



Newport City Council

Draft Local Toilets Strategy

November 2019

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1 Introduction

Wherever people go, outside of their own homes, they depend on toilet facilities for the enjoyment of their visit. Visitors, who may be some distance from their homes, also depend on provision to accessible toilets. Toilets can make a significant impact upon the comfort of individuals and families who visit public spaces and their perception of the area as a desirable place to visit.

Provision of, and access to toilets is an issue that affects public health. Accessible, clean toilets that are well located in places such as the city centre and local shopping areas, parks, tourist attractions and active travel routes can help encourage people to shop, socialise, explore the area, take exercise and stay more physically active. This has clear health and economic benefits. Conversely, a lack of adequate toilet facilities can impact on a person's physical and mental health, as well as affecting the wider health of the population.

Therefore the provision of toilets has implications for public and individual health, transportation, prevention of anti-social behaviour, urban design, economic and cultural development and social equity and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who goes to shopping centres, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who moves about on foot, or bicycle, private or public transport, whether for work or pleasure.

Toilets for public use matter to everybody who goes 'away from home' for some reason and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and carers of babies and young children. These groups can be disproportionately affected by poor provision. For example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity in later life.

2 Why is a Local Toilets Strategy required for Newport?

Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area. The strategy is built around the principles of coproduction, through local authority engagement with a broad range of potential providers and users.

Local authorities in Wales now have the responsibility to:

- assess the need for toilet provision for their communities;
- plan to meet those needs;
- produce a local toilets strategy; and
- Review the strategy, update and publicise revisions.

It is important to note that the duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly.

The Council must take a strategic view on how facilities can be provided and accessed by their local population.

The Well-being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which tells public bodies how to go about meeting their duty under that Act. The principle is made up of five ways of working that public bodies should follow when carrying out sustainable development. These are:

- looking to the long term so we do not compromise the ability of future generations to meet their own needs;
- taking an integrated approach;
- working with others in a collaborative way to find shared sustainable solutions;
- involving a diversity of the population in the decisions affecting them; and
- acting to prevent problems from occurring or getting worse.

Due regard has been made to the above five ways of working when assessing the needs of the population in Newport and drafting this strategy. A Fairness & Equalities Impact Assessment has been completed and can be found at [Appendix A](#).

3 The Aim of this Strategy

The overall aim of this Strategy is to review where public toilets are currently provided in Newport and establish an action plan to ensure adequate toilet facilities are available in the future to meet the needs of the public.

To achieve this, we will:

- Identify the current level of provision of public toilets;
- Identify any gaps in current provision;
- Analyse the findings of the completed assessment of need for toilets in Newport;
- Consider the requirements of the general population;
- Identify the needs for particular user groups;
- Assess the awareness of the location of toilets and address issues to increase awareness; and,
- Develop an action plan.

4 Historical and current context – toilet provision by Newport City Council

Historically the Council (City Services, previously known as Streetscene) has operated a number of traditional standalone toilet blocks or facilities within buildings but over the years they have been reduced in number due to budget pressures and difficulties with managing anti-social behaviour associated with them. The last of these 'traditional' toilets were closed to make budget savings for 2018/19. Many of these have now been through (or are currently going through) processes to either dispose of the asset or transfer to Community Groups. One set of facilities has also been reopened following discussions with an external body and another Council

Service Area, who have jointly agreed to operate the toilets to support tourism in the locality.

Traditional public toilets were previously provided in the City's bus station but were replaced with upgraded facilities within the Friars Walk Shopping Centre when that was developed.

Identifying the current toilet provision within Newport to assist with the development of the strategy, has highlighted that whilst Streetscene/City Services have closed facilities as described above, other Council Service Areas continue to be responsible for a variety of toilets. These are detailed within the list of all toilets in Appendix B but the Service Areas involved and the locations are summarised below:

Council Service Area	Location of toilets
Regeneration Investment & Housing	Council-staffed Community Centres
Regeneration Investment & Housing	Transporter Bridge Visitor Centre
Regeneration Investment & Housing	Museum & Art Gallery/Central Library
Regeneration Investment & Housing	Newport Market
Regeneration Investment & Housing	Civic Centre
City Services (Parks)	Parks

The provision of these toilets has become increasingly important with the closure of traditional toilets and striving to protect and enhance these facilities will be a key part of the strategy.

5 How has this strategy been developed?

It was recognised at an early stage that toilets that are available to the public are operated by multiple teams across the Council, private businesses, social enterprises and charitable trusts. Therefore the author liaised with as many of these parties as possible to fully understand the current situation. In addition detailed discussions were held with the Council's Destination Development Manager and the Environment & Leisure Service Manager to understand the tourism and active travel aspects respectively.

Due regard has been made to demographic and local health data which can be found at <http://www.newport.gov.uk/atlas/en/Profiles/Newport-community-wellbeing-profiles.aspx> or by searching for 'Newport Community Well-being Profiles' in an internet search engine.

In order to assess gaps in provision of toilets and undertake a Needs Assessment, a short public consultation questionnaire was operated during April 2019 using the Bus Wi-Fi within Newport. This works by asking passengers to answer a small number of questions before they are provided with access to the Wi-Fi. This resulted in 3,716 responses – a valuable set of data.

A more detailed public consultation was then undertaken over a 4-week period between the 11 June and 9 July 2019. This comprised of a longer set of questions available as an online questionnaire on the Council's 'Have Your Say' webpage. The consultation was also publicised directly to the One Newport Public Services Board

and the wider partnership through the One Newport Bulletin. This questionnaire was completed by only 53 respondents but this still provided some useful data.

Colleagues also consulted with the Newport Access Forum to obtain their views and Gwent Police have provided some feedback in relation to the City Centre Night-time Economy.

The full results of the public consultation questionnaires are set out in Appendix C.

6 Key results of the Needs Assessment

6.1 Bus Wi-Fi survey:

- **3,716 respondents in total**
- The majority of respondents (28%/1034 no.) were aged between 18 and 24 years old, followed by 20% (751 no.) aged between 25 and 34 years.
- Responses were received from all age categories.
- 37% of respondents were male, 47% female and 5% (179 people) described themselves as non-binary i.e. not exclusively masculine or feminine.
- 24% of respondents considered themselves to be disabled.
- Just over 53% of respondents said that access to toilets was a big or slight issue for them when out in Newport.
- Regarding which statement best described respondent's experience if they needed the toilet when out in Newport, 30% said they would use public toilets, 19% said they didn't know where public toilets were located, 19% said they would use facilities in business premises and 11% said they would wait until they got back home etc. 20% of respondents said this would not concern them.
- 61% said that they would require additional space in a toilet for a carer and 54% said they would require additional space for a wheelchair.
- 18% said they would require better access due to mobility issues.
- 10% said they would require baby changing facilities.
- The highest % of responses to the question concerning where respondents felt that publically accessible toilets were not available was 53% regarding the city centre, followed by 52% who mentioned parks, and 46% said toilets were not available in local shopping areas.

6.2 Detailed public consultation questionnaire:

- **53 responses in total**
- 88% of respondents said they were a resident of Newport.
- 28% said they were someone who worked in Newport.

6.2.1 City Centre

- Just 8% of respondents said that toilets in the city centre before 9am and after 6pm were adequate to meet their needs.
- In contrast 33% said that toilets in the city centre during the day were adequate to meet their needs but 48% said they were inadequate.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of

the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.

- The majority of respondents did not have knowledge of changing facilities for those with disabilities in the city centre, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in the city centre, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.2 Parks & Visitor Attractions

- For parks and visitor attractions, the majority of respondents said that facilities were inadequate. 75% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents said that baby changing facilities at parks and visitor attractions were inadequate across the 3 time periods.

6.2.3 Public Buildings

- The majority of respondents said that facilities were inadequate. 48% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening. Many respondents did not have knowledge of the situation.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in public buildings, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.4 Local Shopping Areas

- The majority of respondents said that facilities were inadequate in local shopping areas. 58% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in local shopping areas, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.5 Thinking about Newport more widely

- The majority of respondents strongly agreed with all of the following statements:
 - There are too few facilities
 - The location of facilities is not convenient
 - The location of the facilities does not feel safe
 - There is not enough information on where facilities are located
 - The lack of facilities has stopped me for visiting certain locations
 - Facilities are not open at the times I need them
 - The cleanliness of facilities is generally good
 - Toilets should be free to use
 - I don't like using toilets in shops or restaurants because I feel like I need to buy something

6.3 Newport Access Forum:

Some of the key points raised in this forum were:

- There are no changing rooms for disabled persons with a hoist in Newport
- Cubicles need to be wider to accommodate wheelchairs or carers
- It would be good if businesses would offer up their facilities [to non-customers]
- An app [for smart phones] to show the location of toilets would be good
- Better signage is needed and a distinctive logo should be used by businesses
- Access to a toilet near the bus station in Newport is an issue
- A 20p charge to use a toilet would be acceptable
- It is more progressive to have a gender neutral toilet with facilities to suit all users, rather than traditional male/female cubicles

6.4 Comments from Gwent Police:

Specifically in relation to the Night-time Economy, Gwent Police commented that urinating in public was a common form of anti-social behaviour, particularly late at night/in the early hours of the morning in areas near to where members of the public gather to catch taxis after drinking heavily. The Police asked that the Strategy should include an action in relation to this.

7 Discussion of the results of the consultations

It is clear from the consultations that publically accessible toilets are important to large numbers of people. This includes people who consider themselves disabled and require facilities that are accessible, larger (for wheelchairs or carers) and in some cases equipped with hoists etc. 61% of respondents to the bus Wi-Fi survey said they would require additional space in a toilet for a carer and 54% said they needed additional space for a wheelchair. This view was also highlighted by the Newport Access Forum and overall this strongly indicates that traditional toilet cubicles are inadequate and larger, more flexible facilities are required.

The majority of respondents felt that current toilet facilities were inadequate in the city centre, parks, visitor attractions and local shopping areas at all times of the day.

Although many respondents did not know about baby changing facilities or those in public buildings, those that did said facilities were inadequate across the board. One of the respondents to the detailed public consultation mentioned that toilets are often too small to fit pram and other children inside, reinforcing the point about flexible facilities made above.

The majority of respondents strongly agreed that facilities were too few in number, that locations were not convenient, that information on locations was lacking and that facilities were not open when they needed them. Some respondents specifically mentioned that toilets at parks were not open at times when people were likely to want to use them and one gave the example of this being bank holidays.

The majority of respondents also felt that toilets were often not clean.

Many respondents also said that they did not like using toilets in shops or restaurants because of feeling like they needed to buy something and this can be linked to the desire for better signage of toilets where businesses are happy for non-customers to use them.

Gwent Police raised the interesting point about the provision of toilets to support the night-time economy and reduce anti-social behaviour i.e. urinating in public.

Temporary toilet facilities could be made available for use by the public, however ensuring public safety would be a key consideration before trialling such a scheme.

8 Signposting and mapping publically available toilets

This is an important part of the strategy so that people who need to use a toilet can easily access information about the location, opening times, accessibility and type of facilities available.

The Council will periodically review and update the Welsh Government “Lle” data repository to allow access to accurate information by guide and map publishers, residents and visitors. Lle is a geo-portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. Lle will generate all-Wales maps based on the datasets provided by local authorities that can be configured to focus on either the national picture, or on more local areas. The data included in the Lle map will be available as an open data service accessible to everyone. The link to the Lle portal is below.

