



# Local Toilet Strategy Consultation Report

Consultation on Cardiff Council's Local Toilet  
Strategy

March 2019



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



## **Local Toilet Strategy**

### **Consultation on a Local Toilet Strategy for Cardiff Council**

#### **Background**

A lack of adequate, publically available toilet facilities can have a negative effect on the health, dignity and lifestyle of a very substantial proportion of the population. Cardiff Council has a responsibility to assess the community's need for toilets and to put a plan in place to meet identified needs. Through this consultation, the council obtained views of residents and visitors to the city in order to identify need and inform its local toilet strategy.

For the purpose of the survey and strategy, the term toilet includes changing facilities for babies and changing places facilities for people with disabilities. These can be located in public buildings such as libraries and community centres, private buildings such as cafes and shops as well as public toilets maintained by the council.

#### **Methodology**

- The electronic online and conventional questionnaire / survey booklet was available to complete from Monday 21st January to Monday 4th March 2019.
- All questionnaires and related information were provided bilingually.
- All questionnaires and related information were available in a range of formats including alternative languages upon request.
- Comments regarding the survey or requests for the survey in another language/format could be made by contacting [public\\_conveniences@cardiff.gov.uk](mailto:public_conveniences@cardiff.gov.uk).
- Versions suitable for screen readers used by those with visual impairments were also provided.
- Bilingual paper questionnaire booklets and related information was available in retail locations / hubs etc. as well as distributed via engagement activities Cardiff Council Access Focus Group and 50+ forum etc.
- Links to the survey were available via Cardiff Council's dedicated web pages [www.cardiff.gov.uk/haveyoursay](http://www.cardiff.gov.uk/haveyoursay).
- The survey was advertised via a repeating banner on the council's website homepage which had 92,171 visits during the 6 week consultation period.
- The survey was promoted as a 'Quick Link' on the Council's Intranet pages.
- An email was sent out Via 'Staff Information' which goes to 8,182 email addresses across the Council.

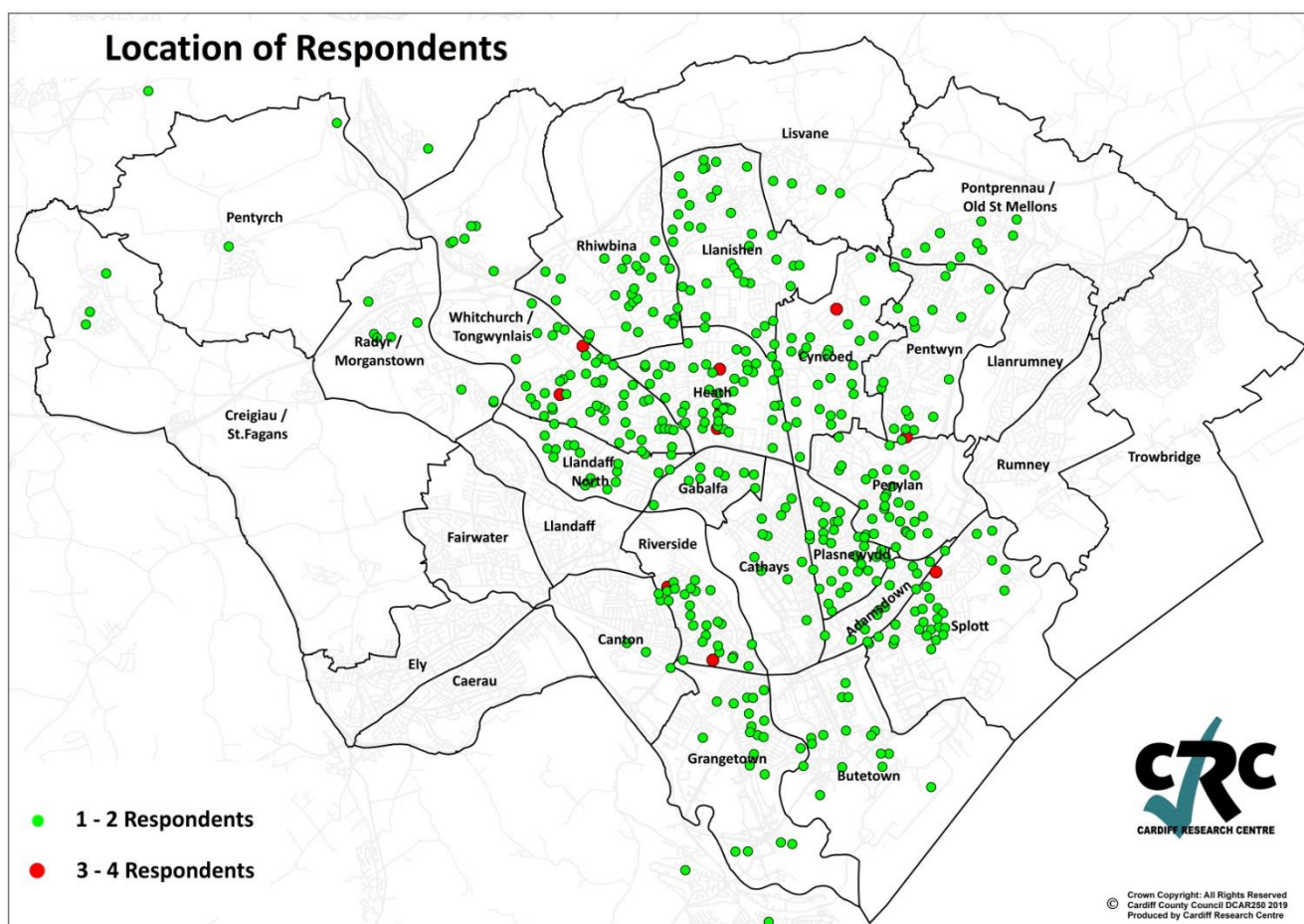
- All staff engagement groups including the Carers network and Disability network emailed the questionnaire and invited to comment.
- A communication campaign was conducted via social media. Cardiff Council's Twitter and Facebook accounts have a combined audience of 89,000 followers (78k Twitter, 11k Facebook).
- Promotional Posters were displayed across the Council's 19 city-wide Hubs and Libraries.
- Posters were also displayed at shops in local shopping areas/districts across the city to further enhance visibility of the survey.
- A Cardiff Council Access Forum Group (CCAFG) meeting took place in County Hall on 08/02/19 to discuss the topic. The CCAFG is built up of a range over 400 organisations and individuals representing all strands of equalities including LGBT, Disability, Faith, and Age (both young and old) this meeting was also attend by members of the 50+ forum.
- Questionnaires were distributed via the secretary of the Hackney Carriage Alliance.
- All consultation literature and questionnaires were produced by Cardiff Research Centre.

## Results

There were 1,038 valid responses received over the consultation period. In addition to this, 1 email was received (see appendix A) along with 1 letter (see appendix B)

The place of residence of respondents (who provided a valid postcode) from across Cardiff can be seen in the map below:

**Map 1**



## 1. Please indicate your interest in this consultation:

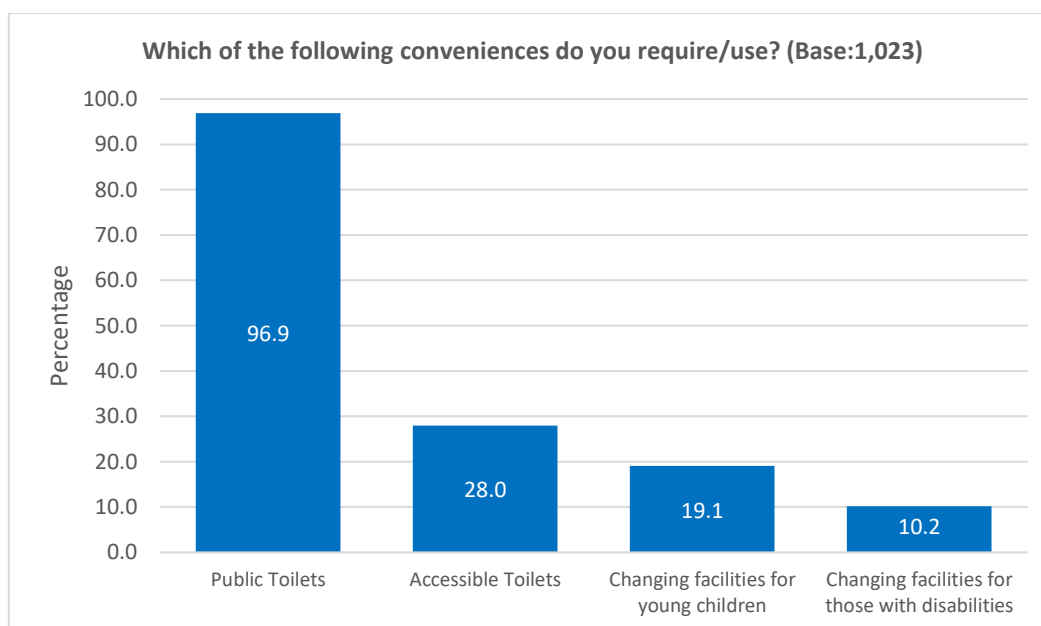
Residents of Cardiff made up the main cohort of the consultation with nine in ten (89.2%) respondents residing in the Local Authority. This was followed by three in ten (30.2%) that work in Cardiff. 70 respondents (6.8%) were visitors to the city.

	No.	%
As a resident of Cardiff	921	89.2
As someone who works in Cardiff	312	30.2
As a visitor to Cardiff	70	6.8
Representing a local group or organisation	25	2.4
As a local elected member	10	1.0
As a local business person	10	1.0
Other	13	1.3
Total Respondents	1,033	-

*NB. Percentages do not sum to 100% because respondents could select more than one option*

## 2. Which of the following conveniences do you require/use?

The overwhelming majority (96.9%) of respondents to the consultation require/use public toilets. More than a quarter (28.0%) need accessible toilets, a fifth (19.1%) require changing facilities for children, and one in ten (10.2%) need changing facilities for those with disabilities.



*NB. Percentages do not sum to 100% because respondents could select more than one option*

## District/Local Centre

### 3. Which district/local centre do you visit most often within Cardiff?

The most frequented shopping district by respondents was Cowbridge Road East – Canton with just under a fifth (17.5%) citing this as the place they visit most often in Cardiff. This was followed by Merthyr Road – Whitchurch (13.3%) and Caerphilly Road – Heath (10.4%)

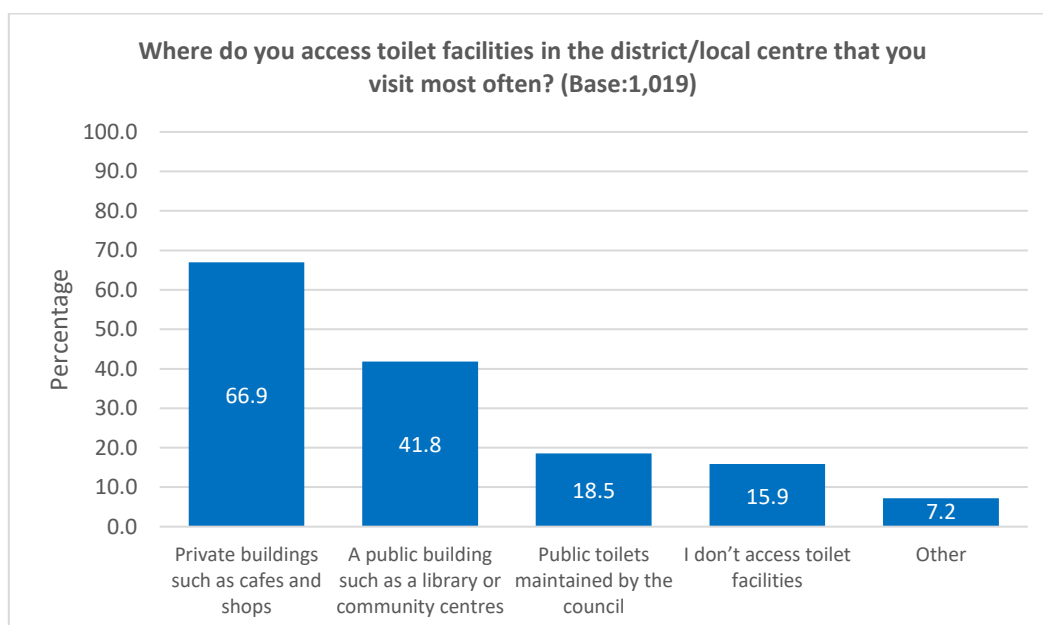
	No.	%
Canton - Cowbridge Road East	113	17.5
Whitchurch - Merthyr Road	86	13.3
Heath - Caerphilly Road	67	10.4
Llanishen - Station Road	51	7.9
Whitchurch - Penline Road	36	5.6
Plasnewydd - City Road	35	5.4
Rhiwbina - Heol-Y-Deri	32	5.0
Cathays / Gabalfa - Whitchurch Road	26	4.0
Llandaff - High Street	22	3.4
Splott - Splott Road	18	2.8
Fairwater - Fairwater Green	17	2.6
Llandaff North - Station Road	17	2.6
Rumney - Newport Road	15	2.3
Splott - Clifton Street	15	2.3
Cathays - Salisbury Road	14	2.2
Llanrumney - Countisbury Avenue	13	2.0
Radyr - Station Road	11	1.7
Plasnewydd - Crwys Road	10	1.6
Riverside - Cathedral Road	10	1.6
Ely - Wilson Road	8	1.2
Riverside - Pontcanna Street	8	1.2
Gabalfa - Gabalfa Avenue	6	0.9
Ely - Grand Avenue	5	0.8
Trowbridge - Willowbrook Drive	5	0.8
Riverside - Clare Road	4	0.6
Riverside - Tudor Street	1	0.2
Other	287	44.5
Total	645	100.0

Respondents who selected other and left a valid response had their selections coded and can be seen below:

Area	No.	%
City Centre	100	36.1
Multiple areas	96	34.7
Albany Rd	27	9.7
Bay	14	5.1
Pentwyn	5	1.8
Wellfield Road	4	1.4
Misc	3	1.1
Other	28	10.1
Total Respondents	277	100.0

#### 4. Where do you access toilet facilities in the district/local centre that you visit most often?

Two-thirds (66.9%) of respondents access toilets via private buildings such as cafes and shops. In contrast, less than one in five (18.5%) access toilets maintained by the Council.



