

# **Denbighshire County Council**

## **Public Toilets Local Needs Assessment Consultation Report**

# Denbighshire County Council's Public Local Toilets Needs Assessment Consultation Report

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# Denbighshire County Council's Public Local Toilets Needs Assessment Consultation Report

## Purpose of this report

This report aims to provide a detailed analysis of community responses received from interested parties with regards to Denbighshire County Council's Public Toilets Local Needs Assessment Consultation.

A shorter summary of the findings and recommendations for future engagement and consultation activities is included in the Local Toilet Needs Assessment Consultation Summary Report.

## About the consultation

The Council ran a consultation to inform the final version of the Draft Needs Assessment, which will, in turn, inform the development of the next version of the Council's Local Toilet Strategy, which the Council must consult on separately once drafted.

## Marketing and promotion of the Needs Assessment consultation

The consultation ran from 22 July 2024 until 17 September 2024. A web page and a consultation survey were made available on the Council's County Conversation Portal website, and paper copies were made available in local Libraries.

Individual City, Town and Community Councils with existing Council-owned or Council-maintained toilets within their communities were emailed about the consultation and given 8 weeks to respond, in line with the Council's City, Town and Community Council Charter.

The consultation was promoted to the wider public via a news release on the Council's website, and via posts on the Council's social media pages.

In total the 3 social media posts had a reach of 34,872 and the link to the consultation was clicked a total of 826 times.

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The Council understands that the consultation and survey links were shared elsewhere on social media but has no way to track these.

## Evaluation methodology

The data for this consultation will be presented in data tables, with a brief summary/explanation of what the data tables show provided underneath. Respondents will be grouped by:

1. All respondents, then detailed responses from the following demographics will be provided where relevant:
  - a. Older people (aged 65 or over)
  - b. People with, or supporting someone with, a disability or other long-term condition which impacts on their toilet use
  - c. Parents or carers of young children, and people who are pregnant or postpartum

The question type will be displayed as follows:

1. Single choice question – where respondents could only choose one of the answers presented
2. Multiple choice question – where respondents could choose more than one answer
3. Open text – where respondents could write what they wished. Respondents' comments will be grouped into themes and presented in data tables.

## Summary of data received

In total, the Council received 1,411 survey responses. In addition, the Council received 9 representations via email or letter which did not include a completed survey.

Two surveys were completed in Welsh, the remaining 1,409 responses were in English.

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The English version of the Interim Needs Assessment document was downloaded 70 times, and the Welsh version was downloaded 26 times. This suggests people were more interested in responding to the consultation questions, than reading the Needs Assessment.

## Summary of survey setup

The consultation survey comprised mainly of multiple-choice questions, either single response or rank based. These aimed to find out:

- What respondents' interests were in responding to the consultation
- Whether they agreed with the ratios/needs for public toilets that the Council had identified in the Draft Needs Assessment
- What their preferences/habits were when using public toilets

**Note 1:** not all respondents answered all of the questions. The total number of respondents for each question will be provided in each individual data table.

**Note 2:** It should be noted that the development of the Draft Needs Assessment to inform the next version of the Council's Local Toilet Strategy coincided with a large amount of public interest in proposals to close some of Denbighshire County Council's own public toilet portfolio as a cost-saving measure.

As a result, the Council received 455 survey entries where text comments were along the lines of "SAVE OUR TOILETS" – particularly in relation to the town of Llangollen.

Where this has happened, respondents' answers to multiple choice questions will be included for analysis, however their comments will not be analysed as they have no bearing on the Needs Analysis process.

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**Note 3:** The Council received 23 survey entries where open text contained abusive, defamatory or other language which contravened the Council's Zero Tolerance policy. These respondents' answers to tickbox questions have been included for analysis, but the comments themselves have not been analysed.

## Welsh language

Three respondents chose to make their responses in Welsh. The remaining responses received were all in English.

## Data report

This section of the report contains statistical data from the consultation survey, and a statistical summary of any 'open text' or additional comments received.

## Section 1: About the respondents

This section asked respondents some questions about themselves, which would allow us to understand the range of people interested in feeding into the development of the Council's Local Toilet Strategy and accompanying Needs Assessment.

### Section 1, question 1: Respondent type

We asked respondents to **best** identify their reason for responding. This was a single choice question. 1,396 respondents answered this question



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Question 1: Respondent type		
Answer	Number of respondents	Percentage of respondents
Live in Denbighshire	1069	76.58%
Work in Denbighshire	108	7.74%
Visitor/tourist to Denbighshire	86	6.16%
Denbighshire County Councillor, Member of a City, Town or Community Council, Aelodd y Senedd or Member of Parliament	59	4.23%
Other	41	2.94%
Own or work for a business in Denbighshire and I would like to find out more about the Community Toilet Scheme	19	1.36%
I am a representative of an organisation which supports people with disabilities or other needs which impacts their toilet use	14	1%

Of respondents who selected 'other' as their option:

- 20 respondents (49% of those who selected 'other') said they lived in community bordering Denbighshire, and that a town within Denbighshire was their nearest location for amenities such as GP, Dentist, Pharmacist, Shops and other goods or service
- 6 respondents (15% of those who selected 'other') said they lived in Denbighshire or wrote "resident" – suggesting they either missed or misinterpreted the statement "I live in Denbighshire" as applying to them
- 4 respondents (9% of those who selected 'other') said they were former residents of Denbighshire
- The remaining respondents all gave individual reasons for responding, which did not fit any of the above categories, nor the original options given

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## Observations:

The vast majority of respondents to this consultation live or work in Denbighshire.

The minimum 'ideal'<sup>1</sup> number of respondents required to be representative of residents or otherwise local people's views would be 383 respondents. Therefore with at least 1,177 respondents clearly identifying as living or working in Denbighshire, the rest of this data report can be considered to be statistically representative of these respondent types.

Conversely, with Denbighshire receiving an estimated 6,390,000 visitors during 2023, the Council would have needed to receive 385<sup>2</sup> responses from visitors to Denbighshire to be considered statistically representative of visitors' views.

The Council received a total of 86 responses from people clearly identifying as visitors.

Therefore, although the remainder of this report will highlight visitor responses, these should be treated with caution. It is recommended that the Council considers additional engagement activities to encompass visitor views when further developing both the Needs Assessment for local toilets and updating the Local Toilet Strategy.

## Section 1, question 2: Where do respondents live, work or visit?

We asked respondents to identify where they lived, worked or visited. This was a **multiple choice** question where respondents could give an answer for living in, working in, or visiting for each major community within Denbighshire.

Not all respondents ticked all options in all available rows. The total number of respondents for each option are displayed in the table below.

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<sup>1</sup> Confidence of 95%, margin of error 5%, standard deviation of 0.5; calculated against a residential population of 96,550 residents.

<sup>2</sup> Using the same calculations as for residents (confidence 95%, margin of error 5%, standard deviation of 0.5)

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The towns are displayed in order of number of respondents.

<b>Question 2A: Where respondents live</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Prestatyn	311	26.07%
Y Rhyl	241	20.20%
Llangollen	217	18.19%
Rhuthun (Ruthin)	113	9.47%
Dinbych (Denbigh)	97	8.13%
Llanelwy (St Asaph)	29	2.43%
Corwen	94	7.88%
Dyserth	59	4.95%
Rhuddlan	32	2.68%
<b>Total respondents</b>	<b>1,193</b>	<b>N/A</b>

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Question 2B: Where respondents work		
Answer	Number of respondents	Percentage of respondents
Rhyl	168	22.52%
Prestatyn	113	15.15%
Llangollen	110	14.75%
Rhuthun (Ruthin)	83	11.13%
Llanelwy (St Asaph)	69	9.25%
Denbigh	60	8.04%
Corwen	56	7.51%
Rhuddlan	46	6.17%
Dyserth	41	5.50%
<b>Total respondents</b>	<b>746</b>	<b>N/A</b>

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Question 2C: Where respondents visit		
Answer	Number of respondents	Percentage of respondents
Llangollen	473	13.16%
Prestatyn	449	12.50%
Rhyl	430	11.97%
Dinbych (Denbigh)	402	11.19%
Llanelwy (St Asaph)	401	11.16%
Rhuthun (Ruthin)	401	11.16%
Rhuddlan	398	11.08%
Dyserth	355	9.88%
Corwen	284	7.90%
<b>Total respondents</b>	<b>3,593</b>	<b>N/A</b>

## Observations:

The bulk of respondents lived or works in Prestatyn, Rhyl or Llangollen. Llangollen is one of the smaller of Denbighshire's towns, with only Dyserth and Corwen having smaller populations out of the options given.

This means that responses received, although statistically representative of Denbighshire as a whole, are not necessarily statistically representative of their individual communities.

