

(DRAFT)

Under the Public Health (Wales) Act 2017, we have a duty to prepare and publish a Local Toilets Strategy for Denbighshire.

The first stage of developing our strategy was to assess the need for toilets in all towns and villages in Denbighshire. This work was completed by October 2024.

This draft strategy includes feedback and findings from the assessment of need exercise and includes an action plan showing how we will meet the identified needs.

This consultation is on the draft strategy that has been written and will run from 18th December 2024 until 12th February 2025.

We welcome comments from both residents and visitors to Denbighshire. Responses received to this questionnaire will help inform the final Local Toilets Strategy.

To take part in this consultation, please get in touch with us in one of the following ways:

Email: publictoilets@denbighshire.gov.uk

Online: Complete the online survey www.denbighshire.gov.uk/consultations

Write to: Highways & Environmental Services, PO Box 62, Ruthin, Denbighshire, LL15 9AZ.

We look forward to hearing from you and thank you for taking the time to share your views.

For this survey and the draft strategy, the term 'toilet' includes changing facilities for babies and people with disabilities. These can be found in public buildings such as libraries and community centres, private buildings such as cafés and shops, and public toilets the Council looks after.



LOCAL TOILETS STRATEGY (DRAFT)

Section 1: About You

In this section, we will ask you to tell us a little bit about yourself. This will help us to understand your reasons for taking part in the consultation. It will also help us to understand if we need to make any additional considerations when finalising our Local Toilet Strategy.

1. Which of the following best describes you?

Note: if you feel you fit more than one category, please complete the questionnaire for each category that applies to you, as the questions you will be asked in the rest of this survey will depend on the answer you give to this question.

I live in Denbighshire	
I work in Denbighshire	
I am a visitor/tourist to Denbighshire	
I am a Denbighshire County Councillor, Member of a City, Town or Community Council, Aelod y Senedd or Member of Parliament	
I am a representative of an organisation which supports people with disabilities or other needs which impacts their toilet use	
I own or work for a business in Denbighshire*	
Other (please tell us)	

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2. Which of the following places do you live, work in or visit the most?

If your city, town or village is not listed, please select the nearest one. Any options which are not applicable can be left blank

	I live here	I work here	I visit here
Y Rhyl			
Prestatyn			
Dyserth			
Rhuddlan			
Llanelwy (St. Asaph)			
Dinbych (Denbigh)			
Rhuthun (Ruthin)			
Llangollen			
Corwen			

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3. Do any of the following apply to you? Your answers to this question will help us to understand if there are particular trends amongst people who may have different needs when thinking about public toilets. This data will be treated confidentially and will not be used in a way which can personally identify you. <i>You may tick more than one option, if none apply you can skip this question</i>	Yes	No
I am over the age of 65		
I am the main carer for a child or children under 4 years of age		
I am pregnant, or post-partum (have been pregnant in the last 6 months)		
I and/or someone in my household has a disability or long-term health condition which affects how I and/or they use the toilet		

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Section 2: About the Strategy

In this section, we will tell you about the aims of our Strategy. We will then show you some action points we think will help us to achieve those aims and ask you to state whether you agree or disagree with them.

4. In the Needs Assessment Consultation, we were told that public toilets should be near to other facilities or amenities such as car parking, leisure attractions, beauty spots.

As part of our Strategy, our goal will be to:

Promote equal opportunities to provide appropriate, accessible and effective services and facilities to all sections of the community together with visitors to Denbighshire without prejudice or bias.

To meet this goal, we think our action plan should include the following points: Do you agree or disagree?	Agree	Disagree	Don't know
We will work to make sure everybody who needs a toilet has access to one which meets their needs			
We will work to make sure that an appropriate toilet is never far away			
We will work to make sure that everyone can access a toilet without prejudice or bias			

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5. In the Needs Assessment Consultation we received comments that public toilets are needed in every town and village across Denbighshire, whether these are council owned or within private businesses.

As part of our Strategy, our goal will be to:

Review existing provision in towns and villages where there is no identified need for toilet facilities.

To meet this goal, we think our action plan should include the following points: Do you agree or disagree?	Agree	Disagree	Don't know
Some towns and villages in Denbighshire do not need public toilets. We will work to understand which public toilets are available in all towns and villages in Denbighshire, including those that do not need to have them.			

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6. In the Needs Assessment Consultation, we were told that cleanliness and hygiene of public toilets were one of the main reasons why people might choose a specific toilet.

