



# CEREDIGION COUNTY COUNCIL

## PUBLIC TOILET STRATEGY

May 2019



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# EXECUTIVE SUMMARY

The Ceredigion Public Toilet Strategy sets out a framework for the provision of public toilets within the county over the next 10 years.

The Strategy sets out a **5 year action plan** that establishes priority public toilet provision in the whole of Ceredigion. It also establishes guiding principles and key directions that prioritise, whilst maintaining, the existing public toilet services where practicably possible.

This Strategy has been prepared in consultation with a wide range of public and private stakeholders including user groups, cleaning and maintenance and other Council staff. This strategy incorporates feedback following a public consultation exercise undertaken between December 2018 and February 2019.

Public toilets are an important community asset and their provision, maintenance and operation will continue to be carefully monitored by the Council to ensure the objectives of the strategy are met.

The provision of public toilets in separate buildings has been the typical model for many decades; however, this may not be an appropriate model for the future. Publicly funded authorities are facing significant budget pressures and an approach that encourages partnership working, direct charging and private sector funding must be seriously considered to secure a sustainable future for the provision of these facilities.

Adopting a sustainable approach to public convenience provision in Ceredigion will positively contribute to public health well-being and the prosperity of the community. This vision has a number of clear aims which are as follows:

## **Provision**

To facilitate the provision of public conveniences directly, through partnership and through devolution of responsibility, to the wider public and private sectors.

## **Sustainability**

To ensure that public conveniences are delivered in a sustainable manner with due regard to affordability and the environment.

## **Inclusive Access**

Public toilets will be of high quality and accessible to all users. The Council will strive to achieve DDA compliance across all facilities and toilet types where practicable.

**Cleanliness**

Public toilets owned by Ceredigion County Council will be regularly cleaned and maintained to ensure public toilet infrastructure meets the needs of the community and expectation at all times. High use facilities will be cleaned and maintained more frequently than others.

**Community Benefit**

To ensure that all facilities are maintained to a high standard, accessible to all and effectively signposted and promoted.

This Strategy sets out options to be considered over the next five years in order to increase provision of additional toilet facilities.

# INTRODUCTION

The Ceredigion Public Toilet Strategy is structured in four parts:

- **The Background and Context** establishes the scope of works and the methodology behind the Strategy. It reviews relevant background documents and assesses future demand scenarios.
- **The Strategy** outlines the suite of tools which will assist the Council in its decision-making process for public toilet provision.
- **The Results** will include the findings of the assessment of needs that have taken place and will form a key part of this toilet strategy.
- **The Action Plan** is a statement setting out the steps in which Ceredigion County Council proposes to take to meet this need.

This document will conclude with a summary and Appendices featuring key documentation providing more detailed background information related to this Strategy.

In an area of approximately 1,795 square kilometres, there are 74,600 people living in Ceredigion; with more than 50% living rurally, outside of the towns.

There is 60km of coastal path, 14 Special Areas of Conservation, 100 Sites of Special Scientific Interest and 7 National Nature Reserves in Ceredigion. However, the whole area is defined as a rural area.

Ceredigion is one of the largest counties in Wales. There is a high proportion of the population that are 65 and over (23% and increasing) and also young people (17% University age).

There are around 630 babies born every year. Nevertheless nearly half the population speak Welsh.

42% of the employed are employed by Public Services Board partner organisations.

# BACKGROUND AND CONTEXT

## Overview

Part 8 of the Public Health (Wales) Act requires local authorities in Wales to prepare and publish local toilet strategies. This legislation came into force on 31 May 2018. There are also provisions for local authorities to review their local toilet strategies after each ordinary election held for its area under Section 2b of the Local Government Act 1972.

**The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly.** The Council must take a strategic view on how these facilities can be provided and accessed by their local population. Upon review of this strategy, Ceredigion County Council is required to publish a statement of progress.

## Providing Public Toilet Facilities

### What are your rights?

The British Toilet Association has clearly defined the regulations and are summarised below:-

- There is **no particular right to access a toilet in public** and it is no longer a duty or requirement for Local Authorities local authorities to provide Public Conveniences.
- Also, businesses that provide toilets for their customers have no legal duty to do so for non-customers.
- However, **workplaces** must provide suitable conveniences for their staff.
- Anywhere that offers goods or services to the public must **make sure disabled people have equal access** to their facilities, including toilets.

Ceredigion County Council is committed to providing access to these facilities where reasonably and practicably possible.

The following section describes the different forms of toilet provision and options.

### Council Owned

### **1) Stand-alone – Council managed**

This type is normally considered as traditional public toilets. They have usually been stand-alone, purpose-built buildings, providing separate areas for Ladies, Gents and more recently an accessible unit for disabled people and baby changing facilities. The Council has been responsible for the maintenance, management and cleaning, by in-house staff.

### **2) Within Council facilities, offices and green spaces**

Toilet facilities may be made available to the general public where the individual location, access and circumstances allow, such as Aberystwyth Museum, Tourist Information Centres, Town libraries, Sports Centres and some Council offices.

There are also toilets located at some parks and coastal towns. This is part of a wider need to ensure that all services offered are accessible by all members of the community. A list of Council premises with toilets available for public use is detailed in Appendix 1.

### **3) Partnership / Community Schemes**

This form of provision is a scheme which awards a small grant of up to £500 per year to local businesses, in return for them allowing non-paying customers to use their toilets. However, there is no recognised standard of provision .

### **4) Commercial / Retail Sector**

Many toilet facilities provided by commercial and retail businesses have been primarily or solely for use by customers. Most visitor and tourist attractions and entertainment venues, such as cinemas, provide toilet facilities. It is accepted that the public depend on such facilities.

A combination of the aforementioned type of toilet facilities will form part of and support the aim and objectives of this provision strategy for Ceredigion county.

## Mapping and Gap Analysis

The Council currently operates 38 traditional public toilets, run by one full-time and eight part-time members of staff.

The current provision of Council owned public conveniences are listed in Appendix 1. The comprehensive list confirms all details including DDA compliant /separate changing facilities / opening times and locations available in the county.

There are two permanent changing place provisions in Aberystwyth.

Welsh Assembly Government  
Rhodfa Padarn  
Aberystwyth  
Ceredigion  
SY23 3UR

Ceredigion County Council  
Canolfan Rheidol  
Rhodfa Padarn  
Aberystwyth  
SY23 3UE

Further details of these and nationally can be found on a changing places UK toilet map website : <http://changingplaces.uktoiletmap.org/find?toiletLocation=Ceredigion> .

## Mapping locations

This is an important part of our strategy in order for those individuals who require to visit a toilet can easily access this information about the location, opening times, accessibility and type of facilities available. Please refer to Appendix 1 and 2 for further detailed information.



Locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones. Current participating businesses (part of the partnership/communities schemes) display a sticker in a prominent place, indicating that toilets are available for the public. The sticker featured here is the logo stipulated by Welsh Government.

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

Once Ceredigion County Council have identified the toilets that will be publicised as available for use by the general public, the Council will provide this dataset and make it freely available as open data on the Council's website. The dataset will consist of the location and specified characteristics of the identified toilets and joined to other LA datasets to produce the national dataset for the Lle map. This Mapping data is required from all Local Authorities in Wales to Welsh Government, to produce a national map of toilets. This map will feature via the LLE website.

The 'Lle' map will be available as an open data service accessible to everyone. The link to the 'Lle' portal is <http://lle.gov.wales/home>



## Moving Forward / Assessment of Need

There is a range of policy guidance for the provision of public toilets and the promotion of health, wellbeing and safety in Ceredigion. The following pages summarise the key strategic policy documents and discusses their implications for the Strategy.

Publicly accessible toilets are VITAL to our everyday activities and in addition to being a total necessity for many user groups and individuals with accessibility needs – parents with young children and supporting the dignity and well-being of older persons – they bring extended relief for our tourism industry, day-trippers and the growing numbers of mobile workers travelling throughout the UK.

Providing Public Toilets facilities in individual buildings has been the model for many years. Many may not be aware but Public toilets have traditionally been liable for business rates in the same way as other non-domestic premises such as shops and offices. The Chancellor announced on 28 October 2018 that Budget Owners will no longer pay business rates on public toilets; however this does not currently apply to Wales.

The British Toilet Association has estimated that 40% of public toilets have disappeared in the past decade. As part of the strategy, the Council is considering reintroducing the Toilet Community Scheme. The scheme awards a small grant of up to £500 per year to local businesses, in return for them allowing non-paying customers to use their toilets.

Currently Ceredigion does not have sufficient Changing Places provision. with only 2 such Changing Places identified .This provision gap aims to increase the provision for people with individual and / or multiple disabilities, who require special equipment and support from carers. The future provision of these facilities are to be highlighted as a major requirement which would make a dramatic difference to the lives of many who desperately require this provision and all future planned developments are to be encouraged to incorporate this requirement within their schemes. Currently, there are potential opportunities for this provision to be included within the redevelopment of the Market Hall in Cardigan, together with the planned expansion and redevelopment of the Old College in Aberystwyth.

# THE STRATEGY

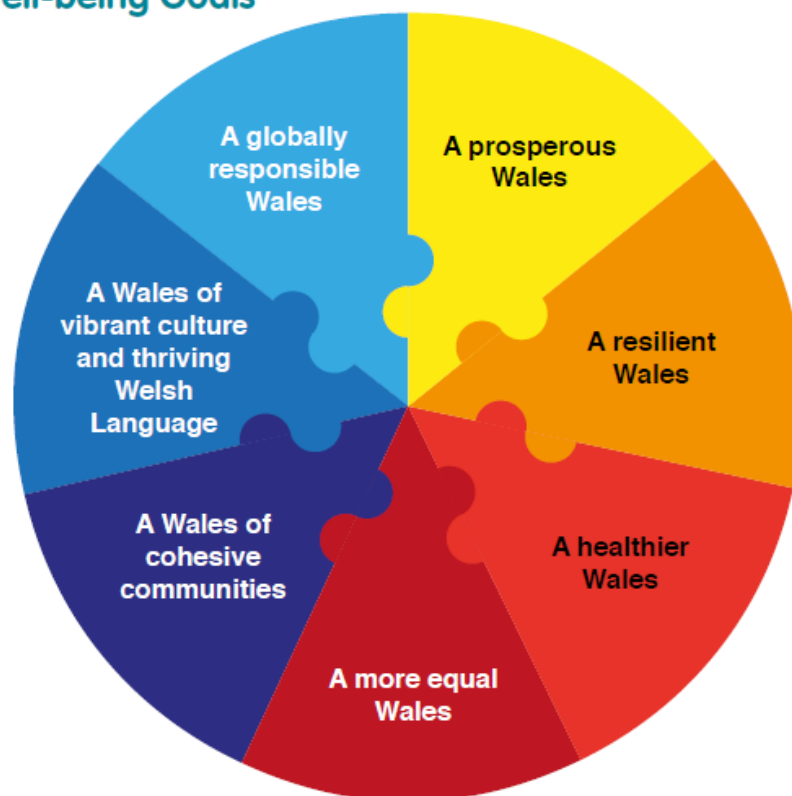
## Why do we need a strategy for providing public toilet facilities

### Well-being of Future Generations(Wales) Act 2015

The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental and cultural well-being of Wales.

To make sure we are all working towards the same vision, the Act puts in place **seven** national well-being goals to which Ceredigion County Council must maximise their contribution to achieve, working together with other public bodies within the county.