The spread of where people said they visited within Denbighshire was reasonably even across all communities, with only 5.26% difference between the community with the

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highest and the lowest number of visitors. This suggests a large number of respondents routinely visit most of Denbighshire's communities, other than where they live or work.

## Section 1, question 3: Responses from charities and third sector organisations

Where respondents stated that they worked for a charity or third sector organisation supporting people with disabilities or other long-term conditions which may impact their toilet needs, we asked them to tell us more, and to indicate whether they would be interested in participating in a workshop to help the Council further refine the Needs Assessment.

This question was **multiple choice** and respondents could choose as many answers as were applicable.

12 respondents answered this question.

Question 3: The types or groups of people supported by charities & third sector organisations responding to the consultation		
Answer	Number of respondents	Percentage of respondents
Adults with a disability or long-term/chronic health condition	9	75%
Older and/or elderly people	6	50%
Children or young people with a disability or long-term/chronic health condition	5	41.67%
People who are pregnant	2	16.67%
Families/carers of babies or young children	2	16.67%
Homeless people	2	16.67%
Gypsy, Roma and/or Traveller Communities	0	0%
Something else	0	0%

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Of the 12 respondents, 9 said they would be interested in participating in a workshop to help the Council further refine the Needs Assessment document. The Council will aim to contact these organisations in due course.

## **Section 1, question 4: Responses from businesses interested in joining the Community Toilet Scheme**

19 respondents in Question 1 told us they were businesses who would like to find out more about the community toilet scheme.

Question 4 was presented to these respondents only, and they were given a brief explanation of how the Community Toilet Scheme could work and then invited to provide details of their businesses if they would still like to register.

- 16 respondents answered this question.
- 5 provided contact details for their business
- 11 declined to provide further details.

The Council will contact the businesses who provided their details in due course to invite them to register formally for the Council's Community Toilet Scheme.

## **Section 2: Identifying a baseline need for public toilets**

This section asked respondents some questions about the Council's Draft Needs Assessment document. Having not previously completed a Needs Assessment, the Council created a Draft Needs Assessment by assessing local population and visitor data against recommended 'toilet ratios' provided by Loo of The Year Awards.

Respondents were presented with the ratios and asked to state whether they agreed or disagreed that these were appropriate.

Responses will be displayed in the following tables for this section:

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1. All respondents, and then:
2. Respondents aged 65 or older
3. Respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use.

**Note:** Respondents could also choose to identify as parents/carers of a child or children aged under 4 years of age or identify as being pregnant or postpartum.

There were not significant respondent numbers in these categories and therefore they will not be included in cross-referencing.

The Council should consider further targeted engagement with these specific respondent groups when it further refines or reviews the Needs Assessment document in future.

## Section 2, question 1: Baseline need for toilets, general facilities

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**At least one toilet facility should be provided in every settlement with a population of over 5000.**

**Please note:** We have ensured that additional consideration is given to for age, disability and seasonal/visitor use. This additional consideration will be covered in the next question



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Answers for ALL respondents		
Answer	Number of respondents	Percentage of respondents
Agree	951	83.35%
Disagree	154	13.5%
Unsure / no opinion	36	3.15%
<b>TOTAL</b>	<b>1,141</b>	

Answers for respondents aged 65 or over		
Answer	Number of respondents	Percentage of respondents
Agree	287	85.67%
Disagree	42	12.53%
Unsure / no opinion	6	1.8%
<b>TOTAL</b>	<b>335</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use		
Answer	Number of respondents	Percentage of respondents
Agree	341	83.17%
Disagree	61	14.88%
Unsure / no opinion	8	1.95%

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Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use		
Answer	Number of respondents	Percentage of respondents
TOTAL	410	

## Observations:

The majority (at least 4 out of every 5) respondents agreed with the statement “**At least one toilet facility should be provided in every settlement with a population of over 5000.**”

This ratio of agreement/disagreement did not significantly change across respondent categories.

## Section 2, question 2: Baseline need for toilets, gender provision

We presented the following statements to respondents and asked them to state whether they agreed or disagreed with it:

- **At least 1 female cubicle should be provided per 550 women and female children**
- **At least 1 male cubicle should be provided per 1,100 men and male children**

**Please note:** We have ensured that additional consideration is given to for age, disability and seasonal/visitor use. This additional consideration will be covered in the next question

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Answers for ALL respondents – female provision		
Answer	Number of respondents	Percentage of respondents
Agree	947	82.99%
Disagree	138	12.09%
Unsure / no opinion	56	4.94%
<b>TOTAL</b>	<b>1,141</b>	

Answers for ALL respondents – male provision		
Answer	Number of respondents	Percentage of respondents
Agree	921	82.38%
Disagree	131	11.72%
Unsure / no opinion	66	5.9%
<b>TOTAL</b>	<b>1,118</b>	

Answers for respondents aged 65 or over – female provision		
Answer	Number of respondents	Percentage of respondents
Agree	285	85.59%
Disagree	37	11.11%

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Answers for respondents aged 65 or over – female provision		
Answer	Number of respondents	Percentage of respondents
Unsure / no opinion	11	3.3%
<b>TOTAL</b>	<b>333</b>	

Answers for respondents aged 65 or over –male provision		
Answer	Number of respondents	Percentage of respondents
Agree	271	82.37%
Disagree	38	11.55%
Unsure / no opinion	20	6.08%
<b>TOTAL</b>	<b>329</b>	

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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – female provision

Answer	Number of respondents	Percentage of respondents
Agree	341	82.77%
Disagree	53	12.86%
Unsure / no opinion	18	4.37%
<b>TOTAL</b>	<b>412</b>	

## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – male provision

Answer	Number of respondents	Percentage of respondents
Agree	326	81.09%
Disagree	52	12.93%
Unsure / no opinion	24	5.98%
<b>TOTAL</b>	<b>402</b>	

### Observations:

The majority (greater than 4 in of all respondents across all cross-referencing categories agreed with the statements below:

- **At least 1 female cubicle should be provided per 550 women and female children**
- **At least 1 male cubicle should be provided per 1,100 men and male children**

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## Section 2, question 3: Baseline need for toilets, disabled provision

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**There should be at least 1 unisex accessible toilet cubicle for every 10,000 population**

**Please note:** We have ensured that additional consideration is given to for age, disability and seasonal/visitor use. This additional consideration will be covered in the next question

Answers for ALL respondents – disabled provision		
Answer	Number of respondents	Percentage of respondents
Agree	735	68.76%
Disagree	210	19.64%
Unsure / no opinion	124	11.6%
<b>TOTAL</b>	<b>1,069</b>	

Answers for respondents aged 65 or over – disabled provision		
Answer	Number of respondents	Percentage of respondents
Agree	198	65.35%
Disagree	62	20.46%

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Answers for respondents aged 65 or over – disabled provision		
Answer	Number of respondents	Percentage of respondents
Unsure / no opinion	43	14.19%
<b>TOTAL</b>	<b>303</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – disabled provision		
Answer	Number of respondents	Percentage of respondents
Agree	262	67.35%
Disagree	80	20.56%
Unsure / no opinion	47	12.09%
<b>TOTAL</b>	<b>389</b>	

## Observations:

The majority of respondents agreed with the total disabled provision of at least one unisex disabled cubicle per 10,000 of population, however the majority is much smaller than in previous responses for overall provision and gender breakdown of provision.

In the case of Over 65s, slightly fewer than 2 in every 3 respondents felt that this was an appropriate amount of provision of disabled facilities.

Whilst there is still a majority support for disabled provision, the Council has already stated it intends to consult separately with charities and organisations supporting people who may have a range of additional toilet needs. It is, therefore, recommended that the Council

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undertakes further engagement to find out what people would expect from disabled provision across the County before finalising the Needs Assessment document.

DRAFT



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## Section 2, question 4: Baseline need for toilets, baby change facilities

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**There should be at least 1 baby changing facility per 10,000 population**

**Please note:** We have ensured that additional consideration is given to for age, disability and seasonal/visitor use. This additional consideration will be covered in the next question

Although there were not enough respondents identifying as having a child or children under 4 years of age to constitute a representative sample of this demographic, answers from respondents in this category will be included – but should be treated with caution.