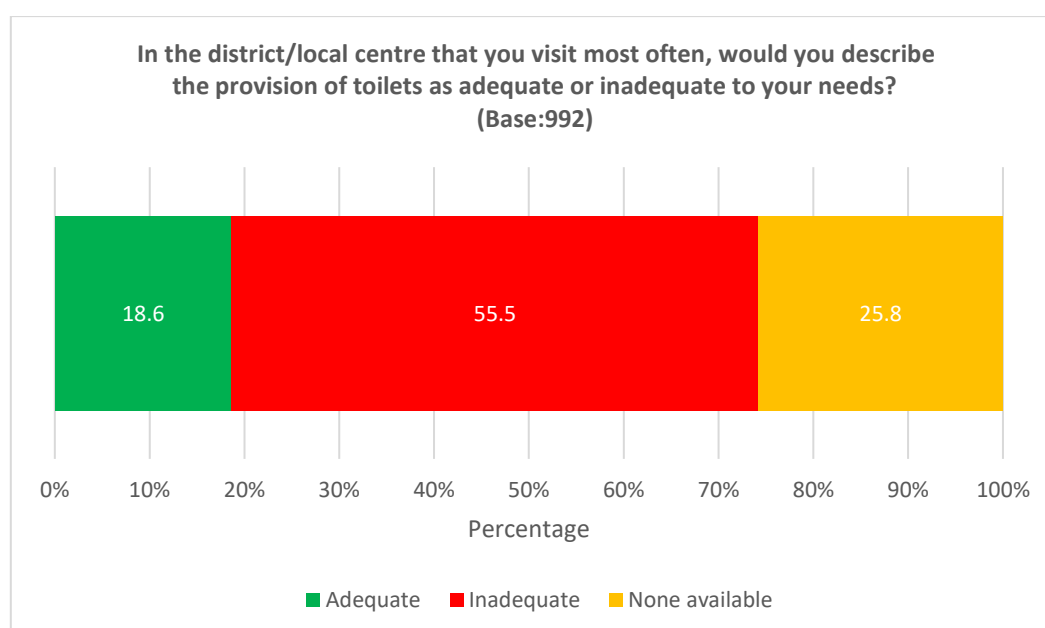
*NB. Percentages do not sum to 100% because respondents could select more than one option*

Seventy respondents identified 'Other' toilet facilities that they visited most often and a summary of their responses can be seen below:

Theme	No.	%
Public House	20	28.6
Shopping Centres	12	17.1
There are no toilets	8	11.4
Home / Workplace	5	7.1
Parks	2	2.9
Supermarkets	2	2.9
Bookmakers	2	2.9
Hotels / Leisure Centres	2	2.9
Church	2	2.9
Misc.	5	7.1
Other	15	21.4
Total Respondents	70	-

**5. In the district/local centre that you visit most often, would you describe the provision of toilets as adequate or inadequate to your needs?**

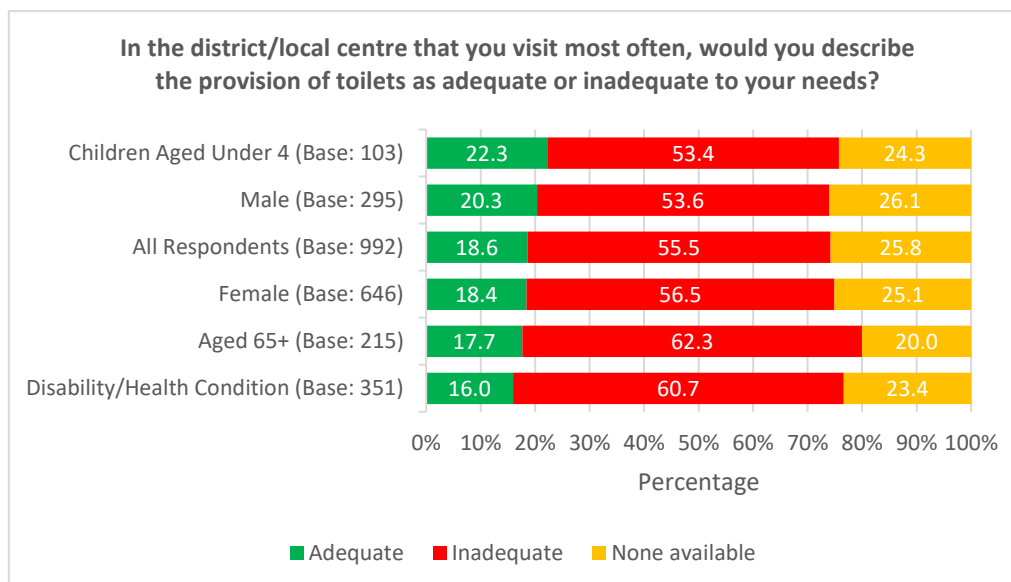
Over half (55.5%) of respondents claimed that the provision of toilets was inadequate in the district/local shopping centre that they visit most often, while a quarter (25.8%) stated that there were none available.





Satisfaction with the provision of toilets was highest for people who have at least one child under 4 years old (22.3%) and males (20.3%).

Groups that most commonly found the toilet provision to be inadequate were those Aged 65+ (62.3%) and those with a disability/health issue (60.7%).



#### 6. If you consider the provision inadequate, please describe the problem/s:

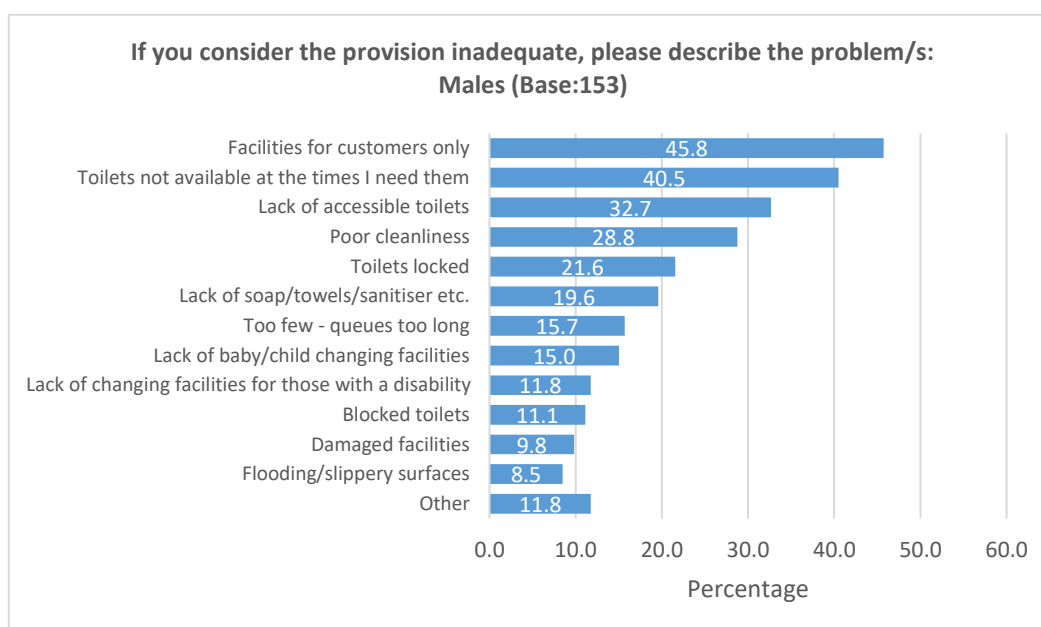
Respondents who claimed the provision was inadequate were asked to identify the problems. Over half (52.8%) of these had an issue with facilities being for customers only, while more than a third (35.2%) stated that toilets were not available at the times they needed them. One in three identified poor cleanliness (29.5%) and lack of accessible toilets (29.2%).

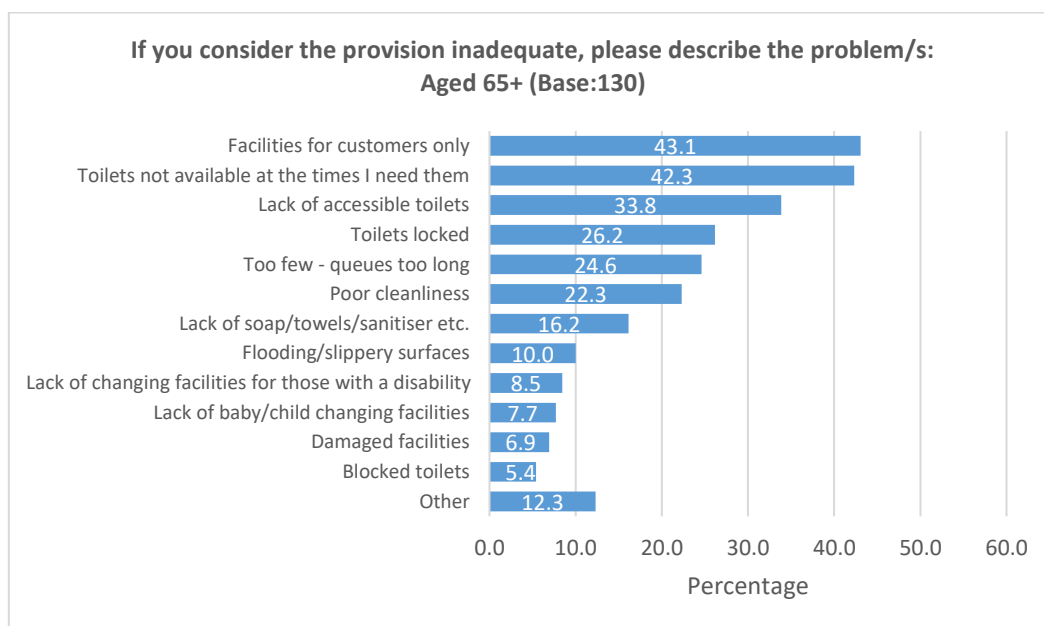
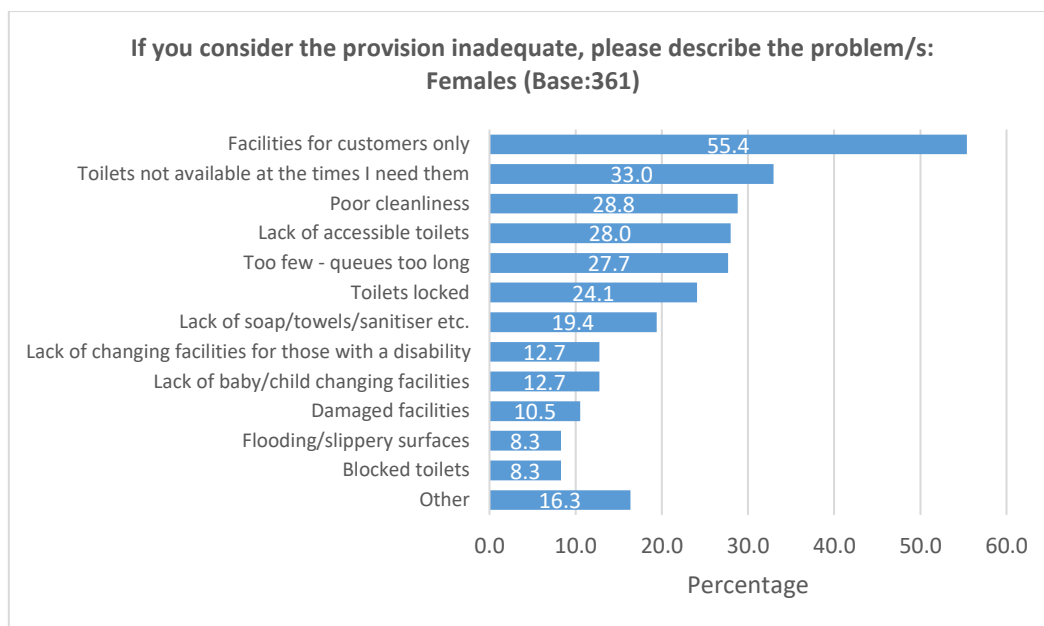
	No.	%
Facilities for customers only	286	52.8
Toilets not available at the times I need them	191	35.2
Poor cleanliness	160	29.5
Lack of accessible toilets	158	29.2
Too few - queues too long	134	24.7
Toilets locked	125	23.1
Lack of soap/towels/sanitiser etc.	108	19.9
Lack of baby/child changing facilities	73	13.5
Lack of changing facilities for those with a disability	66	12.2
Damaged facilities	62	11.4
Blocked toilets	52	9.6
Flooding/slippery surfaces	52	9.6
Other	82	15.1
Total Respondents	542	-

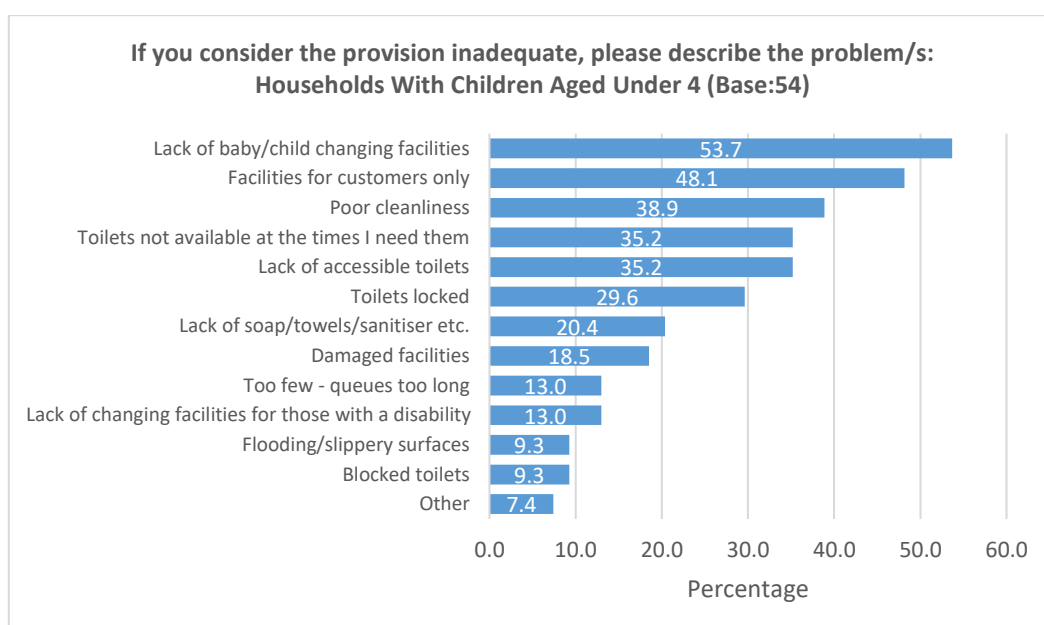
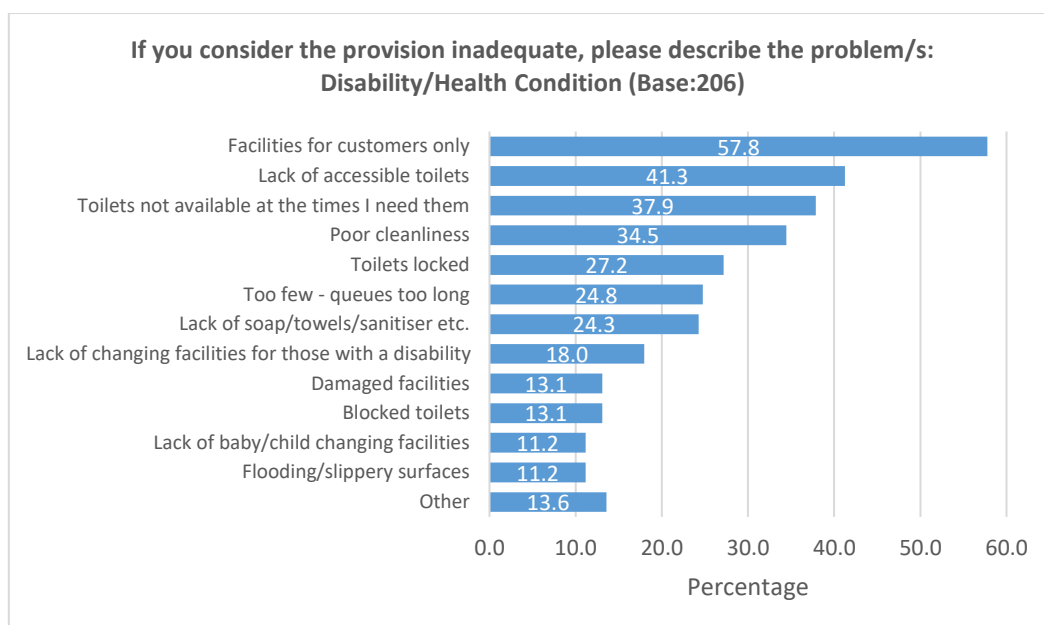
A summary of the 'Other' problems can be seen below:

Theme	No.	%
Lack of toilets/None available	36	63.2
Toilets not clean	5	8.8
Opening times	4	7.0
Security fears	3	5.3
No wash facilities	1	1.8
Misc.	9	15.8

Males, females, those aged 65+, and those with a disability/health condition all had similar opinions to the overall cohort. However, over half (53.7%) of households with children under 4 identified a lack of baby/child changing facilities, making it the most highlighted issue for that sub-group.



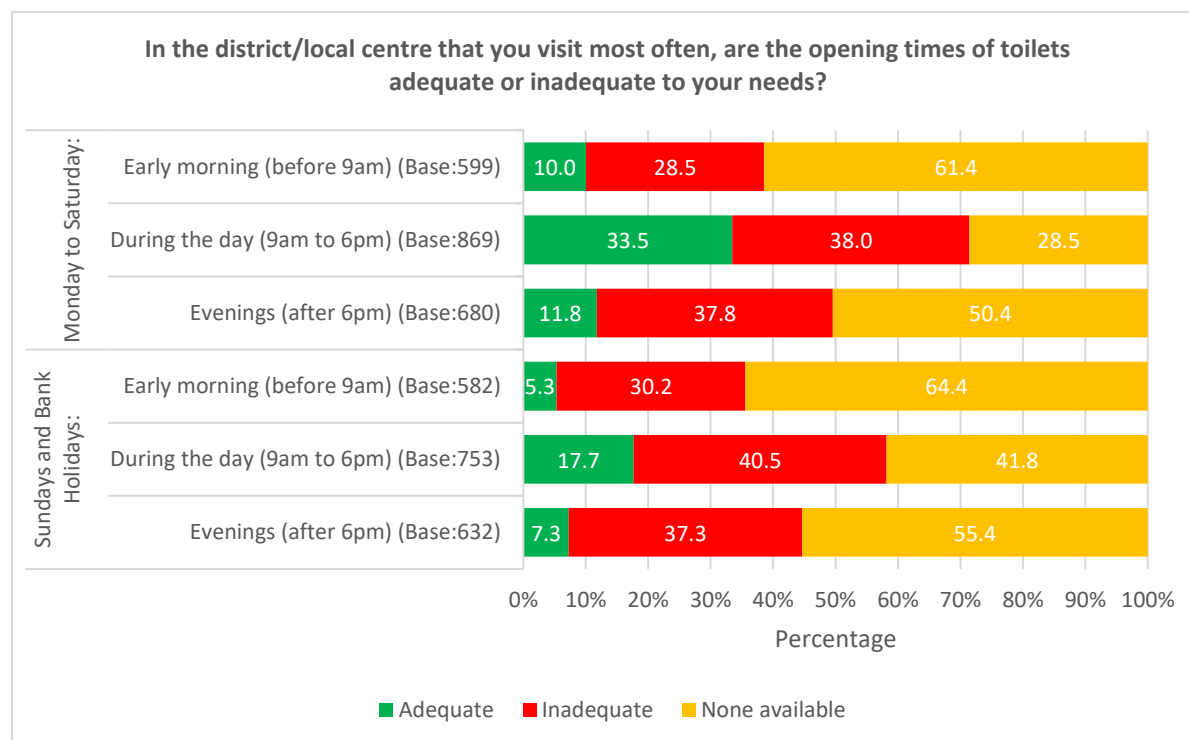




## 7. In the district/local centre that you visit most often, are the opening times of toilets adequate or inadequate to your needs?