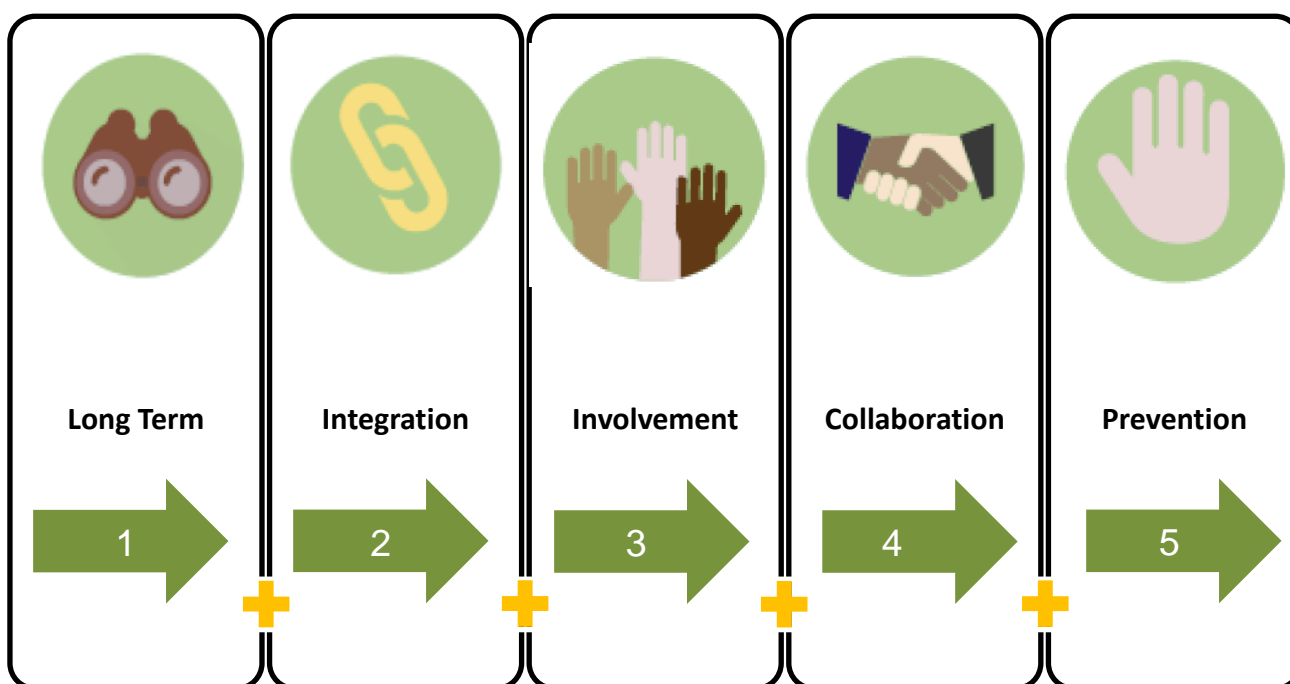
### Well-being Goals



Wales faces a number of challenges now and in the future, such as climate change, poverty, health inequalities and jobs and growth. To tackle these we need to work together. To give current and future generations a good quality of life, we need to think about the long term impact of the decisions we make. It covers many public bodies including Local Authorities, Fire and Rescue Authorities, Natural Resources Wales, the Higher Education Funding Council for Wales, the Arts Council of Wales, Sports Council of Wales, National Library of Wales, National Museum of Wales.

## Sustainable Development Principle

The principle is based on five key ways of working that the Council is required to take into account. These are:



The provision of public toilets in separate buildings has been the typical model for many decades; however, this may not be an appropriate model to be employed for the future. Publicly funded authorities are facing significant budget pressures and an approach which encourages partnership working, direct charging and private sector funding must now be utilised to secure a sustainable future for the provision of publicly accessible toilets.

The Toilet Strategy will incorporate the five ways of working which Ceredigion County Council will follow in order to ensure that a sustainable strategy is developed:-

- Consider the importance of balancing short term needs with the need to safeguard the ability to also meet long term needs;
- Taking an integrated approach;
- Working with others in order to find sustainable solutions;
- Involving people in decisions that will affect them;
- Acting to prevent problems occurring or getting worse.

This plan sets out a clear vision for public toilets in Ceredigion:

*“To adopt a sustainable approach to public convenience provision in Ceredigion that positively contributes to public health, well-being and the prosperity of the community”.*

# Strategy Components

## General Principles

The General Principles set the key values that underpin the provision of public toilet facilities in Ceredigion which includes:

- Provision;
- Sustainability;
- Inclusive access;
- Cleanliness;
- Community benefit.

## Action Plan

The Action Plan sets out the **five year plan** which guides the delivery of public conveniences in Ceredigion. This can be read in more detail in Section – THE ACTION PLAN (Page 37).

## Key Directions

The Key Directions outlines a number of key strategic directions that include **Business as Usual / Charge / Transfer / Business Opportunity / Close**. This consideration will be assessed against the existing provision within public buildings.

# General Principles

|                          |   |
|--------------------------|---|
| <b>PROVISION</b>         | To facilitate the provision of public conveniences directly, through partnership and through devolution of responsibility to the wider public and private sectors.  |
| <b>SUSTAINABILITY</b>    | To ensure that public conveniences are delivered in a sustainable manner with due regard to affordability and the environment.  |
| <b>INCLUSIVE ACCESS</b>  | Public toilets will be of a high quality and accessible to all users. Ceredigion County Council will strive to achieve DDA compliance across all facilities where practicably possible.   |
| <b>CLEANLINESS</b>       | Public toilets will be regularly cleaned and maintained to a high standard to ensure the Council's public toilet infrastructure meets the needs of the community and expectation at all times. High use facilities will be cleaned and maintained on a more frequent basis than others  |
| <b>COMMUNITY BENEFIT</b> | To ensure that all facilities are maintained to a high standard, accessible to all and effectively signposted and promoted. This will also include involving local communities around the maintenance and provision of traditional public toilets, including community asset transfers. |

## The need for providing Facilities

There are an increasing number of specialist user groups, whose lives are affected by the state of the United Kingdom's public toilets. These include people with mental or physical disabilities and their carers, the infirm or elderly, people with babies or young children and people of all ages who are coping with a range of medical conditions.

- Wales' population has an increasingly significant 'ageing' profile;
- Residents travel more within the country, and the number of visitors to the United Kingdom increases each year, placing added pressure on our existing toilet facilities;
- Public health and hygiene, as well as environmental issues, are constantly in the news, with increasing media interest in all matters relating to public toilets;
- Public toilets are the 'shop window' for any area or establishment – where first and lasting impressions of levels of customer care are made.

We all need to use the toilet several times each day when we are away from our homes, at work, on holiday or simply commuting from place to place. This becomes even more urgent if you belong to one of the many specialist user groups who suffer from medical conditions that require you to have immediate access to the toilet.

Just having access to clean, hygienic toilets when we need one is simply about our basic human rights and it fulfils an important requirement for our:-

- Health and Well-being
- Equality
- Social Inclusion
- Privacy and Public Decency

## Alignment with other Council priorities and services

- Corporate Strategy 2017 – 2022

Ceredigion Council's Corporate Strategy entails delivering high quality, safe, efficient and effective services to the residents of Ceredigion. It ensures they continue to deliver excellent services for the next administration period between 2017 and 2022 as essential.

The Council is fully aware of what the priority areas for improvement are through continuing self-evaluation processes, stakeholder engagement and a diverse range of consultation events both formal and informal. Their understanding is also informed by national policies and priorities. The Local Well-being Assessment has also influenced this Corporate Strategy and the development of the four Priorities that the Council will focus on for the next 5 years.

The following Priorities will enable the delivery of services that will enhance the social, economic, environmental and cultural well-being for the citizens of Ceredigion.

### Corporate Priority 1 - Boosting the Economy

### Corporate Priority 2 - Investing in People's Future

### Corporate Priority 3 - Enabling Individual and Family Resilience

### Corporate Priority 4 - Promoting Environmental And Community Resilience

The Corporate Priorities identified above will be met as follows :-

**Boosting the Economy-** To integrate into the Growing Mid Wales Partnership by investing into the identified growth areas, developing and improving the infrastructure ,growing the economy and developing the link between public and private sector.

**Investing in People's Future** – Opportunities for the population to develop their physical , intellectual and social skills to lead active and healthy lives , access to the provision of health related initiatives and provision and to assist a sustainable population age profile.

**Enabling Individual and Family Resilience** – Improved toilet provision will enable citizens of all ages to have an improved quality of life,improved well-being and health by adopting effective interventions and to encourage community , individual and family resilience within Ceredigion.

**Promoting Environmental and Community Resilience-**Reducing carbon emissions in the use of alternative technology to provide electricity and

reduce water use, development of an App to inform citizens where there is toilet provision reducing the need for excessive travel and encourage communities to improve resilience in the face of changing environmental and social issues

- **Ceredigion for All – Ceredigion Local Service Board’s Single Integrated Plan**

Ceredigion for All is the Single Integrated Plan for Ceredigion which is a document that sets out the key issues and actions for the Ceredigion Local Service Board (LSB) to tackle over the next 4 years with the aim of improving the lives of Ceredigion's citizens.

The Plan is a new approach which includes the Local Service Board for Ceredigion and represents the partner organisations of the area. The Core LSB includes senior representatives from Ceredigion County Council, Hywel Dda Health Board, Dyfed-Powys Police, Ceredigion Association of Voluntary Organisations and a representative from Welsh Government.

The Toilet Strategy will benefit from the opportunities that the LSB can provide in partner organisations being able to offer alternative toilet provision and change the way in which this service can be delivered and maintained.

- **Ceredigion Strategic Equality Plan (SEP) 2016-20**

This Plan covers a widespread commitment to meeting the Equality Act 2010, including the Specific Public Sector Equality Duties for Wales, which came into force on 6 April 2011. This document also explains to members of the public, elected members, staff and partner organisations how Ceredigion County Council intends to deliver its Equalities commitments and continue to be an inclusive organisation that does not tolerate discrimination of any kind.

- **Well-being and Improvement Objectives 2017-2018**

An Annual Report focuses on the Council's progress made on the Well-being and Improvement Objectives in 2017-18. It provides a general evaluation of the Council's performance and its progress in meeting the Corporate Strategy 2017-2022.

- **Carbon Management Plan 2012/13-2016/17**

Ceredigion County Council worked with the Carbon Trust in 2018 in order to develop their Carbon Management Plan(2018-2023). The Carbon Management Plan commits Ceredigion County Council to a target of reducing CO<sub>2</sub>e by 15% between 2018 and 2023, and underpins potential gross financial savings to the organisation of £500k/year over this period.

- **Community Engagement Policy**

Ceredigion County Council is committed to engaging with its residents, service users and other key stakeholders. This Community Engagement Policy and Action Plan provides corporate direction and guidance to the Council's elected members and officers in order to bring engagement into the heart of the Council's work and to ensure that engagement activities are of a consistently high standard.

- **Mid Wales Joint Local Transport Plan 2015-2020**

The Local Transport Plan has been jointly prepared by the Mid Wales Local Authorities of Powys, Ceredigion and Gwynedd.

## Other Considerations

The following topics highlight additional issues that may influence the decision making process about the provision of public toilets.

These topics would require further research and consultation and are no mean a form of recommendation(s).

These considerations include:

- Review planning provisions and agreements for toilets in private buildings to ensure appropriate types of and sufficient toilet provisions for public benefit;
- Explore opportunities to improve legibility and promote public toilet through online mapping, media and digital interactive signs in key locations, as currently featured in Aberystwyth town;
- Temporary Events- Ceredigion County Council regularly holds special events and festivals along its Coast and open spaces. These community events often draw large crowds of visitors from both residents within Ceredigion and from surrounding counties. At peak periods, often during summer, the demand for public toilets increases and existing facilities are unable to cope with the increased patronage;
- Funding Models – Paddlegates / advertising opportunities / introduction of licences for events could increase revenue and budget allowances for toilets and allow for service and maintenance improvements;
- Access for All - Ensuring that public toilets are accessible and meet the requirements of all residents of Ceredigion will be important to ensuring an equitable future;
- Sponsorship – Explore the possibilities and potential value of this option.



# CONSULTATION

## Snapshot

### Online Survey

An online survey was published for a period of 12 weeks between 3 December 2018 and on the 25 February 2019. The survey asked residents and other users of public toilets in Ceredigion a number of questions regarding toilet location, availability, usage, and sustainable provision.

More than 634 respondents participated in the online survey which was available via the Ceredigion County Council website ([www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)) or as listed in Appendix 3. Twenty Seven of these responses were in Welsh.

The survey was open to all present and past residents and visitors to Ceredigion, with the aim of collecting feedback from a wide cross-section of residents and users in order to ascertain information to assist in establishing the general needs and to assist in the preparation of the Local Toilet Strategy.