<http://lle.gov.wales/home>

The dataset will be available in Welsh and English. The public will be able to see and search the data as it appears on the Lle website, to see the whole of Wales or to look at particular areas.

The Welsh Government has not developed an app, as many people are unable to use a smartphone for a number of reasons. It is more appropriate to focus on

ensuring the information is available online through a wide range of websites and via traditional offline methods.

However, as the data provided by local authorities is to be made available as open data, it will be available for reuse by third parties, via the joined dataset behind the Lle map. This might include other online map services, app developers or commercial interests, as well as being available for reuse by other public sector organisations. It is envisaged that the locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones via third parties.

Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The sticker will display the logo stipulated by Welsh Government. The British Toilet Association (BTA) also recommends signs be fitted on the outside with information like opening hours, contact information for reporting problems and the specific facilities provided inside, such as if there is a baby-changing room.

A list of publicly available toilets where there has been agreement that they can be mapped is contained at Appendix 2. Full details of location, opening times and facilities available will be included on the Lle and Dewis websites and updated at regular intervals. The Council will also ensure that details are publicised on the Council's website.

9 Action Plan

Action Reference	Action	Lead Service Area and Officer	Progress	Date
1	Publically accessible toilets currently provided by the Council are protected for the future and enhanced where possible.			
2	Council Service Areas fully consult across the Council before making changes to toilet provision in the city.			
3	The impact on the provision of publically accessible toilets is considered when making or amending all Council policies and strategies.			
4	Where the Council has direct control over land or buildings, the redevelopment or overhaul of that land or building will include publically accessible toilets to meet the assessed needs of the public.			
5	Where the Council has indirect influence over developments, developers will be advised to fully consider the provision of publically accessible toilets to meet the assessed needs of the public and the Council will give advice on the assessed needs of the public.			
6	Develop a business case to introduce a charging mechanism for appropriate toilet facilities to subsidise the operating costs, initially focussing on Caerleon Pavilion Broadway public toilets.			

Action Reference	Action	Lead Service Area and Officer	Progress	Date
7	Continue to support appropriate groups to operate toilets following Community Asset Transfers or other agreements with the Council.			
8	Engage with retailers to seek agreement that their toilets will be made available to the public, regardless of whether users are customers.			
9	Engage with public sector organisations to seek agreement that toilets will be made available to the public, regardless of whether users are customers/service users.			
10	Engage with 3 rd Sector organisations to seek agreement that toilets will be made available to the public, regardless of whether users are service users.			
11	Publically accessible toilets are adequately sign-posted and mapped including on the Council's website.			
12	Ensure that the toilet logo sticker is displayed at the entrance to premises that have agreed to be mapped.			
13	Carry out a feasibility study to determine if temporary outdoor toilet facilities in the city centre can be provided to meet the needs of the Night-time Economy in order to reduce incidents of anti-social behaviour.			
14	Ensure that toilet provision is considered for existing and future Active Travel routes.			

Action Reference	Action	Lead Service Area and Officer	Progress	Date
15	Ensure that the impact of toilet provision on local tourism is fully assessed and appropriate action taken.			
16	Assess the feasibility of including a clause in future Council leasing agreements, requiring the provision of publically accessible toilets, with a specification to meet the assessed needs of the public.			

10 Monitoring and Reviewing the Strategy

The implementation of this Strategy will be overseen by the Resilient Communities Board within Newport City Council. A report on the progress of the Actions set out in this Strategy will be presented to this board on a monthly basis.

The Public Health (Wales) Act 2017 provides specific timescales that must be followed in relation to the review of this Strategy. In line with its statutory obligation the Council will:

- Prepare an interim progress report setting out the steps taken in line with the Strategy every two years from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period.
- Review the Strategy within a year of each Council Election. If no changes are made to the Strategy following the post-election review, then the Council will publish an interim progress statement covering a two year period commencing from the date of the last election.

The Council may also review this Strategy at any time as necessary. On completion of any review, the Council will publish a statement of the steps it has taken in accordance with the Strategy. If following a review, the Strategy is revised, the Council will publish the revised Strategy and then prepare an interim progress report covering the two year period commencing from the date of publication.

Appendix A - Fairness & Equalities Impact Assessment

To follow

Appendix B - List of public toilets in Newport

List compiled before public consultation to undertake a Needs Assessment

Tredegar Park	Beechwood Park
Belle Vue Park	Newport Museum & Art Gallery / Central Library
Transporter Bridge Visitor Centre	Friars Walk Shopping Centre
Newport Market	Civic Centre
Pavilion, Broadway, Caerleon	Alway Centre
Rivermead Centre	Beaufort Centre
Bettws Community Centre	Caerleon Community Centre
Gaer Community Centre	Maesglas Community Centre
Moorland Community Centre	Ringland Community Centre
Shaftesbury Community Centre	Fourteen Locks Canal Centre
Geraint Thomas National Velodrome of Wales	Maindee Library
Newport International Sports Village – Swimming Pool & Tennis Centre	

Appendix C - Full results of Public Consultations

Bus Wi-Fi Survey – 3,716 respondents

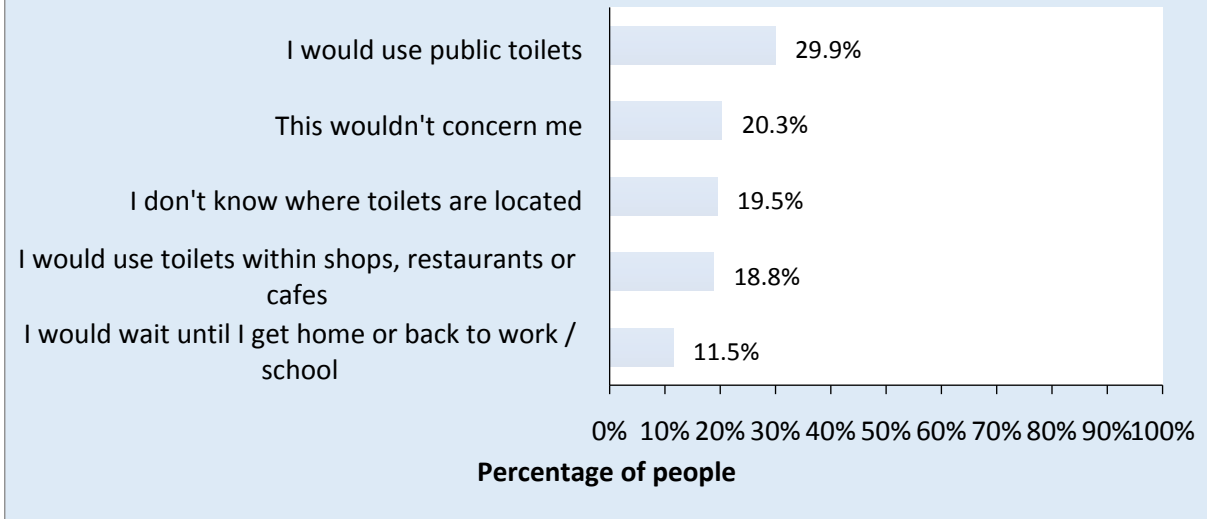
1) How much of an issue is access to toilets when you are out in Newport?

Issue	Number of people	Percentage of people
Big issue for me	1018	27.40%
Slight issue for me	969	26.08%
Not an issue at all	1729	46.53%
Total responses	3716	

2) When you are out in Newport, which of the following best describes your experience if you need to use the toilet?

Your experience	Number of people	Percentage of people
I would wait until I get home or back to work / school	427	11.49%
I would use toilets within shops, restaurants or cafes	700	18.84%
I don't know where toilets are located	723	19.46%
This wouldn't concern me	754	20.29%
I would use public toilets	1112	29.92%
Total responses	3716	

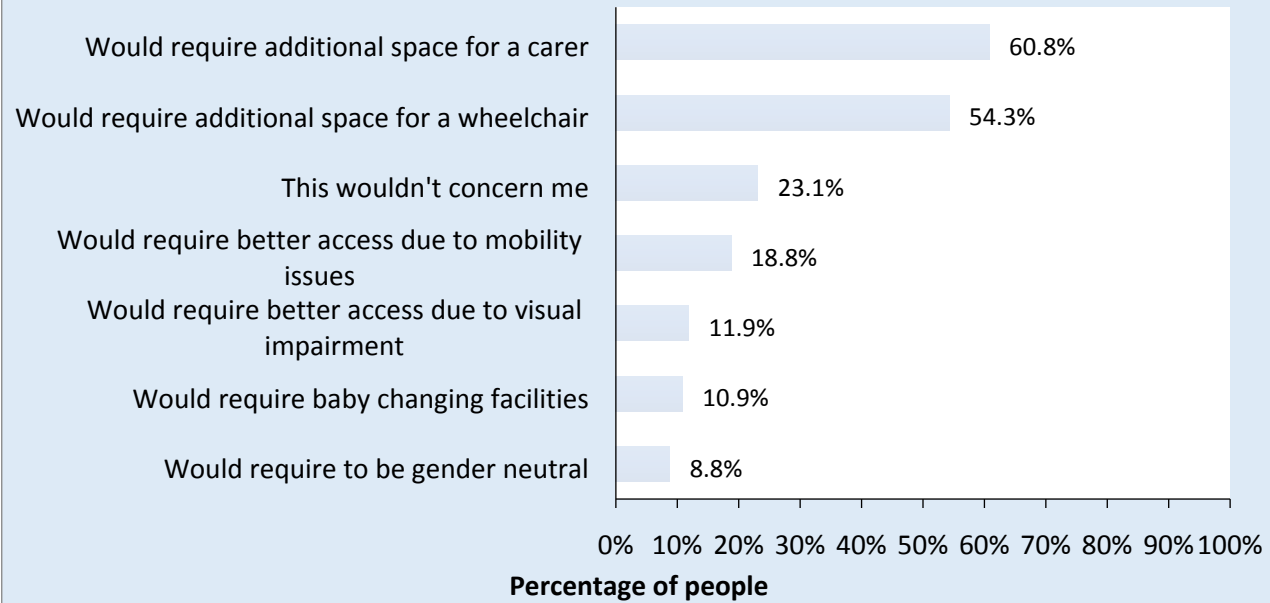
When you are out in Newport, which of the following best describes your experience if you need to use the toilet?



3) If you or someone you are caring for requires access to more than a basic toilet which of the following would apply?