Toilets not being available before 9am was identified as a problem by more than three-fifths of respondents for both Monday to Saturday (61.4%) and Sunday/Bank Holidays (64.4%). Over half also identified this as an issue after 6pm (50.4% and 55.4% respectively).

A third (33.5%) found the toilet facilities adequate during the day (9am to 6pm) for Monday to Saturday.



## Attractions and Parks

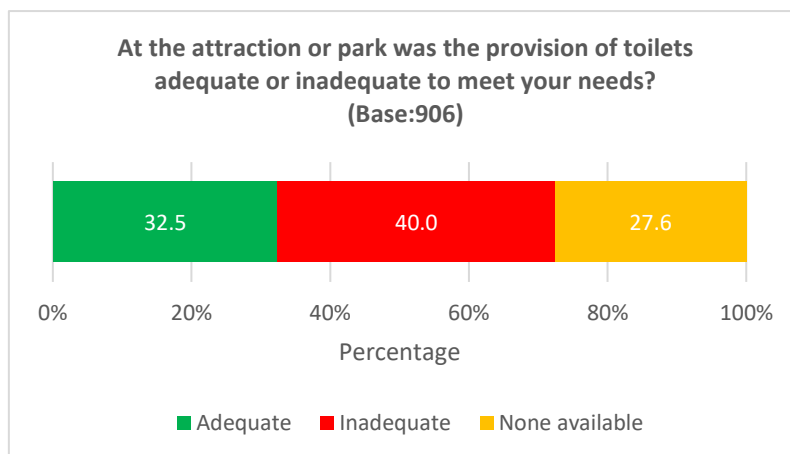
### 8. Please write in the name of a Cardiff attraction or park that you have visited recently

The most commonly named attraction/park was Roath Park (21.3%), followed by Bute Park (12.4%).

Attraction	No.	%
Roath Park	201	21.3
Bute Park	117	12.4
Multiple Areas	81	8.6
Heath Park	75	7.9
Bay / Barrage	50	5.3
Victoria Park	41	4.3
Cardiff Museum	33	3.5
Llandaff Fields	23	2.4
City Centre	22	2.3
Cardiff Castle	18	1.9
Hailey Park	17	1.8
Caedelyn Park	16	1.7
Pontcanna Fields	12	1.3
Thomson Park	11	1.2
St Fagans Museum	11	1.2
Cefn Onn Park	11	1.2
Sophia Gardens	10	1.1
Millenium Centre	10	1.1
Forest Farm	9	1.0
St David's Shopping Centre	8	0.8
Other	161	17.1
Misc.	8	0.8
Total Respondents	944	-

### 9. At the attraction or park was the provision of toilets adequate or inadequate to meet your needs?

A third (32.5%) found the provision of toilets at the attraction/park adequate to their needs. However, two in five (40.0%) claimed they were inadequate.



### 10. If inadequate what was the problem:

Of those that stated the provision of toilets at the attraction/park were inadequate, two-fifths (39.0%) indicated that poor cleanliness was the main problem. This was followed by three in ten (29.5%) who stated that toilets were not available at the time needed. A further quarter cited lack of soap/towels/ sanitiser etc. (25.9%) and too few/queues too long (25.1%).

	No.	%
Poor cleanliness	140	39.0
Toilets not available at the times I need them	106	29.5
Lack of soap/towels/sanitiser etc.	93	25.9
Too few - queues too long	90	25.1
Toilets locked	83	23.1
Lack of accessible toilets	82	22.8
Facilities for customers only	63	17.5
Flooding/slippery surfaces	53	14.8
Damaged facilities	49	13.6
Lack of baby/child changing facilities	48	13.4
Blocked toilets	42	11.7
Lack of changing facilities for those with a disability	40	11.1
Other	50	13.9
Total Respondents	359	-

*NB. Percentages do not sum to 100% because respondents could select more than one option*

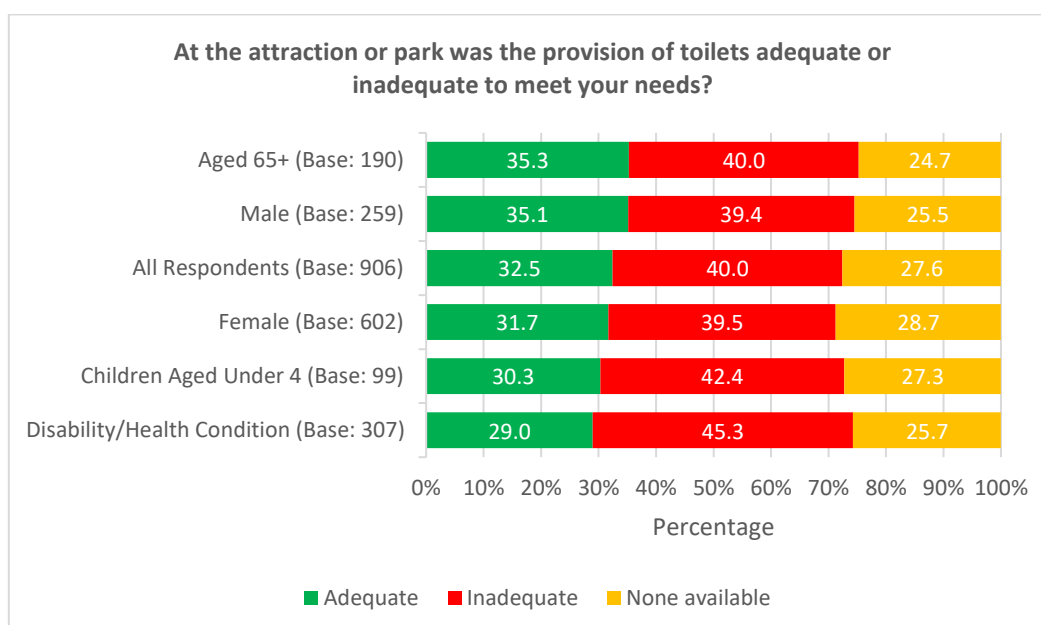
A summary of the 'Other' issues identified by respondents can be seen below:

Theme	No.	%
Lack of / toilets few and far between	28	59.6
Toilets need upgrading / modernisation	7	14.9
Toilets not clean	4	8.5
Poor signage	4	8.5
Opening times	3	6.4
No Wash / changing facilities	2	4.3
Poor access	1	2.1
Misc.	2	4.3
Total Respondents	47	-

*NB. Percentages do not sum to 100% because respondents could select more than one option*

When analysed by sub-group, it can be seen that those aged 65+ (35.3%) and males (35.1%) were most likely to find the provision of toilets adequate.

In contrast, over two in five of those with a disability/health condition (45.3%) and households with at least one child aged under 4 deemed the provision to be inadequate (42.4%).



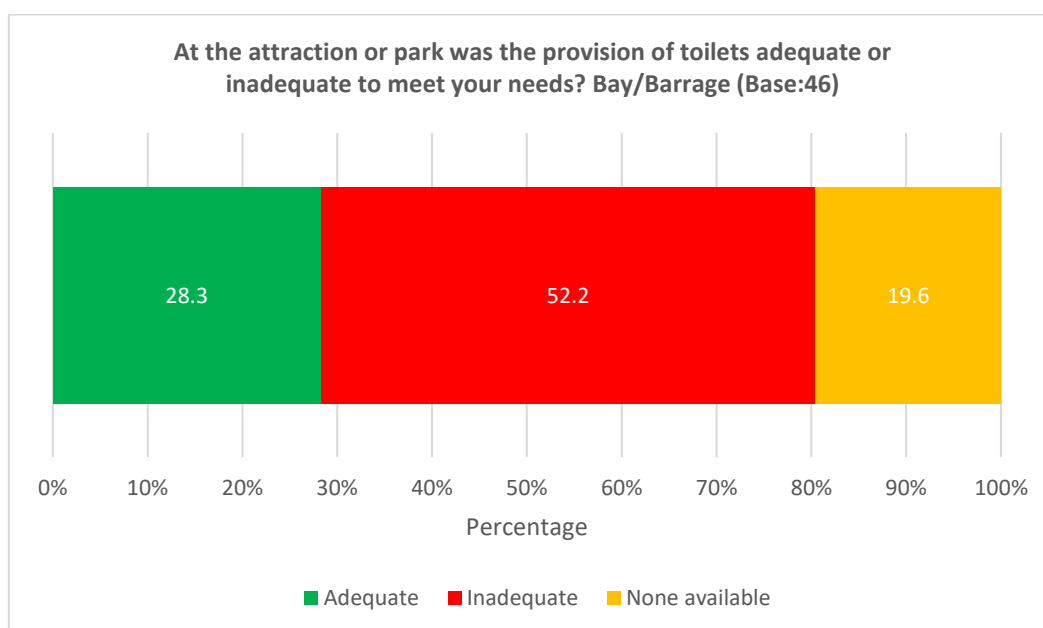
This section looks at the provision of the toilet facilities at Cardiff attractions that were identified by at least 40 respondents in Q8.



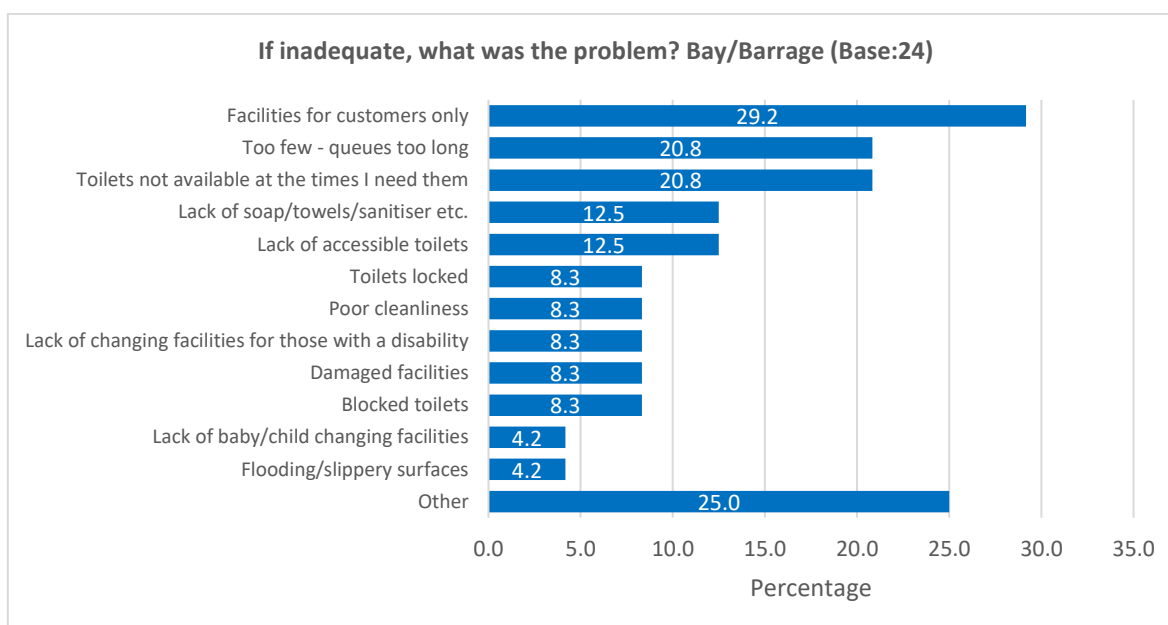
## **Bay / Barrage**

Over a half of respondents (52.2%) that had recently visited the Bay / Barrage found the provision of toilets inadequate, whereas almost three in ten (28.3%) found them adequate.

Facilities for customers only (29.2%) was observed as the main problem, this was followed by Too few – queues too long and Toilets not available at the time I need them (28.0%)



NB. Excludes those that answered 'Don't know'

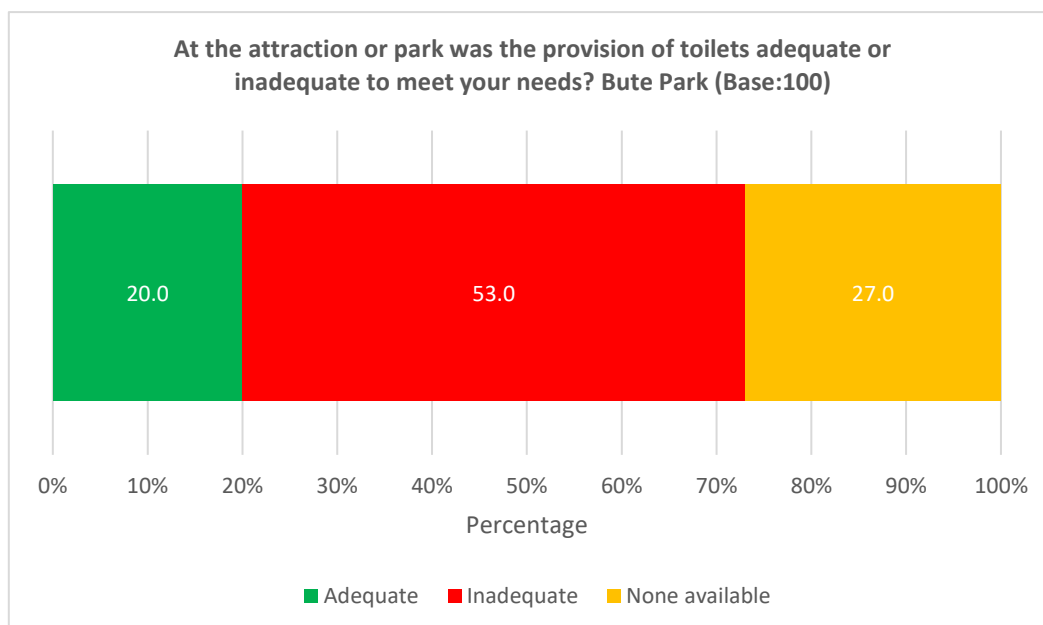


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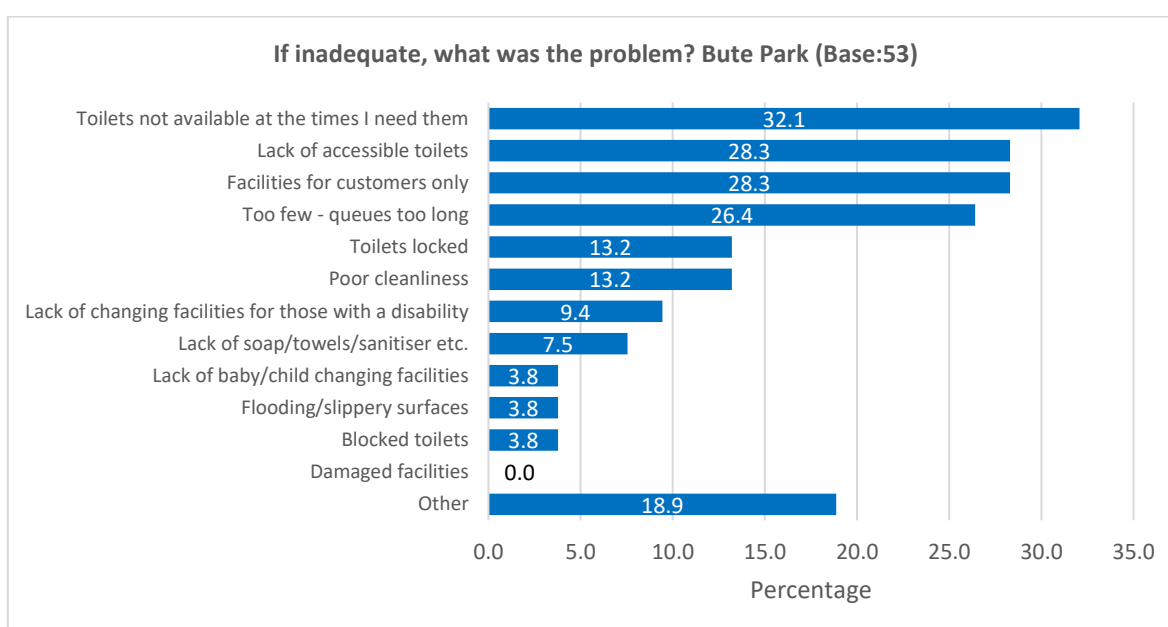
## **Bute Park**

Over a half (53.0%) of Bute Park visitors felt the provision of toilets was inadequate, in contrast, one in five (20.0) said the facilities were adequate.