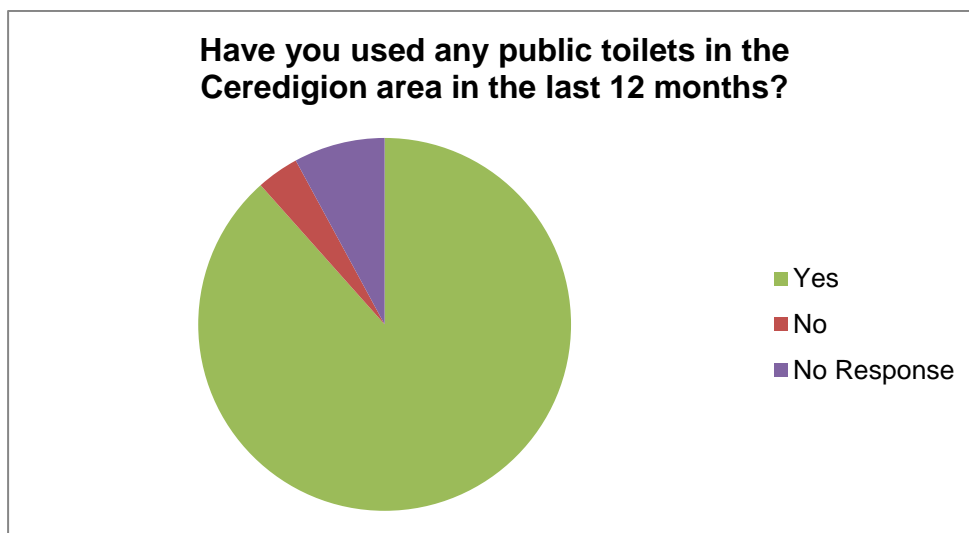
### Questionnaire Survey Results

An analysis of the public consultation in respect of the **Ceredigion County Council Local Toilet Strategy** is detailed below.

A summary of the findings is as follows:-

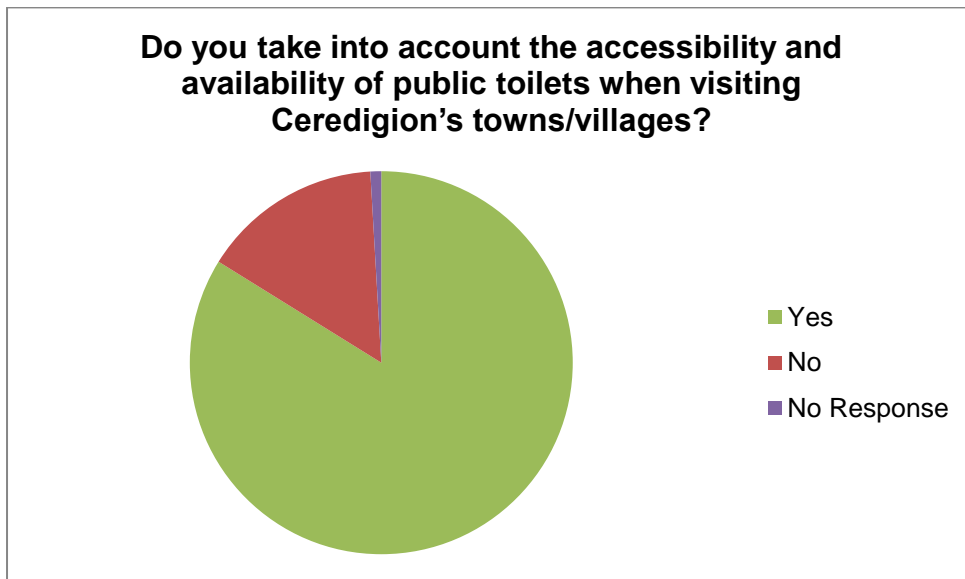
#### 2. Have you used any public toilets in the Ceredigion area in the last 12 months?

|             |     |
|-------------|-----|
| Yes         | 626 |
| No          | 26  |
| No Response | 56  |



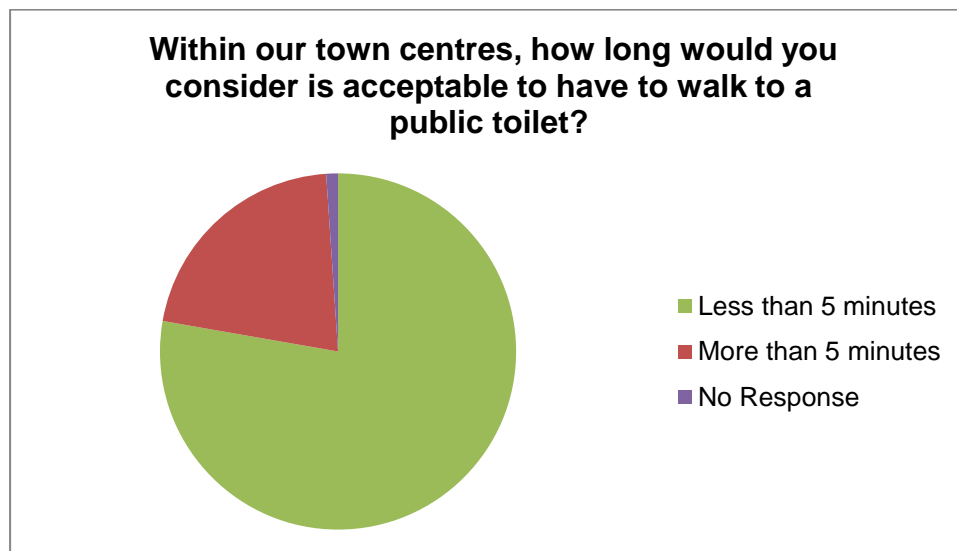
**3. Do you take into account the accessibility and availability of public toilets when visiting Ceredigion's town's / villages?**

|             |     |
|-------------|-----|
| Yes         | 550 |
| No          | 100 |
| No Response | 6   |



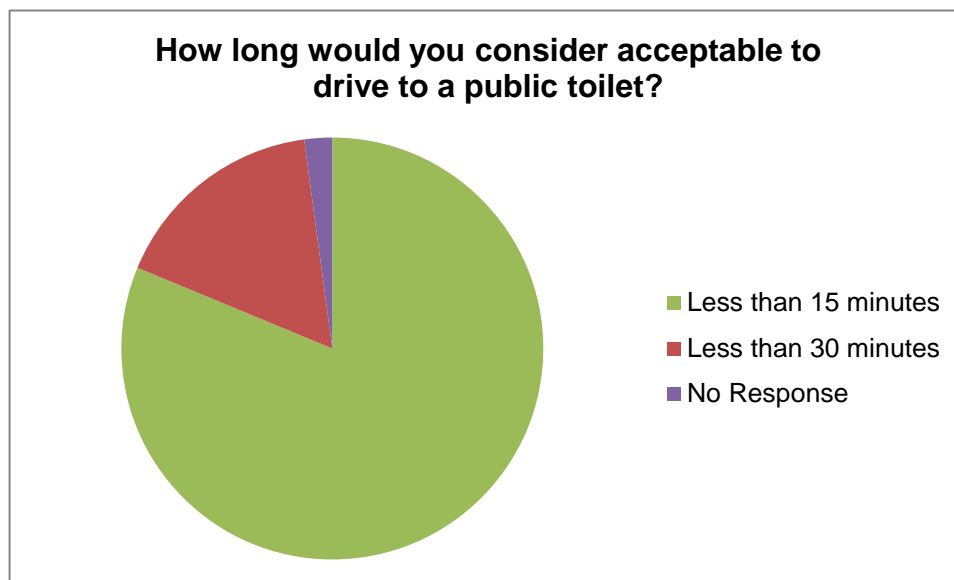
**4. Within our town centres, how long would you consider is acceptable to have to walk to a public toilet?**

|                     |     |
|---------------------|-----|
| Less than 5 minutes | 510 |
| More than 5 minutes | 139 |
| No Response         | 7   |



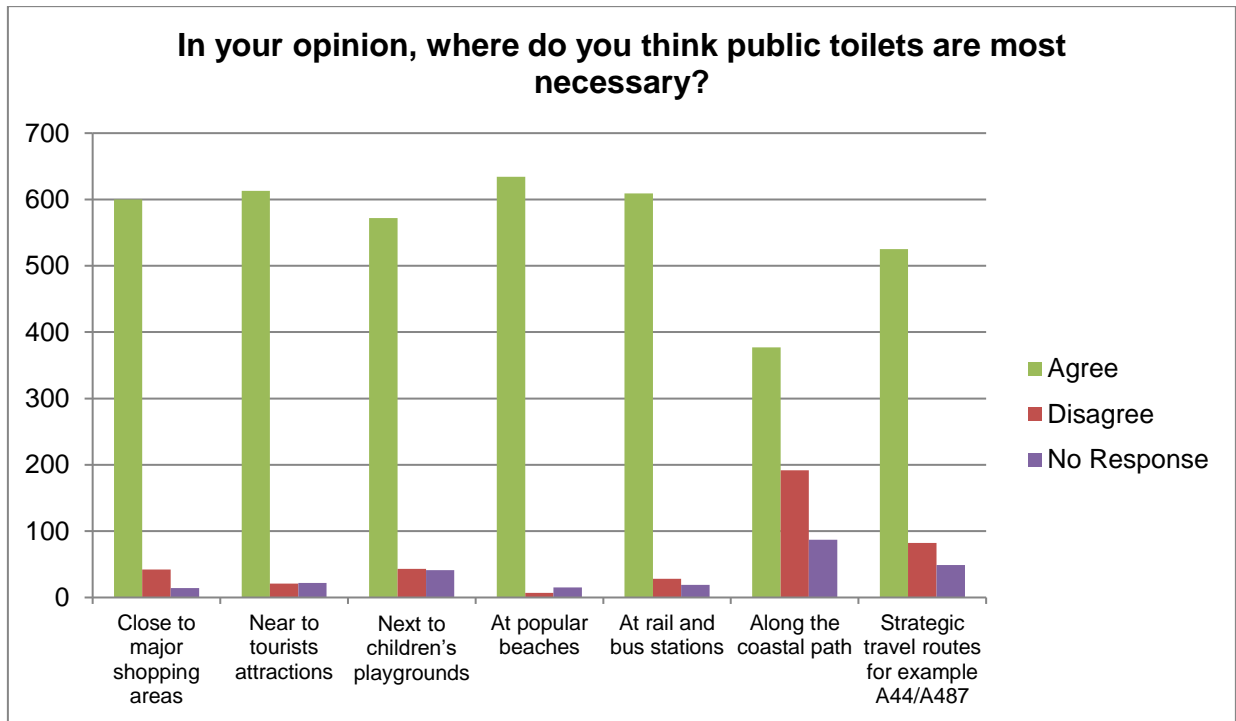
## 5. How Long would you consider acceptable to drive to a public toilet?

|                      |     |
|----------------------|-----|
| Less than 15 minutes | 533 |
| Less than 30 minutes | 109 |
| No Response          | 14  |



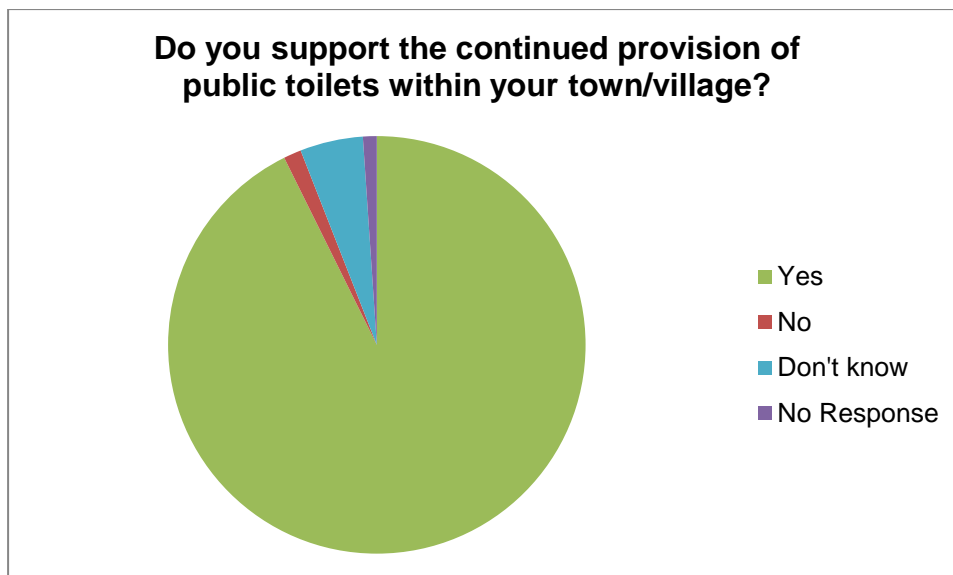
## 6. In your opinion, where do you think public toilets are most necessary? Please tick all that apply

|  | Agree | Disagree | No Response |
|--|-------|----------|-------------|
| Close to major shopping areas                | 600   | 42       | 14          |
| Near to tourists attractions                 | 613   | 21       | 22          |
| Next to children's playgrounds               | 572   | 43       | 41          |
| At popular beaches                           | 634   | 7        | 15          |
| At rail and bus stations                     | 609   | 28       | 19          |
| Along the coastal path                       | 377   | 192      | 87          |
| Strategic travel routes for example A44/A487 | 525   | 82       | 49          |



