to see how you can have less. Would local businesses help out, sponsor a toilet? While personally willing to pay possibly not cost effective as cost of introducing kit to do so.
796.	Get them sponsored by local businesses and organisations.
797.	maybe this would help with maintenance
798.	supply own toilet paper
799.	we are constantly encouraged to take more exercise for our health, many people walk - so the necessity for public toilets is required
800.	A developed country needs to spend more on toilets not less. Improve disabled access.
801.	... a rental income.
802.	Get the community to adopt a toilet and pay a small contribution to the running costs with the council paying some of the costs. Have better CCTV to stop vandalism
803.	Consider investing in mobile toilets which can be taken back to a depot overnight and in low season in high risk areas so less likely to get vandalised etc.
804.	?
805.	improvements are need rather than cutting costs.
806.	Possibly privatise
807.	Reduce number of cubicles in Winter to reduce cleaning costs
808.	Better value for money and fundamental accountability
809.	Do away with dual language signs use a man and woman sign only!
810.	.?
811.	Why should there be a need for "cost savings associated with the provision of public toilets" ?
812.	Make sure someone cleans and looks after them
813.	The cost savings to the public could be considerate. People with bladder problems or on diaretics have had an increase in laundry costs due to the recent wich an improvement in the situation would alliviate. A grant from the Assembly should be requested to help samitise the are.
814.	Limited staffing/cleaning simple maintenance free structures. subsidised advertisement and acknowledgement for water supply, buildings and maintenance. Dog licensing for cleaning up and provision of water for animals.
815.	Don't leave them unmanned when they then become vandalised and cost more to repair. A major indirect benefit to the Vale is that these are one of the key elements that visitors will experience. If they are well kept and pleasant places to visit then it encourages further visits, in particular from the retired who currently have both the time and potentially the money to spend. There is nothing more offputting than going to visit somewhere if you think there are no decent toilet facilities available
816.	Payment only as a last resort.
817.	Sell toilet paper,
818.	?

819.	As a mum of 2 small children the availability of public toilets at key locations where children play/ attend is critical. These are public services and should be available free. You don't always have change on you. Automated pay machines in cities regularly get vandalised or broken into. And if by charging the toilets need to be manned then this will wipe out the charges made and cost more. The transfer of the public facilities grant into the local government settlement was for the provision of these services. They should be made available for free
820.	They're not exactly luxurious as they are
821.	This is an essential public service and not an area for savings.
822.	What else will could you do
823.	Charging is not right - it will be penalising someone for having to piddle! And what if they don't have the money/right change etc? Do you expect them to soil themselves on the street?
824.	I need to access toilets often and strongly believe that more facilities should be open and this should be one of the last areas for cost savings
825.	-
826.	See above
827.	Like the French and most EU, staffed by self employed, You pay for the cubicle They disinfect as you enter and offer further toiletry facilities and goods as required, They do this in 3rd world countries as well ,They think we are a joke and live in the past!
828.	Outsource to companies whiling to offer service of a high standard
829.	see above
830.	Sell prepaid access cards to access the toilets which can be topped up on line or at libraries shops ect to prevent money having to be taken away from toilets daily and prevent break ins to steal the money
831.	regular checks which will reduce vandalism and costs.
832.	I have 3 children. We are out most of the time. If kids need to go they need to go. If no money then a bush or a wet child either not good in a civilised society. Maybe educate people not to litter then you could save money there.
833.	Cant you bring back a modern outdoor screen type mens urinal.
834.	Make the toilets co-ed as most schools are doing now this should in effect half the time and maintenance spent on each
835.	Vending machine for wet wipes, to clean seats and wipes for body. Panty liners ect. Proceeds going towards upkeep. Also nappies and perhaps disposeable changing mat liners.
836.	As above
837.	Check with Caerphilly CC about payed access to loos as theyve made them free to use now and got rid of their on-the-premises attendants. Closing the loos discriminates against the people with disabilities (IBS, bladder or bowel probs,etc) people with children - they cant always hold it in until they get home!
838.	Few maintenance cleaning done by premises , it would stop vandals aswell . Good luck