Over three in ten (32.1%) of recent Bute Park visitors cited Toilets not being available at the time I need them as the main problem, this was followed by Lack of accessible toilets and facilities for customers only (28.3%).



NB. Excludes those that answered 'Don't know'

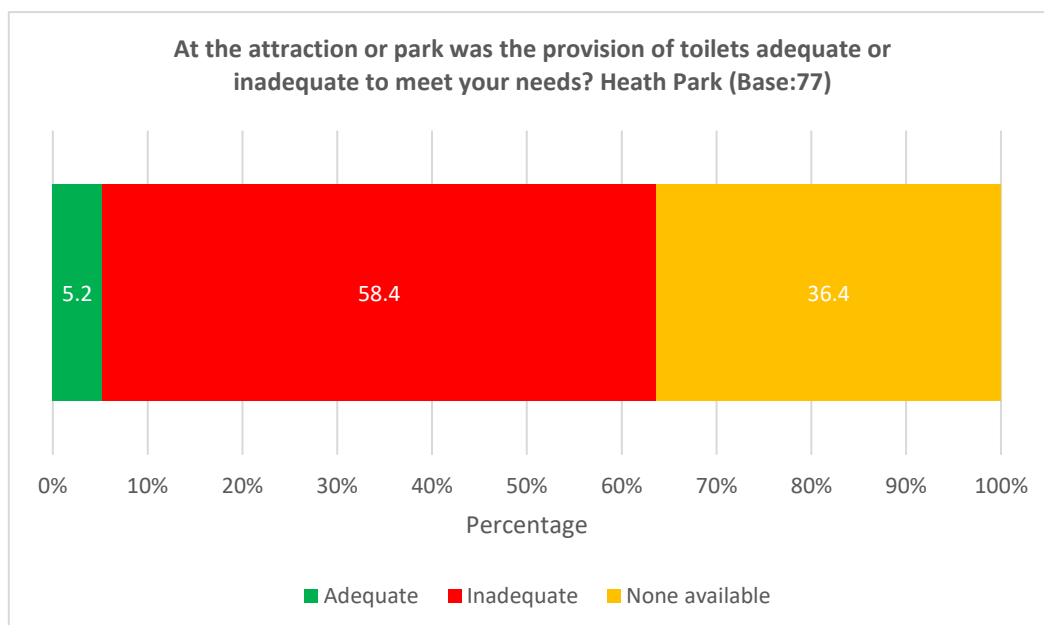


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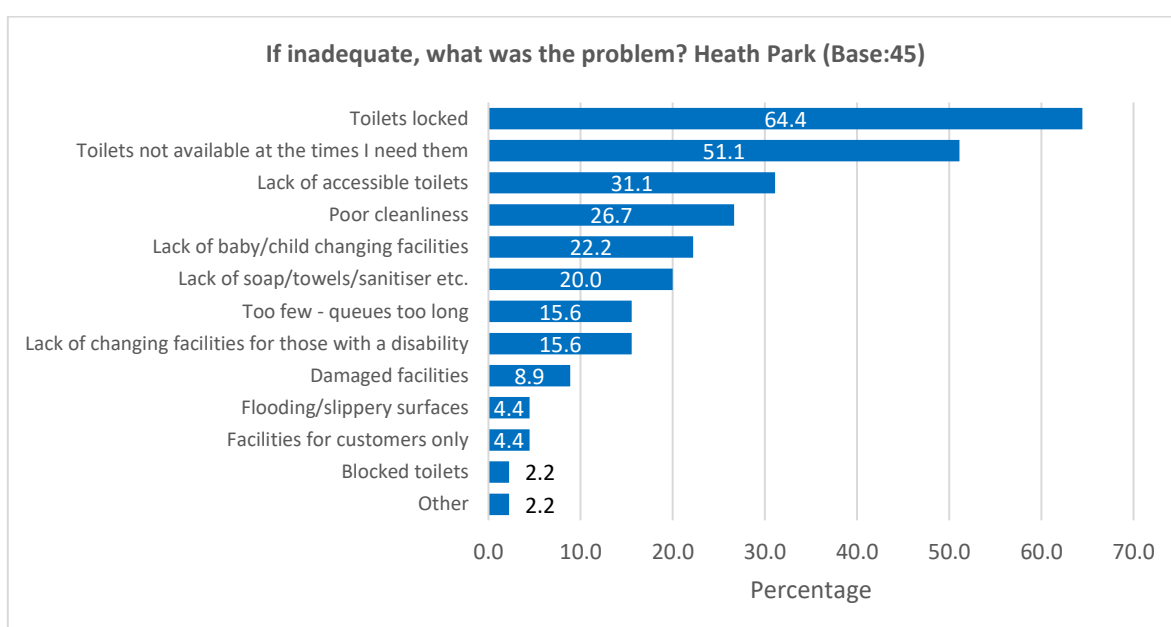
## Heath Park

Almost three in five (58.4%) of recent visitors to Heath Park claimed the provision of toilets were in adequate, over a third (36.4%) stated there none available.

Toilets locked (64.4%) was detected as the main issue with the toilet provision at Heath Park, this was followed by Toilets not available at the times I need them (51.1%).



NB. Excludes those that answered 'Don't know'

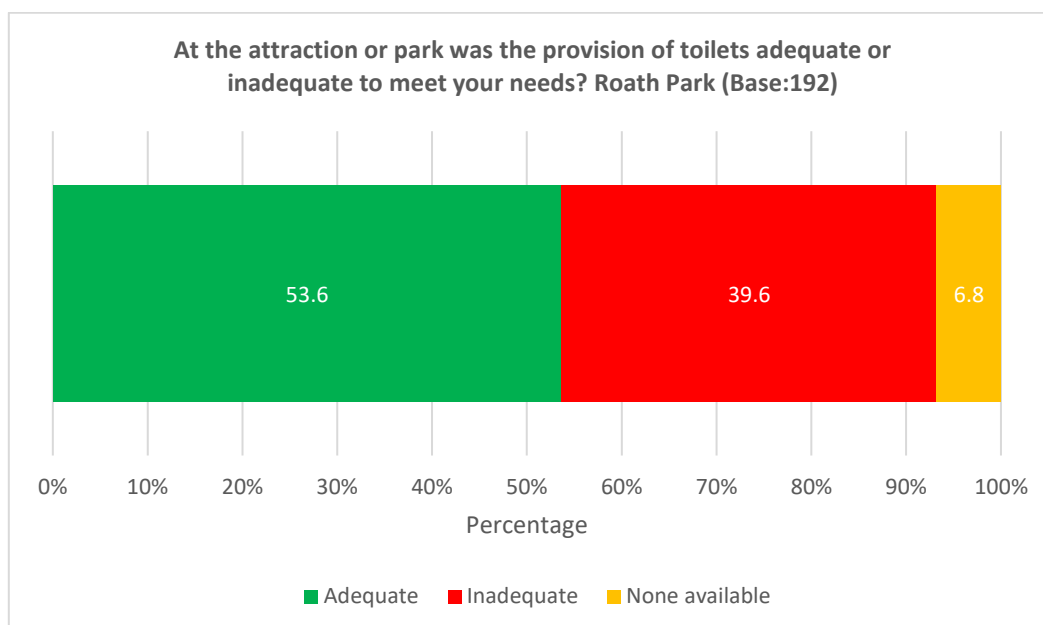


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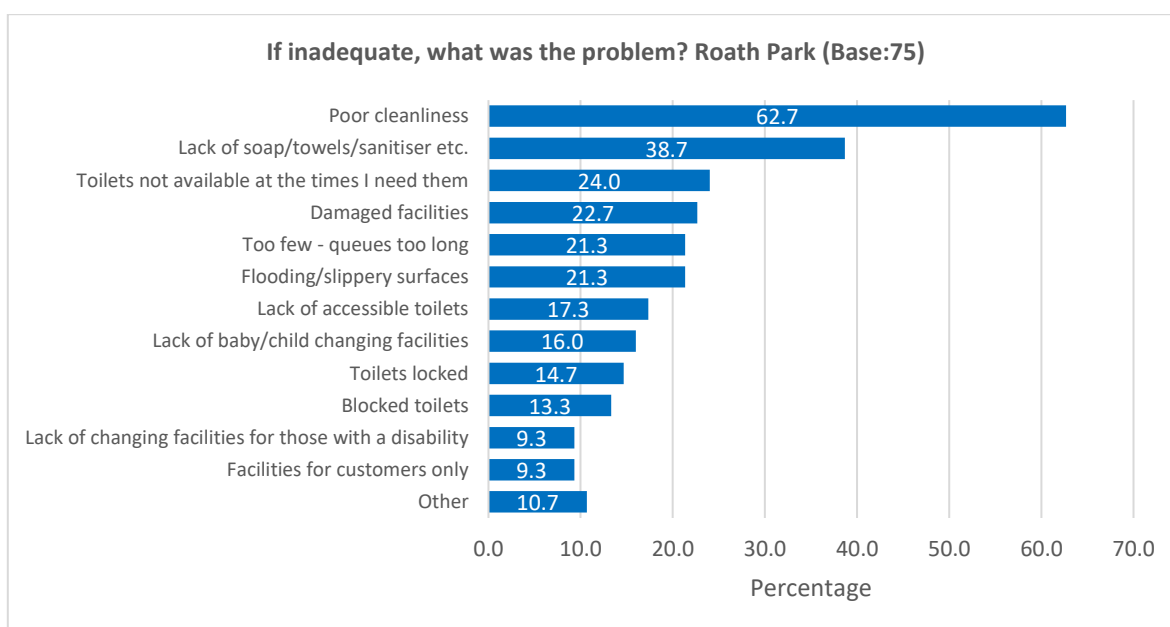
## **Roath Park**

Over a half of respondents who had recently visited Roath Park felt the provision of toilets was adequate, two in five (39.6%) claimed they were inadequate.

Poor cleanliness (62.7%) was cited as the main issue the provision of toilets at Roath Park, this was followed by Lack of soap / towels / sanitiser etc. (38.7%).



NB. Excludes those that answered 'Don't know'

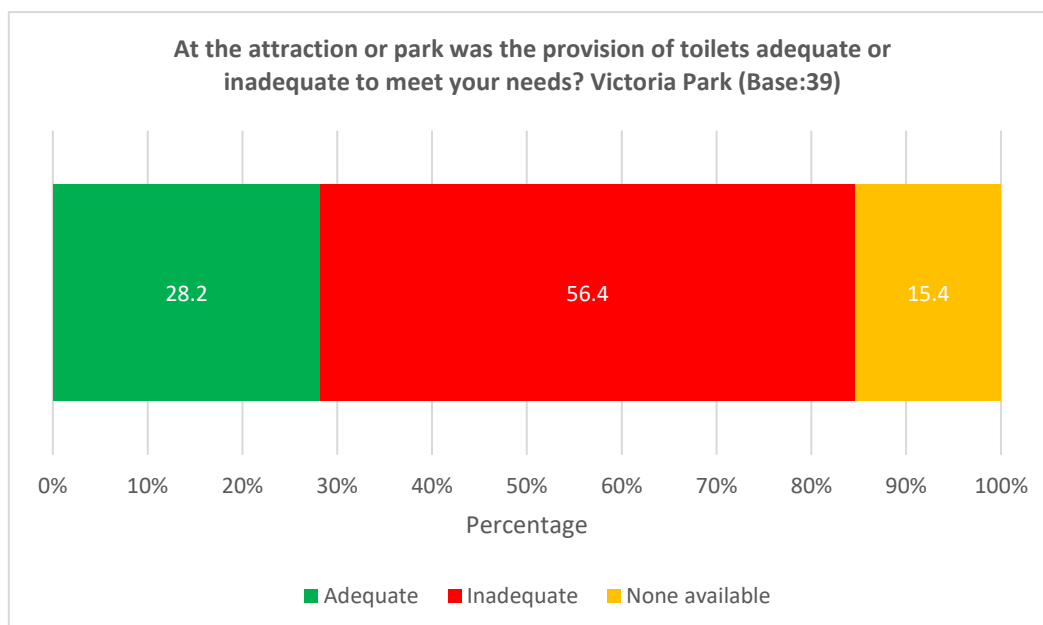


NB. Percentages do not sum to 100% because respondents could select more than one option

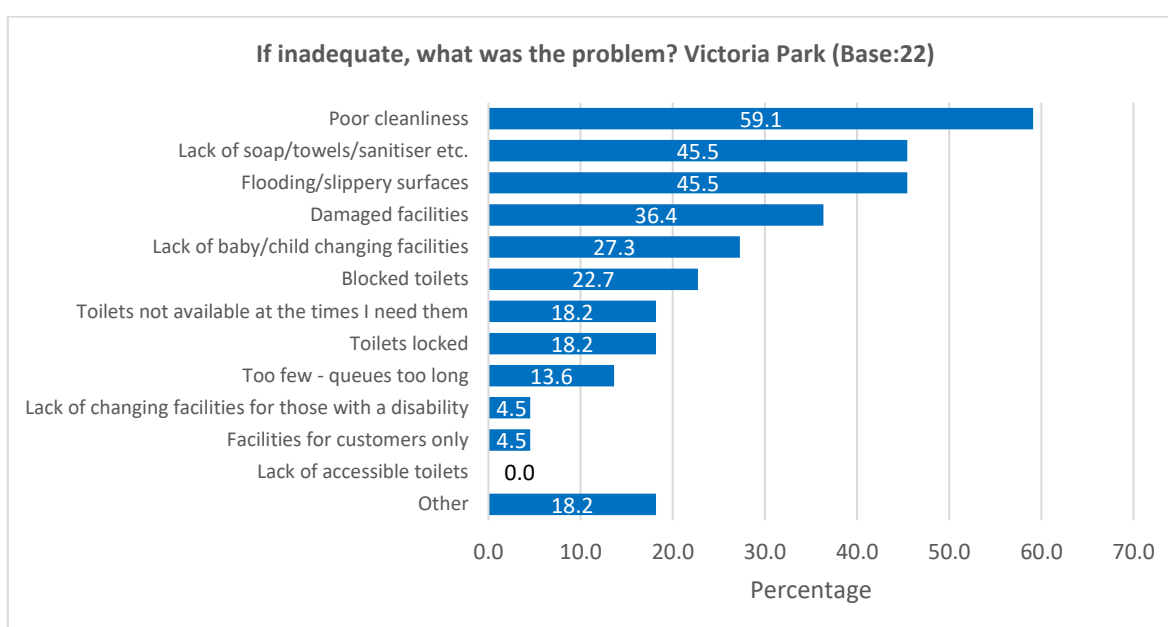
## **Victoria Park**

Over a half (56.4%) of recent visitors to Victoria Park felt the provision of toilets was inadequate, over a quarter (28.2%) felt they were adequate.