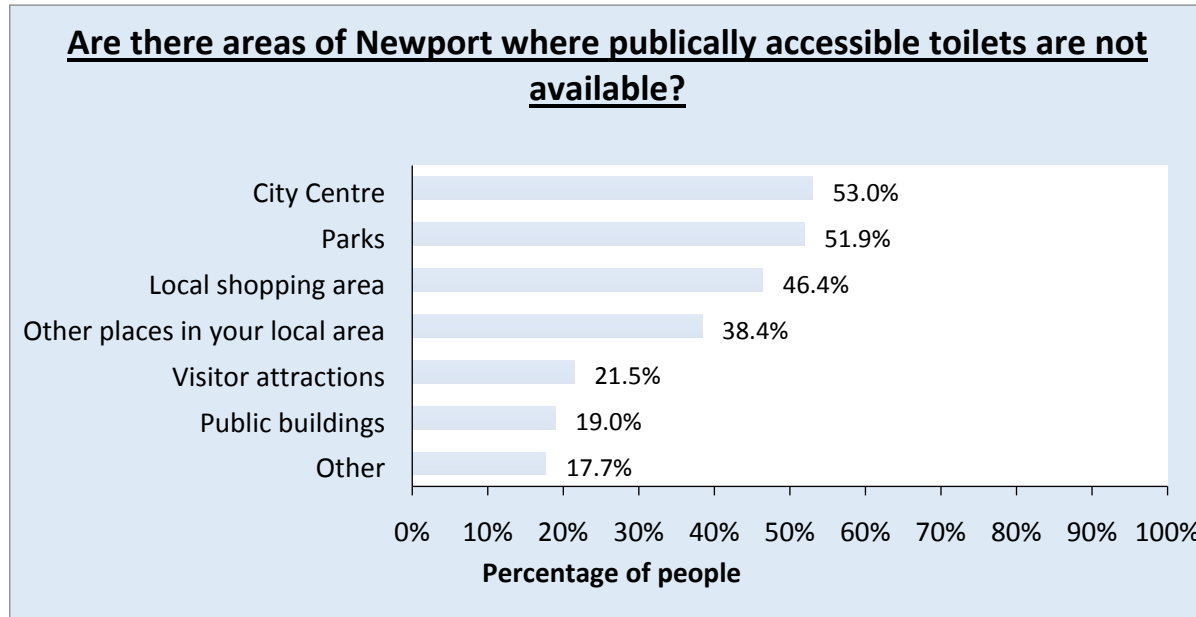
Additional access requirements	Number of people	Percentage of people
Would require to be gender neutral	326	8.77%
Would require baby changing facilities	404	10.87%
Would require better access due to visual impairment	442	11.89%
Would require better access due to mobility issues	697	18.76%
This wouldn't concern me	859	23.12%
Would require additional space for a wheelchair	2017	54.28%
Would require additional space for a carer	2259	60.79%
Total responses	3716	

If you or someone you are caring for requires access to more than a basic toilet, which of the following would apply?



4) Are there areas of Newport where publically accessible toilets are not available? Please tick all that apply.

Areas public toilets are not available	Number of people	Percentage of people
Other	658	17.71%
Public buildings	705	18.97%
Visitor attractions	798	21.47%
Other places in your local area	1427	38.40%
Local shopping area	1725	46.42%
Parks	1930	51.94%
City Centre	1970	53.01%
Total responses	3716	



5) Age?

Age	Number of people	Percentage of people
Under 12 years old	69	1.86%
12-17 years old	681	18.33%
18-24 years old	1034	27.83%
25-34 years old	751	20.21%
35-44 years old	483	13.00%
45-54 years old	318	8.56%
55-64 years old	209	5.62%
65+ years old	171	4.60%
Total responses	3716	

6) Gender?

Gender	Number of people	Percentage of people
Non-binary	179	4.82%
Man	1374	36.98%
Woman	1742	46.88%
Other	170	4.57%
Prefer not to say	251	6.75%
Total responses	3716	

7) Does your gender identity match your sex as registered at birth?

Gender Identity	Number of people	Percentage of people
Yes	2494	67.12%
No	546	14.69%
Prefer not to say	676	18.19%
Total responses	3716	

8) Do you consider yourself to be disabled as defined in the Equality Act 2010?

Disabled	Number of people	Percentage of people
Yes	894	24.06%
No	2069	55.68%
Prefer not to say	753	20.26%
Total responses	3716	

Detailed public consultation questionnaire – 53 responses

1) Please indicate your interest in this consultation: (please tick all that apply)

	Number of people	Percentage of people
As a local elected member	0	0.00%
As a visitor to Newport	2	3.77%
Other	2	3.77%
Representing a local group or organisation	3	5.66%
As a local business person	5	9.43%
As someone who works in Newport	15	28.30%
As a resident of Newport	47	88.68%
Total responses	53	

Please give details:

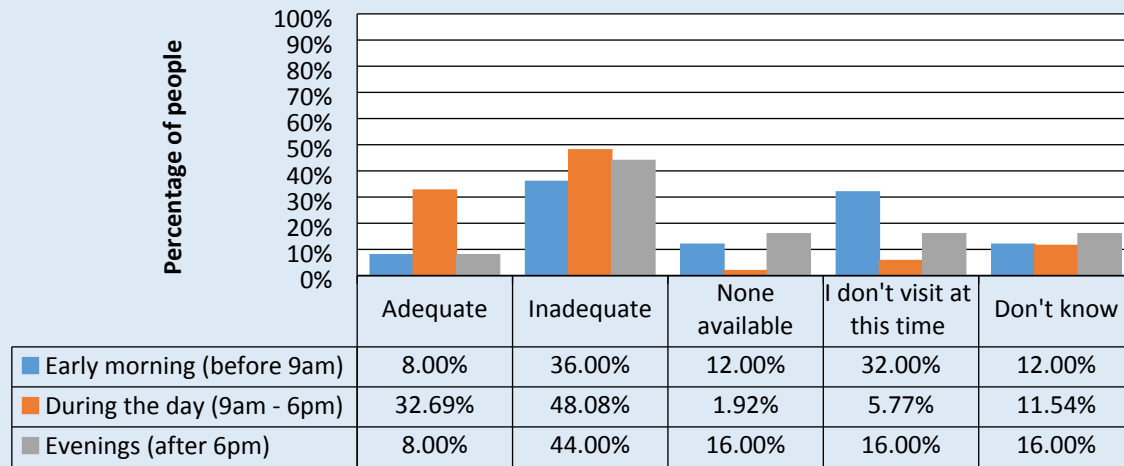
Please give details: (11 comments received)	
1	Using local parks etc for recreation
2	Easy access is needed for my disability.
3	I live in Caerleon and I'm disgusted by the lack of toilet facilities available.
4	I live in Caerleon. It is imperative you open the public toilets in Caerleon. Thousands of tourists come to see our great heritage in Caerleon. You are destroying it by not suppling the basics of having a toilet facility in the village. Thousands of children come here week after week, some came in to the Town Hall this week, if was not good enough. The council are idiots by closing them, what a disgrace to you all, not my words, that of a foreign visitor from Japan.
5	I live in Caerleon
6	Caerleon
7	Alzheimer's Society (Community Support Manager for Newport area) and Women's Institute representative.

8	We are in the tourism business in the Caerleon area ie caravans ,motor homes and tents
9	Caerleon Arts Festival committee member.
10	We have a shop in Caerleon
11	As a Newport resident, I do most of my shopping in Newport and use the public toilets in the city centre

2) In the city centre, is the provision of toilets adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	4	8.00%	17	32.69%	4	8.00%
Inadequate	18	36.00%	25	48.08%	22	44.00%
None available	6	12.00%	1	1.92%	8	16.00%
I don't visit at this time	16	32.00%	3	5.77%	8	16.00%
Don't know	6	12.00%	6	11.54%	8	16.00%
Total responses	50		52		50	
No reply	3		1		3	

In the city centre, is the provision of toilets adequate or inadequate to meet your needs?

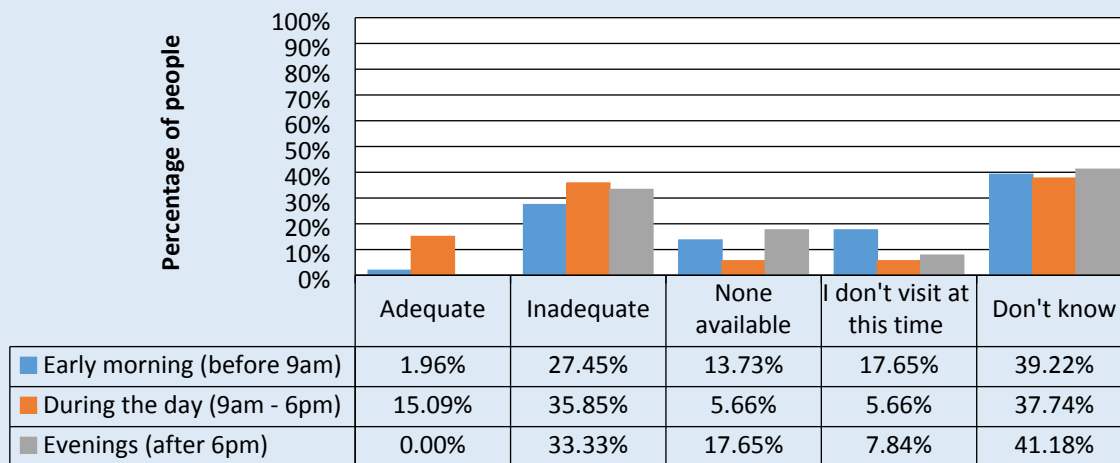


3) In the city centre, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	8	15.09%	0	0.00%
Inadequate	14	27.45%	19	35.85%	17	33.33%
None available	7	13.73%	3	5.66%	9	17.65%
I don't visit at this time	9	17.65%	3	5.66%	4	7.84%
Don't know	20	39.22%	20	37.74%	21	41.18%
Total responses	51		53		51	

No reply	2	0	2
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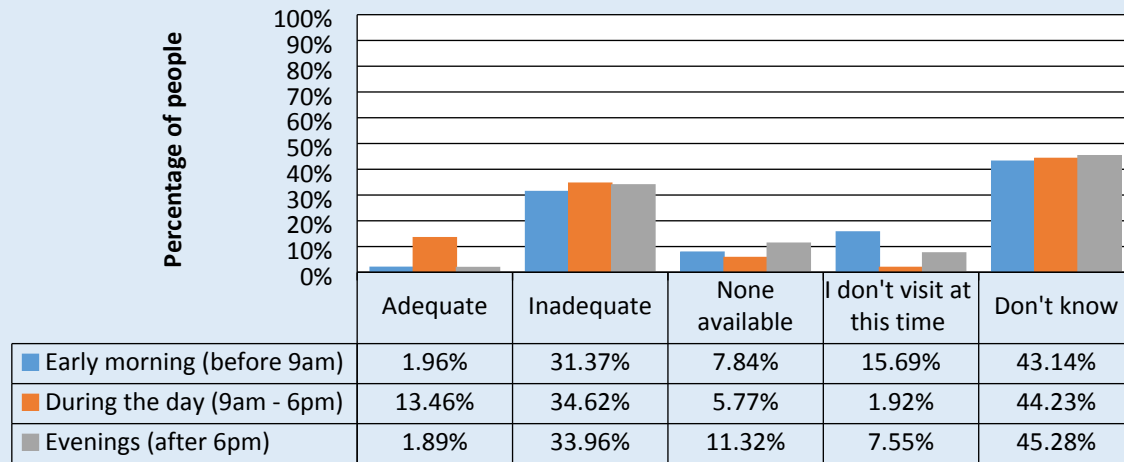
In the city centre, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?