Answers for ALL respondents – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Agree	884	79.14%
Disagree	164	14.68%
Unsure / no opinion	69	6.18%
<b>TOTAL</b>	<b>1,117</b>	

Answers for respondents aged 65 or over – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Agree	255	79.69%

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Answers for respondents aged 65 or over – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Disagree	43	13.44%
Unsure / no opinion	22	6.87%
<b>TOTAL</b>	<b>320</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Agree	304	75.62%
Disagree	67	16.66%
Unsure / no opinion	31	7.72%
<b>TOTAL</b>	<b>402</b>	

Answers for respondents who are parents or carers of a child or children under 4 years of age – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Agree	63	84%
Disagree	11	14.66%

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Answers for respondents who are parents or carers of a child or children under 4 years of age – baby change facilities		
Answer	Number of respondents	Percentage of respondents
Unsure / no opinion	1	1.34%
<b>TOTAL</b>	<b>75</b>	

## Observations:

The majority of respondents agreed with the total disabled provision of at least one baby change facility 10,000 of population, however it may be worth carrying out additional engagement with groups who support parents or carers of young children to ascertain whether a more representative sample of this group would return the same results as those taking part in the consultation.

## Section 2, question 5: Baseline need for toilets, Changing Places facilities

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**There should be at least one Changing Places toilet per 10,000 population**

**Note:** Changing Places are toilets which can be used by people with profound and multiple disabilities (PMLD). These toilets will have more space than a ‘standard’ disabled toilet and will be fitted out with additional equipment such as hoists, adult changing tables, showers and grab rails.

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Answers for ALL respondents – Changing Places toilets		
Answer	Number of respondents	Percentage of respondents
Agree	753	70.37%
Disagree	167	15.61%
Unsure / no opinion	150	14.02%
<b>TOTAL</b>	<b>1,070</b>	

Answers for respondents aged 65 or over – changing places toilets		
Answer	Number of respondents	Percentage of respondents
Agree	201	65.9%
Disagree	48	15.74%
Unsure / no opinion	56	18.36%
<b>TOTAL</b>	<b>305</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – Changing Places toilets		
Answer	Number of respondents	Percentage of respondents
Agree	264	68.75%
Disagree	62	16.15%

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Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – Changing Places toilets		
Answer	Number of respondents	Percentage of respondents
Unsure / no opinion	58	15.1%
<b>TOTAL</b>	<b>384</b>	

## Observations:

The majority of respondents agreed with the total Changing Places provision of at least one such facility per 10,000 of population, however it is recommended that more detailed engagement is carried out with communities (or organisations supporting communities) with the types of Profound and Multiple Disabilities (PMLDs) that Changing Places toilets are designed to facilitate, as it is not possible to establish what percentage of the survey's respondents could identify as having first-hand experience of this need.

## Section 2: respondent comments and observations

At the end of this section, respondents were presented with the opportunity to make comments or observations or give reasons for their answers.

In total, 528 respondents chose to leave comments. 9 of these could not be accepted, of which 3 were left blank and 6 comments contravened the Council's guidelines against abusive, foul, defamatory or otherwise harmful language. This means that 511 comments were included for analysis.

These comments have been grouped into themes. Overall, 1190 comments were received on different themes, meaning that on average, respondents commented on slightly more than 2 different themes each.

These comments have been analysed and grouped as follows:

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1. It is clear that a number of respondents felt they were responding to a consultation on the proposed closure either of Council-run toilets or specifically the proposed closure of Council-run toilets in Llangollen. It should be noted that at the time of writing, whilst a proposal to close Council-run toilets had been discussed by Communities Scrutiny Committee as a cost-saving measure, no decision has been made on this as yet.
  - a. 75 comments were received with comments along the lines of "Don't close the toilets" or "Keep the toilets open"
  - b. A further 51 comments were received with comments specifically regarding Llangollen, along the lines of "Don't close Llangollen toilets" or "Save Llangollen's Loos"
2. Although the question wording stated that additional provision for varying demographic trends would be addressed in subsequent questions, a number of respondents attempted to address these demographic concerns with their responses. This included:
  - a. 53 respondents wanted to see the Council give additional consideration for seasonal/tourism use (this is addressed specifically later in the consultation)
  - b. 49 respondents wanted to see additional consideration given to disabled and Changing Places provision (this is addressed specifically later in the consultation)
  - c. 20 respondents wanted to see additional consideration given to baby changing facilities (this is addressed specifically later in the consultation)
  - d. 10 people wanted to see additional consideration given to extra facilities for an older/ageing population (this is addressed specifically later in the consultation)

The 'top 10' themes in the comments have been summarised into a data table below, in descending order from the most comments received on that theme, to the least comments received on that theme:

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Comments received about baseline toilet ratios	
Comment or theme	Number of respondents
Generic comment such as "toilets are essential" or "everyone needs the toilet"	142
Disagreed with the overall ratios and left a comment e.g. "not enough" or "there should be more"	104
Referenced a disability or other health condition they (or someone they knew/supported) had e.g. "I have IBS" or "My mother has Crohn's"	38
Would like to see additional female-only toilet provision	22
Would like to see additional male-only provision	16
General anti-Council comment such as "the Council should be ashamed" but which did not contravene abusive language guidelines	16
Stated they did not understand what the question was about	15
Stated "agree" or "agree with the ratios"	15
Made a complain about service provision in existing facilities	11
Wanted to see additional baby-changing facilities provided in male or unisex toilets (i.e. having them in female toilets does not adequately meet provision)	8

Overall, the comments received suggest that respondents choosing to provide comments generally wanted to see more, rather than fewer toilets.

It is also clear that some people did not understand the wording around "minimum provision" and it is therefore recommended that this is clarified with an explanation in updated drafts of both the Needs Assessment and the Local Toilet Strategy documents, in order to reduce confusion in future.

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## Section 3: Identifying additional needs for public toilets

In addition to the baseline needs for toilets, the statutory guidance for developing a Local Toilet Strategy requires Councils to consider key additional considerations, such as variation in population demographics, and seasonal need for toilets.

In this section of the Draft Needs Assessment, the Council aimed to develop some 'future-proof' additional considerations: this means that if visitor numbers to an area were to change significantly, or if there is a significant demographic shift within the residential population of a community (for example, if the average age of a population were to increase) that these additional needs can be looked at regularly and the required provision for an area can be adjusted to meet these new demands.

Responses will be displayed in the following tables for this section:

1. All respondents, and then:
2. Respondents aged 65 or older
3. Respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use.

### Section 3, question 1: additional considerations for an ageing residential population

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**1 additional female and 1 additional male toilet for every 5% of the population aged over 65, above the Wales average of 21.3%**

**Note:** This means that a community within Denbighshire would need to have 26.3% of their residential population aged over 65 before the baseline number of toilets would need



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to be raised over the 'standard' ratio. There are currently no communities in Denbighshire with an older population which is more than 5% above the Wales average of 21.3%.

<b>Answers for ALL respondents – Additional requirements for older people</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	858	82.26%
Disagree	95	9.11%
Unsure / no opinion	90	8.63%
<b>TOTAL</b>	<b>1,043</b>	

<b>Answers for respondents aged 65 or over – additional requirements for older people</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	288	85.71%
Disagree	27	8.04%
Unsure / no opinion	21	6.25%
<b>TOTAL</b>	<b>336</b>	

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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – additional provision for older people

Answer	Number of respondents	Percentage of respondents
Agree	328	80.2%
Disagree	48	11.74%
Unsure / no opinion	33	8.06%
<b>TOTAL</b>	<b>409</b>	

### Observations:

The majority of respondents agreed with the rationale for providing additional toilets based on an older residential population, with slightly more than 4 out of 5 respondents agreeing with this additional consideration across all respondent categories.

### Section 3, question 2: additional considerations for a residential population with higher-than-average incidences of people living with a disability or other long-term condition

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**There should be 1 additional unisex disabled facility for every 5% of the population with a disability or long-term health condition, above the Wales average of 21.1%**

**Note:** based on current population data, the towns of Rhyl, Prestatyn, Denbigh and Ruthin all have a residential population where the number of people living with a disability or other long-term health condition is more than 5% higher than the Wales average of 21.1%.

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Therefore, under the current Needs Assessment, all of these towns will require additional unisex disabled facilities over their 'baseline' need.

<b>Answers for ALL respondents – Additional requirements for people with disabilities or other long-term conditions</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	788	77.56%
Disagree	115	11.32%
Unsure / no opinion	113	11.12%
<b>TOTAL</b>	<b>1,016</b>	

<b>Answers for respondents aged 65 or over – additional requirements for people with disabilities or other long-term conditions</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	257	79.57%
Disagree	32	9.91%
Unsure / no opinion	34	10.52%
<b>TOTAL</b>	<b>323</b>	

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**Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – additional provision for people with a disability or long-term condition**

<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	308	76.62%
Disagree	53	13.19%
Unsure / no opinion	41	10.19%
<b>TOTAL</b>	<b>402</b>	

## **Observations:**

The majority of respondents agreed with the rationale for providing additional toilets based on an older residential population, with slightly more than 7 out of 10 respondents agreeing with this additional consideration across all respondent categories.