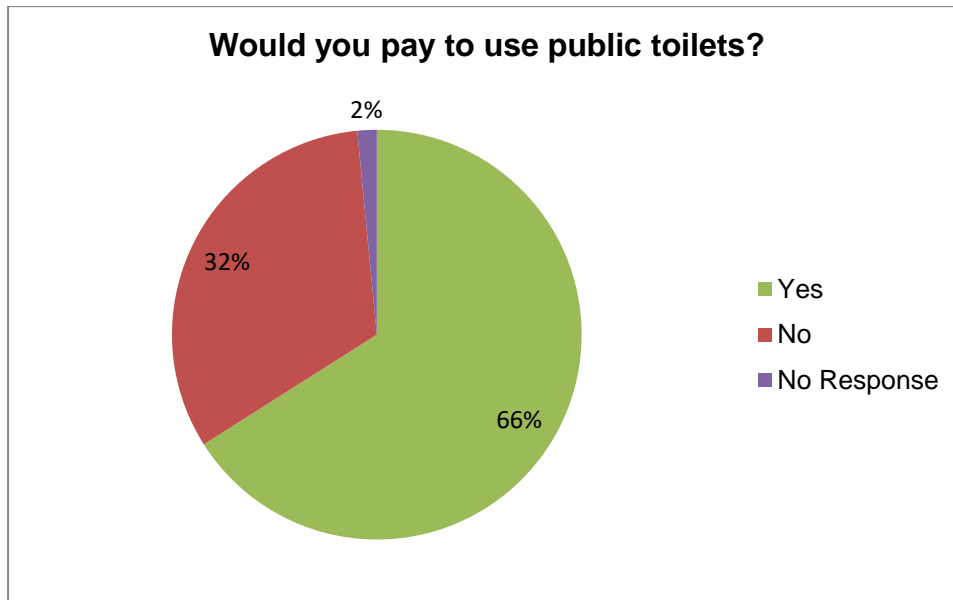
**7. Do you support the continued provision of public toilets within your town / village?**

|             |     |
|-------------|-----|
| Yes         | 608 |
| No          | 9   |
| Don't know  | 32  |
| No Response | 7   |



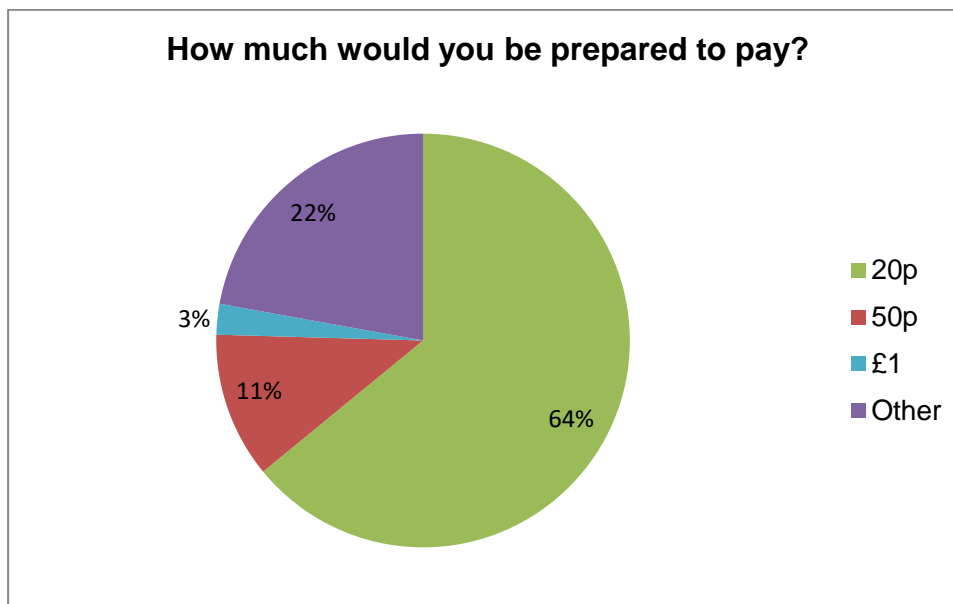
**8. Would you pay to use public toilets?**

|             |     |
|-------------|-----|
| Yes         | 433 |
| No          | 213 |
| No Response | 10  |



**9. If yes, how much would you be prepared to pay?**

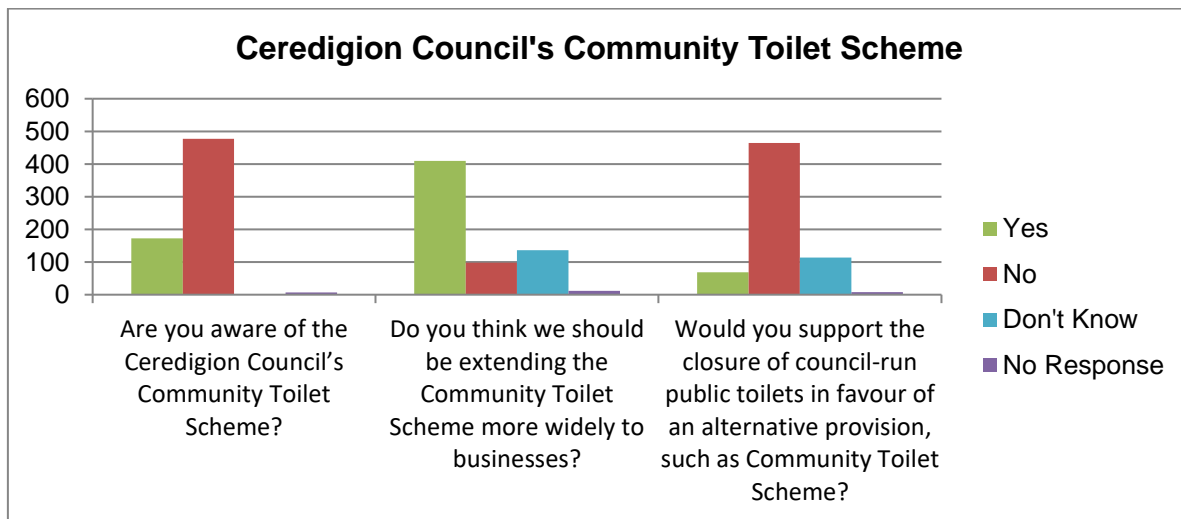
|       |     |
|-------|-----|
| 20p   | 321 |
| 50p   | 57  |
| £1    | 12  |
| Other | 111 |



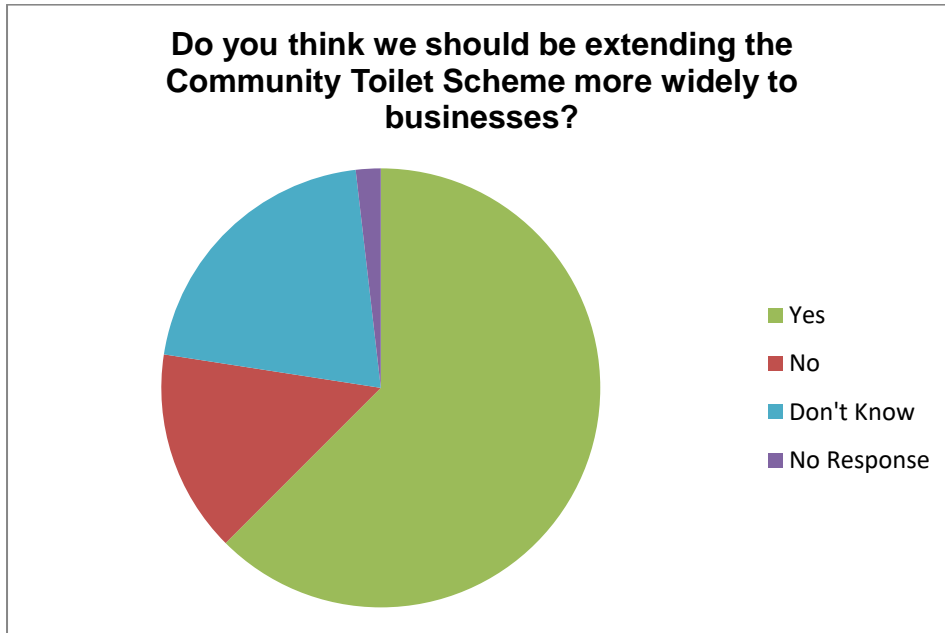
|                | Yes | No  |
|----------------|-----|-----|
| Other          | 111 | 390 |
| £1             | 12  | 489 |
| 50p            | 57  | 444 |
| 20p            | 321 | 180 |
| Would you pay? | 433 | 213 |

**10. Ceredigion runs a partnership with local service providers to offer their toilet facilities free of charge to members of the public, whether or not they are a customer. Are you aware of the Ceredigion Council's Community Toilet Scheme?**

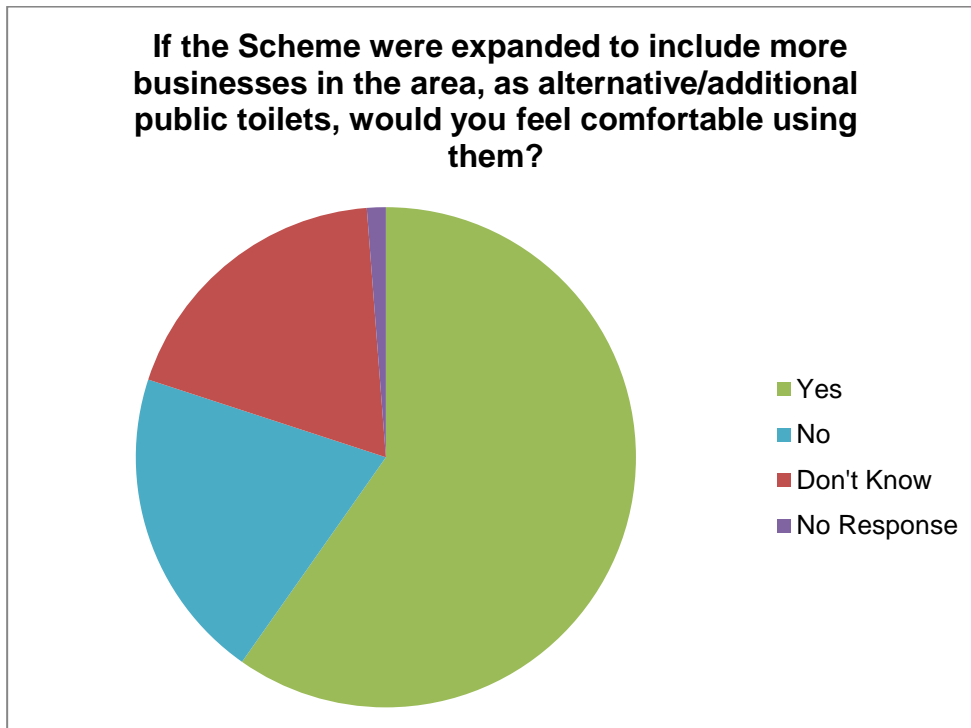
|   | Yes | No  | Don't Know | No Response |
|---|-----|-----|------------|-------------|
| Are you aware of the Ceredigion Council's Community Toilet Scheme?  | 172 | 477 | -          | 7           |
| Do you think we should be extending the Community Toilet Scheme more widely to businesses?  | 410 | 98  | 136        | 12          |
| Would you support the closure of council-run public toilets in favour of an alternative provision, such as Community Toilet Scheme? | 69  | 465 | 114        | 8           |



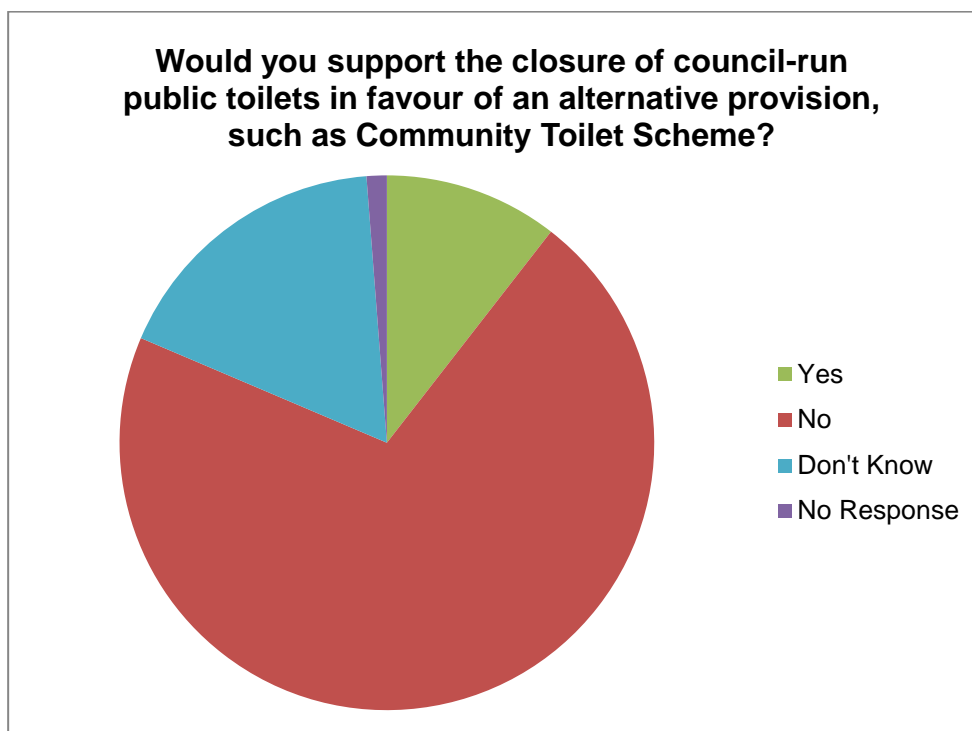
11. Do we think we should extend the Community Toilet Scheme more widely to businesses?