839.	The need to make cost savings is understood but any proposal to introduce a charge for the use of a public toilet unfairly targets vulnerable individuals who, for whatever reason, have to use public facilities urgently and more frequently than the "norm". Whilst personally I may not financially have a problem paying whatever charge is proposed, my experience from paying to visit public toilets in other areas is that a] there is no standard charge therefore the correct change is not carried b] machines providing change are not available c] machines do not allow entry if you do not have the correct change i.e. if the charge is 2 x 20p the machines do not give change or allow alternate payment i.e. 1 x 50p or 4 x10p etc
840.	Stop wasting money on BREXIT and work on fixing this country
841.	Warn people to take their own toilet paper ect
842.	I have two small children. Who always need to toilet when we are in Barry town. Sometimes more than once. If you go ahead with paying how will it work? I don't want to be paying too many times when I'm out with my children. Maybe make a pass available?
843.	No, I think we need all the facilities and staff. However, if you do need to introduce a charge to cover the costs, please consider an annual pass option - as a runner, I love going to Barry Island (for example) as I can trust the facilities there - I will pay if necessary to keep them open.
844.	Renew all facilities, they are all disgraceful for 21st century.
845.	Limit opening hours out of season?

## Appendix D – Businesses Survey Comments

Please note any further comments below

1.	I have indicated no to non customers using our toilets as the inconvenience of people coming in and out and cost of toiletry items puts me off. However, if there was a massive cut in rates I might reconsider.
2.	I think the Council should provide WC facilities and not outsource this basic function to businesses - remember please that we pay business rates, water rates, electricity and gas charges - and would need to employ cleaners, provide paper goods and also sort out insurance !
3.	When visiting an area, the state of the public toilets is always a good indicator in how good services are and how a town is run. When they are dirty and ill kept, you tend to remember this fact about the town, rather than whether you enjoyed a cup of tea in a cafe. When a town has no public toilets, you think that it does not want to attract visitors and is not a tourist destination. Penarth is an underrated jewel in the Vale's crown which is attracting an increasing number of tourists each year. Rather than thinking of closing our public conveniences, it would be far better to make sure they are cleaned regularly, have soap and are fit for purpose. Glass By Design regularly have to direct people to them who have just got off the train, and quite frankly we are embarrassed what they will find when they get there!
4.	Please don't remove the public toilets in Penarth , this would affect trade fir all businesses on the negative side
5.	I take it the council will be paying me for this service I provide
6.	I often have non customers asking to use the facilities. Particularly mothers with small children who may not have 'time' to search out an alternative at short notice.
7.	Public toilets have been available for all of my 70 years and I can see no reason why they are locked up to deny the public access. Do the proper

	thing and make improvements to Public toilets and site more of them with attendants and supervisors to ensure they are used correctly.
8.	Due to a broken toilet at home I have used Penarth public loos frequently for the past couple of weeks. I have never been the only person in the ladies loo on any occasion. Our public loos are a lifeline to Penarth residents and visitors alike.
9.	The public toilets are an essential service to the town and I am pleased to see how well they are currently maintained. Many restaurants, cafes and public houses can provide toilet facilities but this is for their customers not the general public. If we want visitors to spend time in the town we need to accommodate their needs, local shops will only thrive if visiting our town is a pleasure. We cannot offer our toilet facilities at Artisans Corner as they are situated in the basement below the shop which is our private storage area and would put our artwork and general stores at risk of damage or even theft. Thank you for consulting us in your decision, it is appreciated and I hope our views will be taken into consideration
10.	The Penarth town toilets should be seen as a positive addition to Penarth. Easy access for the disabled, mothers with pushchairs, and dog owners. Many of which would have problems accessing shop toilets. Artisans Corner cannot ever allow customers/town visitors access to our toilets as they're situated downstairs beyond our open stock area. Things would get stolen. Only one person is in the shop selling at a time. Very often, when getting off the bus at 8.15, my bus driver runs ahead of me to use the facilities, as no shops are open at that time anyway, and he's travelled from Bridgend to start his shift. Also, visiting delivery vans, taxis, and motorists need to stop there and do. If you've ever got off a bus in Cardiff center, you'll be hard pressed to find a toilet. Please keep this amenity open, as it's a necessary part of a thriving and welcoming town, Penarth. Port Talbot closed their loos by the railway station 30 years ago. The derelict building is still there. Would this also happen in Penarth?....
11.	I have already responded to your survey but an important point has been brought to my attention that I feel should be passed on to you for consideration. Many of the delivery driver take advantage of our public toilets when delivering our supplies. They are often travelling all day and need to have access to toilets on a regular basis. This is not only a social need but an essential requirement for their health. I wasn't aware of this fact until I was told this story by a friend working in a civilian capacity for the police. He was giving one of the senior police officers a lift and was quite surprised when the officer asked him to wait while he visited the gents before they set off. He told my friend everyone should do this. Apparently if you have an accident while driving you are more at risk of rupturing your bladder if it is full and this cannot be always be repaired. I would hate to think our delivery drivers health and safety might be put at risk by closing the public toilets. I hope I am able to add this to you information
12.	I am leading on the ICF Changing Places Scoping Project for Cardiff and the Vale Regional Partnership Board, which is due to report by the end of March 2019. I would appreciate it if we could have a conversation, my work number is [REDACTED]