### **Section 3, question 3: additional considerations for a residential population with higher than average number of children under 4 years of age**

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**There should be 1 additional baby changing facility for every 5% of the population aged under 4, above the Wales average of 4.9%**

**Note:** This means that a community within Denbighshire would need to have 9.9% of their residential population aged under 4 before the baseline number of baby changing facilities would need to be raised over the 'standard' ratio. There are currently no communities in Denbighshire with a population of Under 4's which is more than 5% above the Wales average of 4.9%

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Answers for ALL respondents – Additional requirements for baby-changing facilities		
Answer	Number of respondents	Percentage of respondents
Agree	781	77.63%
Disagree	104	10.34%
Unsure / no opinion	121	12.03%
<b>TOTAL</b>	<b>1,006</b>	

Answers for respondents aged 65 or over – additional requirements for baby changing facilities		
Answer	Number of respondents	Percentage of respondents
Agree	253	78.57%
Disagree	29	9%
Unsure / no opinion	40	12.43%
<b>TOTAL</b>	<b>322</b>	

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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – additional requirements for baby-changing facilities

Answer	Number of respondents	Percentage of respondents
Agree	295	75.45%
Disagree	51	13.04%
Unsure / no opinion	45	11.51%
<b>TOTAL</b>	<b>391</b>	

## Answers for respondents who are parents or carers of a child or children under 4 years of age – additional requirements for baby change facilities

Answer	Number of respondents	Percentage of respondents
Agree	57	78.08%
Disagree	10	13.7%
Unsure / no opinion	6	8.22%
<b>TOTAL</b>	<b>73</b>	

### Observations:

The majority of respondents agreed with the rationale for providing additional toilets based on an older residential population, with slightly more than 7 out of 10 respondents agreeing with this additional consideration across all respondent categories.

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It should be noted, however, that the Council did not receive an ‘ideal sample size’ for respondents identifying as parents or carers of a child or children under 4 years of age, and it would therefore be prudent for the Council to consider additional engagement with this demographic before finalising the Needs Assessment document.

## Section 3, question 3: additional considerations for visitors

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**For every 2,500 visitors per week to a community there should be an additional 2 female cubicles, 1 male cubicle, 1 disabled facility and 1 baby change facility**

**Note:** When considering seasonal variations, we will use the Scarborough Tourism Economic Activity Monitor (STEAM) model to consider visitor numbers. We have no concise way to assess visitor need versus residential need but halving the recommended toilet ratio of at least 1 facility per 5,000 of population to ensure that there is at least 1 facility per 2,500 visitors per week in addition to the residential toilet ratios we hope to ensure there is adequate provision.

Answers for ALL respondents – Additional requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	861	83.59%
Disagree	104	10.1%
Unsure / no opinion	65	6.31%
<b>TOTAL</b>	<b>1,030</b>	

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Answers for respondents aged 65 or over – additional requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	253	78.57%
Disagree	29	9%
Unsure / no opinion	40	12.43%
<b>TOTAL</b>	<b>322</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – additional requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	295	75.45%
Disagree	51	13.04%
Unsure / no opinion	45	11.51%
<b>TOTAL</b>	<b>391</b>	

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Answers for respondents who are tourists/visitors to Denbighshire – additional requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	46	76.67%
Disagree	8	13.33%
Unsure / no opinion	6	10%
<b>TOTAL</b>	<b>60</b>	

## Observations:

The majority of respondents agreed with the rationale for providing additional toilets based on additional visitor numbers, with slightly more than 7 out of 10 respondents agreeing with this additional consideration across all respondent categories.

It should be noted, however, that the Council did not receive an 'ideal sample size' for respondents identifying as being visitors or tourists to Denbighshire, and it would therefore be prudent for the Council to consider additional engagement with this demographic before finalising the Needs Assessment document.

## Section 3, question 4: additional Changing Places toilets considerations for visitors

We presented the following statement to respondents and asked them to state whether they agreed or disagreed with it:

**For every 10,000 day visitors per week to a community, we will add 1 Changing Places toilet**

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Answers for ALL respondents – Additional Changing Places requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	748	75.56%
Disagree	128	12.93%
Unsure / no opinion	114	11.52%
<b>TOTAL</b>	<b>990</b>	

Answers for respondents aged 65 or over – additional Changing Places requirements for seasonal visitors		
Answer	Number of respondents	Percentage of respondents
Agree	231	73.8%
Disagree	40	12.78%
Unsure / no opinion	42	13.42%
<b>TOTAL</b>	<b>313</b>	

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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – additional Changing Places requirements for seasonal visitors

Answer	Number of respondents	Percentage of respondents
Agree	278	72.58%
Disagree	60	15.68%
Unsure / no opinion	45	11.74%
<b>TOTAL</b>	<b>383</b>	

## Answers for respondents who are tourists/visitors to Denbighshire – additional Changing Places requirements for seasonal visitors

Answer	Number of respondents	Percentage of respondents
Agree	38	63.34%
Disagree	11	18.33%
Unsure / no opinion	11	18.33%
<b>TOTAL</b>	<b>60</b>	

### Observations:

The majority of respondents agreed with the rationale for providing additional Changing Places toilets based on additional visitor numbers, with slightly more than 7 out of 10 respondents agreeing with this additional consideration across most respondent categories. The responses for visitors remain in agreement, but with only around 6 out of 10 people who identified as visitors agreeing with the baseline provision.

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As with the Changing Places requirements for the baseline residential population, the Council has not received enough evidence that clear representations have been made from individuals or organisations with (or caring for someone with) PMLDs that statistical inference can be drawn at this stage.

It is therefore recommended that the Council seeks to engage specifically with individuals and organisations based outside of Denbighshire to ensure that the needs of visitors or organisations supporting visitors with (or caring for someone with) PMLDs have been given due consideration and that an accurate, statistically representative response can be used to inform this section of the Needs Assessment.

## **Section 3: respondents' comments on additional provision requirements**

At the end of this section, respondents were presented with the opportunity to make comments or observations or give reasons for their answers.

In total, 367 respondents chose to leave comments. 18 of these could not be accepted, of which 14 were left blank or had comments like "see previous" and 4 comments contravened the Council's guidelines against abusive, foul, defamatory or otherwise harmful language. This means that 349 respondents' comments were included for analysis.

These comments have been grouped into themes. Overall, 1190 comments were received on different themes, meaning that on average, respondents commented on slightly more than 1 different theme each.

These comments have been analysed and grouped as follows:

1. As with the previous open comments section, it is clear that a number of respondents felt they were responding to a consultation on the proposed closure either of Council-run toilets or specifically the proposed closure of Council-run toilets in Llangollen.

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- a. 27 comments were received saying something like “Don’t close the toilets”
- b. A further 31 comments were received saying something like “Don’t close Llangollen toilets”

The ‘top 10’ themes for remaining comments have been summarised into a data table below, in descending order from the most comments received on that theme, to the least comments received on that theme:

Comments received about additional toilet provision	
Comment or theme	Number of respondents
Generic comment such as “toilets are essential” or “everyone needs the toilet”	89
Disagreed with the overall ratios and left a comment e.g. “not enough” or “there should be more”	87
Didn’t understand the question, felt the survey wasn’t clear, or wanted to see data specific to each town* before answering	33
Disagreed with the additional tourism provision which was suggested	29
Agreed with the overall additional provision which was suggested	26
Referenced a disability or other health condition they (or someone they knew/supported) had e.g. “I have IBS” or “My mother has Crohn’s”	17
Disagreed with the additional Changing Places or disabled facilities requirements which were suggested	17
Disagreed with the additional baby changing facilities which were suggested	10
Disagreed with the additional requirements for an ageing population which were suggested	9
Disagreed with the overall suggested provision for male toilets	9
Made a complaint or suggestion about the Council’s existing service provision	9

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Overall, amongst respondents whose chose to leave comments, the general sentiment is that the number of toilets available within each community should be 'as many as possible'.

The Council should consider this when developing and consulting on the Local Toilet Strategy itself, as well as future iterations of the Needs Assessment.

The fact a number of respondents (33 in total) felt unable to pass comment because they did not understand how the numbers related to a specific number of facilities per community suggests that the Council may need to do more in future iterations of the Needs Assessment consultation to make these figures available.

Once the initial Needs Assessment document has been ratified, future versions of the Needs Assessment consultation could include the breakdown of provision by community within the consultation questionnaire itself, so that people who cannot or prefer not to download consultation documents prior to completing consultation questionnaires are not at a disadvantage.

## **Section 4: people's habits and preferences when using toilets in public**

This section of the consultation survey aimed to explore people's habits and preferences when using toilets in public.

