



# **Local Toilets Strategy (Draft) Consultation Feedback Summary Report**

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## **Purpose of this report**

The purpose of this report is to summarise the feedback received regarding Denbighshire's draft Local Toilets Strategy. The report itself will not make any recommendations about the overall proposals but the views of participants will be considered to help inform the final Local Toilets Strategy.

## **Analysis of consultation**

The Council shared the draft Local Toilet Strategy and action plan on the website as part of the consultation, together with a link to the survey.

457 responses were made directly via the website and 1 response was submitted by post, though it must be noted that not all respondents answered every question. 455 responses were made in English and 2 were made in Welsh. We also received 7 e-mails from members of the public sharing their views about the consultation and their feedback has been incorporated into the overall response.

The consultation has also been shared with all City, Town and Community Councils (CT&CCs) in Denbighshire, however that survey does not close until 27 February 2025. Feedback received from CT&CCs will be shared at a later date.

87% of the respondents live in Denbighshire, 5% are visitors to the area and 4% work in the county. 3 people completed the survey on behalf of an organisation which supports people with disabilities or other needs which impacts their toilet use. 7 responses were received from a Denbighshire County Councillor, Member of a City, Town or Community Council, Aelod y Senedd or Member of Parliament; though as mentioned above the consultation has been shared with the CT&CCs for a collective response from each Council once it has been discussed at their next meeting.

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The survey asked participants to let us know which city, town or village they live, work or visit in Denbighshire. 117 people live in Rhyl, which is 25% of the total responses received. This was closely followed by 95 people from Prestatyn. 41% of participants visit Dyserth, with 40% also visiting Llangollen. The question about which area people work in was answered the least, with 24 respondents from Denbigh and 23 working in Rhyl.

The number and percentage of responses for the above questions can be viewed at [Appendix 1](#).

### Quantitative data – Action Plan

Data was collected to help us understand what percentage of all participants agree or disagree with the proposed action plan as part of the strategy.

- 1. Promote equal opportunities to provide appropriate, accessible and effective services and facilities to all sections of the community together with visitors to Denbighshire without prejudice or bias.**
  - 93% agree that we need to work to make sure everybody who needs a toilet has access to one which meets their needs
  - 92% agree that an appropriate toilet must be close by
  - 89% agree that everyone should access a toilet without prejudice or bias
- 2. Review existing provision in towns and villages where there is no identified need for toilet facilities**
  - 58% disagree with our action to understand which public toilets are available across Denbighshire, including those areas that do not need to have them. This is reflected in the further comments received that public toilets should be available across the county and not based on an identified need, especially to encourage tourists to the area.

- 3. Review existing provision in towns and villages where a need is identified for toilet facilities and monitor cleansing operations/opening hours to ensure the most efficient and effective provision**
  - Just over 90% of respondents agree that we need to review the availability of public toilets; including opening hours, assess the cleaning schedule and the condition and maintenance requirements of the public toilets.
- 4. Explore options with Town, City, and Community Councils if there is interest in alternative delivery models or contributions towards funding the cost of providing**
  - 58% agree that we should explore whether Council owned toilets can be run and maintained by partners
  - 31% disagree with this action which can be seen in the comments received that many people believe the local authority should run the public toilets
- 5. Review the charging structure for use to ensure that there is sufficient revenue to provide some provision for toilet facilities whereby a need is required, within the budget available for public conveniences**
  - 63% agree that we need to review the charge to use the public toilets to ensure we are able to fund provision in an area where there is an identified need
- 6. Review opportunities for grant funding to upgrade some facilities to take contactless payments to avoid the requirement to find the right payment charge in change**
  - 74% welcome the opportunity for the Council to explore grants available to upgrade facilities for contactless payments
  - 78% agree we need to assess whether it is necessary to accept both cash and card payments at facilities

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

- Around 80% of respondents agree that we must assess the current number of Changing Places toilets across Denbighshire, work with partners to increase the number available and help identify any funding available to support installation these facilities

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

- 82% agree that we need to understand which buildings owned by the Council have toilets available for public use

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

- 53% believe that we should work with GP surgeries, hospitals, etc to see if their facilities can be used by the public
- However 40% disagree with this action and feedback received shows that many people do not think health settings should allow non-patients to use their facilities

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

- Just over half of the respondents (54%) agree that we should promote the Community Toilet Scheme by speaking with businesses to offer their facilities to members of the public who are not customers

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

- Almost all respondents (95%) agree that we should work with North Wales Police and partners to make sure toilet facilities in all towns and villages are safe to use

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

- 78% agree that we need to look for other ways to have eco-friendly toilets across Denbighshire

**13. Improve awareness and information availability on toilet provision in Denbighshire by ensuring public toilets are signposted correctly. Ensure this information is correct on our website and investigate other mapping schemes to promote the availability of Denbighshire's own provision and other provision which is also available for public use**

- Almost all respondents (93-97%) agree that we need to ensure the public toilets are signposted clearly

The number and percentage of responses for each point within the action plan can be viewed at [Appendix 2](#).