# Equality Impact Assessment

Please click on headings to find [general guidance](#) or section guidance with an example. You will find supporting information in appendices at the end of the guidance.

When you start to assess your proposal, arrange to meet Tim Greaves, Equality Co-ordinator, for specific guidance. Send the completed form to him for a final check and so that he can publish it on our Vale of Glamorgan equality web pages.

Please also contact Tim Greaves if you need this equality impact assessment form in a different format.

## 1. [What are you assessing?](#)

The future provision public toilets in the Vale of Glamorgan

## 2. [Who is responsible?](#)

<b>Name</b>	Emma Reed	<b>Job Title</b>	Head of Service
<b>Team</b>	Neighbourhood Services and Transport	<b>Directorate</b>	Environment and Housing

## 3. [When is the assessment being carried out?](#)

<b>Date of start of assessment</b>	March 2019
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## 4. [Describe the proposal?](#)

**What is the purpose of the proposal?**

The purpose of this proposal is to make changes in the way that we deliver public conveniences in the Vale of Glamorgan.

# Equality Impact Assessment

- To consolidate the number of council ran public conveniences in the Vale of Glamorgan
- Transfer a number of public conveniences to relevant directorates.
- Work with local businesses to provide additional toilet facilities.
- 

## Why do you need to put it in place?

*On 31 May 2018, Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force which places a duty on each local authority to publish a toilet strategy. The key for the strategy is to engage with users of public toilets and potential providers. It is the responsibility of local authorities to:*

- *assess and analyse the need for toilet provision within the area*
- *plan to meet those needs*
- *produce a local toilet strategy; and*
- *Review the strategy, update and publicise revisions.*

*The deadline for local authorities to publish their strategy is 31 May 2019. The local authority doesn't have a duty to provide or maintain public toilets directly but it now has other responsibilities which include the responsibility to:*

- *assess the need for toilet provision in communities,*
- *plan to meet those needs,*
- *produce a toilet strategy; and*
- *Review, update and publicise the strategy and its revisions including statements of progress.*

## Do we need to commit significant resources to it (such as money or staff time)?

No

## What are the intended outcomes of the proposal?

### The aim of the strategy

The main aim of the strategy is to provide clean, safe and accessible toilets for both residents of, and visitors to, the Vale of Glamorgan in areas where the need has been identified.

### Achieving the aims of the strategy

- *Identify the level of current provision of public toilets*

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- *Involve the local community and key stakeholders by gathering feedback via questionnaires, emails and meetings*
- *Publish and release both a public and businesses specific questionnaires*
- *Analyse the results and feedback received*
- *Identify needs and gaps in provision using the information collated*
- *Consider various factors such as population statistics and demographics*
- *Review existing provision via both Local Authority and Town Councils information. I.e. Waste management and Property dept.*
- *Liaison with other sources such as private enterprises, businesses etc. to consider public use of their facilities*
- *Adopt a strategy to increase awareness of public toilets and their locations*
- *Present to scrutiny and publish a strategy report.*

## Who does the proposal affect?

**Note:** If the proposal affects lesbian, gay, homosexual, or transgender people, ensure you explicitly include same-sex couples and use gender neutral language.

The proposal does affect the residents and visitors of the Vale of Glamorgan, although careful consideration has been given to minimise the impact whilst also being aware of the council financial constraints.

## Will the proposal affect how other organisations work?

No

## Will the proposal affect how you deliver services?

The proposal might affect how we deliver the provision of public conveniences as there will be a requirement to consolidate in arears.  
This will be monitored following implementation of the strategy.

## Will the proposal impact on other policies or practices?

None

## Can you change the proposal so that it further promotes equality of opportunity and fosters good relations?

# Equality Impact Assessment

We intent to publicise the availability and location more effectively to the community.