Poor cleanliness (59.1%) was cited as the main problem at Victoria Park, this was followed by Lack of soap / towels / sanitiser etc. and Flooding / slippery surfaces (45.5%)



NB. Excludes those that answered 'Don't know'



NB. Percentages do not sum to 100% because respondents could select more than one option

### 11. Please provide details of good quality toilet and changing facilities available in Cardiff

A summary of the comments left by respondents outlining good quality toilet and changing facilities in Cardiff can be seen below:

Theme	No.	%
St Davids 2	257	33.0
Private Facilities Pubs/stores/Restaurants/Coffee shops/Hotels	248	31.9
St Davids 1	138	17.7
Libraries/Hubs & leisure Centres	103	13.2
WMC	47	6.0
Museum - Cardiff/Old Library/St Fagans	44	5.7
Roath park/Lake	34	4.4
The Hayes	25	3.2
Queens Arcade	11	1.4
St Davids Hall	10	1.3
Bute Park Garden Café	10	1.3
Capital SC	8	1.0
City Hall	7	0.9
Clean/ sufficient hand soap/hot water/toilet roll etc.	7	0.9
Bay - Barrage/Senedd building/pierhead building	6	0.8
Victoria park	6	0.8
Castle	5	0.6
Misc	105	13.5
Other	10	1.3
Total Respondents	778	-

## 12. Please provide details of poor quality toilet and changing facilities available in Cardiff

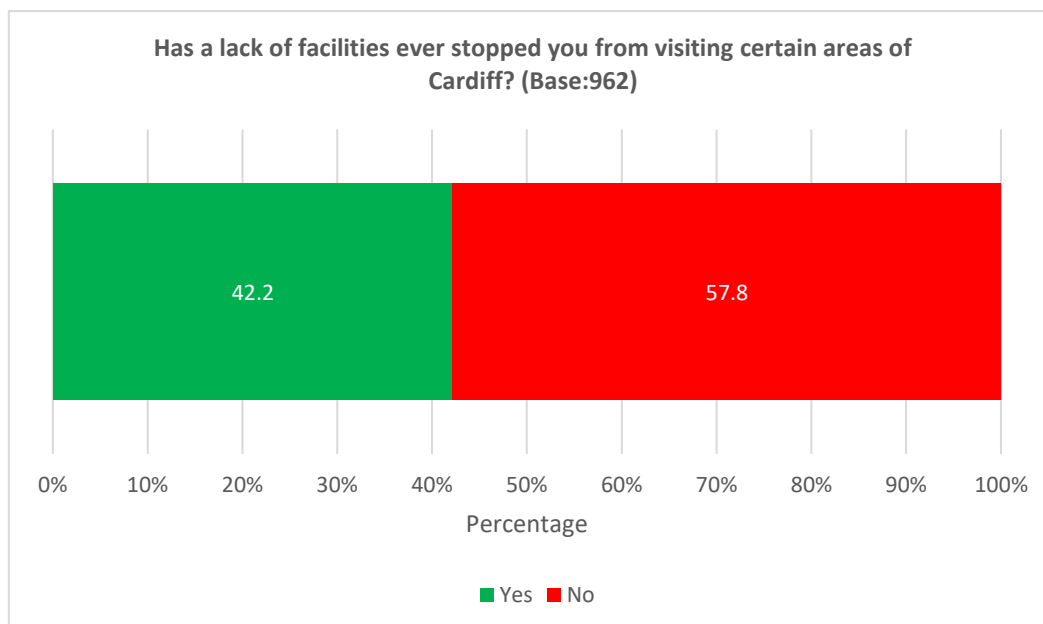
A summary of the comments left by respondents outlining poor quality toilet and changing facilities in Cardiff can be seen below:

Theme	No.	%
Lack of Toilets/disabled toilets	66	10.3
Roath Park	47	7.4
St Davids	42	6.6
Electoral Ward - General	40	6.3
City Centre	35	5.5
Heath Park	34	5.3
Dirty/Broken/Smelly/Poor facilities	31	4.9
Victoria Park	30	4.7
Cardiff Indoor Market	26	4.1
Hayes	26	4.1
Parks - General	20	3.1
Bute Park	20	3.1
Queens Arcade	19	3.0
Albany Road	19	3.0
Cardiff Bay/Barrage	12	1.9
Queen Street	10	1.6
Penylan Community Centre/Library	10	1.6
Central Train Station	9	1.4
Llandaff Fields	9	1.4
St Davids 2	8	1.3
Pontcanna Fields	7	1.1
Caedelyn Park	7	1.1
Queen Street Train Station	6	0.9
Cefn Onn Park	6	0.9
Misc.	71	11.1
Other	109	17.1

NB. Percentages do not sum to 100% because respondents could select more than one option

### 13. Has a lack of facilities ever stopped you from visiting certain areas of Cardiff?

Over two fifths (42.2%) of respondents claimed that a lack of facilities has stopped them from visiting certain areas of Cardiff.



Respondents were asked to provide more details when a lack of facilities had stopped them from visiting certain Cardiff locations. A summary of the information provided can be seen below:

Theme	No.	%	Example Comments
Lack of toilets / None available	61	18.4	<ul style="list-style-type: none"> <li>Limited time out if there are no facilities</li> <li>Certain areas as know that there are no facilities available</li> <li>There are no public facilities in the town centre or other local high streets other than in private establishments where you have to be a customer to use the facilities.</li> </ul>
	55	16.6	<ul style="list-style-type: none"> <li>Early hours of the morning there are little to no facilities available especially for individuals with bowel conditions or disabled individuals with specific needs.</li> </ul>



Theme	No.	%	Example Comments
Health / Disability / Access issues			<ul style="list-style-type: none"> <li>I have IBS so I am reluctant to visit places that don't have facilities.</li> <li>I have a condition which requires me to be near to toilet facilities at all times. They are so few and far between in Cardiff that much of it is beyond my reach.</li> </ul>
City Centre	33	10.0	<ul style="list-style-type: none"> <li>I don't go to town shopping anymore in case I get caught short. I don't want to buy drinks or burgers just to use their toilets.</li> <li>There are no public facilities in the town centre or other local high streets other than in private establishments where you have to be a customer to use the facilities.</li> <li>City Centre at night.</li> </ul>
Electoral Ward - General	32	9.7	<ul style="list-style-type: none"> <li>Whitchurch village has no toilets.</li> <li>I won't go to Canton as I don't know the toilet situation and I don't feel comfortable in the pubs.</li> <li>I used to shop in Rhiwbina, Llanishen and Whitchurch and have to cut visits because of a lack of facilities.</li> </ul>
Parks - General	25	7.6	<ul style="list-style-type: none"> <li>Yes some parks in Cardiff and outdoor when walking.</li> <li>Most Cardiff parks.</li> <li>Local parks. I do not want my young daughter in filthy public toilets.</li> </ul>
	16	4.8	<ul style="list-style-type: none"> <li>I didn't like taking my children to Heath Park when they were small because there were no toilet facilities. I've had to help them pee</li> </ul>

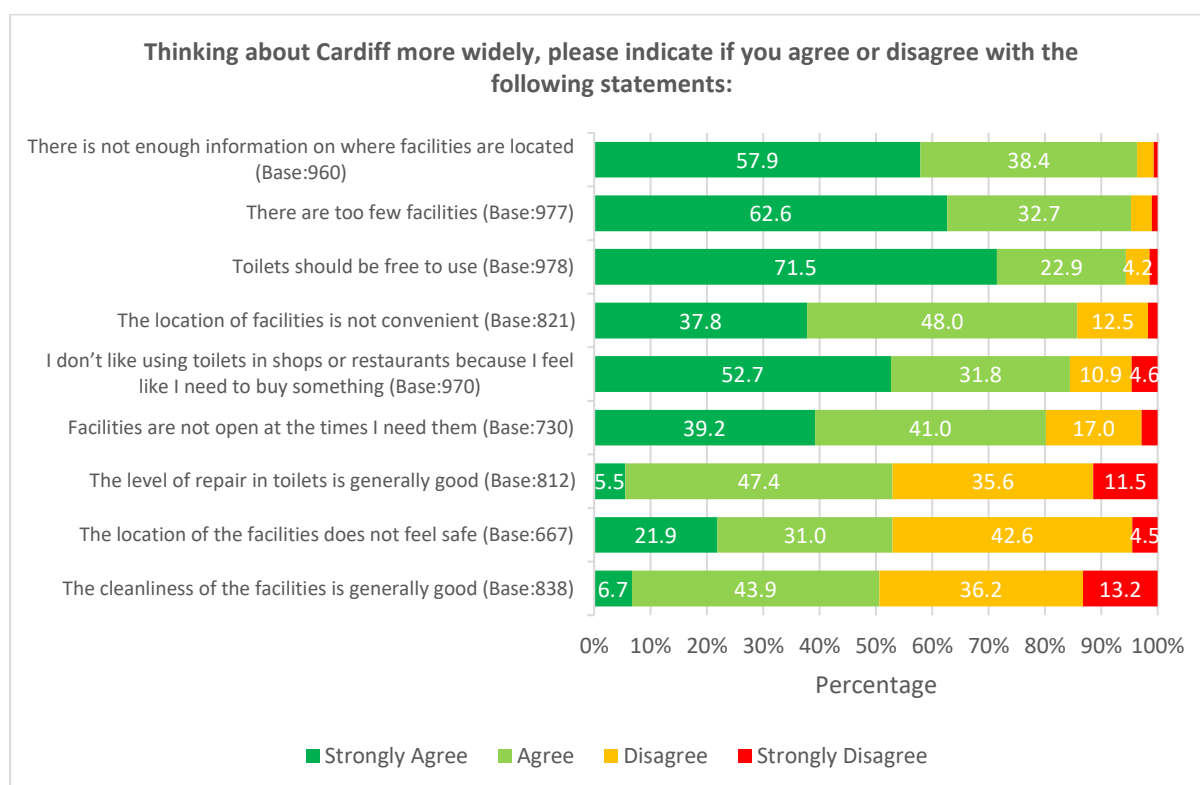
Theme	No.	%	Example Comments
Heath Park			<p>behind a tree numerous times because there was no other option.</p> <ul style="list-style-type: none"> <li>• Visiting Heath Park less because of poor facilities near the playground.</li> <li>• It puts me off taking my 3 year old son to Heath Park because there's nowhere for him to go to the toilet.</li> </ul>
Bute Park	15	4.5	<ul style="list-style-type: none"> <li>• It prevents me from spending time in places like Bute park due to lack of toilet facilities, which is frustrating as spending time outdoors is so beneficial to our health.</li> <li>• Bute Park lack of facilities for park visitors.</li> </ul>
Cardiff Bay/Barrage	14	4.2	<ul style="list-style-type: none"> <li>• Disabled toilet by the Barrage had insufficient supply of toilet paper.</li> <li>• Cardiff Bay needs more toilets</li> </ul>
Misused facilities, unhygienic	11	3.3	<ul style="list-style-type: none"> <li>• I need to be able to access a disabled toilet and always make sure there is a toilet I can use in a coffee shop, library or shop. Council controlled toilets are often shut, flooded or just disgustingly dirty.</li> <li>• Not able to stay long as can't use toilet because they smell and look disgusting.</li> </ul>
Roath Park	9	2.7	<ul style="list-style-type: none"> <li>• The toilets in Roath Park are disgusting</li> </ul>
No Wash/changing facilities	8	2.4	<ul style="list-style-type: none"> <li>• I tend to choose to visit places that have baby changing available.</li> </ul>
Victoria Park	7	2.1	

Theme	No.	%	Example Comments
			<ul style="list-style-type: none"> <li>I will go to Llandaff fields instead of Victoria Park.</li> </ul>
Opening Times	6	1.8	<ul style="list-style-type: none"> <li>Having crohns disease and IBS unless a location has toilets that are open all hours then I can be restricted as to where I visit.</li> </ul>
Llandaff Fields	6	1.8	<ul style="list-style-type: none"> <li>Outdoor spaces such as Llandaff Fields, Thompson's Park, even the city centre with no public toilets available besides the long queues in the shopping centre.</li> </ul>
Misc.	52	15.7	<ul style="list-style-type: none"> <li>I would prefer not to!</li> <li>Well if you can't go to the loo don't go there.</li> <li>Self-explanatory, surely!!</li> </ul>
Other	33	10.0	<ul style="list-style-type: none"> <li>Waterloo Gardens.</li> <li>Walks on the Taff Trail.</li> <li>Rumney Hill Gardens.</li> </ul>
Total Respondents	331	-	

#### 14. Thinking about Cardiff more widely, please indicate if you agree or disagree with the following statements:

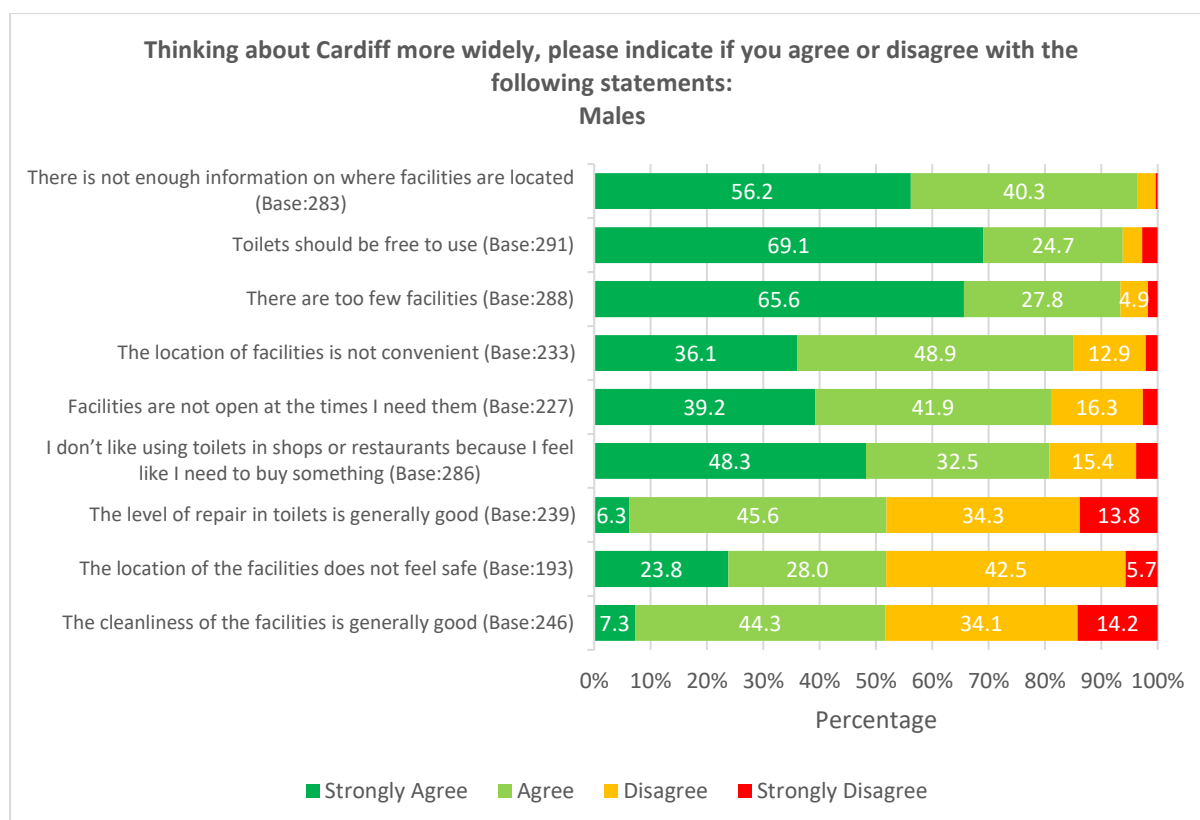
Over nine in ten of all respondents agreed that there is not enough information on where facilities are located (96.4%), there are too few facilities (95.3%) and toilets should be free to use (94.4% - including 71.5% that strongly agreed).

A half (49.4%) disagreed that the cleanliness of facilities is generally good, including 13.2% who strongly disagreed.