The aim is to ensure that the Needs Assessment concentrates on providing or improving provision that matches what people actually want out of public toilet provision.

Responses will be displayed in the following tables for this section:

1. All respondents, and then:
2. Respondents aged 65 or older
3. Respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use.

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## Section 4, question 1: distance of public toilets from nearest available car parking, attractions, facilities and other amenities

We presented the following question to respondents:

**Do you agree that a maximum of 300 metres from busy areas (including car parks, popular beaches, walking spots and other local attractions) is a reasonable distance for a public toilet?**

<b>Answers for ALL respondents – maximum distance between toilets and popular or busy areas</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	735	70.61%
Disagree	213	20.46%
Unsure / no opinion	94	8.93%
<b>TOTAL</b>	<b>1,041</b>	

<b>Answers for respondents aged 65 or over – maximum distance between toilets and popular or busy areas</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
Agree	237	69.91%
Disagree	69	20.35%
Unsure / no opinion	33	9.74%
<b>TOTAL</b>	<b>339</b>	



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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – maximum distance between toilets and popular or busy areas

Answer	Number of respondents	Percentage of respondents
Agree	275	66.43%
Disagree	104	25.12%
Unsure / no opinion	35	8.45%
<b>TOTAL</b>	<b>414</b>	

### Section 4, question 1 comments

Respondents were allowed to give reasons for their answers. In total, the Council received 370 comments in this section. 4 of these were left blank, and 2 comments were discounted for violating the Council’s zero tolerance policy on foul, abusive or defamatory language.

In total, 364 respondents’ comments were analysed and between them, they provided 388 comments on different themes, so very few respondents commented on more than one theme.

20 respondents wrote comments along the lines of “Don’t close Llangollen toilets” and a further 6 left general comments about not closing the toilets.

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The 'top 10' themes for remaining comments have been summarised into a data table below, in descending order from the most comments received on that theme, to the least comments received on that theme:

Comments received about the distance of toilets from popular locations	
Comment or theme	Number of respondents
<b>Felt that 300m was too far to walk.</b> A lot of people referenced concerns for the elderly, disabled people or families with young children. Some made reference to the Blue Badge criteria on walking as the maximum distance from disabled parking to disabled toilets	149
Left a general comment saying "toilets are essential" or "I need to know where the toilets are"	54
Felt it was important that toilets were immediately next to car parks, beaches, or other amenities	49
Felt the 300m maximum distance was acceptable	43
Felt that toilets should be "as close as possible" but didn't specify further	14
Left a comment stating that finding toilets was generally already difficult	11
Stated they didn't mind the distance, so long as toilets were well signposted or easy to find	7
Felt a maximum of 100m from carparking, amenities and attractions would be better	6
Felt a maximum of 200m from carparking, amenities and attractions would be better	5
Wanted consideration of other factors (e.g. topography/terrain) etc to be included, as well as distance (e.g. should be closer together in hilly towns than in flat places such as the seafront)	5
Referenced a disability or other health condition they (or someone they knew/supported) had e.g. "I have IBS" or "My mother has Crohn's"	5

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## Observations:

The majority of respondents agreed that 300 metres was an acceptable maximum distance for toilets from busy areas, however a number of comments suggested that people either misunderstood the term 'maximum' and thought that the Council means that this was the **exact** distance toilets should be, or they felt that 300 metres was genuinely too far.

There seems to be particular concern for elderly or disabled users of toilets, as well as users of toilets with children aged under 4 years old.

A number of respondents also made reference to Blue Badge (disabled car parking permit) criteria and felt that the Council should use this criteria to determine the distance between (at least) disabled toilet facilities and nearby disabled carparking.

It is recommended that the Council considers further targeted engagement with communities who may have difficulties walking long distances to ensure that the maximum recommended distance is reasonable, as well as considers examining the non-statutory guidance for Blue Badge eligibility.

A number of comments also suggested that some demographics (largely older people) struggled to understand what 300 metres looked like. It is therefore recommended that an updated version of the Needs Assessment and any literature pertaining to toilet distances from other locations includes a measurement in both yards as well as metres.

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## Section 4, question 2: how people plan for toilet use

We presented the following question to respondents:

**When thinking about leaving your house, your place of work, or your visitor accommodation, which of the following statements best applies to you?**

Answers for ALL respondents – planning your day around your toilet needs		
Answer	Number of respondents	Percentage of respondents
I don't make detailed plans, but I like to know there will be public toilets where I am going	482	51.33%
I plan my day based around where there will be public toilets	227	24.17%
I don't plan ahead, but I will look for public toilets or ask for directions to public toilets if I need them when I am out	212	22.58%
I plan my day to ensure I can avoid public toilets wherever possible. I prefer to use the toilet at home, in my workplace or in my visitor accommodation	18	1.92%
<b>TOTAL</b>	<b>939</b>	

Answers for respondents aged 65 or over – planning your day around your toilet needs		
Answer	Number of respondents	Percentage of respondents
I don't make detailed plans, but I like to know there will be public toilets where I am going	197	57.43%
I plan my day based around where there will be public toilets	93	27.11%
I don't plan ahead, but I will look for public toilets or ask for directions to public toilets if I need them when I am out	48	13.99%

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Answers for respondents aged 65 or over – planning your day around your toilet needs		
Answer	Number of respondents	Percentage of respondents
I plan my day to ensure I can avoid public toilets wherever possible. I prefer to use the toilet at home, in my workplace or in my visitor accommodation	5	1.47%
<b>TOTAL</b>	<b>343</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – planning your day around your toilet needs		
Answer	Number of respondents	Percentage of respondents
I don't make detailed plans, but I like to know there will be public toilets where I am going	207	49.76%
I plan my day based around where there will be public toilets	150	36.06%
I don't plan ahead, but I will look for public toilets or ask for directions to public toilets if I need them when I am out	55	13.22%
I plan my day to ensure I can avoid public toilets wherever possible. I prefer to use the toilet at home, in my workplace or in my visitor accommodation	4	0.96%
<b>TOTAL</b>	<b>416</b>	

## Observations:

The majority of respondents said they didn't plan their day around public toilets but liked to know that there would be toilets available where they are going, however amongst respondents who identified as having (or supporting someone with) a disability or condition which may impact their toilet use, this majority was less than 50% of total respondents,

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with more than 1 in 3 respondents saying they planned their day specifically around toilet availability.

## Section 4, question 3: how people prefer to access public toilets

We presented the following question to respondents:

**When thinking about public toilets, which of the following statements best applies to you?**

Answers for ALL respondents – preferred means of accessing public toilets		
Answer	Number of respondents	Percentage of respondents
I prefer to visit public toilets which are close to parking or disabled parking facilities	387	43.19%
I prefer to visit standalone public toilets (i.e. traditional public toilet blocks)	267	29.8%
I prefer to visit public toilets which are contained within buildings or places I am already visiting, such as a supermarket, roadside service station (petrol, diesel, EV charging etc), cinema, restaurant, café or visitor attraction	200	22.32%
Another type of toilet	42	4.69%
<b>TOTAL</b>	<b>896</b>	

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Answers for respondents aged 65 or over – preferred means of accessing public toilets		
Answer	Number of respondents	Percentage of respondents
I prefer to visit public toilets which are close to parking or disabled parking facilities	147	44.14%
I prefer to visit standalone public toilets (i.e. traditional public toilet blocks)	108	32.43%
I prefer to visit public toilets which are contained within buildings or places I am already visiting, such as a supermarket, roadside service station (petrol, diesel, EV charging etc), cinema, restaurant, café or visitor attraction	69	20.72%
Another type of toilet	9	2.71%
<b>TOTAL</b>	<b>333</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – preferred means of accessing public toilets		
Answer	Number of respondents	Percentage of respondents
I prefer to visit public toilets which are close to parking or disabled parking facilities	208	51.61%
I prefer to visit standalone public toilets (i.e. traditional public toilet blocks)	99	24.57%
I prefer to visit public toilets which are contained within buildings or places I am already visiting, such as a supermarket, roadside service station (petrol, diesel, EV charging etc), cinema, restaurant, café or visitor attraction	80	19.85%
Another type of toilet	16	3.97%
<b>TOTAL</b>	<b>403</b>	

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## Section 4, question 2 comments

Respondents were allowed to give reasons for their answers. In total, the Council received additional responses from 272 respondents. 5 comments were discounted, 3 were left blank and 2 comments violated the Council’s zero tolerance policy on foul, abusive or defamatory language.

Between the remaining 266 respondents, 277 comments were made on a range of themes.