## **How will you achieve the proposed changes?**

Through Cabinet approval

## **Who will deliver the proposal?**

Neighbourhood Services and Transport Staff

## **How will you know whether you have achieved the proposal's purpose?**

Facilities continue to be provided at key locations without a noticeable increase in complaints whilst also achieving financial savings.

## **5. What evidence are you using?**

### **Engagement (with internal and external stakeholders)**

**We have engaged via a public consultation which took place over a 3 month basis. A meeting took place with the over 50s forum.**

### **Consultation (with internal and external stakeholders)**

**The consultation took place for 3 months with the residence of the Vale of Glamorgan Council.**

### **National data and research**

### **Local data and research**

**The data of where the local toilets are in comparison with other available toilets in the area.**

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## 6. How robust is the evidence?

**Does it show what the impact will be (positive and negative)?**

**Although there may be an overall reduction in toilets, the quality of what is provided will be closely monitored to insure that it does not have an adverse effect on residence and visitors. Those toilets likely to be closed are those with proven low footfall or where there are better facilities close.**

**What are the gaps?**

**We are not anticipating any gabs with the consolidation of toilets.**

**What will you do about this?**

**N/A**

**What monitoring data will you collect?**

**Usage figure of toilets where possible.**

**How often will you analyse and report on this?**

**Internal Officers on an ongoing basis.**

**Where will you publish monitoring data and reports?**

**Yes, on the councils website.**

## 7. Impact

**Is there an impact?**

**No adverse impact has currently been identified although there could be a positive impact as we are going to publish the opening times and locations on our website.**

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**If there is no impact, what is the justification for thinking this? Provide evidence.**

**Having undertaken a consultation we feel that the consolidation of these toilets will allow the required level of availability.**

**If there is likely to be an impact, what is it?**

**Age** – Consultation has taken place with the over 50 forum, whilst issues were raised over closing facilities, once explained what the council would be working with local businesses to publicise additional facilities it was generally agreed that enough provision would be provided.

**Disability** – During the consultation we asked the question if t

**Gender reassignment, including gender identity** (ensure policies explicitly include same-sex couples and use gender neutral language)

We will comply with the Act.

**Marriage and civil partnership (discrimination only)**

No issues have been identified during the consultation process.

**Pregnancy and Maternity**

The local authority will still provide public conveniences in each town within the Vale of Glamorgan.

**Race**

We will comply with the Act.

**Religion and belief**

No issues have been identified during the consultation process.

**Sex**

No issues have been identified during the consultation process.



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**Sexual orientation** (ensure policies explicitly include same-sex couples and use gender neutral language)

No issues have been identified during the consultation process.

**Welsh language**

No issues have been identified during the consultation process.

**Human rights**

No issues have been identified during the consultation process.

**How do you know?**

Through engagement and research.

**What can be done to promote a positive impact?**

Promotional marketing of the existing facilities.

**What can be done to lessen the risk of a negative impact?**

No negative impact has been identified although we will continue to monitor.

**Is there a need for more favourable treatment to achieve equal outcomes? (Disability only)**

We are already providing facilities for disabled access to toilets and for other medical conditions for example stoma bags.

**Will the impact be positive, negative or neutral?**

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Explain this for each of the relevant protected characteristics as identified above.  
The impact of this strategy may be either positive or neutral.

## 8. Monitoring ongoing impact

Date you will monitor progress – Ongoing

Measures that you will monitor – Usage, Cleanliness and maintenance.

Date you will review implemented proposal and its impact <12 months

## 9. Further action as a result of this equality impact assessment

Possible Outcomes	Say which applies
No major change	Evidence shows no potential for discrimination and that you have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review.
Adjust the policy	
Continue the policy	
Stop and remove the policy	

## 10. Outcomes and Actions

Recommend actions to senior management team

No recommended actions

Outcome following formal consideration of proposal by senior management team

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N/A

## 11. Important Note

Where you have identified impacts, you must detail this in your Cabinet report when seeking approval for your proposal.

## 12. Publication

Where will you publish your approved proposal and equality impact assessment?

Council Website.

In addition to anywhere you intend to publish your approved proposal and equality impact assessment, you must send a copy to Tim Greaves, Equality Co-ordinator, to publish on the equality pages of the Vale of Glamorgan website.

## 13. Authorisation

Approved by (name)	
Job Title (senior manager)	
Date of approval	
Date of review	