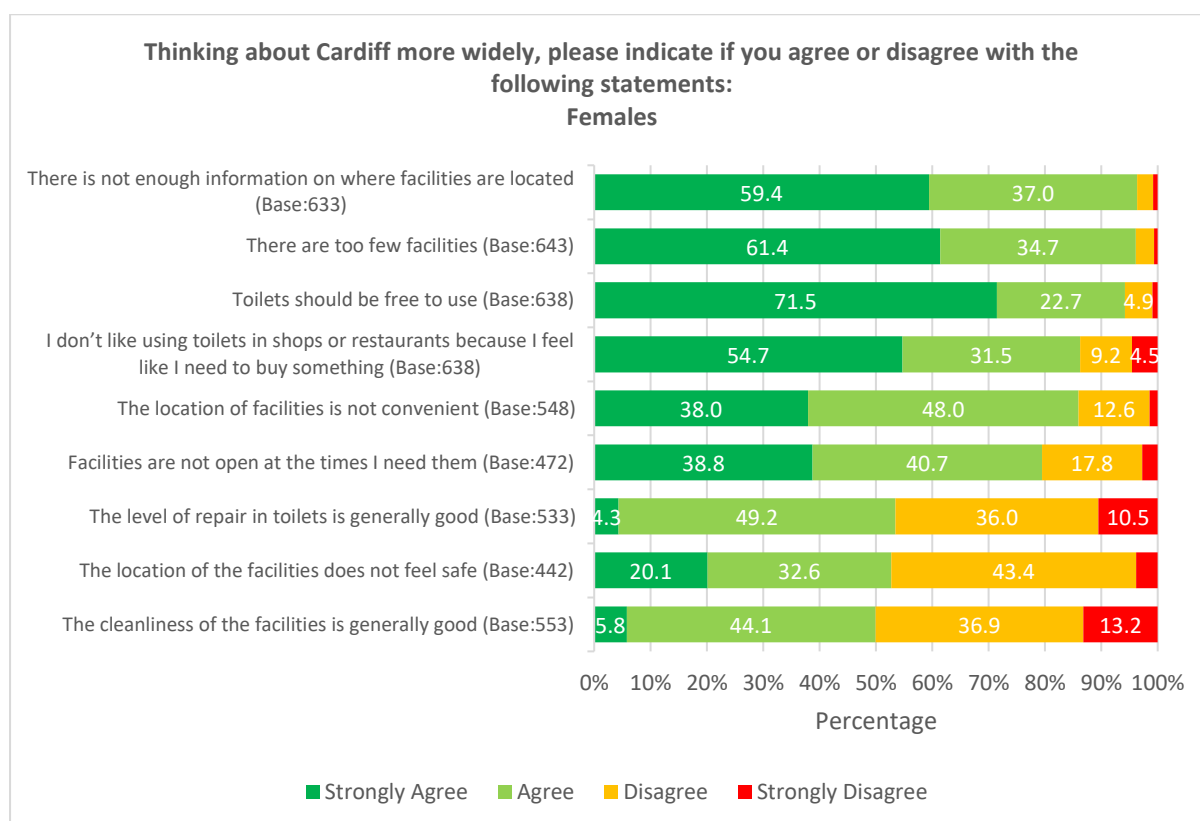


*NB. Excludes those that answered 'Don't know' and 'Neither'*

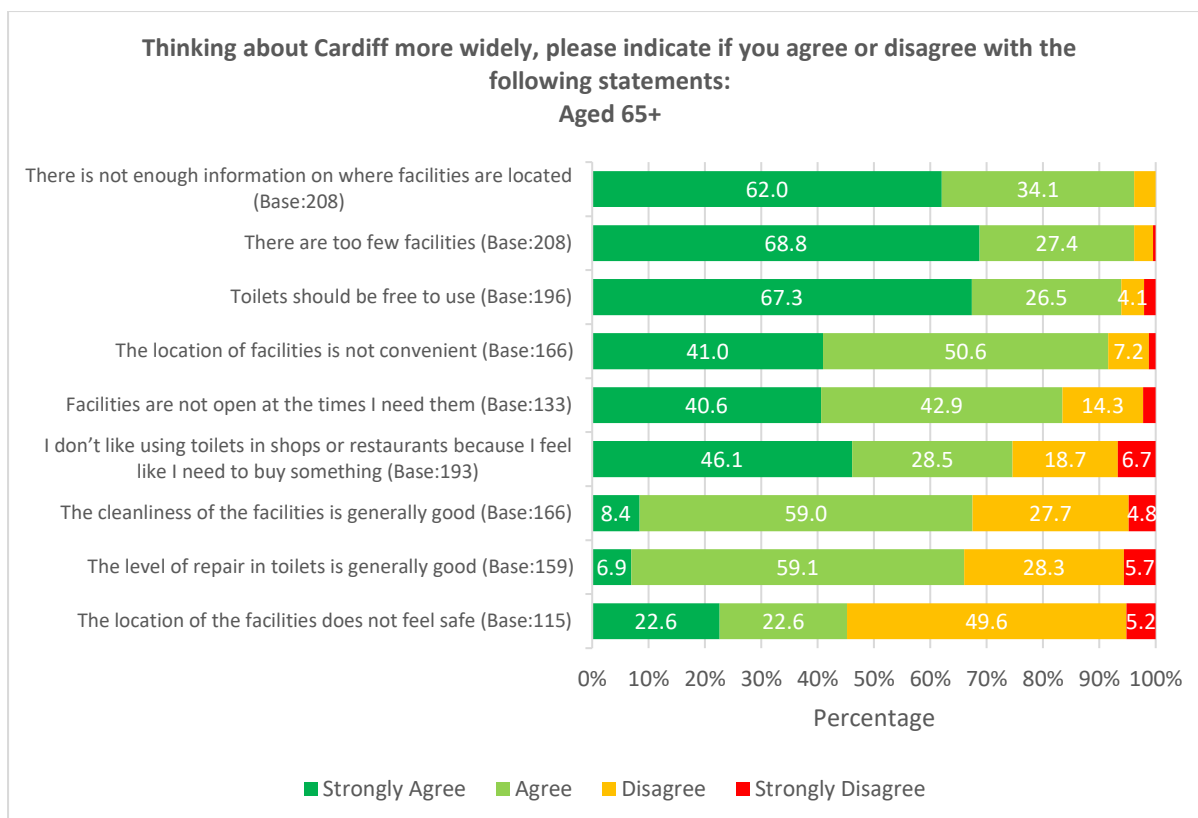
The three statements most commonly agreed with by males, females, those aged 65+ and those with a disability/health condition all match those of the overall figures, albeit not necessarily in the same order; i.e. that there is not enough information on where facilities are located, there are too few facilities, and toilets should be free to use. However, for households with children under 4, the statement with the highest level of agreement was 'I don't like using toilets in shops or restaurants because I feel like I need to buy something'.



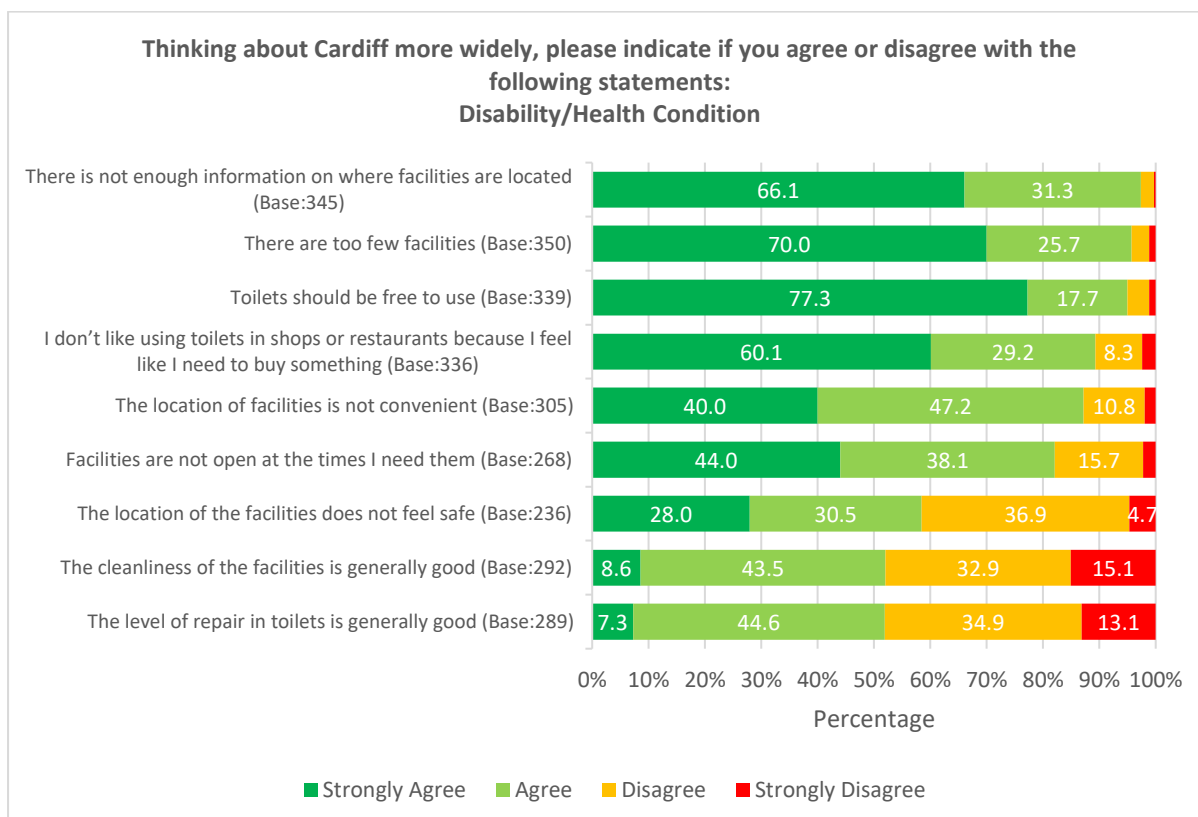
**NB. Excludes those that answered 'Don't know' and 'Neither'**



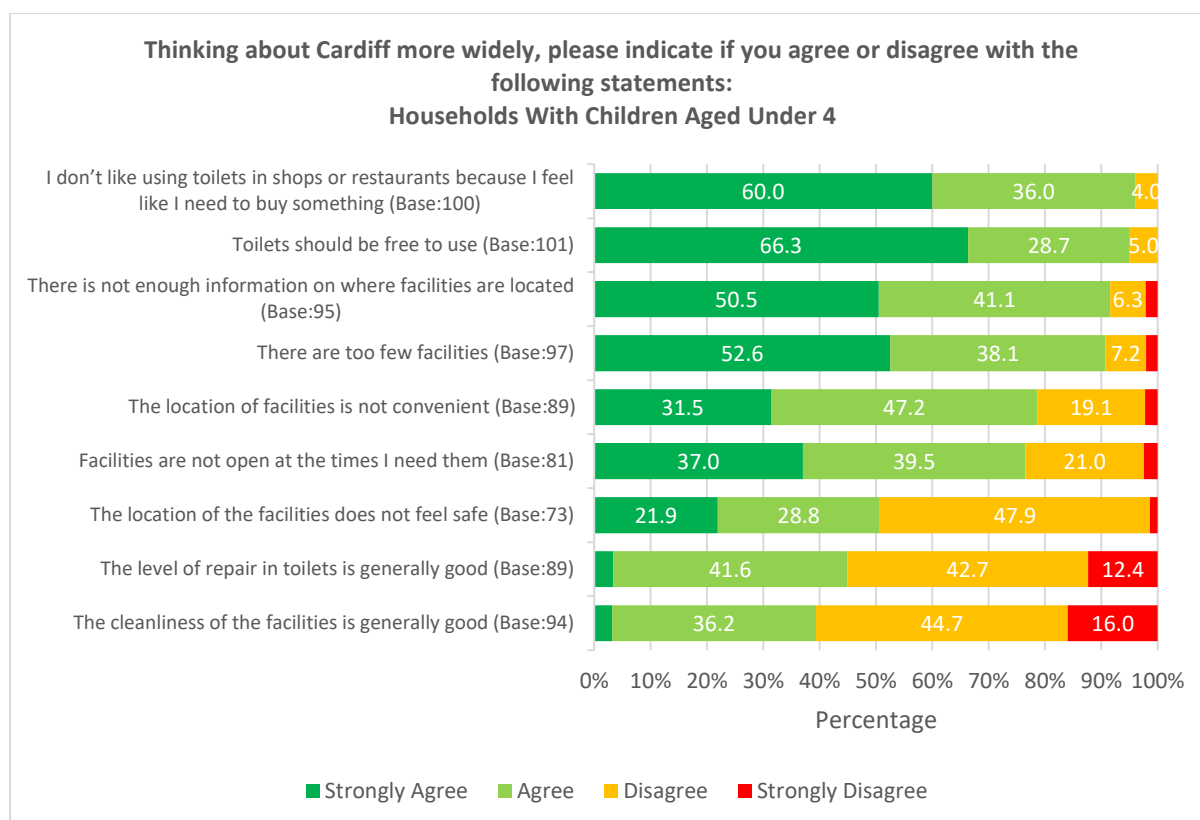
**NB. Excludes those that answered 'Don't know' and 'Neither'**



*NB. Excludes those that answered 'Don't know' and 'Neither'*



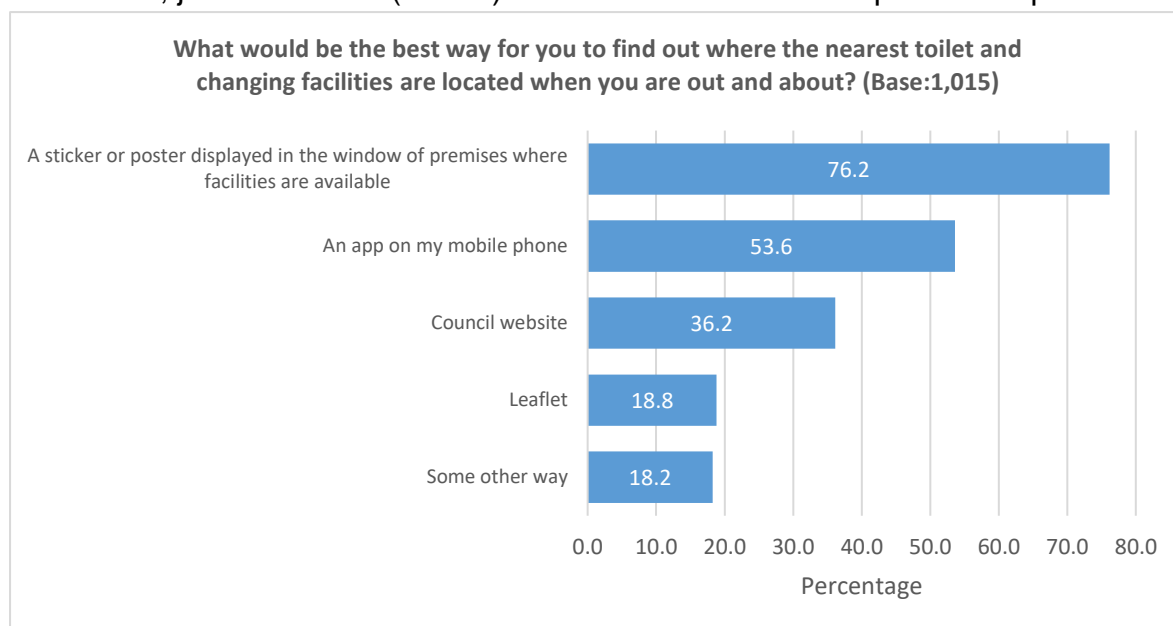
*NB. Excludes those that answered 'Don't know' and 'Neither'*



*NB. Excludes those that answered 'Don't know' and 'Neither'*

### 15. 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?

A sticker or poster displayed in the window of premises where facilities are available was identified as the best way to find out where the nearest toilet and changing facilities are located when out and about, with over three quarters (76.2%) identifying this as their preference. In addition, over half would like to use an app on their mobile phone (53.6%) and more than a third would like to use the Council website (36.2%). In contrast, just one in five (18.8%) selected a leaflet as their preferred option.



*NB. Percentages do not sum to 100% because respondents could select more than one option*

### 16. Are there any other comments that you would like to make regarding the provision of toilet and changing facilities in Cardiff?