13 people left comments stating “don’t close Llangollen toilets” or similar, and a further 4 respondents left more general comments about “don’t close the toilets”

The remainder of the comments have been grouped into themes, all of the themes which received more than one response each have been summarised in the data table below:

Comments received about the types of toilets people prefer	
Comment or theme	Number of respondents
<b>No overall preference:</b> comments included “anywhere as long as it’s clean” or “all of the above” or “no preference” or “just want a toilet”	126
<b>Preferred toilets in supermarkets or existing facilities such as cinemas</b> – a lot of these comments referenced the perceived safety and cleanliness of these types of toilets versus more traditional public toilets	51
<b>Toilets near parking or disabled parking</b> – people who stated they or someone they care for with limited mobility preferred to drive to a toilet which was easily accessible	39
<b>Preferred standalone toilets</b> – there was a more common preference for these types of toilets from respondents stating they suffered with health conditions like IBS, as using single toilets in other businesses could be a potential cause of embarrassment or shame	22
<b>Made a complaint about existing service provision</b> – comments relating to perceived cleanliness of council-run public toilets	4



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## Observations:

The majority of respondents said they preferred to visit toilets near to parking or disabled parking, with standalone public toilets being most respondents' second preference in terms of types of toilet to visit.

The comments suggest there is a heavy preference to retain standalone public toilets because a number of respondents believed they were participating in a consultation on a decision as to whether the Council should retain its own public toilet assets.

It may be worth the Council asking more detailed questions around these habits and preferences during the next Strategy review (in approximately two years' time), as a decision on the Council's public toilet portfolio will have been made and therefore respondents' views are likelier to be representative of their true habits and preferences.

The majority of respondents choosing to leave comments noted that they preferred toilets within existing facilities because of perceived issues around cleanliness and maintenance and visitor safety of standalone public toilets – suggesting that toilets in supermarkets may potentially be a 'least worst' option rather than a genuine preference amongst respondents selecting this option.

It should also be observed that the percentage of respondents identifying as having (or supporting someone with) a disability or other condition impacting their toilet use who preferred toilets close to parking or disabled parking was higher than in other respondent categories.

This matches observations from previous consultations the Council has conducted (e.g. around active travel) around a greater dependency or perceived dependency on motor vehicle use for travelling (even for journeys of less than a kilometre).

It is recommended that the Council consults internally with the Council's own Active Transport/Sustainable Transport Officers for input on the Strategy to ensure that the final version of the Local Toilet Strategy can work towards both people's current needs (or

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perceived needs) and towards a longer-term vision for reduced car dependency in Denbighshire.

## Section 4, question 4: how people find toilets

We presented the following question to respondents:

**Imagine you are visiting somewhere that is unfamiliar to you.**

**Please let us know how you would be most likely to look for a public toilet when you are out and about?**

This question was multiple choice, meaning respondents could tick as many options as they wished.

A total of 909 respondents answered this question.

Answers for ALL respondents – ways of finding public toilets		
Answer	Number of respondents	Percentage of respondents
I would look around me for a 'Public Toilet' sign	757	83.28%
I would look for a business I know is likely to have a toilet such as a national chain of a supermarket, café or restaurant	390	42.9%
I would use a mobile phone or other smart device to search the internet for public toilets near me	335	36.85%
I would stop someone in the street to ask for directions	295	32.45%
I would look for a Tourist Information Centre, Library etc to ask for directions	213	23.43%
Something else	22	2.42%
<b>TOTAL RESPONSES</b>	<b>2,012</b>	

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With 2,012 responses received from 909 respondents, this means that on average, respondents would choose to do at least 2 of the available options when trying to find a public toilet.

Answers for respondents aged 65 or over – ways of finding public toilets		
Answer	Number of respondents	Percentage of respondents
I would look around me for a 'Public Toilet' sign	283	38.36%
I would look for a business I know is likely to have a toilet such as a national chain of a supermarket, café or restaurant	152	20.6%
I would stop someone in the street to ask for directions	128	17.34%
I would use a mobile phone or other smart device to search the internet for public toilets near me	89	12.06%
I would look for a Tourist Information Centre, Library etc to ask for directions	81	10.96%
Something else	5	0.68%
<b>TOTAL RESPONSES</b>	<b>738</b>	

Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – ways of finding public toilets		
Answer	Number of respondents	Percentage of respondents
I would look around me for a 'Public Toilet' sign	338	35.39%
I would look for a business I know is likely to have a toilet such as a national chain of a supermarket, café or restaurant	187	19.58%
I would use a mobile phone or other smart device to search the internet for public toilets near me	157	16.44%
I would stop someone in the street to ask for directions	147	15.39%

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Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – ways of finding public toilets		
Answer	Number of respondents	Percentage of respondents
I would look for a Tourist Information Centre, Library etc to ask for directions	110	11.51%
Something else	16	1.69%
<b>TOTAL RESPONSES</b>	<b>955</b>	

## Observations:

Across all respondent categories, signage for toilets was the most popular option for how people would prefer to find toilets.

Following this, people most preferred to look for an existing business or premises they know would be likely to have a toilet.

Across all respondent categories other than people identifying as aged 65 or older, using a smart device or similar to search the internet was the third-most popular option. In the Over-65s this option was the fourth-most popular out of the available options. Nobody aged over 65 providing supplementary comments (having ticked “something else”) suggested they would use the internet to search for toilets.

It is important, therefore that the Council considers additional consultation or engagement specifically on signage when finalising the Strategy and in particular when developing the Community Toilet Scheme.

Given the number of respondents saying they would like to find information on the Council's website, combined with the number of people who would like to only use Google (which is best considered as a search engine rather than an application in its own right) it is important that whatever means by which the Council chooses to display Community

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Toilet information exists on both the Council's own website, and exists in such a manner that this information can be retrieved easily by Google.

A supplementary question was then asked for respondents who said they would use their mobile phone or a similar device to look up toilet locations. Their answers are provided in the table below/on the next page:

**You've told us you would search the internet to look for toilets. Would you or have you ever used any of the following?**

This was a multiple choice questions and respondents could choose as many options as they felt were appropriate.

A total of 273 respondents answered this supplementary question.

Answers for ALL respondents – internet search preferences		
Answer	Number of respondents	Percentage of respondents
Denbighshire County Council website	125	45.79%
The website of a specific business (e.g. a supermarket store locator/facilities checker)	75	27.47%
Something else	71	26.01%
Toiletmap.org.uk website	60	21.98%
Toiletfinder app for Android or iOS (Apple) devices	58	21.25%
Welsh Government's 'National Toilet Map' website	41	15.02%
<b>TOTAL RESPONSES</b>	<b>430</b>	

Of the 71 respondents who selected 'something else' and chose to provide a comment, 59 of them (or 83.1% of respondents leaving a comment) suggested they would use either a Google search or the Google Maps app to find public toilets.

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Due to the small number of respondents to this supplementary question, a detailed breakdown of data by demographic will not be provided.

## Section 4, question 5: paying to use toilets

We presented respondents with the following question:

**When thinking about whether or not to pay to use public toilets, would you be happy to pay a charge to use them, regardless of whether they are Council-owned or privately owned (e.g. by a business)?**

Answers for ALL respondents – paying to use toilets		
Answer	Number of respondents	Percentage of respondents
Yes	532	59.71%
No	268	30.08%
Unsure / no opinion	91	20.21%
<b>TOTAL RESPONSES</b>	<b>891</b>	

Answers for respondents aged 65 or over – paying to use toilets		
Answer	Number of respondents	Percentage of respondents
Yes	235	71.65%
No	62	18.9%
Unsure / no opinion	31	9.45%
<b>TOTAL RESPONSES</b>	<b>328</b>	

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Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – paying to use toilets		
Answer	Number of respondents	Percentage of respondents
Yes	242	61.58%
No	111	28.24%
Unsure / no opinion	40	10.18%
<b>TOTAL RESPONSES</b>	<b>393</b>	

The following data table is not an ideal sample size but is included for reference.

Answers for respondents caring for a child/children under 4 and/or who are pregnant or postpartum – paying to use toilets		
Answer	Number of respondents	Percentage of respondents
No	42	47.19%
Yes	39	43.82%
Unsure / no opinion	8	8.99%
<b>TOTAL RESPONSES</b>	<b>89</b>	

The following supplementary question was then presented to respondents who said they **would** be happy to pay to use public toilets:

**What do you think is a reasonable charge for public toilets, if maintained in good working order?**

**Note:** the average charge for public toilets maintained by the Council is currently 40p, but we estimate each visit that someone make actually costs the Council around £2

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**Note:** responses for this question are presented in order of the greatest to the fewest number of responses, however respondents were presented with pricing options in ascending order.