## **Qualitative data – Further Comments**

Participants were asked to provide further comments if they disagreed with any of the actions. We received 80 comments which have been grouped into the following themes. Several comments included more than one theme.

- Public should not use toilets within health settings if not attending for appointments
- Private businesses should not have to open their toilets for non-customers
- Public toilets are an essential service
- Toilets should be free to use for all
- Toilets should be council-owned as Denbighshire's responsibility
- Access to public toilets

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- Charge to use public toilets, cash and card both accepted
- Cleaning of public toilets
- Location of public toilets, especially near tourist attractions

Participants were also asked to tell us if they thought there was anything missing from the actions. We received 116 comments which have been grouped into the following themes. Several comments included more than one theme.

- Availability of public toilets, opening hours and tourist season
- Offer of free public toilets
- Tourism
- Safety and sustainability of public toilets
- Upgrading of existing facilities
- Physical and mental impact of closing public toilets
- Review of Council's budget for the provision of public toilets
- Support for and from local businesses

The number of responses received in each theme can be viewed at [Appendix 3](#).

### Next steps

The Council would like to take this opportunity to thank everyone for sharing their thoughts and opinions about the draft Local Toilets Strategy.

The consultation responses will now be analysed and will inform the final Local Toilets Strategy and Action Plan which will be published in due course.



## Appendices

### Appendix 1

<b>Which of the following best describes you?</b>		
<b>Response</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
I live in Denbighshire (includes 1 x "Concerned Council Tax Payer")	<b>398</b>	<b>87</b>
I work in Denbighshire	<b>19</b>	<b>4</b>
I am a visitor/tourist to Denbighshire	<b>24</b>	<b>5</b>
I am a Denbighshire County Councillor, Member of a City, Town or Community Council, Aelod y Senedd or Member of Parliament	<b>7</b>	<b>2</b>
I am a representative of an organisation which supports people with disabilities or other needs which impacts their toilet use	<b>3</b>	<b>1</b>
Other		
- Live and work in Denbighshire	<b>1</b>	
- Retired	<b>1</b>	<b>1</b>
- Live in Flintshire, shop in Denbighshire	<b>1</b>	
- Educationalist	<b>1</b>	

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<b>Does your organisation primarily support....?</b>		
<b>Response</b>	<b>No. of Respondents</b>	<b>% of Respondents</b>
Adults with a disability or long-term/chronic health condition	<b>3</b>	<b>100</b>
Children or young people with a disability or long-term/chronic health condition	<b>0</b>	<b>0</b>
People who are pregnant	<b>0</b>	<b>0</b>
Older and/or elderly people	<b>0</b>	<b>0</b>
Homeless people	<b>0</b>	<b>0</b>
Gypsy, Roma and Traveller communities	<b>0</b>	<b>0</b>
Other	<b>0</b>	<b>0</b>

<b>Which of the following places do you live, work in or visit the most?</b>			
<b>Response</b>	<b>I live here</b>	<b>I visit here</b>	<b>I work here</b>
Rhyl	<b>117</b>	<b>143</b>	<b>23</b>
Prestatyn	<b>95</b>	<b>175</b>	<b>15</b>
Dyserth	<b>8</b>	<b>174</b>	<b>10</b>
Rhuddlan	<b>14</b>	<b>188</b>	<b>13</b>
St. Asaph	<b>21</b>	<b>175</b>	<b>19</b>
Denbigh	<b>50</b>	<b>156</b>	<b>24</b>
Ruthin	<b>55</b>	<b>157</b>	<b>12</b>
Llangollen	<b>25</b>	<b>180</b>	<b>10</b>
Corwen	<b>7</b>	<b>112</b>	<b>9</b>

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## Appendix 2

The following tables show the number of respondents who agreed or disagreed with the goals and actions proposed.

The remaining percentage of respondents either chose “Don’t Know” as their response or did not answer the question.