12. If the Scheme were expanded to include more businesses in the area, as alternative, additional public toilets, would you feel comfortable using them?



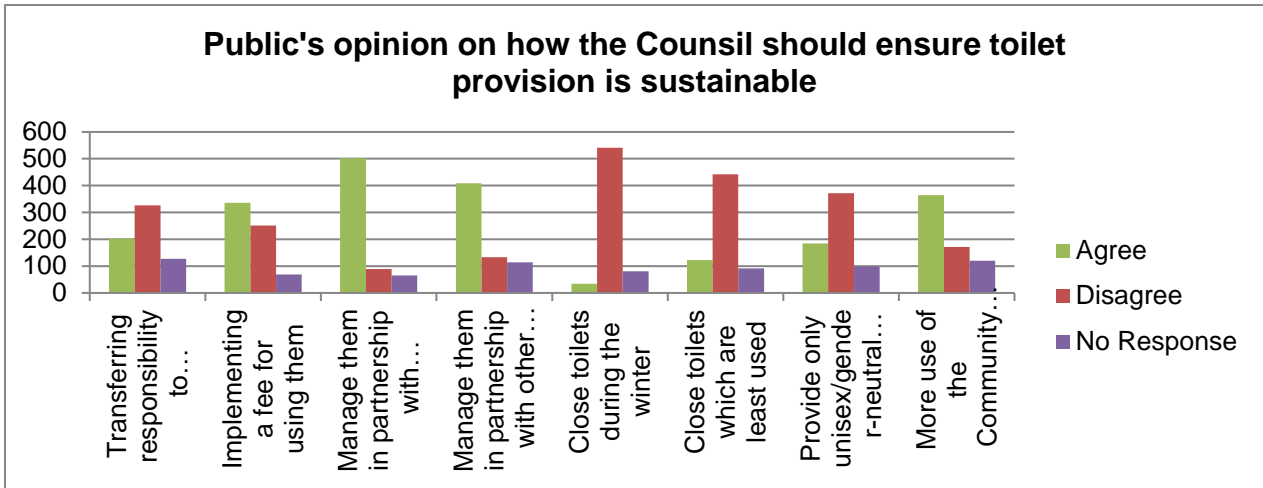
**13. Would you support the closure of council – run public toilets in favour of an alternative provision, such as Community Toilet Scheme?**



**14. How do you think the Council should go about ensuring that public toilet provision is sustainable for the future?**

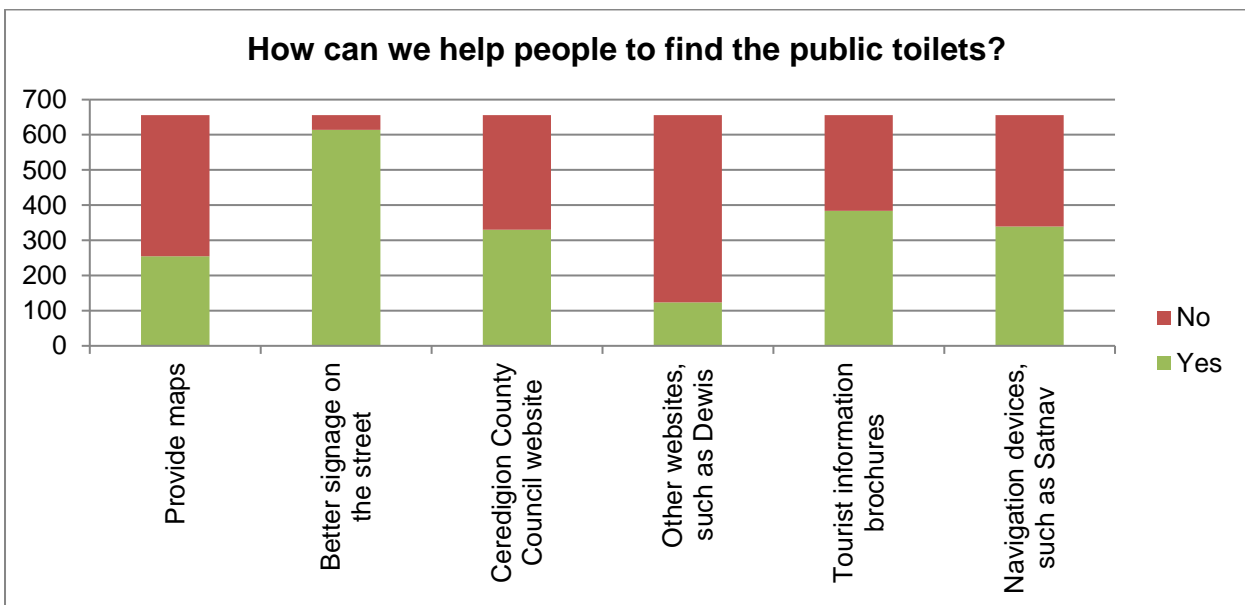
|  | Agree | Disagree | No Response | Comment |
|--|-------|----------|-------------|---------|
| Transferring responsibility to Community Councils          | 202   | 327      | 127         |         |
| Implementing a fee for using them                          | 336   | 251      | 69          |         |
| Manage them in partnership with Community Councils         | 502   | 89       | 65          |         |
| Manage them in partnership with other public sector bodies | 409   | 133      | 114         |         |
| Close toilets during the winter                            | 34    | 541      | 81          |         |
| Close toilets which are least used                         | 122   | 442      | 92          |         |
| Provide only unisex/gender-neutral toilets                 | 185   | 372      | 99          |         |
| More use of the Community Toilet Scheme                    | 365   | 171      | 120         |         |
| i) Other   | -     | -        | 531         | 125     |





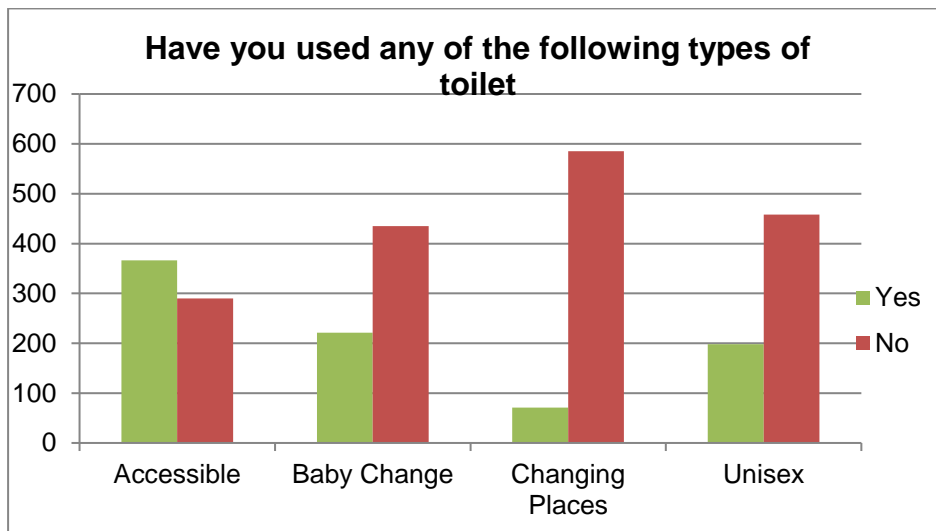
### 15. How can we help people to find public toilets?

|                                    | Yes | No  |
|------------------------------------|-----|-----|
| Provide maps                       | 255 | 401 |
| Better signage on the street       | 614 | 42  |
| Ceredigion County Council website  | 330 | 326 |
| Other websites, such as Dewis      | 124 | 532 |
| Tourist information brochures      | 384 | 272 |
| Navigation devices, such as Satnav | 339 | 317 |



**16. Have you used any of the following types of toilet:**

|                 | Yes | No  |
|-----------------|-----|-----|
| Accessible      | 366 | 290 |
| Baby Change     | 221 | 435 |
| Changing Places | 71  | 585 |
| Unisex          | 198 | 458 |



**17. Comments**

*“In general I think that the public toilet provision in Ceredigion is fantastic, the number, cleanliness and state of repair is above those provided by other Local Authorities”*

*“Thanks for vastly improving the standard of Public toilets in the county, but don’t increase the conveniences where you make a charge. It’s easy to see how you would submit to the temptation.”*

*“They are excellent and is a positive for the area. Very different to where I live Ceredigion toilets compare favourably to other counties. In some towns it is quite a walk from the town shops to public toilets, difficult for the elderly and young”*

*“I don’t mind paying to use the toilets if it helps keep them clean and pleasant to use.”*

*“Generally I am very pleased with public toilets in Ceredigion. They are amongst the cleanest I have used in the U.K.”*

*“Please remove charges on toilets. This is disgusting for a necessary urgent need. For families with young children and elderly or those tending to be ‘caught short’. Especially where it is a coin charge and people commonly carry much less change now.”*

*“As a community based worker for the council its important to know where public toilets are, but THE most annoying thing is seasonal closures.”*

*“I feel that there should be more public toilets, as the distance between them is too far. Some people have health problems which require them to use toilets often.”*

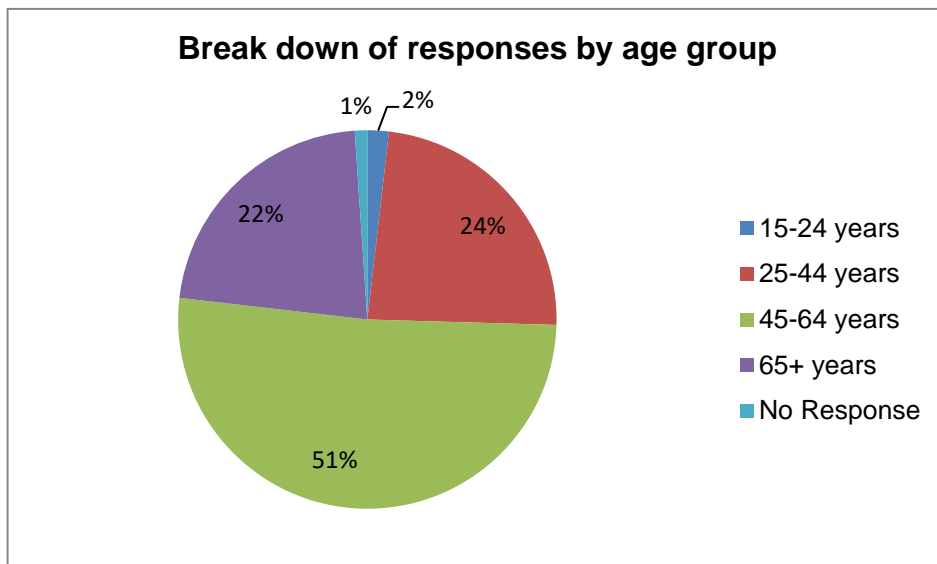
*“People should not be charged for going to the toilet”*

*“Why do public toilets close during winter months. It’s council tax payers who pay for them, not tourist !”*