4) In the city centre, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	7	13.46%	1	1.89%
Inadequate	16	31.37%	18	34.62%	18	33.96%
None available	4	7.84%	3	5.77%	6	11.32%
I don't visit at this time	8	15.69%	1	1.92%	4	7.55%
Don't know	22	43.14%	23	44.23%	24	45.28%
Total responses	51		52		53	
No reply	2		1		0	

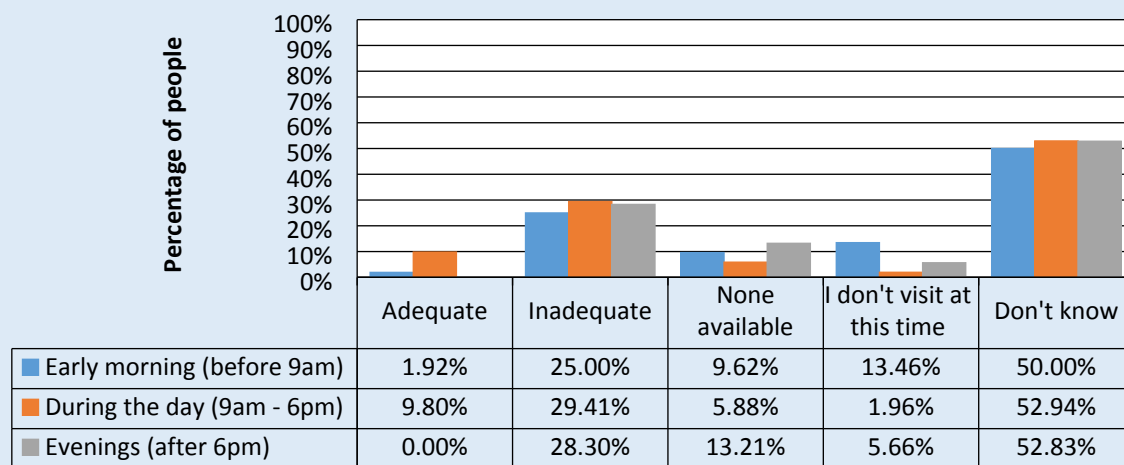
In the city centre, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?



5) In the city centre, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q5	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.92%	5	9.80%	0	0.00%
Inadequate	13	25.00%	15	29.41%	15	28.30%
None available	5	9.62%	3	5.88%	7	13.21%
I don't visit at this time	7	13.46%	1	1.96%	3	5.66%
Don't know	26	50.00%	27	52.94%	28	52.83%
Total responses	52		51		53	
No reply	1		2		0	

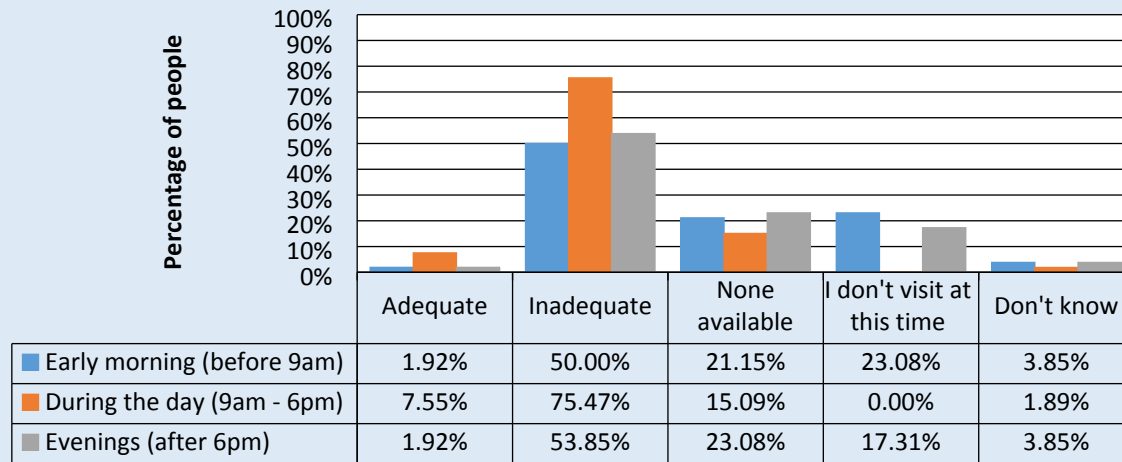
In the city centre, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?



6) At parks and/or visitor attractions, is the provision of toilets adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.92%	4	7.55%	1	1.92%
Inadequate	26	50.00%	40	75.47%	28	53.85%
None available	11	21.15%	8	15.09%	12	23.08%
I don't visit at this time	12	23.08%	0	0.00%	9	17.31%
Don't know	2	3.85%	1	1.89%	2	3.85%
Total responses	52		53		52	
No reply	1		0		1	

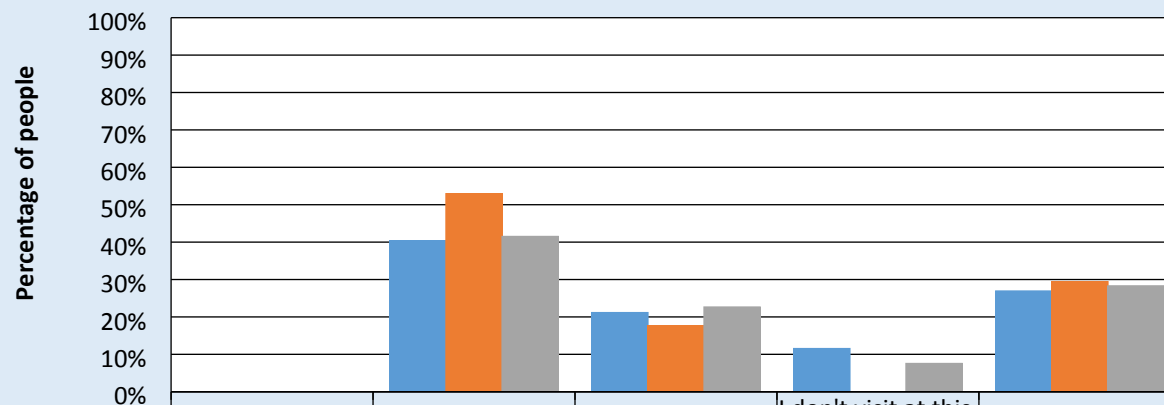
At parks and/or visitor attractions, is the provision of toilets adequate or inadequate to meet your needs?



7) At parks and/or visitor attractions, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q7	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	0	0.00%	0	0.00%
Inadequate	21	40.38%	27	52.94%	22	41.51%
None available	11	21.15%	9	17.65%	12	22.64%
I don't visit at this time	6	11.54%	0	0.00%	4	7.55%
Don't know	14	26.92%	15	29.41%	15	28.30%
Total responses	52		51		53	
No reply	1		2		0	

At parks and/or visitor attractions, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

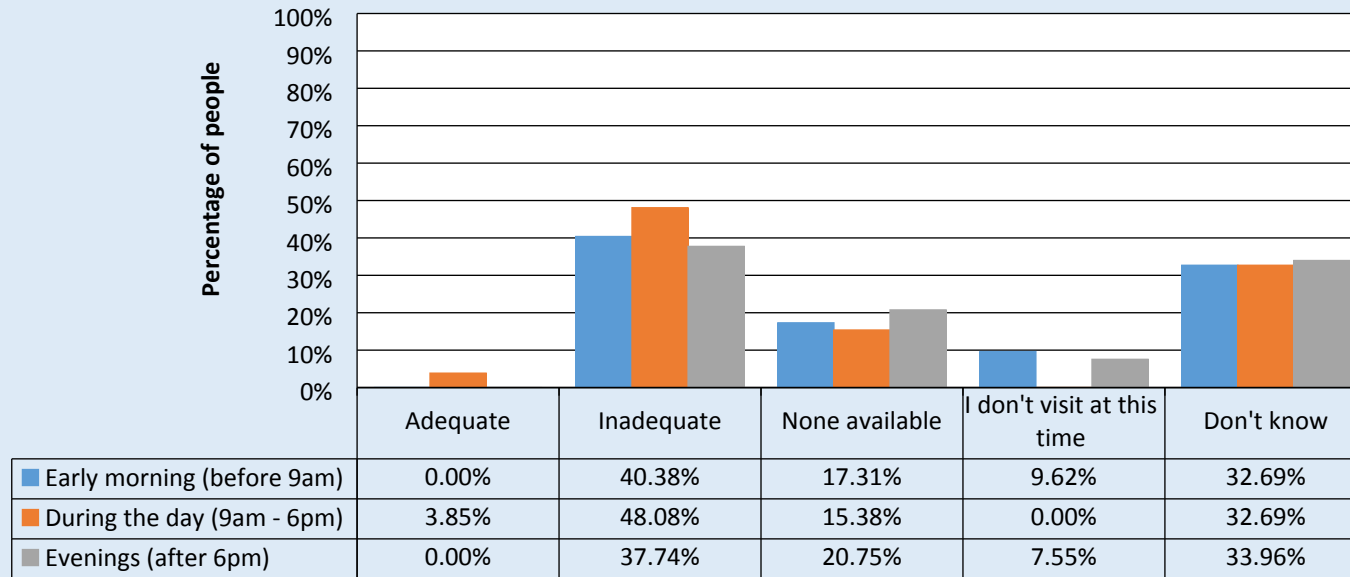


■ Early morning (before 9am)	0.00%	40.38%	21.15%	11.54%	26.92%
■ During the day (9am - 6pm)	0.00%	52.94%	17.65%	0.00%	29.41%
■ Evenings (after 6pm)	0.00%	41.51%	22.64%	7.55%	28.30%

8) At parks and/or visitor attractions, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q8	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	2	3.85%	0	0.00%
Inadequate	21	40.38%	25	48.08%	20	37.74%
None available	9	17.31%	8	15.38%	11	20.75%
I don't visit at this time	5	9.62%	0	0.00%	4	7.55%
Don't know	17	32.69%	17	32.69%	18	33.96%
Total responses	52		52		53	
No reply	1		1		0	

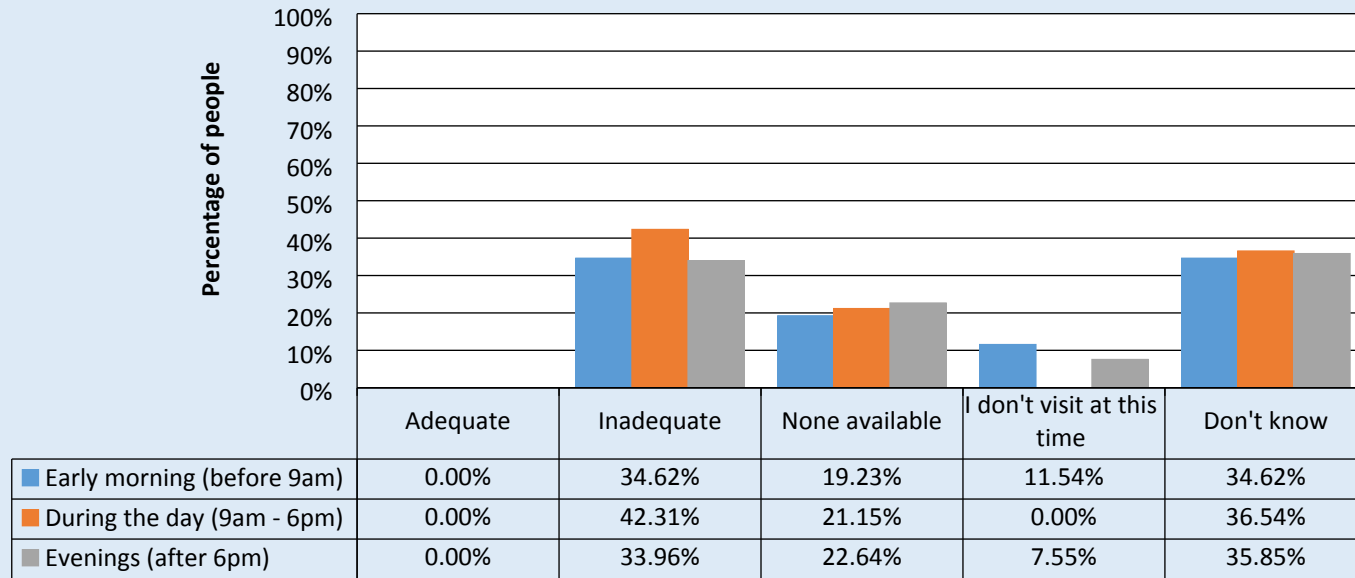
At parks and/or visitor attractions, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?