Respondents were given the opportunity to leave any other comments regarding the provision of toilet and changing facilities in Cardiff. A summary of these comments can be seen below:

Theme	No.	%	Sample Comments
Better provision of toilet facilities needed	248	52.8	<ul style="list-style-type: none"> <li>Just make them available for goodness sake! - The council are providing a service before they are a business. We pay enough to you for this most basic of provision. It would also make a few more jobs available.</li> <li>Lots more facilities needed in central Cardiff. Also facilities need to be provided in Canton Cowbridge Road shopping area. Should be free - &amp; not have to go into a shop to use the toilet &amp; have to buy a coffee.</li> </ul>



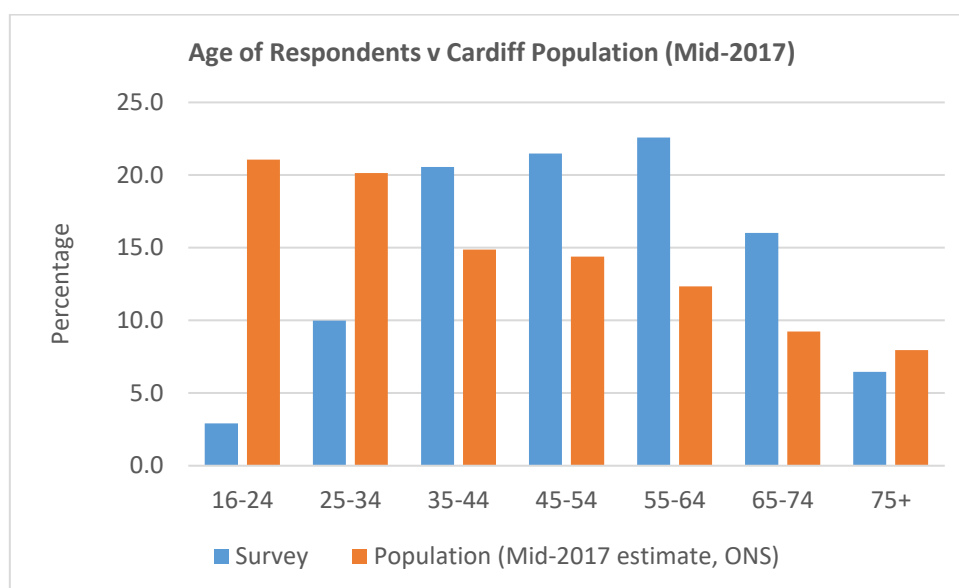
Theme	No.	%	Sample Comments
			<ul style="list-style-type: none"> <li>Simply not enough. As someone who has been affected by surgery &amp; needs access quickly to facilities, the lack of provision makes me think twice before going out anywhere.</li> </ul>
More / better information provided (Signs / Maps / Apps etc.)	69	14.7	<ul style="list-style-type: none"> <li>A sign saying people are welcome to use toilet would be fab, eliminate embarrassment etc.</li> <li>Current levels should not be reduced and clearer signs about where toilets are would be good as well as an app.</li> <li>It would be good to know which shops and restaurants are happy for toilets to be used.</li> </ul>
Lack of changing / baby changing facilities	31	6.6	<ul style="list-style-type: none"> <li>A baby change is difficult to find in some places like City Road if we are dining out.</li> <li>Please provide more changing places for adults and children</li> <li>Simply have more baby changing facilities with a toilet for the parent/carer to use!</li> </ul>
Toilets / Baby changing facilities need to be regularly cleaned	31	6.6	<ul style="list-style-type: none"> <li>Ensure toilets are regularly monitored for cleanliness and maintenance.</li> <li>Maintained and cleaned regularly.</li> <li>The best toilets are light, checked regularly and kept clean. Clean toilets stay clean - dirty toilets become worse.</li> </ul>
Introduce a fee for using public toilets	21	4.5	<ul style="list-style-type: none"> <li>Feel it does attract visitors, when excellent washroom facilities are available. Customers willing to pay for this provision, which brings in additional revenue.</li> <li>I would not object to paying e.g. On the Hayes if an attendant was reinstated.</li> <li>Would prefer to pay nominal charge if more clean toilets available.</li> </ul>
Toilets needed in all parks	16	3.4	<ul style="list-style-type: none"> <li>No-one should be discouraged from visiting parks and other council premises because a lack of toilet facilities.</li> <li>There should be more toilets in open public places like parks and on the Taff trail.</li> </ul>
Should have separate facilities for	15	3.2	<ul style="list-style-type: none"> <li>I feel that it is really important that single sex toilet facilities are available. This is because women and girls need safe, private spaces away from male bodied</li> </ul>

Theme	No.	%	Sample Comments
ladies and gents			<p>people, for reasons of privacy and safety, particularly when dealing with periods.</p> <ul style="list-style-type: none"> <li>Keep public toilets and changing facilities sex-based, that is not mixed sex or gender neutral. These places should be safe for women and girls and we know the number of sex assaults has increased in mixed-sex facilities. Also if you make them mixed-sex you are excluding some women and girls from using them due to cultural, religious and safety concerns.</li> </ul>
Generally happy with current facilities provided	14	3.0	<ul style="list-style-type: none"> <li>I think the toilets provided in public buildings are generally very good and well maintained. Public conveniences are usually cold (in winter) and often not very clean but very welcome if you need them at the time. I wouldn't like to see none available at all, especially in parks for young families.</li> <li>Most toilets have baby changing and this is great.</li> </ul>
Toilets needed near bus / train stations	10	2.1	<ul style="list-style-type: none"> <li>There are none near the train station or where the bus station used to be. Not convenient if you are travelling.</li> <li>There should be free toilets near the Bus Station and Train Station.</li> </ul>
Shops / restaurants / cafes / pubs should have freely accessible toilets	9	1.9	<ul style="list-style-type: none"> <li>All shops, restaurants, cafes, public buildings, etc., should have freely and easily accessible clean toilet facilities.</li> <li>Explicitly allow public access to toilets in e.g. pubs, bars and cafes, maybe pay the owners some contribution.</li> </ul>
People urinating / defecating in public	7	1.5	<ul style="list-style-type: none"> <li>Public toilets are essential to all, lack of them prevents people coming to Cardiff, on match day people urinate, defecate and vomit on the streets and bus stops, they consume alcohol in vast quantities so facilities should be available but are not - with small children touching bus stops seats etc. this is a public health hazard so my family and many other we know go elsewhere.</li> </ul>
Lack of items such as soap / toilet roll etc.	6	1.3	<ul style="list-style-type: none"> <li>Too many public conveniences have been closed, some of these still open are very basic and often don't have hot water, soap or toilet paper.</li> </ul>

Theme	No.	%	Sample Comments
Shouldn't have to purchase something to use toilet facilities	3	0.6	<ul style="list-style-type: none"> <li>There are none in the shopping area Ty Glas Avenue - M &amp; S, books etc. - Only the coffee shop which is for customers only. I don't want to spend £2 on a drink i don't want to just to use the toilet.</li> </ul>
Misc.	57	12.1	<ul style="list-style-type: none"> <li>I have noticed a correlation between restaurant hygiene ratings and quality of toilet provision. As a result i use 4 and 5 only - would use rate 3 if urgent.</li> <li>In Porthcawl there are lovely free public toilets. So clean, even though they are old-fashioned.</li> <li>Men can generally manage when out and about walking - this affect women.</li> </ul>

## About You

### 17. What was your age on your last birthday?



*NB. Percentages are based on those aged 16+*

**18. Are you...?**

	Survey		Mid-2017 Population Estimate (% of those Aged 16+)
	No.	%	
Male	305	31.0	49.0
Female	677	68.9	51.0
Other	1	0.1	-
Prefer not to say	20	-	-
Total	1,003	100.0	<b>100.0</b>

*NB. Percentages exclude those that answered 'Prefer not to say'*

**19. How many children live in your household?**

	Age under 4		Aged 4 - 18	
	No.	%	No.	%
0	642	85.9	589	68.3
1	81	10.8	132	15.3
2	22	2.9	124	14.4
3	1	0.1	14	1.6
4	1	0.1	1	0.1
5+	0	0.0	2	0.2
Total	747	100.0	862	100.0

**20. Are you pregnant, or have you given birth in the last 26 weeks?**

	No.	%
Pregnant	9	1.0
Given birth	11	1.2
No	902	95.9
Prefer not to say	19	2.0
Total	941	100.0

**21. Do you have caring responsibilities?**

	No.	%
Yes	194	20.0
No	778	80.0
Total	972	100.0

**22. Do you identify as a disabled person?**

	<b>No.</b>	<b>%</b>
Yes	163	16.4
No	793	80.0
Prefer not to say	35	3.5
Total	991	100.0

**23. Please tick any of the following that apply to you:**

	<b>No.</b>	<b>%</b>
Long-standing illness or health condition (e.g. Cancer, HIV, diabetes or asthma)	172	42.5
Mobility impairment	108	26.7
Deaf / Deafened / Hard of hearing	78	19.3
Mental health difficulties	70	17.3
Visual impairment	26	6.4
Learning impairment / difficulties	14	3.5
Wheelchair user	12	3
Other	47	11.6
Prefer not to say	47	11.6
Total Respondents	405	-

*NB. Percentages do not sum to 100% because respondents could select more than one option*

**24. Do you regard yourself as belonging to any particular religion?**

	<b>No.</b>	<b>%</b>
Yes	388	39.3
No, no religion	496	50.2
Prefer not to say	104	10.5
Total	988	100.0

**25. If yes, please specify:**

	<b>No.</b>	<b>%</b>
Christian (Including Church in Wales, Catholic, Protestant and all other Christian denominations)	339	88.5
Muslim	13	3.4
Buddhist	4	1.0
Hindu	2	0.5
Jewish	2	0.5
Sikh	1	0.3
Other	12	3.1
Prefer not to say	10	2.6
Total	383	100.0

**26. How would you describe your sexual orientation?**

	<b>No.</b>	<b>%</b>
Heterosexual/straight	771	80.1
Bisexual	37	3.8
Gay man	21	2.2
Gay woman/Lesbian	13	1.3
Other, please specify	3	0.3
Prefer not to say	118	12.3
Total	963	100.0

**27. Do you consider yourself to be Welsh?**

	<b>No.</b>	<b>%</b>
Yes	672	67.8
No	319	32.2
Total	991	100.0

**28. How would you describe your Welsh language skills?**

	<b>No.</b>	<b>%</b>
Fluent	63	6.4
Moderate	79	8.1
Basic	227	23.2
Learner	154	15.7
None	455	46.5
Total	978	100.0

## 29. What is your ethnic group?

Ethnic Group	Survey		Census 2011 (% of Those Aged 16+)
	No.	%	
<b>White:</b>	<b>894</b>	<b>94.0</b>	<b>86.7</b>
Welsh/English/Scottish/Northern Irish/British	855	89.9	82.1
Irish	13	1.4	0.9
Gypsy or Irish Traveller	1	0.1	0.1
Other	25	2.6	3.7
<b>Mixed/Multiple Ethnic Groups:</b>	<b>18</b>	<b>1.9</b>	<b>2.2</b>
White and Black African	4	0.4	0.4
White and Black Caribbean	7	0.7	0.8
White and Asian	4	0.4	0.5
Other	3	0.3	0.5
<b>Asian/Asian British:</b>	<b>22</b>	<b>2.3</b>	<b>7.3</b>
Bangladeshi	4	0.4	1.1
Chinese	1	0.1	1.2
Indian	6	0.6	2.3
Pakistani	6	0.6	1.5
Other	5	0.5	1.2
<b>Black/African/Caribbean/Black British:</b>	<b>12</b>	<b>1.3</b>	<b>2.0</b>
African	3	0.3	1.2
Caribbean	4	0.4	0.4
Other	5	0.5	0.4
<b>Other Ethnic Group:</b>	<b>5</b>	<b>0.5</b>	<b>1.7</b>
Arab	3	0.3	1.1
Any other ethnic group	2	0.2	0.6
Prefer not to say	35	-	-
<b>Total</b>	<b>986</b>	<b>100.0</b>	<b>100.0</b>

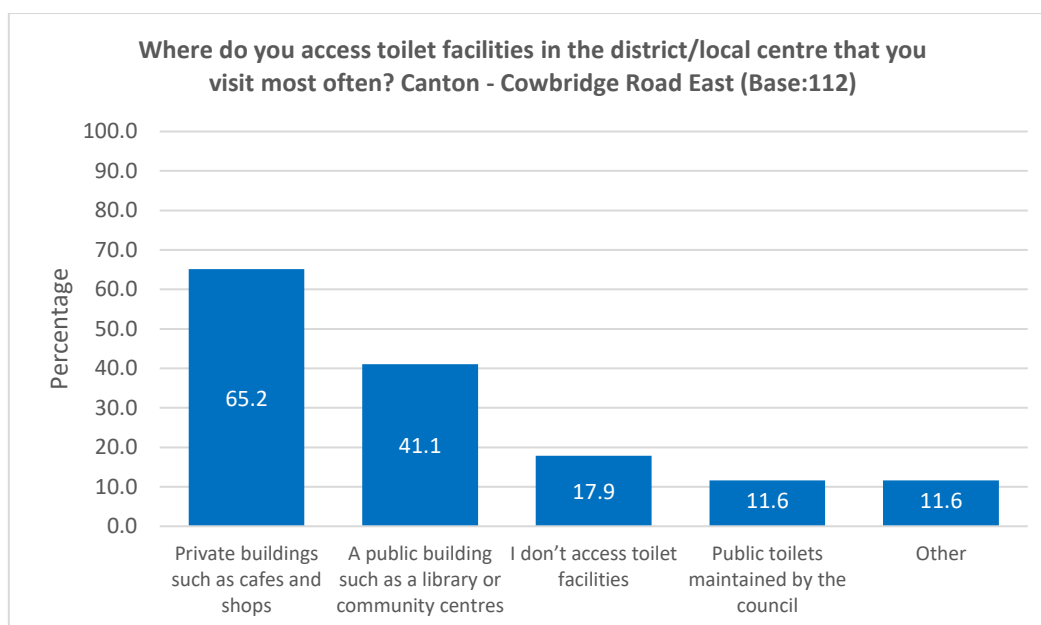
*NB. Percentages exclude those that answered 'Prefer not to say'*

### District / Local Centre – Individual Mini Profiles

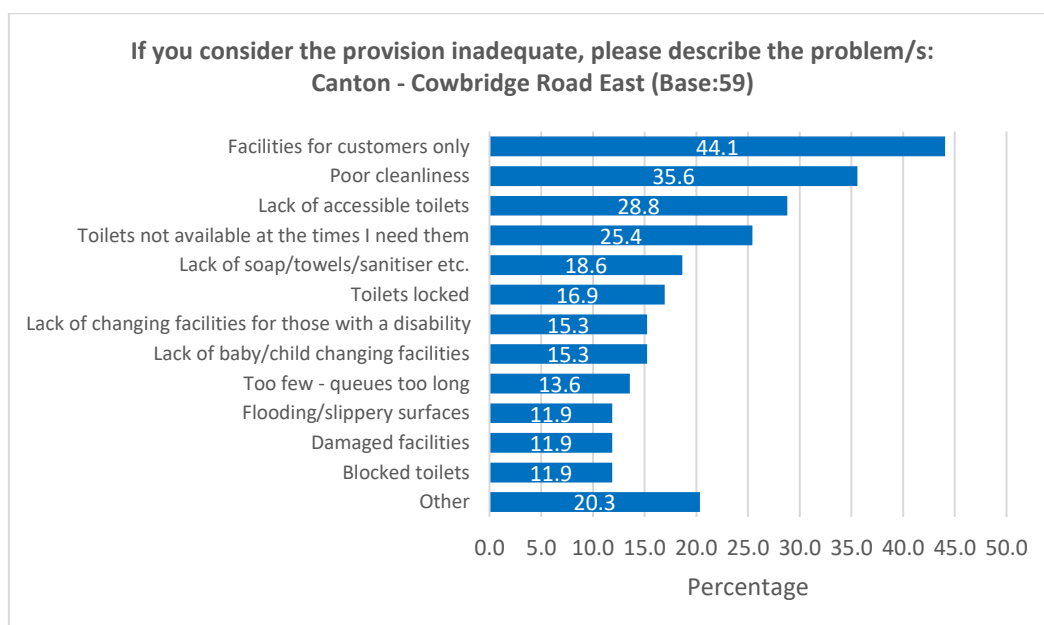
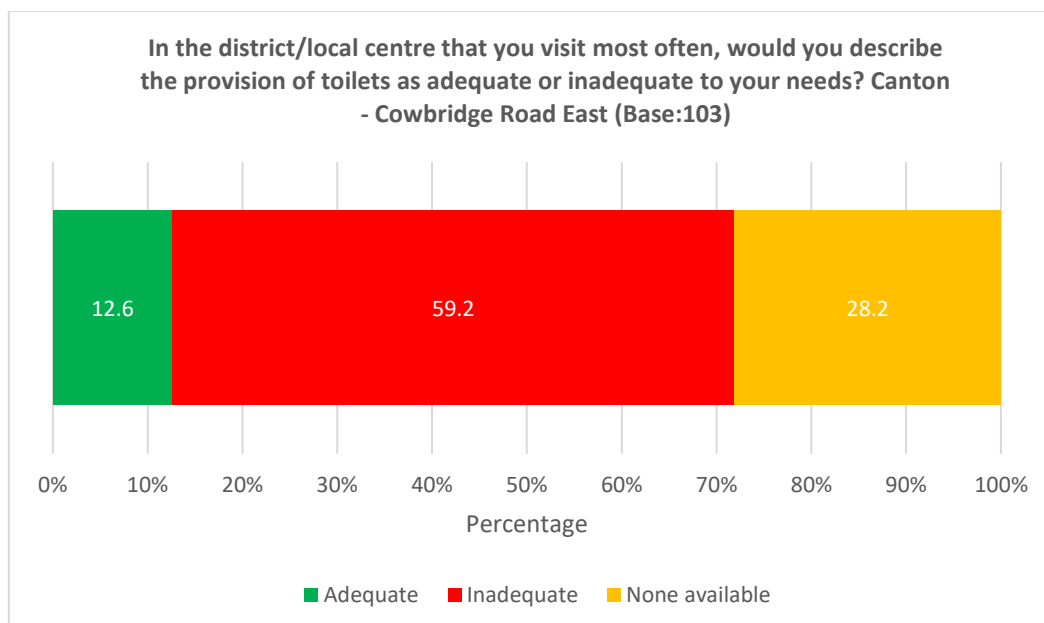
This section looks at the adequacy of the toilet facilities at those districts/local centres that were identified by at least 50 respondents in Q3 (including where specified under the 'Other' option).