<b>Answers for ALL respondents – what is a reasonable charge for public toilets</b>		
<b>Answer</b>	<b>Number of respondents</b>	<b>Percentage of respondents</b>
20p or less	347	39.75%
21-40p	223	25.54%
41-60p	153	17.53%
81p-£1	76	8.71%
Whatever it takes to cover the cost of my visit	43	4.93%
More than £1	18	2.06%
61-80p	13	1.49%
More than £2	NIL	NIL
<b>TOTAL RESPONSES</b>	<b>873</b>	

Report continues on next page



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Answers for respondents aged 65 or over – what is a reasonable charge for public toilets		
Answer	Number of respondents	Percentage of respondents
20p or less	116	35.58%
21-40p	91	27.91%
41-60p	69	
81p-£1	26	
Whatever it takes to cover the cost of my visit	14	
More than £1	5	
61-80p	5	
<b>TOTAL RESPONSES</b>	<b>326</b>	

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## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – what is a reasonable charge for public toilets

Answer	Number of respondents	Percentage of respondents
20p or less	160	
21-40p	92	
41-60p	68	
81p-£1	37	
Whatever it takes to cover the cost of my visit	20	
More than £1	6	
61-80p	4	
<b>TOTAL RESPONSES</b>	<b>387</b>	

### Observations:

In general, approximately 2 out of every 3 respondents said they **were** prepared to pay to use public toilets (regardless of whether these were provided by the Council or another provider). This rose to over 70% amongst the over-65s demographic.

Although the Council did not receive a statistically representative sample of respondents identifying as parents/carers of a child or children under 4 years of age, nor of people who identified as being pregnant or postpartum, the majority of respondents in these categories **were not** prepared to pay for public toilets. Although the current statistics should be treated with caution, this suggests there could be a disproportionate burden on families with young children when considering the cost of paying for toilet use on an existing day out in Denbighshire. It is recommended that the Council undertakes further engagement with this respondent category to obtain an ideal sample size for this demographic and be

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confident that their views are accurately represented as part of the development of the Local Toilet Strategy.

For respondents who said they were prepared to pay for toilets, the majority stated they would prefer a charge equivalent or lower than the existing charge of 40p, with approximately 1 in 3 respondents (34.72%) prepared to pay any charge amount greater than 41p to use public toilets.

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## Section 4, question 6: alternative delivery models

We presented respondents with the following question:

**How do you think public toilets could be paid for and maintained, if not by charging?**

**Remember:** public toilets are not a statutory service, which means the County Council has no obligation to provide them

This was a multiple response question, meaning that respondents could choose as many options as they felt were appropriate.

785 respondents answered this question.

Answers for ALL respondents – alternative delivery models for public toilets in Denbighshire		
Answer	Number of respondents	Percentage of respondents
The Council should work with local businesses and other providers to ensure their toilets are available to the public (i.e. a Community Toilet Scheme)	522	66.5%
Private businesses such as supermarkets, restaurants, and visitor attractions could provide and maintain public toilets which can be used by anybody – not just customers.	263	33.5%
Local communities could work to fund public toilets for themselves if they feel they need them	191	24.33%
Something else	178	22.67%
<b>TOTAL RESPONSES</b>	<b>1,154</b>	

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## Answers for respondents aged 65 or over – alternative delivery models for public toilets in Denbighshire

Answer	Number of respondents	Percentage of respondents
The Council should work with local businesses and other providers to ensure their toilets are available to the public (i.e. a Community Toilet Scheme)	204	45.23%
Private businesses such as supermarkets, restaurants, and visitor attractions could provide and maintain public toilets which can be used by anybody – not just customers.	110	24.39%
Local communities could work to fund public toilets for themselves if they feel they need them	75	16.63%
Something else	62	13.75%
<b>TOTAL RESPONSES</b>	<b>451</b>	

## Answers for respondents with (or supporting someone with) a disability or long-term condition which may impact their toilet use – alternative delivery models for public toilets in Denbighshire

Answer	Number of respondents	Percentage of respondents
The Council should work with local businesses and other providers to ensure their toilets are available to the public (i.e. a Community Toilet Scheme)	244	44.77%
Private businesses such as supermarkets, restaurants, and visitor attractions could provide and maintain public toilets which can be used by anybody – not just customers.	131	24.04%
Local communities could work to fund public toilets for themselves if they feel they need them	89	16.33%
Something else	81	14.86%
<b>TOTAL RESPONSES</b>	<b>545</b>	

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Respondents who checked 'something else' were invited to provide comments. All 178 respondents who checked this option opted to leave a comment. In total, respondents made 197 suggestions/comments (so some respondents came up with more than one idea).

These have been categorised and summarised in the table below:

<b>Comments left by ALL respondents – alternative delivery models for public toilets in Denbighshire</b>	
<b>Answer</b>	<b>Number of respondents commenting on this theme</b>
The Council should continue to pay for toilets	100
Cut other County Council services or draw funding from another County Council service (e.g. from car park revenue)	24
Respondents just provided details about themselves e.g. "I have a disability"	23
Implement a Community Toilet Scheme	10
Respondents felt the law should be changed so that public toilets were a statutory requirement for local authorities	9
Implement charges to use the toilets	7
Increase business rates (NNDR council tax payments) to cover cost of running public toilets	7
Public toilets could be run by volunteers or people on community service	6
City, Town and Community Councils should pay	4
Advertisements or sponsorship schemes	4
Implementing a 'tourism tax'	3
<b>TOTAL COMMENTS</b>	<b>197</b>

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## Observations:

Overall, most respondents felt they would like to see the introduction/establishment of a Community Toilet Scheme, and there was a preference to see 'big players' (such as supermarkets, key leisure attractions etc) involved or providing toilets for general public use as well as just for customer use.

When referencing these responses against responses to previous questions around signposting, it is recommended that the Council initially focuses on these 'big player' type businesses within communities as these are the types of businesses people would already expect to find public-use toilets.

It is also recommended that the Council considers running a branding/marketing workshop for the Community Toilet Scheme which includes members of the public from a range of backgrounds, as well as from businesses, in order to ensure that any promotion or branding for Community Toilets can be easily accessed both in places such as Council car parks, on the Council's website, and in premises themselves.

With regards to respondents' suggestions of other ways of funding public toilets: it is clear that a large number of respondents feel it should still be the duty of the local authority to provide toilets, despite not currently being a statutory duty. Some respondents also felt that cuts could be made to services perceived to be less essential (or revenue-generating services such as car parks could increase their fees to cover the cost of public toilet provision).

With regards to the respondents stating they felt it should be a statutory duty or that the law was wrong, the Council could consider formally petitioning Aelodau'r Senedd / Members of UK Parliament to raise the matter of provision of public health services at a more national level. Denbighshire is not the only local authority within North Wales or within the national picture facing potential cuts to non-statutory services and the Council should consider the context of such cuts against other legislation such as Wellbeing of Future Generations (Wales) Act 2015, Welsh Government's Age-friendly Wales Strategy

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## Section 5: identifying preferences to aid in the development of a community toilet scheme

This section asked respondents some questions about their preferences when considering toilets which could potentially be included within a community toilet scheme.

Due to lower respondent numbers for this section of the questionnaire, demographic cross-referencing will not be provided for this section.

### Section 5, question 1: preferred business types for a Community Toilet scheme

We presented respondents with the following question:

**Which types of business would you like the Council to prioritise when encouraging businesses to join the Community Toilet scheme?**

You can choose up to 3 answers. We are putting a limit on this, so that we can understand if there is a preference for certain types of businesses.

This question was answered by 500 respondents. Their responses are presented in a data table on the next page.



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Answers for ALL respondents – alternative delivery models for public toilets in Denbighshire		
Answer	Number of responses	Percentage of respondents
Supermarket or other food retailer	335	67%
Visitor attraction	265	53%
Café, restaurant or pub	240	48%
Department store or other non-food retailer	121	24.2%
Roadside service station (petrol, diesel, electric charging etc)	112	22.4%
Cinema, theatre, sports venue or other entertainment venue	104	22.8%
Leisure centre, spa or other health and wellness facility	91	18.2%
Hospital, pharmacy, dentist or GP surgery	68	13.6%
Hotel, Bed & Breakfast or other guest accommodation	41	8.2%
Something else	17	3.4%
Hairdresser, beautician or other health/beauty service	16	3.2%
<b>TOTAL RESPONSES</b>		

## Observations:

There is a general preference amongst respondents for community toilets to be available in places that could already be considered 'local' destinations, and which are likely to have dedicated customer parking.

As previously noted, however, the majority of respondents to this consultation lived locally within Denbighshire and therefore more work needs to be done to establish whether the

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same locations/destinations would be important to people visiting Denbighshire from outside of the local area.