As part of our Strategy, our goal will be to:

Review existing provision in towns and villages where a need is identified for toilet facilities and monitor cleansing operations/opening hours to ensure the most efficient and effective provision.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will look at the availability of public toilets, including opening hours</p>			
<p>We will assess the cleaning schedule</p>			
<p>We will assess the condition and maintenance requirements of the toilets</p>			

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7. In the Needs Assessment consultation, we were asked to look for other ways in which we could get funding to help keep the toilets open.

As part of our Strategy, our goal will be to:

Explore options with Town, City, and Community Councils if there is interest in alternative delivery models or contributions towards funding the cost of providing the toilet facilities.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will look to see if toilets owned by the Council can be run and looked after by our partners in towns and villages across Denbighshire</p>			

8. In the Needs Assessment consultation, we learnt that around 60% of people were prepared to pay to access a public toilet. Denbighshire County Council currently only charges entry to around half of its own public toilets.

As part of our Strategy, our goal will be to:

Review the charging structure for use to ensure that there is sufficient revenue to provide some provision for toilet facilities whereby a need is required, within the budget available for public conveniences.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will check the cost of using the public toilets to make sure we have enough money in our budget to provide a toilet in an area that is needed</p>			

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9. In the Needs Assessment consultation, we heard that people are happy to pay to use a toilet but sometimes don't always have the right change, and that card payments would be a help.

As part of our Strategy, our goal will be to:

Review opportunities for grant funding to upgrade some facilities to take contactless payments to avoid the requirement to find the right payment change in change *

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will explore any grants available to help us upgrade facilities for contactless card payments.</p>			
<p>We know people do not always have the right change in cash to use a public toilet. So we will assess whether it is necessary to accept both cash and card payments at our facilities.</p>			

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10. In the Needs Assessment consultation, between 65-80% of people agreed that there should be at least one Changing Places facility per 10,000 population.

As part of our Strategy, our goal will be to:

Review funding opportunities and promote with partner organisations to provide additional 'Changing Places' toilet facilities in Denbighshire.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>Assess the current number of 'Changing Places' toilets in Denbighshire</p>			
<p>Work with partners to see if 'Changing Places' toilets can be installed in other areas across Denbighshire</p>			
<p>Explore any grants available for partners/independent companies to install these facilities on their premises</p>			

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11. In the Needs Assessment consultation, around 22% of respondents felt the Council should continue to make toilets available, including provision within existing Council owned buildings.

As part of our Strategy, our goal will be to:

Review all existing provision within our Council owned buildings, including libraries so that this can be made available for public use.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will work to understand which council-owned buildings have toilets available in all towns and villages in Denbighshire, including those that do not need to have them.</p>			

12. In the Needs Assessment consultation, we learnt that people would visit a business they knew would likely have a toilet.

As part of our Strategy, our goal will be to:

Liaise with other public bodies such as healthcare providers to see if existing provision can also be made available for public use.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will work with GP surgeries, hospitals, etc to see if their facilities can be used by the public who are not visiting for an appointment in all towns and villages across Denbighshire</p>			

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13. In our Needs Assessment consultation, we heard that 65% of people would be more likely to support a business participating in a Community Toilet Scheme (by buying goods or services from that business) even if they weren't obliged to.

As part of our Strategy, our goal will be to:

Promote the Community Toilet Scheme, to make toilet facilities available in places where they are most needed through a dedicated ring-fenced budget.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will encourage local businesses to open their toilets for members of the public who are not customers to increase the number of free-to-use toilets across Denbighshire</p>			

14. In our Needs Assessment consultation, we were told that safe, accessible toilets are more important than the number of toilets provided.

As part of our Strategy, our goal will be to:

Continue to work with North Wales Police, residents and community groups to ensure that facilities are as safe as possible whilst reducing anti-social behaviour.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will work with North Wales Police and partners to make sure toilet facilities in all towns and villages are safe to use</p>			

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15. In our Needs Assessment consultation we received suggestions about the use of modern, low-maintenance designs and technologies to reduce long-term costs, such as self-cleaning toilets or those with sustainable features that would have lower maintenance requirements.

As part of our Strategy, our goal will be to:

Explore alternative options and enhancements for the introduction of environmentally friendly features and ensure that sustainable development and energy is taken into consideration.

To meet this goal, we think our action plan should include the following points: Do you agree or disagree?	Agree	Disagree	Don't know
We will look for other ways to have eco-friendly toilets across Denbighshire			

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16. In our Needs Assessment consultation, we were told that physical wayfinding to find toilets in popular locations is important.