9) At parks and/or visitor attractions, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q9	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	0	0.00%	0	0.00%
Inadequate	18	34.62%	22	42.31%	18	33.96%
None available	10	19.23%	11	21.15%	12	22.64%
I don't visit at this time	6	11.54%	0	0.00%	4	7.55%
Don't know	18	34.62%	19	36.54%	19	35.85%
Total responses	52		52		53	
No reply	1		1		0	

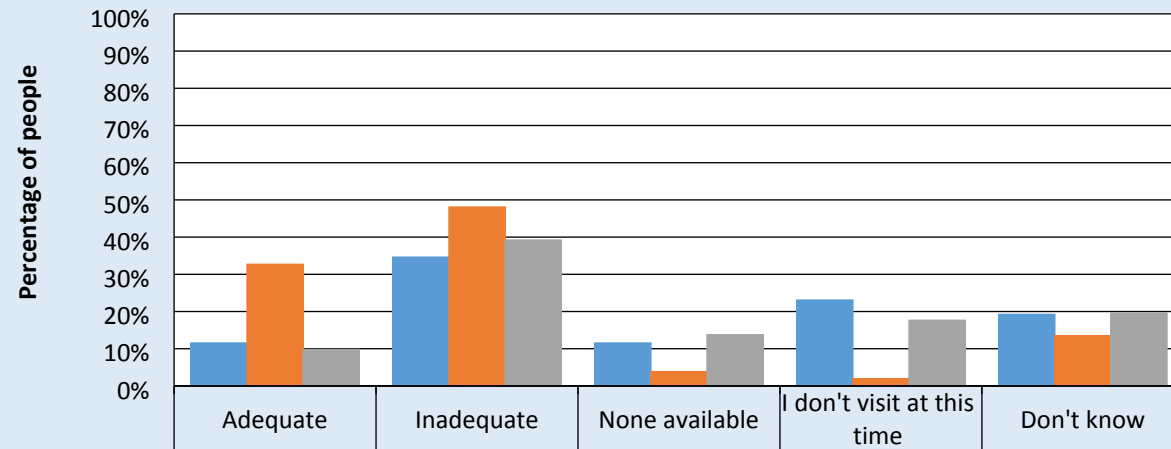
At parks and/or visitor attractions, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?



10) In public buildings, is the provision of toilets adequate or inadequate to meet your needs?

Q10	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	6	11.54%	17	32.69%	5	9.80%
Inadequate	18	34.62%	25	48.08%	20	39.22%
None available	6	11.54%	2	3.85%	7	13.73%
I don't visit at this time	12	23.08%	1	1.92%	9	17.65%
Don't know	10	19.23%	7	13.46%	10	19.61%
Total responses	52		52		51	
No reply	1		1		2	

In public buildings, is the provision of toilets adequate or inadequate to meet your needs?

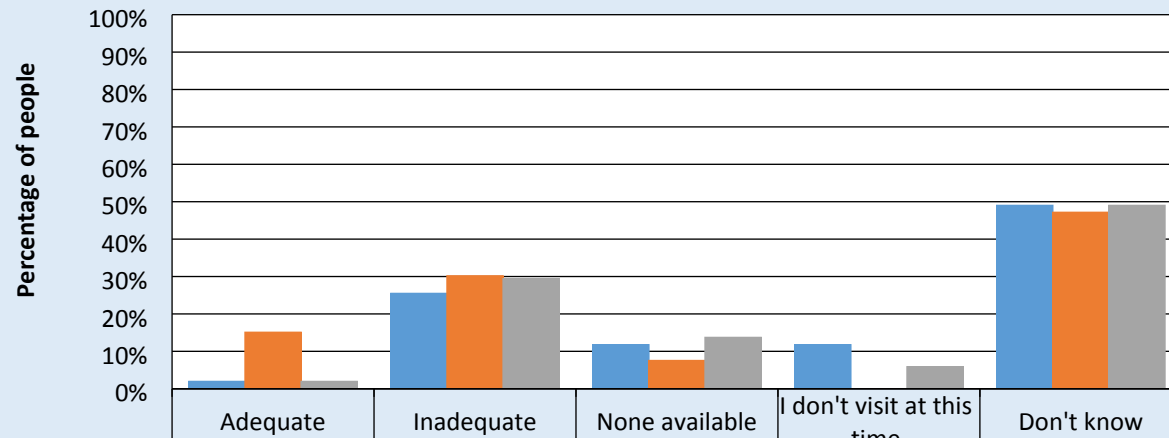


	Adequate	Inadequate	None available	I don't visit at this time	Don't know
■ Early morning (before 9am)	11.54%	34.62%	11.54%	23.08%	19.23%
■ During the day (9am - 6pm)	32.69%	48.08%	3.85%	1.92%	13.46%
■ Evenings (after 6pm)	9.80%	39.22%	13.73%	17.65%	19.61%

11) In public buildings, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q11	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	8	15.09%	1	1.96%
Inadequate	13	25.49%	16	30.19%	15	29.41%
None available	6	11.76%	4	7.55%	7	13.73%
I don't visit at this time	6	11.76%	0	0.00%	3	5.88%
Don't know	25	49.02%	25	47.17%	25	49.02%
Total responses	51		53		51	
No reply	2		0		2	

In public buildings, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

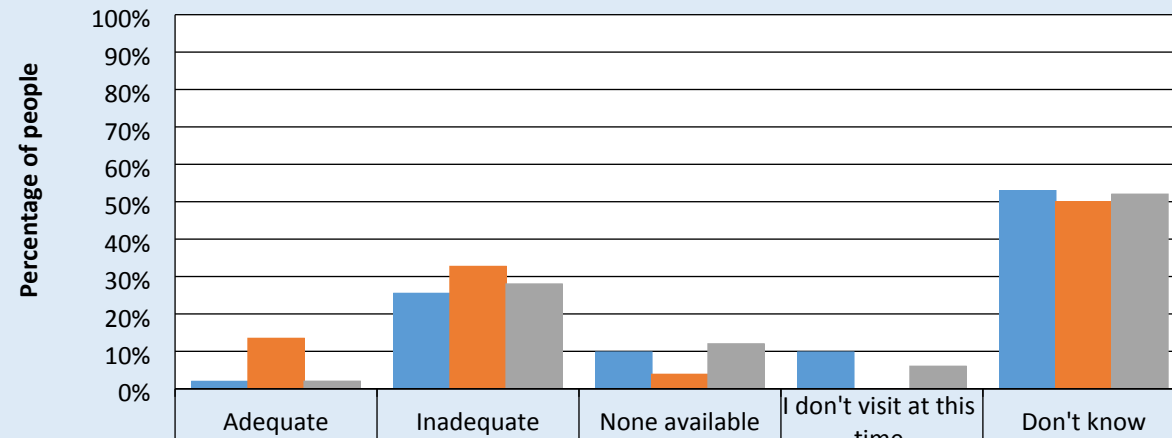


	Adequate	Inadequate	None available	don't visit at this time	Don't know
Early morning (before 9am)	1.96%	25.49%	11.76%	11.76%	49.02%
During the day (9am - 6pm)	15.09%	30.19%	7.55%	0.00%	47.17%
Evenings (after 6pm)	1.96%	29.41%	13.73%	5.88%	49.02%

12) In public buildings, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q12	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	7	13.46%	1	2.00%
Inadequate	13	25.49%	17	32.69%	14	28.00%
None available	5	9.80%	2	3.85%	6	12.00%
I don't visit at this time	5	9.80%	0	0.00%	3	6.00%
Don't know	27	52.94%	26	50.00%	26	52.00%
Total responses	51		52		50	
No reply	2		1		3	

In public buildings, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

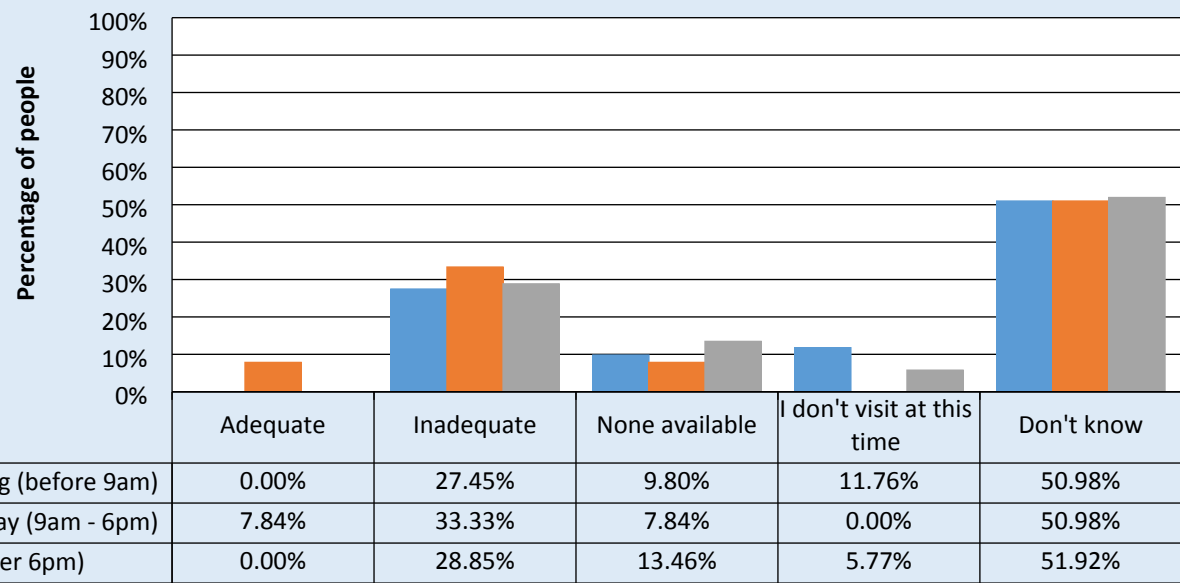


■ Early morning (before 9am)	1.96%	25.49%	9.80%	9.80%	52.94%
■ During the day (9am - 6pm)	13.46%	32.69%	3.85%	0.00%	50.00%
■ Evenings (after 6pm)	2.00%	28.00%	12.00%	6.00%	52.00%

13) In public buildings, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q13	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	4	7.84%	0	0.00%
Inadequate	14	27.45%	17	33.33%	15	28.85%
None available	5	9.80%	4	7.84%	7	13.46%
I don't visit at this time	6	11.76%	0	0.00%	3	5.77%
Don't know	26	50.98%	26	50.98%	27	51.92%
Total responses	51		51		52	
No reply	2		2		1	

In public buildings, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?