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will work to make sure everybody who needs a toilet has access to one which meets their needs	424	93	24	5
We will work to make sure that an appropriate toilet is never far away	419	92	29	6
We will work to make sure that everyone can access a toilet without prejudice or bias.	405	89	31	7

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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
Some towns and villages in Denbighshire do not need public toilets. We will work to understand which public toilets are available in all towns and villages in Denbighshire, including those that do not need to have them.	156	34	263	58

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will look at the availability of public toilets, including opening hours	420	92	22	5
We will assess the cleaning schedule	417	91	23	5
We will assess the condition and maintenance requirements of the toilets	420	91	21	5

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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will look to see if toilets owned by the Council can be run and looked after by our partners in towns and villages across Denbighshire	256	58	141	31

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will check the cost of using the public toilets to make sure we have enough money in our budget to provide a toilet in an area that is needed	287	63	135	30

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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will explore any grants available to help us upgrade facilities for contactless card payments	338	74	93	20
We know people do not always have the right change in cash to use a public toilet. So we will assess whether it is necessary to accept both cash and card payments at our facilities	357	78	75	16

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
Assess the current number of 'Changing Places' toilets in Denbighshire	395	86	24	5
Work with partners to see if 'Changing Places' toilets can be installed in other areas across Denbighshire	362	79	42	9

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Explore any grants available for partners/independent companies to install these facilities on their premises	362	79	62	14
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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will work to understand which council-owned buildings have toilets available in all towns and villages in Denbighshire, including those that do not need to have them.	375	82	52	11

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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will work with GP surgeries, hospitals, etc to see if their facilities can be used by the public who are not visiting for an appointment in all towns and villages across Denbighshire	244	53	181	40

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will encourage local businesses to open their toilets for members of the public who are not customers to increase the number of free-to-use toilets across Denbighshire	248	54	170	37



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	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will work with North Wales Police and partners to make sure toilet facilities in all towns and villages are safe to use	432	95	14	3

	AGREE		DISAGREE	
	No. of respondents	% of respondents	No. of respondents	% of respondents
We will look for other ways to have eco-friendly toilets across Denbighshire	357	78	58	13

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	AGREE			DISAGREE	
	No. of respondents	% of respondents		No. of respondents	% of respondents
We will make sure people know where public toilets are in Denbighshire by putting up clear signs	443	97		8	2
We will keep information accurate and up to date on our website	438	96		8	2
We will look into other maps that show where toilets are available for everyone to use	425	93		11	2

## Appendix 3

Comments received from respondents who disagree with the points in the action plan:

Theme	No. of comments received
Public should not use toilets within health settings	28
Private businesses should not have to open their toilets to non-customers	19
Public toilets need to stay open as an essential service	16
Toilets should be free to use for all	13
Toilets should be council owned and should be Denbighshire's responsibility	10
Access to toilets is important	7
Cash and card payments should be accepted	5
All towns and villages need at least 1 public toilet	5
Denbighshire residents' Council Tax should help pay for public toilets	4
Existing toilets need to be upgraded and have a regular cleaning schedule rather than self-cleaning toilets installed	4
More public toilets are needed, not less	3
Closing public toilets will cost more on the streets with people urinating	3
Closing public toilets will discriminate against disabled people	3
Closing toilets will impact on people being able to go out and socialise	2
Toilets needs to be by public attractions	2
Travellers are provided with toilets when they arrive on site, so public toilets should remain for all	1

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Comments received from respondents of points missing from the action plan:

Theme	No. of comments received
Public toilets should be available 24 hours a day, 7 days a week	11
Consideration must be given to offering free public toilets	7
Accessible toilets should be in all towns and villages with a central point	7
Public toilets are needed to attract tourists to Denbighshire	5
Safety and sustainability need to be addressed	4
Upgrade the standard of existing facilities instead, and include Changing Places	4
RADAR key and changing facilities should be available 24/7 at a reduced cost	3
The physical and mental impact of closing toilets needs to be understood	3
The council's budget should be reviewed to make sure there is more money for public toilets	3
Businesses signing up for the Community Toilet Scheme should be supported with lower priced supplies through bulk buy	2
Public toilets need to be in accessible locations i.e near shops and beach	2
The local authority should have a well-being duty to provide toilets	2
Location of public toilets could be added to apps to help visitors	2
Charge for all public toilets and they will pay for themselves	2
Subcontract the cleaning to an external company	1
Automatic locking of toilets does not always work, please do not install	1
Closing public toilets will force people to urinate outside	1

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Publish a Mobile Toilet Strategy for events	<b>1</b>
When introducing a charge, this should only be for 1 parent with children not individual charges	<b>1</b>
Installing contactless payment may stop some people from being able to access	<b>1</b>
Collaborate with neighbouring authorities to continue providing services	<b>1</b>
Consider a tourism tax to help pay towards toilet provision	<b>1</b>
Automatic / unmanned toilets are a good idea to keep more open	<b>1</b>
Use eco-toilets in more rural areas	<b>1</b>
Ask businesses to sponsor toilets to help with the cost	<b>1</b>
Ask voluntary groups to contribute to the outside appearance	<b>1</b>
Run a Cleanest Toilet competition for those businesses signed up to the Community Toilet Scheme	<b>1</b>