As part of our Strategy, our goal will be to:

Improve awareness and information availability on toilet provision in Denbighshire by ensuring public toilets are signposted correctly.

Ensure this information is correct on our website and investigate other mapping schemes to promote the availability of Denbighshire’s own provision and other provision which is also available for public use.

<p>To meet this goal, we think our action plan should include the following points:</p> <p>Do you agree or disagree?</p>	<p>Agree</p>	<p>Disagree</p>	<p>Don't know</p>
<p>We will make sure people know where public toilets are in Denbighshire by putting up clear signs</p>			
<p>We will keep information accurate and up to date on our website</p>			
<p>We will look into other maps that show where toilets are available for everyone to use</p>			

19. If you disagree with any of the actions, please tell us why:

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20. If you think there is anything that is missing from the actions, please tell us:

Thank you. You have completed the main part of the survey.

We would be very grateful if you could also take the time to tell us a bit about yourself by answering some standard equality monitoring data.

This helps us to ensure that we are reaching as many of our diverse communities in Denbighshire as we possibly can as we continue to develop our future Corporate Plan.

LOCAL TOILETS STRATEGY (DRAFT)

Please tell us your age

Please tick **one option only**

- | | |
|--|--|
| <input type="checkbox"/> 0-15 years | <input type="checkbox"/> 16-24 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 35-44 years |
| <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 65-74 years | <input type="checkbox"/> 75 years or above |
| <input type="checkbox"/> Prefer not to say | |

How would you describe your national identity?

Please tick **one option only**

- | | |
|---|--|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> British |
| <input type="checkbox"/> English | <input type="checkbox"/> Irish |
| <input type="checkbox"/> Northern Irish | <input type="checkbox"/> Scottish |
| | <input type="checkbox"/> Prefer not to say |
- Other (please specify)

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What is your ethnic group? Please choose one option that best describes your ethnic background

Please tick **one option only**

- | | |
|--|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Mixed - White / Black Caribbean | <input type="checkbox"/> Mixed - White Caribbean |
| <input type="checkbox"/> Mixed - White / Black African | <input type="checkbox"/> Mixed - any other background |
| <input type="checkbox"/> Black - Caribbean | <input type="checkbox"/> Black - African |
| <input type="checkbox"/> Black - any other background | <input type="checkbox"/> Asian - Indian |
| <input type="checkbox"/> Asian - Bangladeshi | <input type="checkbox"/> Asian - Pakistani |
| <input type="checkbox"/> Asian - Chinese | <input type="checkbox"/> Asian - any other background |
| | <input type="checkbox"/> Prefer not to say |

Any other ethnicity (please specify)

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How would you best describe yourself?

Please tick **one option only**

Man

Woman

Prefer not to say

I think of myself in another way (Please tell us)

Which of the following best describes your sexual orientation?

Please tick **one option only**

Heterosexual /
Straight

Gay man

Gay woman /
lesbian

Bisexual

Prefer not to
say

Other (Please tell us)

Are you married or in a same-sex civil partnership?

Please tick **one option only**

Yes

No

Prefer not to say

LOCAL TOILETS STRATEGY (DRAFT)

What is your religion or belief?

Please tick **one option only**

No religion

Christian

Muslim

Buddhist

Jewish

Sikh

Atheist

Prefer not to say

Other (please tell us)

Disability:

Section 6(1) of the Equality Act 2010 states that a person has a disability if:

- That person has a physical or mental impairment, and
- The impairment has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Using this definition, do you consider yourself to be disabled?

Please tick **one option only**

Yes

No

Prefer not to say

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Caring

Do you look after or help family members, friends, neighbours or other people because of:

- A long-term physical or mental health condition or disability
- Problems related to old age

Please tick **one option only**

Yes

No

Prefer not to say

Staying in touch

If you would like to stay in touch, please let us know. Your data will be held on file by Denbighshire County Council for the purposes of contacting about Denbighshire's draft Local Toilet Strategy. For more information on how Denbighshire County Council handles your personal data, please visit www.denbighshire.gov.uk/privacy

How would you like us to get in touch with you?

Please tick **one option only**

Email

Letter in the post

Telephone call

WhatsApp / SMS

Other (please tell us)

LOCAL TOILETS STRATEGY (DRAFT)

Please write your preferred contact details in the box below

Note: if you are giving your postal address, please remember to include your postcode

What is your preferred language?

Please tick **one option only**

Cymraeg (Welsh)

English

Another language (please tell us)

Thank you for taking the time to complete this survey