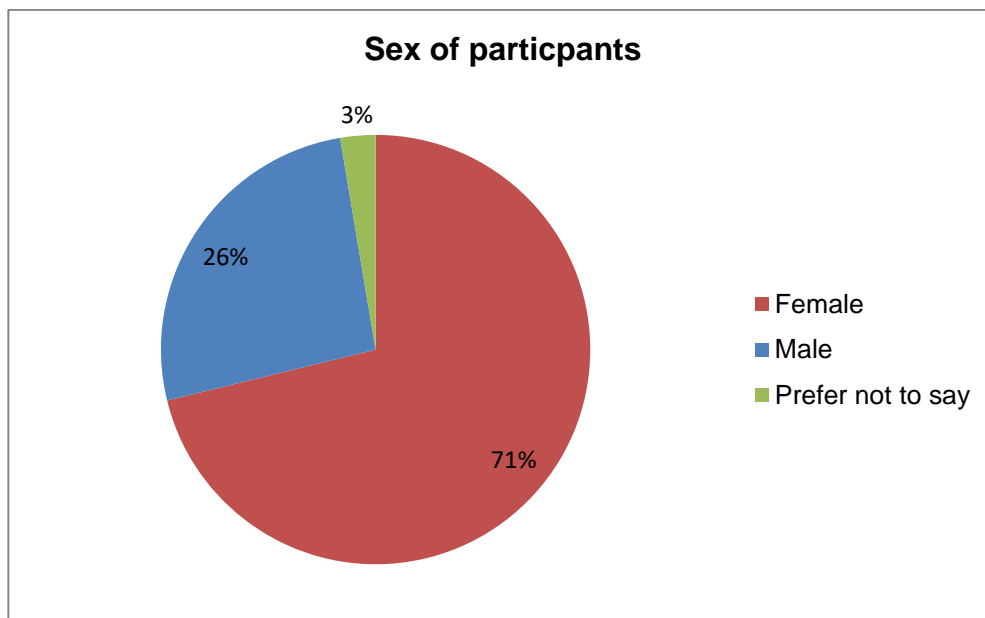
*“I’m not happy about a fee for using public toilets as their upkeep/operation should be included within the very high Council Tax we pay annually. Access to a public toilet is a basic right and the council should be obliged to provide the service.”*

**18. What is your age group?**

|             |     |
|-------------|-----|
| 15-24 years | 12  |
| 25-44 years | 155 |
| 45-64 years | 337 |
| 65+ years   | 145 |
| No Response | 7   |

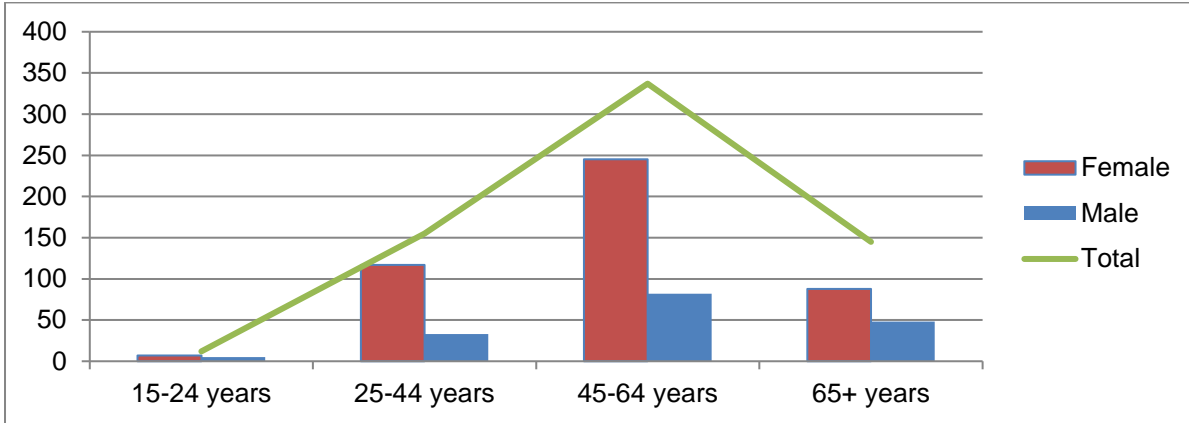


**19. ....and your gender?**



### Analysis between age and sex

|        | 15-24 years | 25-44 years | 45-64 years | 65+ years | Total |
|--------|-------------|-------------|-------------|-----------|-------|
| Female | 7           | 117         | 245         | 88        | 457   |
| Male   | 5           | 33          | 82          | 48        | 168   |
| Total  | 12          | 155         | 337         | 145       | 17    |



# Summary of Survey Results

- **Availability and Accessibility of Public Conveniences**

The number of responses in connection with the Consultation Survey regarding the use of Public Conveniences was exceptionally high, which is encouraging in relation to the development and future implementation of the Toilet Strategy.

It is evident from the survey that the general public as a whole recognise the requirement for the availability and accessibility to public conveniences to be important with local residents and visitors to Ceredigion.

The provision of clean, safe and accessible public conveniences affect a wide variety of people and it is essential that these facilities are within easy reach when walking and driving by car as this provision promotes the economic growth of Ceredigion together with catering for the older generation, overseas visitors, local residents, young families and the citizens who have a disability or medical condition.

The availability of public conveniences and their close location to tourist attractions, beaches and shops is of great benefit to the area in boosting the economy of Ceredigion and this is represented by the results for the survey. The survey also illustrates the requirements for toilet facilities to be situated along the main strategic travel routes within Ceredigion.

The beneficiaries, namely public transport providers, delivery drivers, emergency services and other private and public service users are catered for with the necessary toilet facilities to meet their requirements along the major transport routes.

- **Entry Charging**

The charts show 66 % of the respondents would be willing to pay to use Public Conveniences, with 64% willing to pay the current charge of 20p. This reinforces the concept that in order to provide clean, well maintained and accessible toilets, the general public are acceptable to this provision.

With the prospect of future budget cuts it is important to raise revenue from this potential income generating opportunity in order to maintain these facilities.

- **Community Toilet Scheme**

From the data it is obvious that the Community Toilet Scheme is not as widely recognised as envisaged. A large number of respondents are unaware of this scheme and there is the opportunity of raising the awareness of the scheme to the general public to promote this option in the future.

The respondents were happy to encourage the scheme being promoted to local businesses in order that Council run toilets were not closed.

The majority agreed that the Community Toilet Scheme be extended to local businesses and to encourage their participation to prevent public toilet closures.

## **Future Sustainability of Toilet Provision**

From the charts and data the following observations were made:-

- Toilet provision should not be transferred to Community Councils;
- The implementation of charging for the use of the Public Conveniences was favoured;
- To encourage Partnership between the Council and Community Councils;
- Not to close Public Conveniences during the winter;
- To close the Public Conveniences that are used the least;
- Did not want Unisex / gender neutral Public Conveniences;
- To encourage the use of the Community Toilet Scheme.

- **Signage**

The data indicates that the current signage provision for the location of Public Conveniences requires to be addressed and is not adequate at present.

The following requirements are identified:-

- Improved on-street signage is required;
- Brochures located within Tourist Information Centres is preferred;
- Information on Sat Nav's is required to be updated to include for Public Toilet locations.

# Key Strategic Directions

Evaluation of proposed options for future public toilet provision.

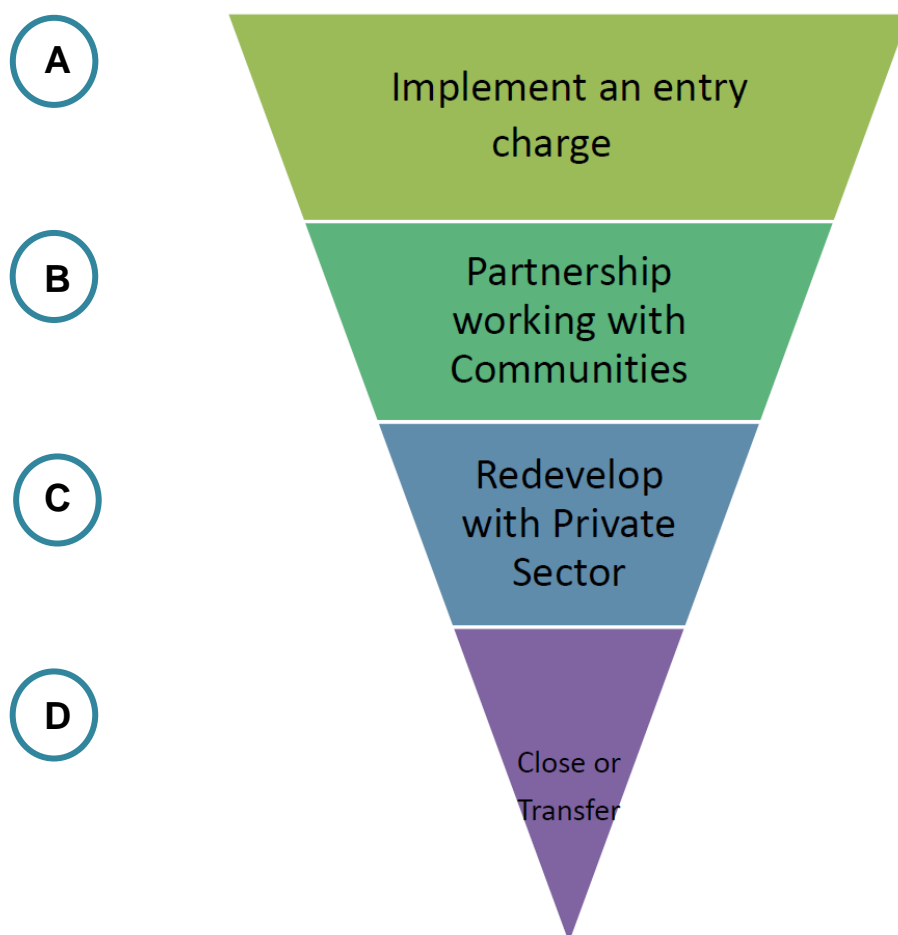


Figure 1.2 Evaluation of current public toilet provision in a key strategic form,

# THE ACTION PLAN

Based on the findings from the assessment of needs and the feedback from the public consultation (including the public questionnaire), there are a number of actions to further improve the efficiency and effectiveness of public toilet delivery in Ceredigion as a whole.

A series of statements setting out the steps in which Ceredigion County Council proposes to take to meet this need will be discussed in more detail within the following pages.

The provision of additional facilities will always be dependent on a strong strategic justification and available funding.

In addition this Strategy will identify options for the types of public toilets which are appropriate in certain areas.