## Section 5, question 2: would a Community Toilet Scheme encourage people to support businesses?

We presented respondents with the following question:

**Would a business participating in the Community Toilet Scheme make you more likely to use that business to purchase something, even if it wasn't a requirement to do so?**

This question was answered by 495 respondents

Answers for ALL respondents – would they be more likely to support businesses participating in a Community Toilet Scheme?		
Answer	Number of respondents	Percentage of respondents
Yes	320	64.65%
Unsure / no opinion	92	18.58%
No	83	16.77%
<b>TOTAL</b>	<b>495</b>	

### Observations:

The majority of respondents answering this question would be prepared to support businesses running a Community Toilet Scheme, even if not obliged to do so.

The Council should consider using this statistic to market the benefits of a Community Toilet Scheme to potential participating businesses within Denbighshire.

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## Section 5, question 3: what's important in a Community Toilet Scheme?

We presented respondents with the following question:

Please rank the following in order of importance to you when thinking about public toilets

1 is the MOST important

6 is the LEAST important

You cannot assign equal importance to any of these options.

Your answers to this question will help us understand what we should prioritise, and in what order, when we think about working with public toilet providers in the future

Not all respondents ranked all of the available options. The number of respondents answering each option is shown, along with the total number of points awarded.

<b>Answers for ALL respondents – what's important in a Community Toilet Scheme toilet?</b>		
<b>Answer</b>	<b>Number of respondents who picked this answer</b>	<b>Total points awarded</b>
If they are maintained in good working condition	443	1,938
If they are cleaned regularly	439	1,843
How close they are to popular attractions such as beaches, beauty spots etc	441	1,535
Being close to parking or disabled parking	441	1,466
If they are free of charge	440	1,266
Whether there is an accessible or disabled facility at the location	437	1,260

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## Observations:

The 'look and feel' of toilets was most important to respondents, with good maintenance and good hygiene being ranked as the two most important considerations for public toilets.

When developing the Community Toilet Scheme, the Council may wish to consider whether to include a means by which to 'grade' toilets (similar to food hygiene ratings for business premises preparing food to eat in or take away) so that visitors can know at a glance what standard of facility to expect before entering a premises.

It is recommended that the Council carries out additional engagement or consultation on any proposed Community Toilet Scheme before seeking to implement it, and to consider the findings above when doing so.

## Section 5, question 3: when would toilets most be used during the week?

We presented respondents with the following question:

**When do you feel you might be most likely to need to use public toilets during the week (Monday to Friday)?**

You can select up to two options out of the 3 available.

This will help us to prioritise when public toilets should be open.

This response was multiple choice, with respondents able to select two out of the three available options. 831 respondents answered this question.

Answers for ALL respondents – when should toilets be open during the week?		
Answer	Number of responses	Percentage of respondents
During usual daytime/business hours (9am to 5pm)	797	95.91%

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Answers for ALL respondents – when should toilets be open during the week?		
Answer	Number of responses	Percentage of respondents
Evenings (5pm to 11pm)	462	55.60%
Overnight (11pm to 9am)	24	2.89%
<b>Total</b>	<b>1283</b>	

## Observations:

It is clear with fewer than 3% of responses, that access to public toilets overnight is not a priority for the majority of respondents.

With slightly more than 95% of people saying they would be most likely to need public toilets in the daytime, and more than half of people saying that they would be likely to need a public toilet in the evening, it is recommended that the Council considers extended opening hours as a key priority for engaging with potential community toilet scheme providers.

Whilst the Council makes no guarantees for the future of its own public toilet portfolio, these have never been open during the evening in any case, and it is clear that there is a need for provision beyond what the Council has traditionally been able to provide.

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## Section 5, question 3: when would toilets most be used during the weekend?

We presented respondents with the following question:

**When do you feel you might be most likely to need to use public toilets during the weekend (Saturday and Sunday)?**

You can select up to two options out of the 3 available.

This will help us to prioritise when public toilets should be open.

This response was multiple choice, with respondents able to select two out of the three available options. 828 respondents answered this question.

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Answers for ALL respondents – when should toilets be open over the weekend?		
Answer	Number of responses	Percentage of respondents
During usual daytime/business hours (9am to 5pm)	794	95.89%
Evenings (5pm to 11pm)	477	57.61%
Overnight (11pm to 9am)	39	4.71%
<b>Total</b>	<b>1310</b>	

## Observations:

Based on the response data above, there is a slightly greater need to provide toilets on the weekend than during the week, as fewer respondents answered this question overall, but picked more responses than the weekday question.

This statistic should bear in mind, however, that the response demographic was heavily skewed towards residents of Denbighshire.

More engagement would be needed with visitors to ascertain whether this would be applicable to people visiting Denbighshire for leisure or tourism purposes.

Overall, the responses for weekend provision were much the same as weekday provision, and therefore the recommendations for further engagement remain the same: focus on engaging with potential public toilet providers who can provide both daytime and evening provision as a first priority, before engaging with potential providers who might be either/or.

Whilst approximately 65% more people felt they needed a toilet overnight over the weekend, the total respondents who felt this was important was still fewer than 5% of respondents overall. Therefore it is unlikely that the Council should need to prioritise engaging with providers who could provide toilets overnight.

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## Section 6: final comments and observations

At the end of the consultation questionnaire, respondents were given the option to share any final comments or observations about the Council's draft Needs Assessment.

In total, 459 respondents chose to leave comments.

Two respondents left comments in Welsh, the remaining 457 respondents made comments in English.

Of the 459 responses, 15 were discounted from analysis. Six of these were left blank or had comments such as "see previous" and the remaining nine comments were discounted for violating the Council's zero tolerance policy on abusive, foul, threatening or defamatory language.

This means that 444 respondents' answers were included for analysis. Between them, respondents left 531 comments on different themes, averaging slightly more than one comment per respondent.

As with the comments sections further up in the consultation survey, it is clear that a number of respondents believed they were participating in a consultation relating to a decision on whether Denbighshire County Council would close or keep its current portfolio of public toilet assets. As a result the Council received the following observations:

- 133 respondents wrote comments along the lines of "don't close the toilets" or "please keep the toilets open"
- 93 respondents wrote comments about keeping Llangollen toilets specifically
- 26 respondents left comments criticising the consultation survey design, with most of these referencing a desire to "vote" on a potential decision regarding the Council's existing public toilet portfolio



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The remaining comments have been grouped into themes and the 'top ten' themes have been summarised in a data table on the next page:

Comments left by ALL respondents – final comments at the end of the consultation survey	
Comment theme	Number of respondents commenting on this theme
General comments such as "toilets are essential" or "people need the toilets"	104
General comment criticising the Council such as "poor management" or "bad decision-making"	43
Observations or complaints about existing service provisions (including references to maintenance schedules, cleanliness/hygiene)	33
Supported introducing a charge to help fund public toilets	22
Made comments or suggestions about alternative delivery models (such as Community Toilet Scheme, putting the portfolio out to tender to try and find a private provider)	18
Felt that toilets should be free of charge	15
Felt that other services (e.g. car parks) could be cut or could increase their charges to assist in funding toilets	12
Referenced a disability or other health condition they (or someone they knew/supported) had e.g. "I have IBS" or "My mother has Crohn's"	10
Supported the consultation/needs assessment process or had an additional suggestion for inclusion in the Strategy	5
Raised comments already included further up in the survey (e.g. distance ratios from parking)	4

## Observations:

Overall, whilst it is clear that a number of respondents misunderstood the purpose of the consultation and accompanying survey (i.e. that it's about assessing the County's need for toilets, rather than consulting on a decision about the Council's own public toilet portfolio

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specifically), the majority of respondents did engage with the consultation process and were keen to relay their own thoughts and experiences relating to public toilet use.

The responses provided give clear enough direction that the Council can complete and ratify its Needs Assessment. This will then allow the Council to its Local Toilet Strategy and consult on this in accordance with the statutory guidance for Part 8 of the Public Health (Wales) Act 2017

It is recommended based on responses received that when consulting on the Strategy, specific additional input is sought from the following groups (or organisations supporting those groups)

1. Tourists and tourism providers (including the Council's own tourism team)
2. People with (and organisations/charities supporting people with) profound and multiple disabilities (PMLDs) who may need Changing Places or similar specifications of disabled toilets
3. People with (and organisations/charities supporting people with) any other disabilities or health conditions which may impact on their toilet use, but which may not require Changing Places or disabled facilities specifically
4. People who identify (and organisations/charities supporting people who identify) as transgender, non-binary gender, or any gender which is not aligned with their birth-assigned gender
5. Organisations/charities supporting people who are survivors of domestic abuse

These are all groups from which the Council received a small number of responses with regards the Needs Assessment, but not enough responses to be considered statistically representative of that group. Therefore further engagement is recommended to gain a deeper understanding of some of the concerns raised by these groups.