

# Local Toilet Survey - Summer 2018

This is a survey for anybody who lives in or visits Torfaen, who has an interest in the availability and/or accessibility of toilets outside of their own home.

You may be somebody who just needs to use public toilets regularly, or somebody who requires specific features from toilets, such as an accessible (disabled) toilet or a changing place offering additional features such as a hoist.

The survey is also suitable for anybody who cares for an adult or child requiring accessible toilet facilities or changing places when away from their home. You do not need to be a registered carer, or paid for your help, to be able to respond on their behalf. You may be a friend, partner or family member, or perhaps only help them occasionally. We greatly welcome all contributions. If you wish to respond on behalf of multiple people, you will need to complete the survey multiple times.

All responses will be carefully considered and used to develop a Local Toilet Strategy for Torfaen.

Whilst there is not a legal requirement for councils to provide public toilets, Torfaen County Borough Council continues to manage a number of traditional public toilet blocks and welcomes the public to use toilets within many of our buildings. Regrettably we do not currently have funding available to improve existing public toilet facilities. However, we hope that by developing a thorough understanding of people's experiences of using toilets in public places, we can assess any need for improvements and consider how we could work with businesses and other partners to find solutions to these issues.

## Baby Changing Facilities

Please note that we have a separate survey for anybody wishing to give their views on baby changing facilities. This is also available on the 'Get Involved' consultation website.

In which area(s) of Torfaen do you use public toilets?

- Blaenavon
- Cwmbran
- Pontypool
- Other (Please tell us where)

## Section 1: Your needs

Please tell us if you are answering for yourself or on someone else's behalf

- My response details my own needs  
 My response details someone else's needs

What are your needs, or the needs of the person you are responding on the behalf of:

- I/they can use general toilets  
 I/they require an accessible toilet (disabled toilet)  
 I/they require a Changing Place (a fully accessible toilet with additional space and equipment, including a height adjustable changing bench and a hoist)

Please tell us what specific facilities/furnishings are important to you

- Alarm system to call for help  
 Changing bench  
 Centrally placed toilet (peninsular arrangement with space for carers either side)  
 Grab rails  
 Height adjustable washbasin  
 Hoist  
 Non-slip floor  
 Screen or curtain for privacy  
 Shower  
 Sufficient space for my carer(s) to help me  
 Waste bin for disposable pads  
 Wheelchair access  
 Other (please specify)

## Section 2: Your views and experiences

Please tell us the extent to which you agree with the following statements:

	Strongly agree	Tend to agree	Neutral	Tend to disagree	Strongly disagree
There are enough suitable public toilets to allow me to leave home without significant worry or concern about needing to use the toilet.	<input type="radio"/>				
There is enough information about the whereabouts of public toilets and the facilities they offer	<input type="radio"/>				
Supermarkets have sufficient toilet facilities to enable me to shop there	<input type="radio"/>				
Town centres have sufficient toilet facilities to enable me to shop there	<input type="radio"/>				

Retail & trading estates have sufficient toilet facilities to enable me to shop there

My choice of shops is limited because of a lack of suitable toilets

I have had difficulty commuting to work, within Torfaen, due to a lack of toilet facilities between my home and workplace

Strongly agree      Tend to agree      Neutral      Tend to disagree      Strongly disagree

There are sufficient suitable public toilet facilities for me to be able to meet family or friends in public places.

A lack of suitable public toilet facilities prevents me from being as physically active as I would like to be.

A lack of suitable public toilet facilities prevents me from attending venues where leisure activities take place.

There is enough suitable toilet provision to allow me to access green spaces, such as parks, canals, woodland and other outdoor environments.

I would access green spaces more regularly if there were more suitable toilet facilities

I often want to use public toilet facilities outside of their regular opening times

I would be willing to pay a reasonable amount to use public toilets if this was used to fund improvements in toilet facilities

There are sufficient toilet facilities within Blaenavon to meet my needs:

- Strongly agree
- Tend to agree
- Neutral
- Tend to disagree
- Strongly disagree
- Don't know or not applicable

There are sufficient toilet facilities within Cwmbran to meet my needs:

- Strongly agree
- Tend to agree
- Neutral
- Tend to disagree
- Strongly disagree
- Don't know or not applicable

There are sufficient toilet facilities within Pontypool to meet my needs:

- Strongly agree
- Tend to agree
- Neutral
- Tend to disagree
- Strongly disagree
- Don't know or not applicable

I feel comfortable using the toilets of businesses without buying or using their service:

- Strongly agree
- Tend to agree
- Neutral
- Tend to disagree
- Strongly disagree
- Don't know or not applicable

I would feel more comfortable about using the facilities of businesses if they displayed a sign to highlight that their facilities can be used without buying or using their service:

- Strongly agree
- Tend to agree
- Neutral
- Tend to disagree
- Strongly disagree
- Don't know or not applicable

Please be aware that businesses displaying the following logo have indicated to us that they are happy for non-customers to use their facilities. Look out for this symbol, it means you can pop in and use the toilets; you do not have to use the services of that building.



### Section 3: Your comments

Are there any specific green spaces where you would like to see some, or better, toilet facilities? If so, where?

Are there any buildings, facilities/services or places (of any kind) within Torfaen that you would like to access but can't due to a lack of suitable toilet facilities? If so, please explain:

Are there any existing toilet facilities that you feel need improving?  
(You will be given the opportunity to give more detailed feedback for a specific toilet once this survey is complete, should you wish to)

If there is anything else you would like to say about toilets in Torfaen, please do so here:

## About you

Please complete this section so we know that we have asked a good cross-section of people from our communities. We want everyone to be represented. We ask that you provide your age, gender and whether you consider yourself to have a disability, so that we can weight the survey responses; this will ensure the results of the survey are representative of the profile of the population of Torfaen as a whole. We ask for your postcode so that we can aggregate responses to the community areas where people live; this helps us to understand the differences between community areas.

What is your age group?

- 0-17 years
- 18-34 years
- 35-49 years
- 50-64 years
- 65+ years

What is your gender? (Please select whichever gender you identify with)

- Male
- Female
- Transgender

Do you consider yourself to have a disability?

- Yes
- No

What is your postcode?

Thank you for taking the time to complete this survey

Your response will be reviewed by staff within the Public Services Support Unit at Torfaen County Borough Council. We will use the information that you and other people who respond have provided to help us understand people's experiences. We will use this insight to produce an 'Assessment of Need', that will inform the Local Toilet Strategy we are currently working on.

A draft of the Local Toilet Strategy will be available for public consultation for 12 weeks, between October and December 2018. Comments made will be reviewed and we will make any necessary changes in early 2019. A final draft will be presented to a scrutiny panel and any further amendments will be made. We will publish the completed Local Toilet Strategy by 31st May 2019. The strategy will influence future choices made by Torfaen County Borough Council and although we have no significant budget to create additional toilet facilities or improve existing facilities, we hope that we may be able to work with businesses and other partners to provide solutions to some of the issues raised.

Welsh Government are planning to create an online map of all existing toilet and baby changing facilities available across Wales. Torfaen County Borough Council will be providing information to ensure all facilities in Torfaen are included. We will provide a link to the map on our website, when it is made available. We already provide information on toilets within Torfaen, on our website.

If you wish to contact us about this survey please contact:

Steven Honeywill

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Public Services Support Unit | Uned Cefnogi Gwasanaethau Cyhoeddus

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