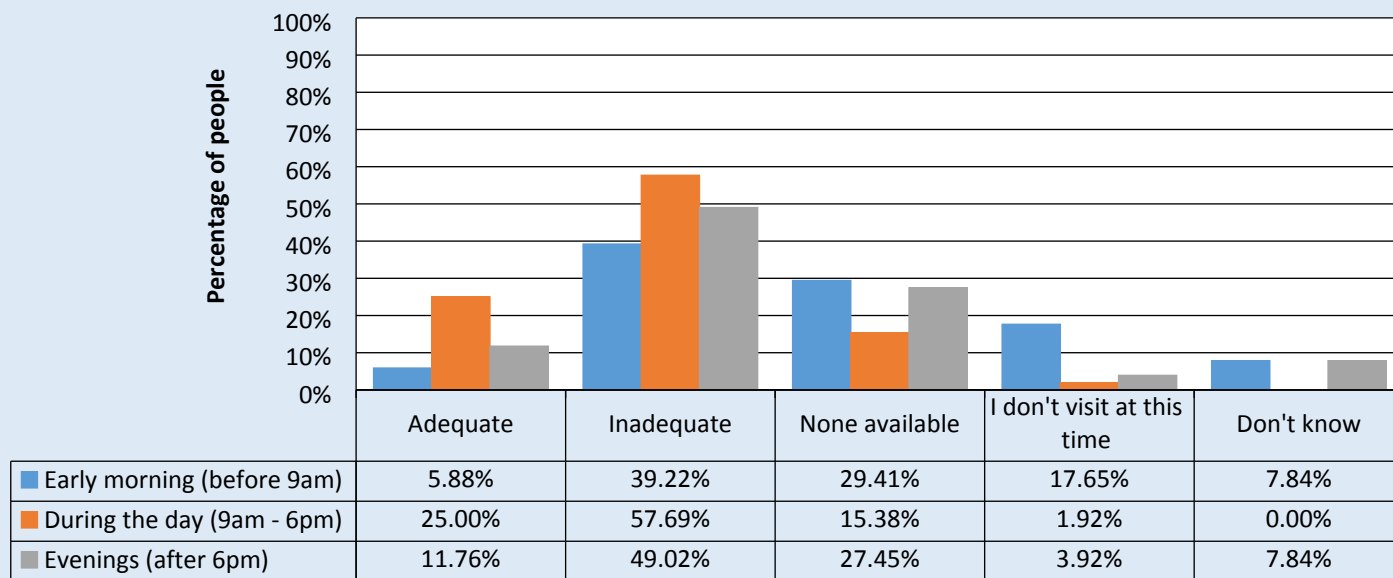
14) Which local shopping areas do you often visit? NB – this meant outside of the City Centre but within Newport. The question should have been clearer.

- Caerleon: mentioned 12 times
- Caerleon Road: mentioned 3 times
- Maesglas shopping area
- Retail Parks in Newport: mentioned 18 times
- Maindee
- Bettws Shopping Centre
- Uplands

15) In local shopping areas, is the provision of toilets adequate or inadequate to meet your needs?

Q15	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	3	5.88%	13	25.00%	6	11.76%
Inadequate	20	39.22%	30	57.69%	25	49.02%
None available	15	29.41%	8	15.38%	14	27.45%
I don't visit at this time	9	17.65%	1	1.92%	2	3.92%
Don't know	4	7.84%	0	0.00%	4	7.84%
Total responses	51		52		51	
No reply	2		1		2	

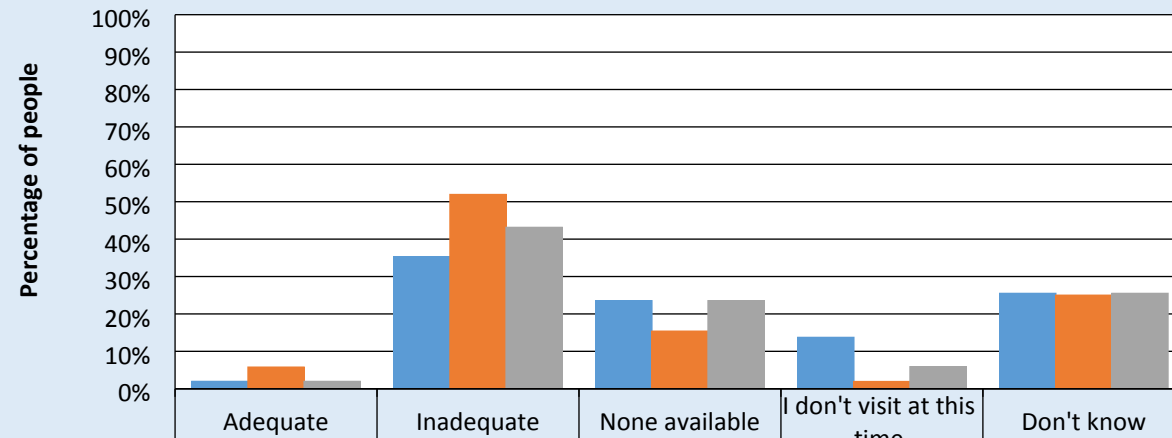
In local shopping areas, is the provision of toilets adequate or inadequate to meet your needs?



16) In local shopping areas, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q16	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	3	5.77%	1	1.96%
Inadequate	18	35.29%	27	51.92%	22	43.14%
None available	12	23.53%	8	15.38%	12	23.53%
I don't visit at this time	7	13.73%	1	1.92%	3	5.88%
Don't know	13	25.49%	13	25.00%	13	25.49%
Total responses	51		52		51	
No reply	2		1		2	

In local shopping areas, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

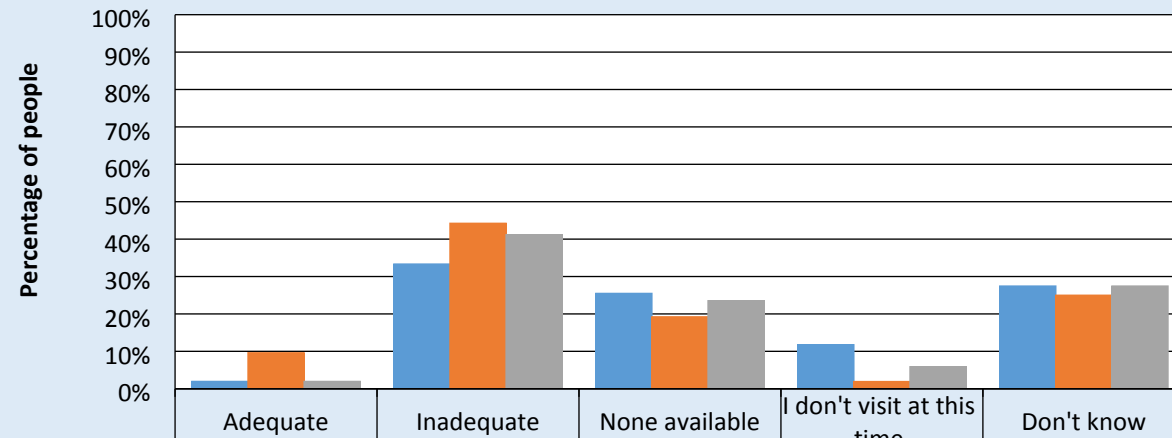


■ Early morning (before 9am)	1.96%	35.29%	23.53%	13.73%	25.49%
■ During the day (9am - 6pm)	5.77%	51.92%	15.38%	1.92%	25.00%
■ Evenings (after 6pm)	1.96%	43.14%	23.53%	5.88%	25.49%

17) In local shopping areas, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q17	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	5	9.62%	1	1.96%
Inadequate	17	33.33%	23	44.23%	21	41.18%
None available	13	25.49%	10	19.23%	12	23.53%
I don't visit at this time	6	11.76%	1	1.92%	3	5.88%
Don't know	14	27.45%	13	25.00%	14	27.45%
Total responses	51		52		51	
No reply	2		1		2	

In local shopping areas, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

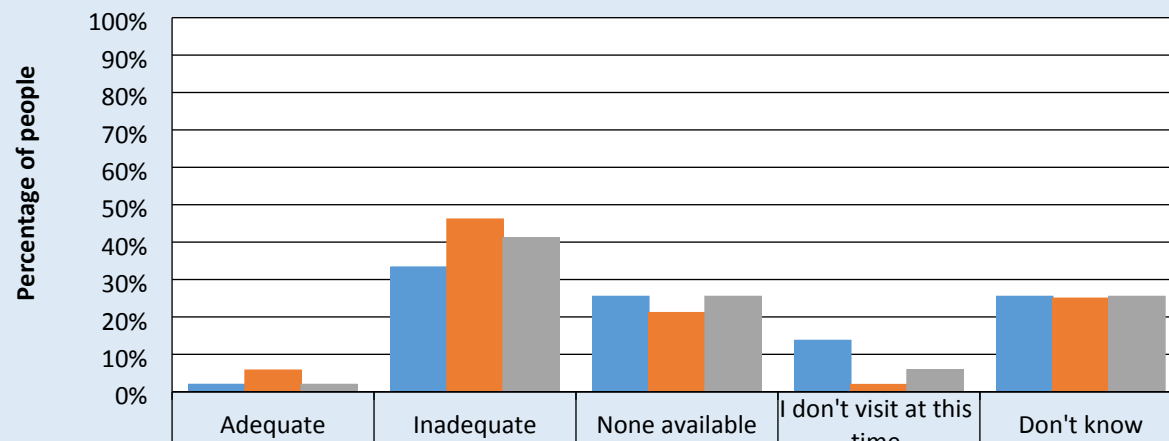


	Adequate	Inadequate	None available	don't visit at this time	Don't know
■ Early morning (before 9am)	1.96%	33.33%	25.49%	11.76%	27.45%
■ During the day (9am - 6pm)	9.62%	44.23%	19.23%	1.92%	25.00%
■ Evenings (after 6pm)	1.96%	41.18%	23.53%	5.88%	27.45%

18) In local shopping areas, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q18	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	3	5.77%	1	1.96%
Inadequate	17	33.33%	24	46.15%	21	41.18%
None available	13	25.49%	11	21.15%	13	25.49%
I don't visit at this time	7	13.73%	1	1.92%	3	5.88%
Don't know	13	25.49%	13	25.00%	13	25.49%
Total responses	51		52		51	
No reply	2		1		2	

In local shopping areas, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?