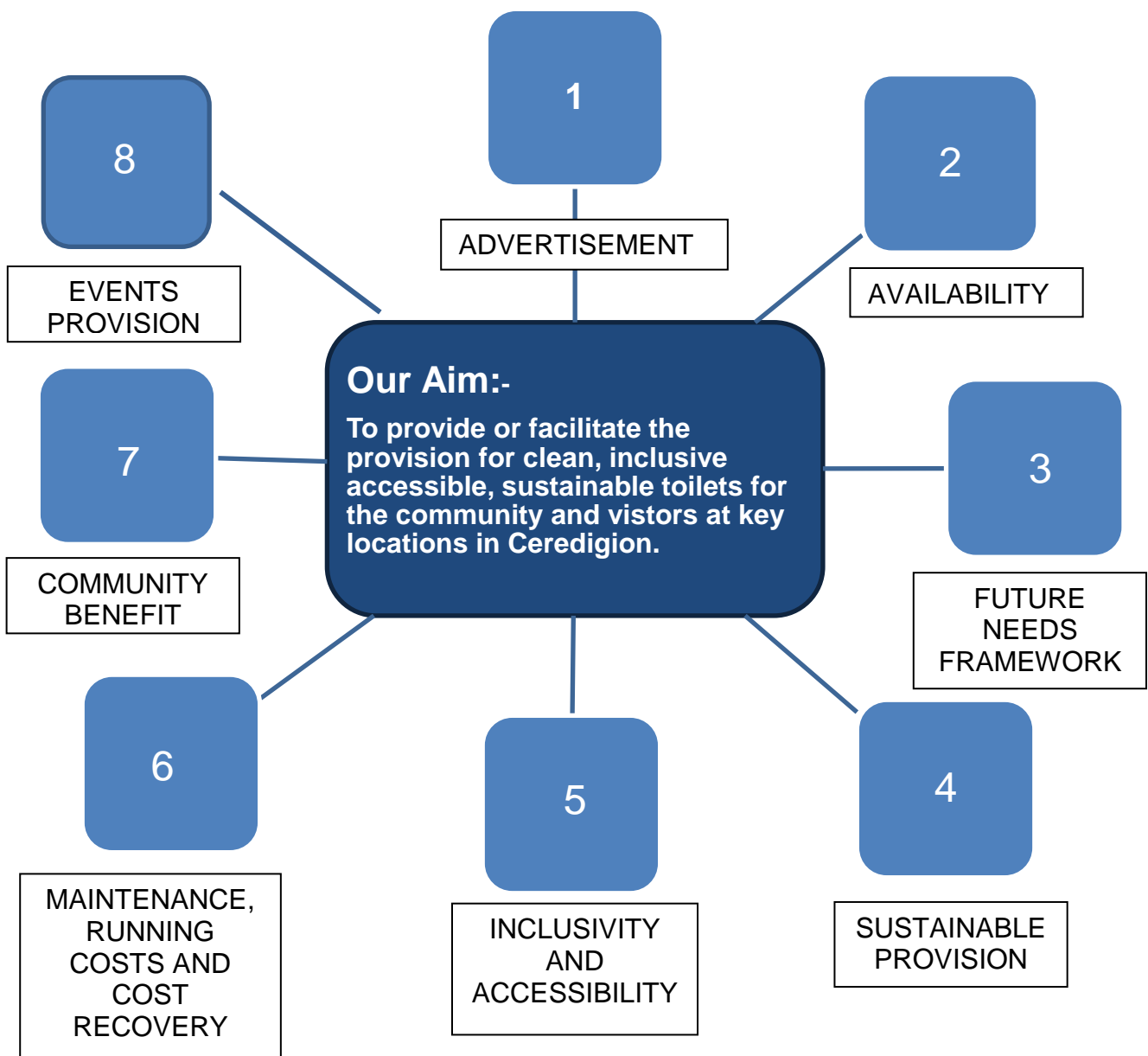
## List of actions

These are outlined as follows:

1. Adopt the Ceredigion County Council's Public Toilet Strategy (2019).- A requirement as Part 8 of the Public Health (Wales) Act requires local authorities in Wales to prepare and publish local toilet strategies
2. Reference the Ceredigion Public Toilet Strategy (2019) in future Council Strategic Plans and Policies.- This strategy will be in line with the requirements as stated in the Well Being of Future Generations (Wales ) Act 2015
3. Plan budget measures in line with this strategy and deliver revenue funding through budgetary process.- In preparing forward budgetary funding proposals resources can be identified for future improvements and maintenance, identify any shortfalls and
4. Prepare and publish an Interim Progress Statement within two years from publishing this strategy or two years from the date of the last post-election review of this strategy.- This will inform the public of Ceredigion what actions have been taken , monitor progress and review the aims and objectives of the Strategy and take an action required to deliver the Strategy
5. Review the Public Toilets Strategy and produce an end of period progress statement.- This end of period report will review how well the Strategy was delivered , the aims and objectives achieved and any future provisions required to maintain service provision.
6. Re-invest income generated from implementing fee to use Council owned facilities to safeguard and improve current provision



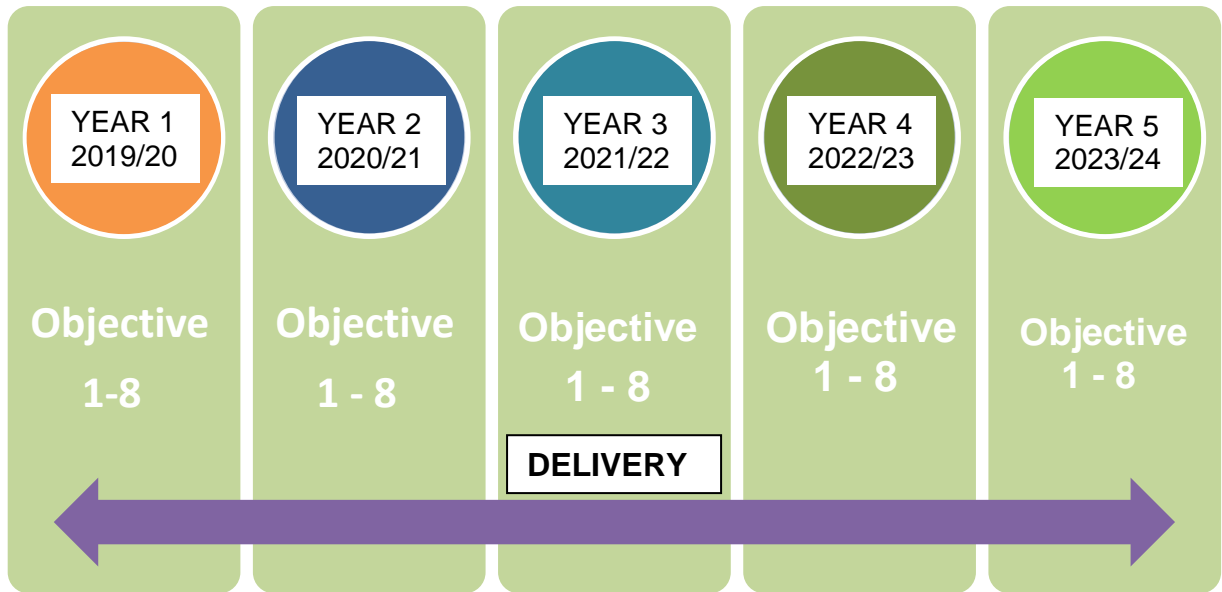
# The key objectives required to be adopted to ensure the overall aim is achieved.



In conjunction with the identified objectives a description of the required actions to achieve and deliver these objectives are described in more detail below.

# The 5 year delivery plan

The following has been identified as Key delivery actions prioritised into a table format for the next 5 years.



|                    |  |
|--------------------|--|
| <b>Objective 1</b> | <b>Advertising existing facilities through good signage and information signs</b>  |
| <b><u>Year</u></b> | <b>Actions to deliver objective 1:-</b>  |
| <b>Year 1</b>      | Survey all public toilet signage posts to identify areas of improvement  |
| <b>Year 2</b>      | Within budget, improve signage in all Ceredigion Towns and Villages  |
| <b>Year 3</b>      | Review and improve website page.<br>Keep the Council's Webpage up to date for access to accurate information including residents and visitors. |
| <b>Year 4</b>      | Look at technology developments for new ways on when and how to convey information.  |
| <b>Year 5</b>      | Review and evaluate Years 1-4.   |

|                    |   |
|--------------------|---|
| <b>Objective 2</b> | <b>Maximise availability through Council, partnership and commercial provision</b>  |
| <b><u>Year</u></b> | <b>Actions to deliver objective 2:-</b>   |
| <b>Year 1</b>      | Explore opportunities to develop relationships with local businesses and private enterprise to increase level of service provision.   |
| <b>Year 2</b>      | <p>Identify the scope and priority for future Parish/Town Council lease agreements and progress negotiations.</p> <p>Work with Property Services to assess implications of appropriate changes to lease agreements in future.</p> <p>Work with Public Protection to identify opportunities for increasing availability through relevant legislative approaches.</p> |
| <b>Year 3</b>      | <p>Identify and work with local communities to facilitate community toilet schemes.</p> <p>Liaise with Parish and Town Councils, businesses and other community stakeholders regarding their needs.</p>   |
| <b>Year 4</b>      | Continue to identify and work with local communities to facilitate community Toilet Schemes.  |
| <b>Year 5</b>      | Review and evaluate Years 1-4.  |

|                    |  |
|--------------------|--|
| <b>Objective 3</b> | <b>Establish a Framework for future needs provided by the commercial sector through Council strategy links and planning channels</b>   |
| <b><u>Year</u></b> | <b>Actions to deliver objective 3:-</b>  |
| <b>Year 1</b>      | Identify key stakeholders e.g. public service board and other public sector bodies and Engage in the Local Development Framework and Community Infrastructure Levy (CIL) programme to influence the provision of toilets |
| <b>Year 2</b>      | Engage stakeholders with different forms of expertise, knowledge and backgrounds, including how to understand the needs of the broader population and those not represented by specific interest groups.                 |
| <b>Year 3</b>      | Maintain the profile and need for publicly accessible toilet facilities – e.g. Major development proposals internal consultation process (Planning Conditions).  |
| <b>Year 4</b>      | Encourage & investigate sponsorship opportunities with local businesses  |
| <b>Year 5</b>      | Review and evaluate Years 1-4.   |

|                    |   |
|--------------------|---|
| <b>Objective 4</b> | <b>Sustainable provision within the available budget</b>  |
| <b><u>Year</u></b> | <b>Actions to deliver objective 4:-</b>   |
| <b>Year 1</b>      | Plan budgetary measures and review annually.<br>Work with Property Services to develop a water and energy savings measures programme. |
| <b>Year 2</b>      | Plan budgetary measures and review annually.<br>Reinvest income generated to help safeguard and improve current Council provision.    |
| <b>Year 3</b>      | Review winter closure programme and assess whether charging could help with budgetary constraints.                                    |
| <b>Year 4</b>      | Plan budgetary measures and review annually.  |
| <b>Year 5</b>      | Review and evaluate Years 1-4.  |

|                    |  |
|--------------------|--|
| <b>Objective 5</b> | <b>Inclusivity and Accessibility</b>   |
| <b><u>Year</u></b> | <b>Actions to deliver objective 5:-</b>  |
| <b>Year 1</b>      | Identify locations for all-inclusive toilets as current provision in Park Avenue, Aberystwyth. |
| <b>Year 2</b>      | Identify new locations for baby change and changing places facilities.                         |
| <b>Year 3</b>      | Collate information, prioritise and prepare delivery plan                                      |
| <b>Year 4</b>      | Upgrade toilets within budget using income generation where possible.                          |
| <b>Year 5</b>      | Review and evaluate Years 1-4.   |

|                    |   |
|--------------------|---|
| <b>Objective 6</b> | <b>Maintenance / Running cost and Cost Recovery</b>   |
| <b><u>Year</u></b> | <b>Actions to deliver objective 6:-</b>   |
| <b>Year 1</b>      | Review existing access fees and introduce access charges at key public toilets to support the cleansing operations, based on benchmarking with other councils and public opinion. |
| <b>Year 2</b>      | Review existing access fees and introduce access charges at key public toilets to support the cleansing operations, based on benchmarking with other councils and public opinion. |
| <b>Year 3</b>      | Identify locations with poor maintenance and prepare planned maintenance schedules.   |
| <b>Year 4</b>      | Identify location for possible solar panels, PV's and investigate further Invest to Save options.   |
| <b>Year 5</b>      | Review and evaluate Years 1-4.  |

|                    |   |
|--------------------|---|
| <b>Objective 7</b> | <b>Community Benefit</b>  |
| <u><b>Year</b></u> | <b>Actions to deliver objective 7:-</b>   |
| <b>Year 1</b>      | Discuss with Community Councils which toilets have low usage, need upgrading, or are closed in the Winter to identify possible solutions.     |
| <b>Year 2</b>      | Explore opportunities for meeting night time requirements and provision.  |
| <b>Year 3</b>      | Review winter closure programme and assess whether charging could help with budgetary constraints.  |
| <b>Year 4</b>      | Review existing shower facilities within the existing public conveniences and explore the possibility of utilising a cost recovery mechanism. |
| <b>Year 5</b>      | Review and evaluate Years 1-4.  |

|                    |  |
|--------------------|--|
| <b>Objective 8</b> | <b>Provision of adequate toilet facilities by Promoters / organisers at one-off events (Events toolkit / equivalent)</b>   |
| <u><b>Year</b></u> | <b>Actions to deliver objective 8:-</b>  |
| <b>Year 1</b>      | Establish and implement fee for obtaining licence to hold such events, including the requirement to supply toilet provision to include Mobile Changing Places where applicable.                    |
| <b>Year 2</b>      | Provide input to the Events Toolkit, including referrals to other sources of advice and guidance and suppliers of temporary toilets in accordance with the HSE's event safety guide - Purple Book. |
| <b>Year 3</b>      | Provision of temporary toilet provision or use of existing facilities at or near the event location, by agreement with the Council.  |
| <b>Year 4</b>      | Explore the possibility of the provision of temporary toilets at events hosted directly by the Council.  |
| <b>Year 5</b>      | Review and evaluate Years 1-4.   |

The 8 identified Objectives require to be regularly monitored in order to maintain an efficient and effective Toilet Strategy for Ceredigion.