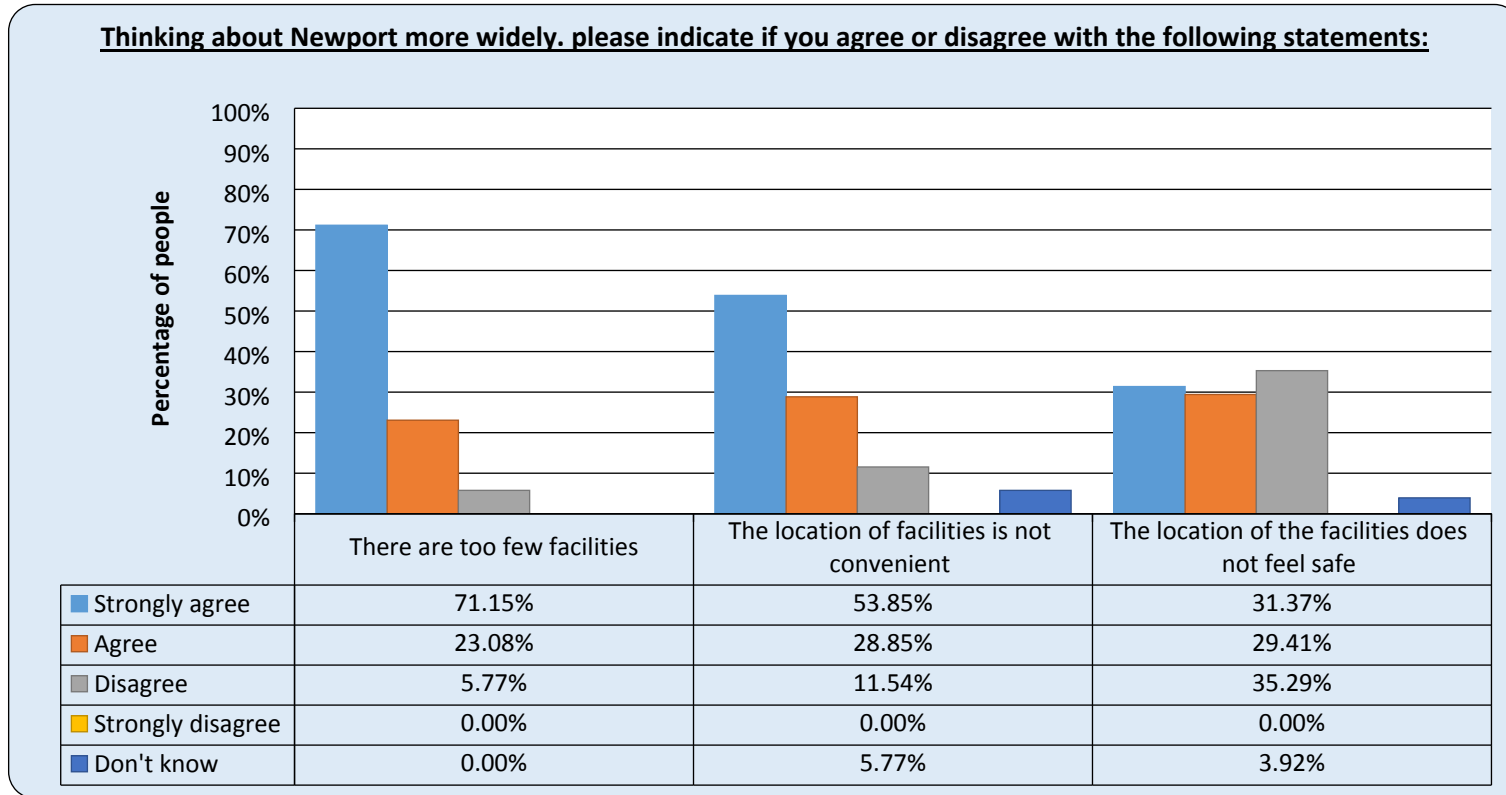
	Adequate	Inadequate	None available	don't visit at this time	Don't know
Early morning (before 9am)	1.96%	33.33%	25.49%	13.73%	25.49%
During the day (9am - 6pm)	5.77%	46.15%	21.15%	1.92%	25.00%
Evenings (after 6pm)	1.96%	41.18%	25.49%	5.88%	25.49%

19) Are there any public toilets that we have not included [in the list shown]?

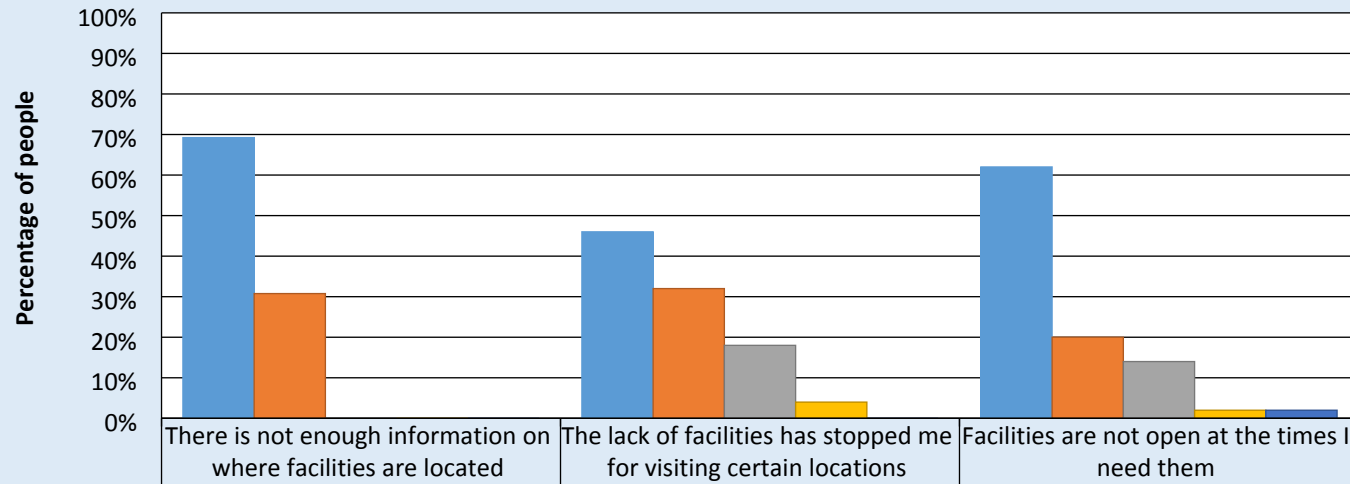
Responses:

- Kingsway Shopping Centre
- Tredegar House Courtyard toilets
- Toilets in shops in Caerleon

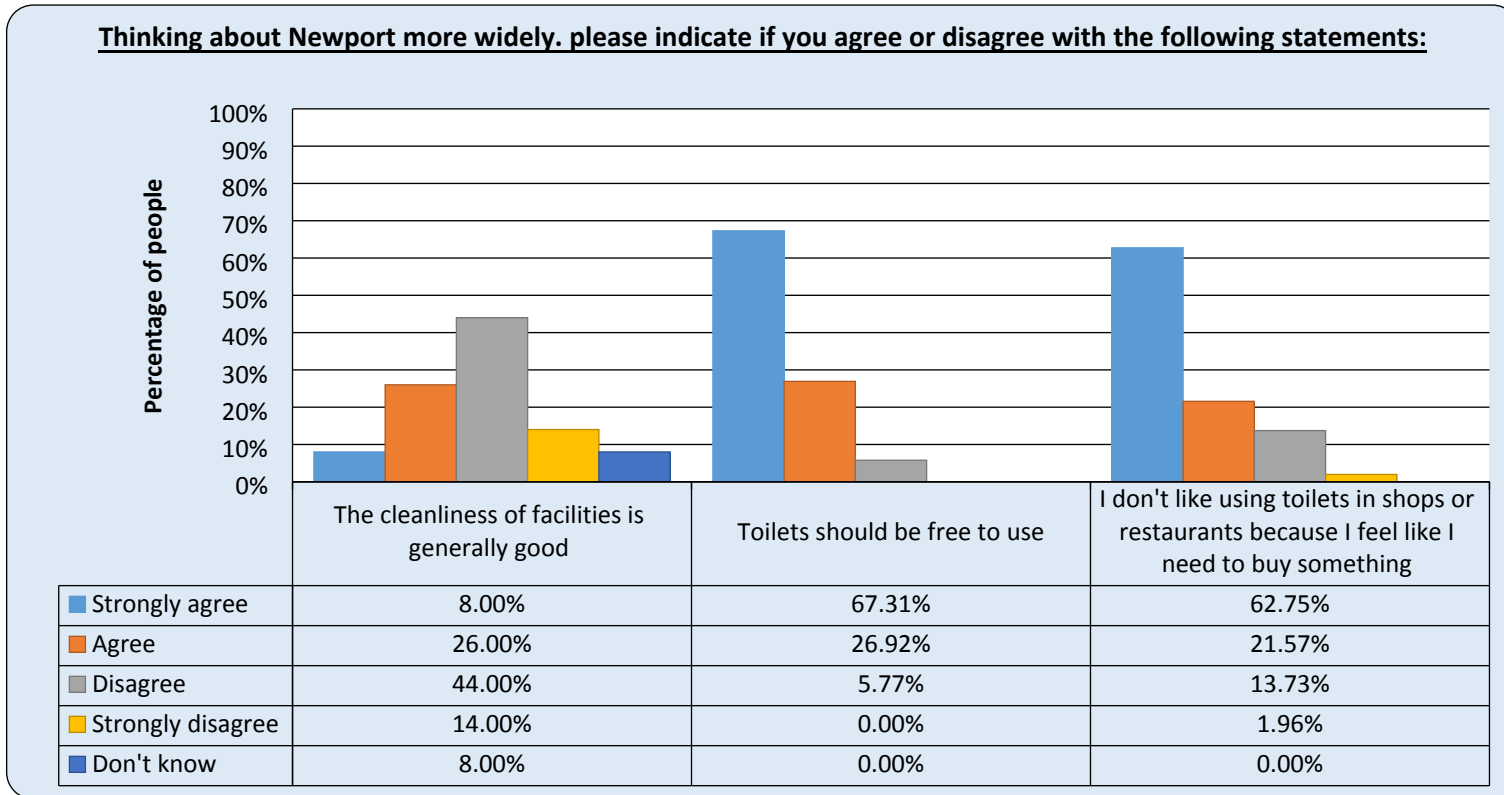
20) Thinking about Newport more widely, please indicate if you agree or disagree with the following statements



Thinking about Newport more widely. please indicate if you agree or disagree with the following statements:



Strongly agree	69.23%	46.00%	62.00%
Agree	30.77%	32.00%	20.00%
Disagree	0.00%	18.00%	14.00%
Strongly disagree	0.00%	4.00%	2.00%
Don't know	0.00%	0.00%	2.00%



21) Please provide details of any specific issues with the provision of toilet or changing facilities in Newport?

Didn't know that a lot on the list were classed as public toilet and can be used. Also I have avoided drinking water etc if I know I am going to spend the day at events in Tredgar Park as the toilets are disgusting. Normally making myself ill in the process. I wonder how many people do the same at play day.

The current lack of accessible, clean toilets can curtail outings with elderly relatives, with an adverse effect on their health and well-being.

There are some people that suffer with IBS and need to go to a toilet straight away there are not sufficient in town centre or Newport Retail Park or Maesglas Retail Park.