## SUMMARY

The adoption and publication of the Public Toilet Strategy for Ceredigion will provide the basis for the adequate provision of toilet facilities, whether by public bodies and / or in conjunction with the Private sector.

The ability to access clean well maintained and safe toilet provision is an important consideration when residents, visitors and the like visit Ceredigion with adequate signage, local mapping and information provided in order for these facilities to be utilised. This positive step portrays a positive impression which will encourage repeat trade and will maintain the sustainable economic growth of the area.

With the potential of future budgetary cuts to Local Authorities, which impacts on the provision of public toilets, the various identified options in the Report highlight the requirement and the need to provide and maintain toilet facilities, whether directly by Ceredigion County Council via income generation proposals; by engaging with other Public bodies; Private Sector businesses, promoting the Community Toilet Scheme and consultation with Community Councils.

It is Ceredigion County Council's aim and objective to encourage the future provision of well maintained, clean, safe, accessible and sustainable Toilet provision for present and future generations.



## APPENDIX 1 – List of current Council public Toilets as January 2019

| Aberaeron  | Facility                       | Time   |
|--|--------------------------------|--|
| Traeth y De / South Beach* SA46 0BE  |                                | <b>*Seasonal Apr-Oct<br/>With support from<br/>Aberaeron Town<br/>Council</b>                  |
| Heol y Crefftwyr / Masons Road SA46 0DA  | Disabled 24/7                  |  |
| Traeth y Gogledd / North Beach SA46 0JF  | Disabled                       | <b>*Seasonal Apr-Oct</b>   |
| Pen Cei / North Pier* SA46 0DA   | Disabled 24/7                  |  |
| Swyddfeydd Penmorfa / Offices SA46 0PA   | Baby Change &<br>Disabled      | Mon – Thu 09.00 –<br>17.00<br>Fri 09.00-16.30  |
| <b>Aberporth</b>   |                                |  |
| Glanmardy* SA43 2EX  | Disabled                       | <b>*Seasonal Apr-Oct</b>   |
| Penrodyn SA43 2DA  | Baby Change &<br>Disabled 24/7 |  |
| <b>Aberteifi/Cardigan</b>  |                                |  |
| Maes Parcio Bath House / Bath House Car<br>Park SA43 1JY   | Baby Change &<br>Disabled 24/7 |  |
| Maes Parcio Mwldan Isaf / Lower Mwldan<br>Car Park SA43 1HU  |                                | Open 24 hours  |
| Maes Parcio Maesglas / Greenfield Car Park<br>SA43 1JL   | Disabled 24/7                  | <b>*Mon – Fri<br/>09.00 – 16.30</b>  |
| Swyddfa'r Cyngor Stryd Morgan / Morgan<br>Street Council Offices*  | Disabled                       | <b>Closed lunchtimes<br/>13.00 – 13.45</b>   |
| Gerddi Victoria - Victoria Gardens SA43 1LT  | Disabled 24/7                  |  |
| <b>Aberystwyth</b>   |                                |  |
| Lloches, Glan-y-Môr / Shelter Marine<br>Terrace* SY23 2HF  | Baby-Change &<br>Disabled 24/7 |  |
| Promenâd y De, Yr Harbwr / South Prom,<br>The Harbour* SY23 1JY  | Baby Change &<br>Disabled      | <b>*Locked at night.<br/>Unlocked by 8am</b>   |
| Tir y Castell / Castle Grounds* SY23 1DZ   | Baby Change &<br>Disabled 24/7 |  |
| Coedlan y Parc / Park Avenue SY23 1PG  | Baby Change &<br>Disabled 24/7 |  |
| Canolfan Rheidol SY23 3UE  | Baby Change &<br>Disabled      | Mon – Thu 09.00 –<br>17.00<br>Fri 09.00-16.30  |
| <b>Borth</b>   |                                |  |
| Wrth ymyl Gwyliwr y Glannau/RNLI<br>Traeth y De /<br>Adjacent to Coast guard/RNLI, South Beach<br>SY24 5LT | Baby Change &<br>Disabled      | Open 24 hours*<br><b>*Winter opening<br/>with support from<br/>Borth Community<br/>Council</b> |
| Pantfyedwen, Traeth y Gogledd, Stryd Fawr<br>Pantfyedwen, North Beach, High Street SY24<br>5HP             | Baby Change &<br>Disabled 24/7 |  |
| <b>Cei Bach*</b>   |                                | <b>*Seasonal Apr -<br/>October Open 24<br/>hours</b>   |

| <b>Cei Newydd/New Quay</b>   | <b>Facility</b>               | <b>Time</b>   |
|--|-------------------------------|---|
| Maes Parcio Paragon / Paragon Car Park* SA45 5NY                               | Baby Change & Disabled 24/7   | <b>*Seasonal Apr-Oct</b>  |
| Gerddi Ranmore / Ranmore Gardens* SA45 9PE                                     |                               |   |
| Stryd Ioan/South John Street SA45 9NW  | Disabled 24/7                 | Open 24 hours   |
| Ar y traeth (Stribyn Tywodlyd ar y Traeth) – Sandy Slip On the Beach* SA45 9PS | Disabled 24/7                 | <b>*Seasonal Apr – Oct Open 24hours</b>   |
| <b>Cenarth* SA38 9JP</b>   | Disabled 24/7                 | <b>*Seasonal Apr-Oct 24hours</b>  |
| <b>Cymtydu*SA46 6LH</b>  |                               | <b>*Seasonal April - Oct Open 24 Hours</b>  |
| <b>Pontarfynach/Devils Bridge* SY23 3JL</b>                                    | Baby Change & Disabled 24/7   | <b>*Seasonal Apr-Oct</b>  |
| <b>Llanbedr PS/Lampeter</b>  |                               |   |
| Maes Parcio Rookery / Rookery Lane –Car Park SA48 7BJ                          | Disabled 24/7                 |   |
| Heol Sant Tomos/St Thomas Street SA48 7DG                                      |                               | Open 24 hours   |
| Stryd y Farchnad / Market Street SA48 7DS                                      | Baby Change & Disabled 24/7   |   |
| <b>Llanddewi Brefi SY25 6RF</b>  |                               | Open 24 Hours   |
| <b>Llandysul</b>   |                               |   |
| Maes Parcio - Car Park SA44 4QL  | Disabled 24/7                 | Open 24 Hours   |
| <b>Llangeitho SY25 6SU</b>   |                               | Open 24 Hours   |
| <b>Llangrannog</b>   |                               |   |
| Ger y Traeth / Near Beach SA46 6SN   | Baby Change & Disabled        | Open 24 Hours   |
| <b>Llanon SY23 5LA</b>   |                               | Open 24 Hours   |
| <b>Tal-y-bont SY24 5ER</b>   |                               | Open 24 Hours   |
| <b>Tresaith SA43 2JL</b>   | Baby Change & Disabled 24/7** | <b>*Seasonal Apr – Oct<br/>**open through the winter with support from Tresaith community Council</b> |
| <b>Tregaron</b>  | Baby Change & Disabled 24/7   | Locked at night<br>Unlocked by 8am  |



**APPENDIX 2 – Map of **Current Distance related** provision within Key Locations in Ceredigion**

## APPENDIX 3 – Copy of Questionnaire Survey



Ceredigion County Council acknowledges that clean and well-maintained public toilets that are accessible, safe and strategically located are an important service for the general public. We are currently developing a ten-year strategy for the provision and redevelopment of our public toilets and we are seeking your views now to help us make decisions about the future operation and provision of public toilets across the county.

1. Please tell us your home postcode
2. Have you used any public toilets in the Ceredigion area in the last 12 months?  
*Please tick one option only*  
Yes   
No
3. Do you take into account the accessibility and availability of public toilets when visiting Ceredigion's towns/villages? *Please tick one option only*  
Yes   
No   
*Please provide any comments you wish to make about your answer*
4. Within our town centres, how long would you consider is acceptable to have to walk to a public toilet?  
*Please tick one option only*  
Less than 5 minutes   
More than 5 minutes
5. How long would you consider acceptable to drive to a public toilet?  
*Please tick one option only*  
Less than 15 minutes   
Less than 30 minutes

6. In your opinion, where do you think public toilets are most necessary?

*Please tick all that apply*

- |   | Agree                 | Disagree              |
|---|-----------------------|-----------------------|
| a) Close to major shopping areas                | <input type="radio"/> | <input type="radio"/> |
| b) Near to tourists attractions                 | <input type="radio"/> | <input type="radio"/> |
| c) Next to children's playgrounds               | <input type="radio"/> | <input type="radio"/> |
| d) At popular beaches                           | <input type="radio"/> | <input type="radio"/> |
| e) At rail and bus stations                     | <input type="radio"/> | <input type="radio"/> |
| f) Along the coastal path                       | <input type="radio"/> | <input type="radio"/> |
| g) Strategic travel routes for example A44/A487 | <input type="radio"/> | <input type="radio"/> |

*Comment below*

7. Do you support the continued provision of public toilets within your town / village?

*Please tick one option only*

- Yes   
No   
Don't know

8. Would you pay to use public toilets? *Please tick one option only*

- Yes   
No

9. If 'Yes', how much would you be prepared to pay?

- a) £1   
b) 50p   
c) 20p   
d) Other *Please specify amount*

10. Ceredigion runs a partnership with local service providers to offer their toilet facilities free of charge to members of the public, whether or not they are a customer. Are you aware of the Ceredigion Council's Community Toilet Scheme?

*Please tick one option only*

- Yes   
No

11. Do you think we should be extending the Community Toilet Scheme more widely to businesses? *Please tick one option only*

Yes

No

Don't know

Comment Below

12. If the Scheme were expanded to include more businesses in the area, as alternative/additional public toilets, would you feel comfortable using them?

*Please tick one option only*

Yes

No

Don't know

*If the answer is 'No' or 'Don't know', please explain why*

13. Would you support the closure of council-run public toilets in favour of an alternative provision, such as Community Toilet Scheme?

*Please tick one option only*

Yes

No

Don't know

*Please explain the reasons for your choice*

14. How do you think the Council should go about ensuring that public toilet provision is sustainable for the future? The Council should consider...

*Please tick all that apply*

*Agree Disagree*

- |   |                       |                       |
|---|-----------------------|-----------------------|
| a) Transferring responsibility to Community Councils          | <input type="radio"/> | <input type="radio"/> |
| b) Implementing a fee for using them                          | <input type="radio"/> | <input type="radio"/> |
| c) Manage them in partnership with Community Councils         | <input type="radio"/> | <input type="radio"/> |
| d) Manage them in partnership with other public sector bodies | <input type="radio"/> | <input type="radio"/> |
| e) Close toilets during the winter                            | <input type="radio"/> | <input type="radio"/> |
| f) Close toilets which are least used                         | <input type="radio"/> | <input type="radio"/> |
| g) Provide only unisex/gender-neutral toilets                 | <input type="radio"/> | <input type="radio"/> |
| h) More use of the Community Toilet Scheme                    | <input type="radio"/> | <input type="radio"/> |
| i) Other – <i>Please specify below</i>                        |                       |                       |

15. How can we help people to find the public toilets? *Please tick all that apply*

- a) Provide maps
- b) Better signage on the street
- c) Ceredigion County Council website
- d) Other websites, such as [Dewis](#)
- e) Tourist information brochures
- f) Navigation devices, such as Satnav

*Please comment below*

16. Have you used any of the following types of toilet: *(please tick for yes)*

- a) Accessible
- b) Baby Change
- c) Changing Places
- d) Unisex

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



18. A few details about you .... What is your age group? *Please tick one option only*

- a) 0-14 years
- b) 15-24 years
- c) 25-44 years
- d) 45-64 years
- e) 65+ years

19. .... And your gender?

- a) Female
- b) Male
- c) Prefer not to say
- d) Other

20. Do you have a long-term health problem or disability? *Please tick one option only*

- a) Yes
- b) No
- c) Prefer not to say

21. Are you a carer (or a family member) of a person with a disability?

*Please tick one option only*

- a) Yes
- b) No

Thank you for taking the time to complete this survey. We value your feedback.

## APPENDIX 4 – Document Access and Contact information

This provision strategy for public toilets in Ceredigion is made available at:- <https://www.ceredigion.gov.uk/your-council/strategies-plans-policies/> and in the Welsh on the same webpage.

If you require a hard copy of this document or a copy in a different format, e.g. large print, audio version, word format for screen readers etc, please contact : Property help desk 01970 633900

You can contact us in the following ways:

Our on-line contact or

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This document was published by ???, May 2019