Not enough now some have been closed.
So many of these - community centres, Newport Market, Musuem and Art Gallery etc - are only available when the buildings are open. Even then, is it ok for anyone to use the loo in a community centre? If so, tell us! Provision in parks is limited to any cafes being open, if there at all. Poor.
Public toilets that are not in bars or restaurants are usually pretty grotty - not usually a very high level of cleanliness and they are more often than not in need of a refurbishment.
None are located as already stated with ease of access for those who find it difficult to move about, ie wheelchair users, or those with small walking distances and sight issues. The parking to the locations are too far apart or never available. This is why we have found online shopping better.
Caerleon needs more facilities for weekend and day time use.
The park toilets only open if someone close by to keep eye on them, if the park keepers aren't close by they close the toilets in A park full of people. Small shopping areas have no toilets open despite being on your list. Shop keepers put signs up to say no public toilet use. Pill Mill have stopped parents using toilets whilst waiting for kids to attend sports clubs.
Alot are too small, you can't fit a pram and a baby and a toddler all inside and if your shopping alone you have no choice. They often aren't clean enough. Only having one baby change facility also often means waiting and in kingsway they are located down a flight of stairs. I am aware there is a lift option available but this is also often busy and generally feels a bit grimey and dingy.
None in Pill.
People dont generally use toilets in leisure and community centers unless using the facilities, the parks need looking after more and opening times between 9-7pm, there are not enough disabled facilities and parks if there are any they are not always open or able to find someone to open them. some baby changing are not suitable, my daughter was in a full hip cast her legs positioned like a frog and a bar between the legs, i couldnt use the changing tables that pulled down sideways due to her not fitting as they wasnt wide enough, i had to change her in her pram! and this was at pool over the Sports Village.
Beechwood Park. Baby changing is awful. Just a table in a disabled toilet that doesn't shut properly. Nothing in Caerleon. Caerleon Road. Nothing. Friars Walk baby changing. No toilet in so if you have older children that are too young to use the toilets by themselves it is difficult.
There are not enough and they tend to be dirty.
Many truly public toilets have been closed - those that remain aren't always open.
Beechwood Park toilets are only open when the cafe is open . Toilets are not clearly signposted in all locations. Toilets in Maindee are only available when the library is open.

The provision of public toilets in Caerleon and the City Centre is very inadequate.
On bank Holidays when people are more likely to use areas such as Tredegar Park, I have found the toilets closed. I have also found that a lot of the community centers such as Bettws are not open all day Monday to Friday and staff members are opposed to general public using the toilets if they are not using the facilities of the centre.
Friars Walk toilets close at 7pm and Kingsway toilets close at 5.30pm. There are no toilets in the bus station.
Caerleon public toilets shut. Many tourist, school trips, etc.
Not so concerned with facilities in Newport shopping areas as use toilets in Debenhams but so embarrassing to have continually explain to visitors in Caerleon there are no public toilets near Amphitheatre apart from one dirty horrible looking at the sports field. Most days I walk my dog there are st least 2 or more coach loads of young children enjoying the Roman workshops with no decent facilities to use the toilet. At weekends the provision is appealing for the many lovely tourists who visit. I feel like inviting them into my home when they ask why there are no toilets available. I'm a National Trust member and I expect toilets at tourist destinations to be plentiful and well managed. I'm a resident of Caerleon for 66 years and have never been so upset over this before.
Just not enough. The ones that are there are dirty and tatty. Would a small charge help the upkeep as on the continent?
Tredegar Park facilities have often been closed when I have visited. Beechwood Park facilities not well sign posted or clean.
Caerleon lack of toilets is absurd. Caerleon should be a tourist hotspot with our historical sights and places to eat, however the lack of toilets is a huge downfall.
This question is erelevant as you closed public toilets when this toilet strategy issue was already up for discussion.
There are no public toilets when the shopping centres are closed.
Caerleon facilities are woefully inadequate given the numbers of tourists who visit and the distances they have generally travelled.
Toilet facilities at parks and places of interest should be made available especially where they are already available yet closed to the public. Where families and visitors of all ages should have access for this basic requirement.
Toilets in Newport Market need a lot of improvement and monitoring. There is often no toilet tissue there and the hand driers often do not work. They close around 4.30 pm These toilets are the only ones available for public use near the Market Square bus station. Toilets in Friars Walk that were kept spotless when the centre first opened are now not monitored enough again the is often no toilet tissue in the holders.
Until today I didn't know 90% of these toilets were available for use, probably because it's not advertised enough.

None in the male toilets.

Location is an issue; plus the amount of accessible toilets is a problem. There are accessible toilets, just not enough Plus a lot of toilets are not overly clean or comfortable to use.

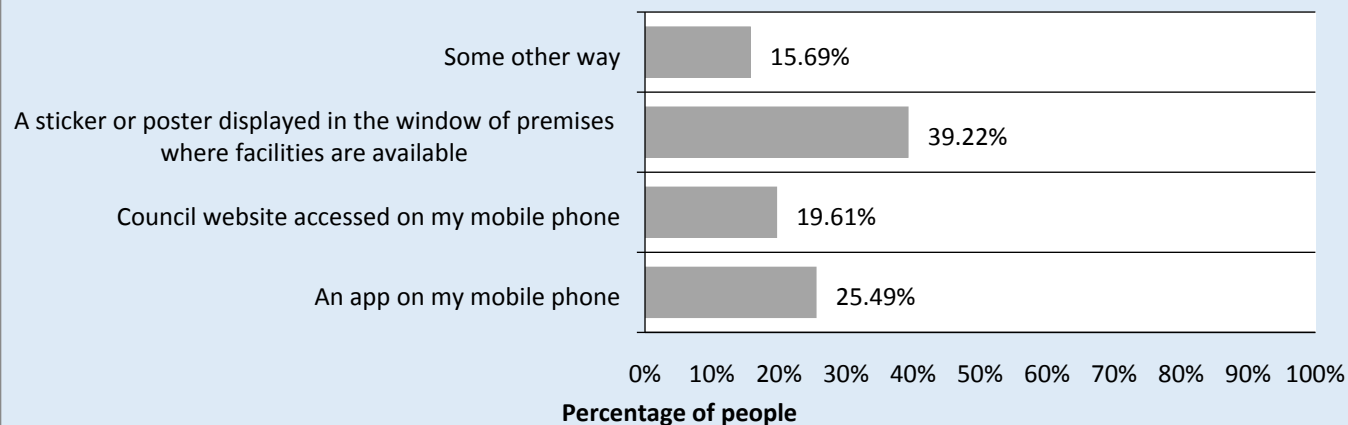
22)Are there any areas in Newport that require public toilets?

In summary all areas of the city were mentioned by respondents. The bus station was mentioned and at an ward-wide level, Pillgwenlly was listed.

23)What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?

Q23	No. of people	% of people
An app on my mobile phone	13	25.49%
Council website accessed on my mobile phone	10	19.61%
A sticker or poster displayed in the window of premises where facilities are available	20	39.22%
Some other way	8	15.69%
Total responses	51	

What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?



If you ticked 'Some other way', please specify:

All of the above.

Park notice boards, Newport Matters, leaflets, 'permanent' posters in some areas, e.g. Caerleon which attracts visitors to the area.

If you are on Google Maps you can search for facilities close to your location e.g. petrol stations, restaurants. This also includes toilet facilities, you just type in 'toilet' to the search bar. There is no need to reinvent the wheel and design a new app or website when a solution already exists for free, however the majority of the facilities in Newport do not appear so this needs to be resolved.

All of the above you can't have too many signs.

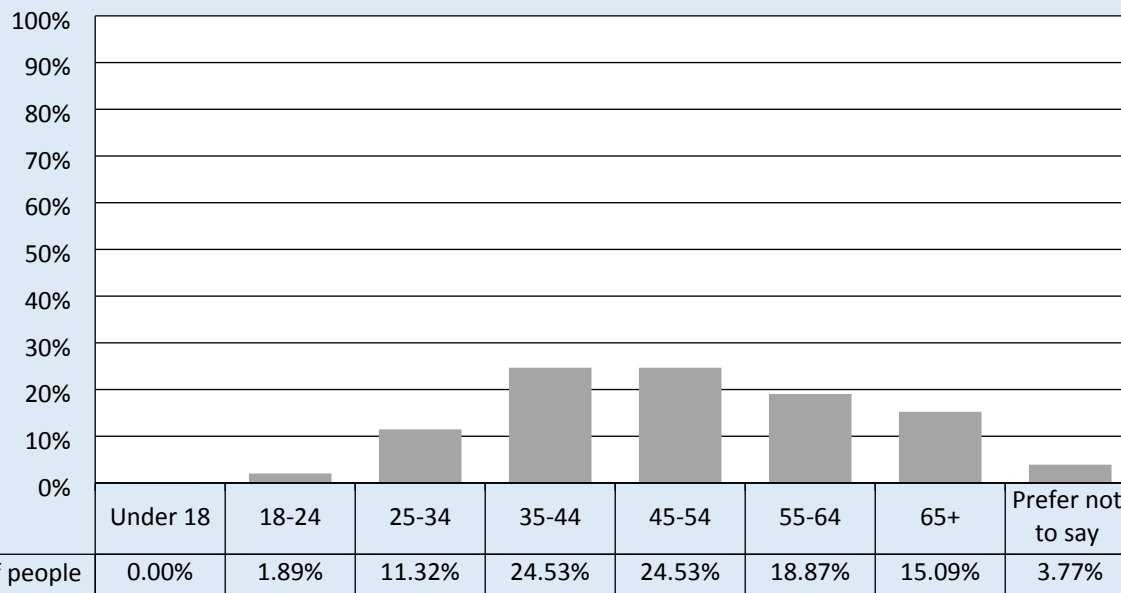
Not only posters but directional signs these could have an app ref.

ALL of the above, you have to remember people with learning difficulties some can't read so need better symbols / stickers too.

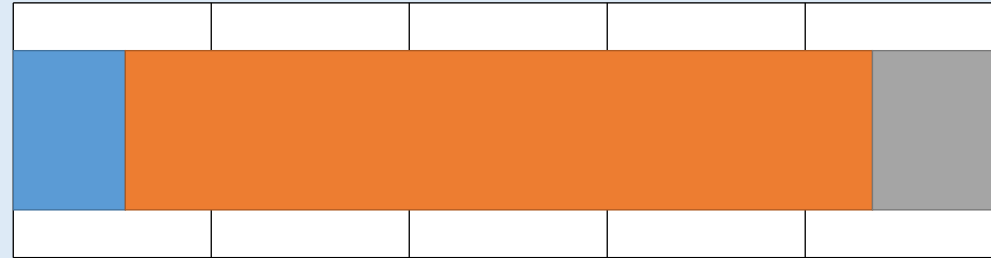
Sticker or poster on the window of premises would be good, but alongside clear signposting in the areas to direct people to the toilets.

A flyer could be sent out to all Newport residents. There could be a section on Newport City website listing all the toilets in Newport.
Large signs prominently displayed and an app on phone would be a great idea too Toilets need to be where the visitors are, not 1/2 mile away.
Signage.
Signpost.
Not relevant as all closed.
Making it illegal to put signs up saying toilets are for customers only in bars and restaurants. The government making it law that local councils need to provide this service as we all have to use the toilet.
STREET SIGNS.
And stickers in the window of coffee shops, where facilities are free to use.
Not everyone has access to a mobile (elderly) and not everyone would want a toilet app on their phone. Signs are best option. This also helps people who are non english speakers (signage is useful) plus those from outside area visiting.

Age?



Do you consider yourself to be disabled?



0.00% 20.00% 40.00% 60.00% 80.00% 100.00%

	Percentage of people
■ Yes	11.32%
■ No	86.79%
■ Prefer not to say	100.00%