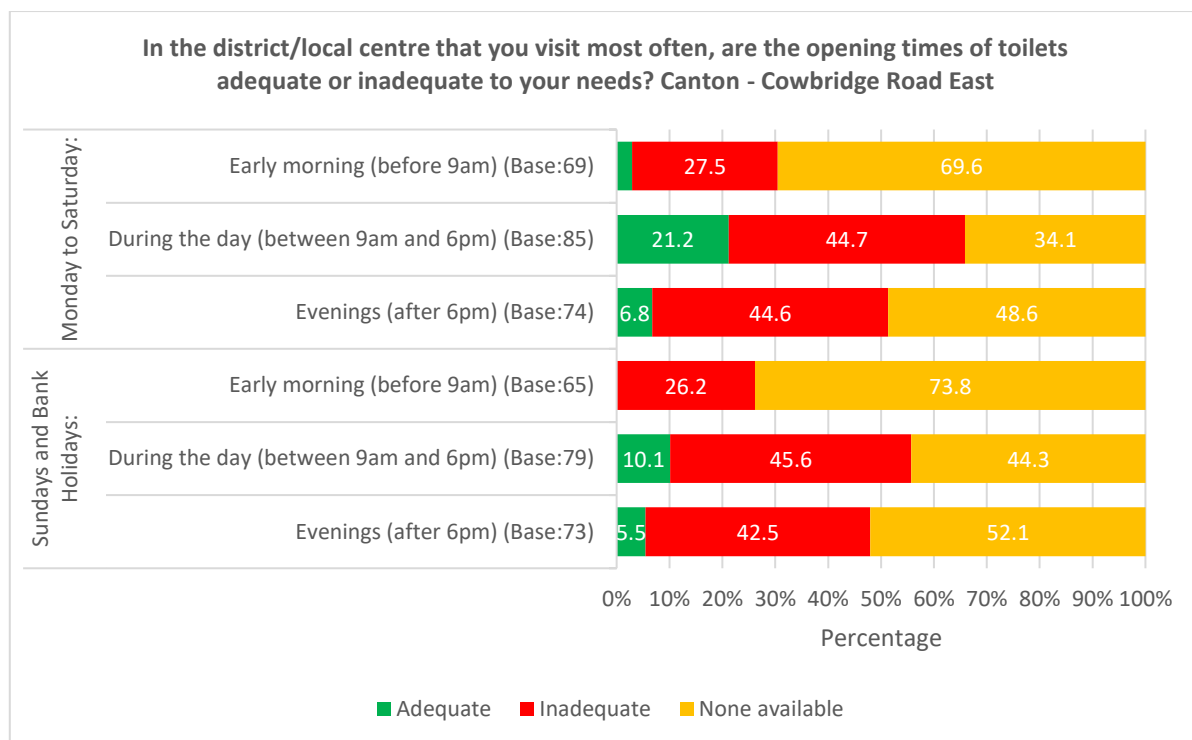
#### Cowbridge Road East - Canton - 113 Respondents

- Two-thirds (65.2%) of Cowbridge Road East shopper's access toilets via private buildings such as cafes and shops, this was followed by two-fifths (41.1%) who accessed toilets in a private building such as a library or community centre.
- Three-fifths (59.2%) of respondents described the provision of toilets as inadequate.
- Facilities for customers only (44.1%) and poor cleanliness (35.6%) were the main reasons respondents found the toilet provision inadequate.
- Toilets not being available before 9am was identified as a problem both Monday to Saturday and Sunday/Bank Holidays with around seven in ten highlighting this (69.6% and 73.8% respectively). A fifth (21.2%) found the toilet opening times adequate during the day (9am to 6pm) Monday to Saturday.



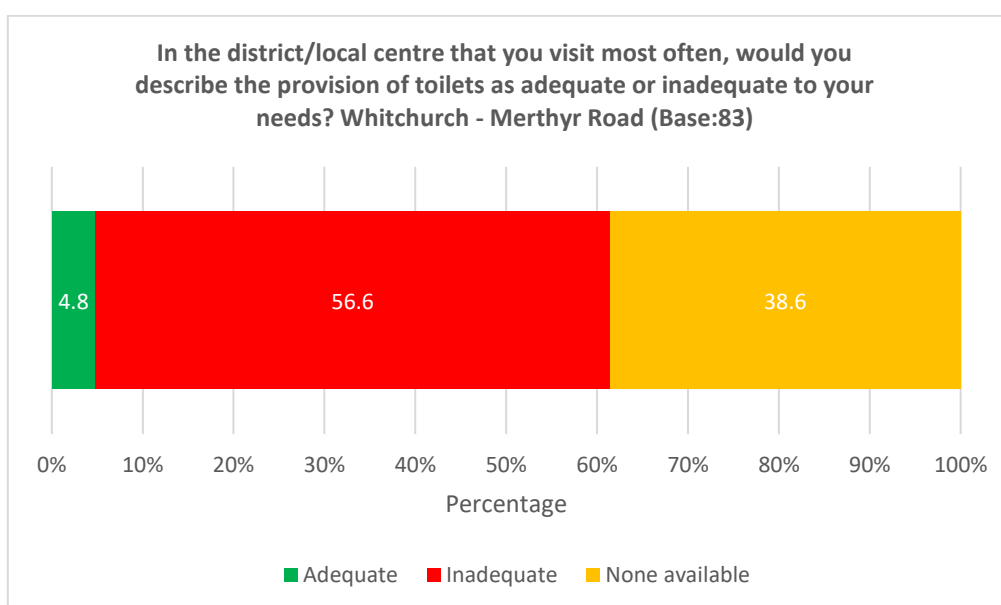
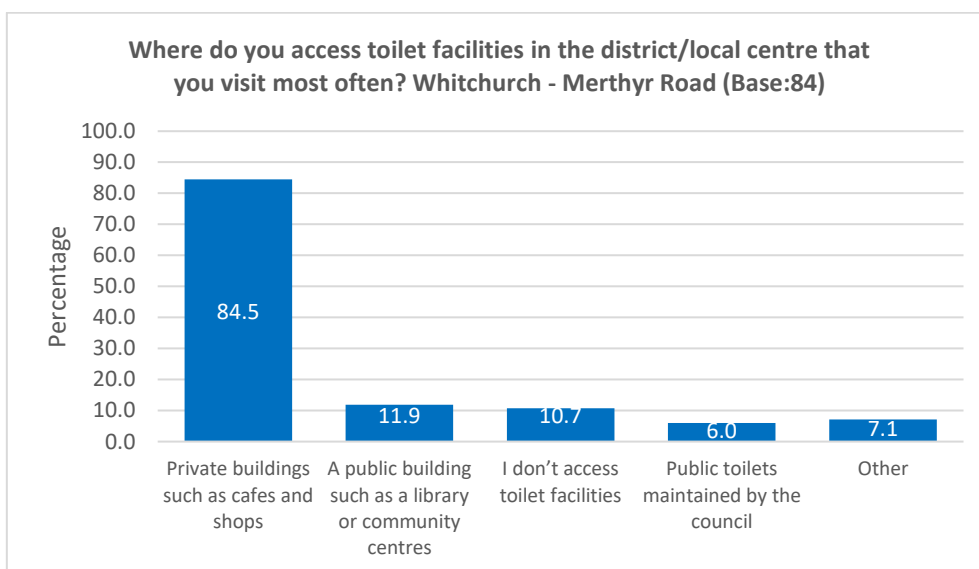


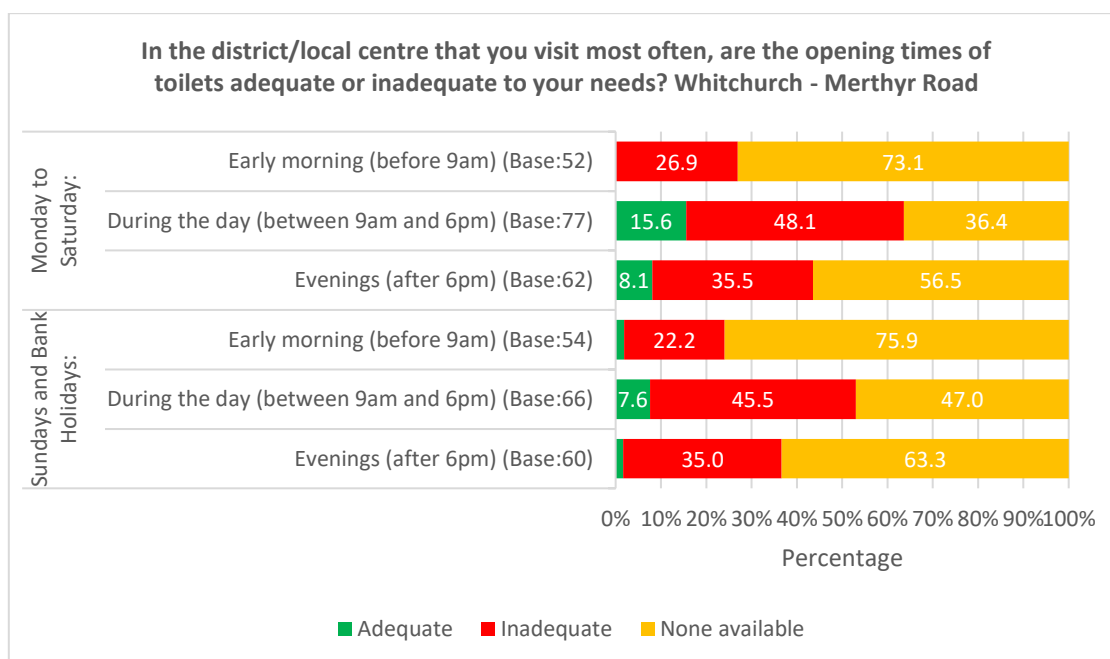
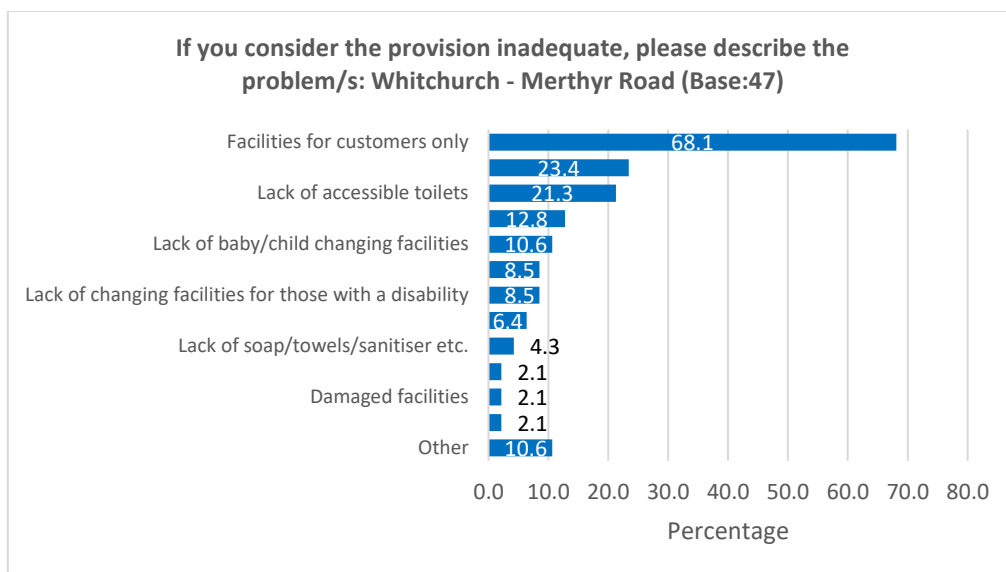




### Merthyr Road - Whitchurch - 86 Respondents

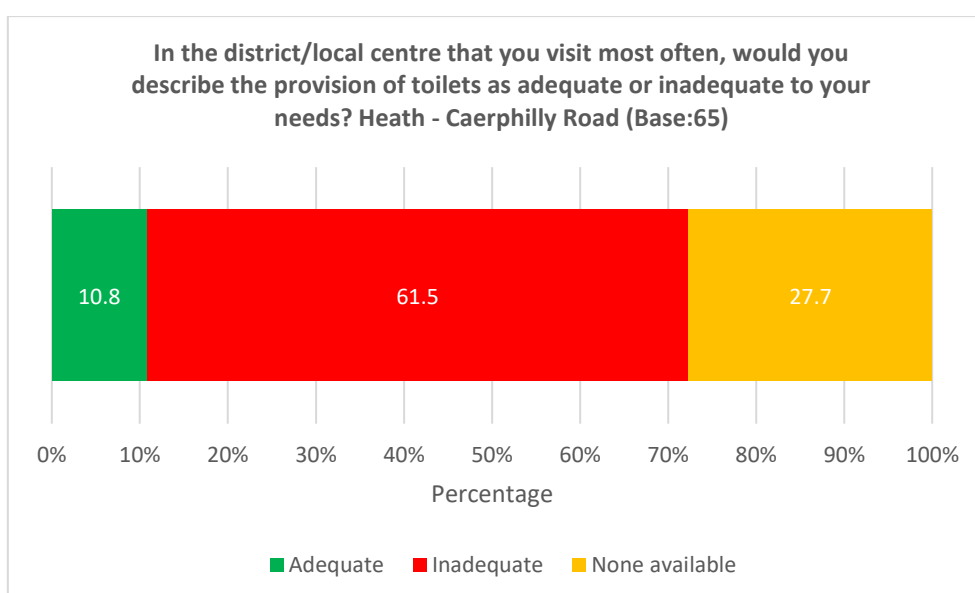
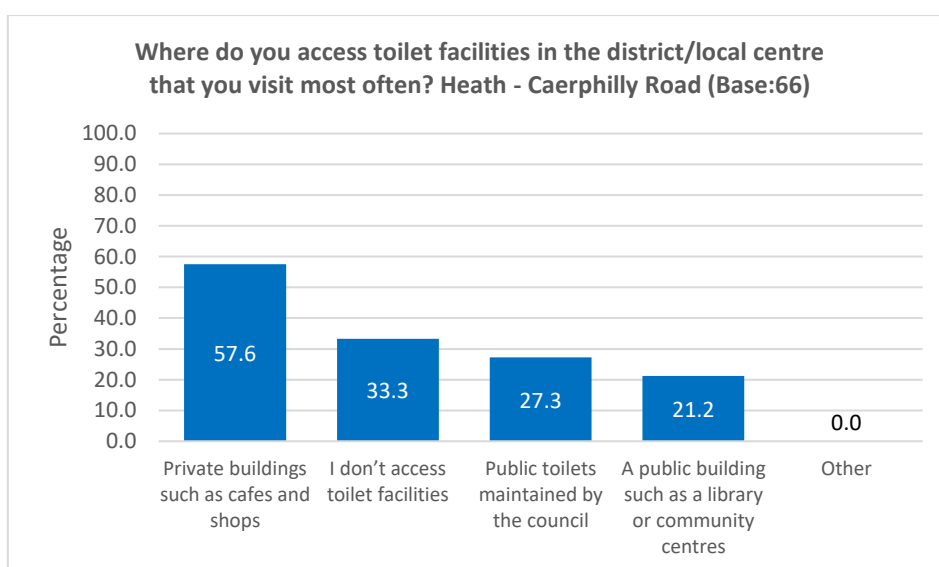
- Over four in five (84.5%) of Merthyr Road shopper's access toilets via private buildings such as cafes and shops.
- Over a half (56.6%) of respondents described the provision of toilets as inadequate.
- Facilities for customers only (68.1%) and toilets not available at the times I need them (23.4%) were the main reasons respondents found the toilet provision inadequate.
- Toilets not being available before 9am was identified as a problem both Monday to Saturday and Sunday/Bank Holidays with around three-quarters highlighting this (73.1% and 75.9% respectively). Around one in seven (15.6%) found the toilet opening times adequate during the day (9am to 6pm) Monday to Saturday.

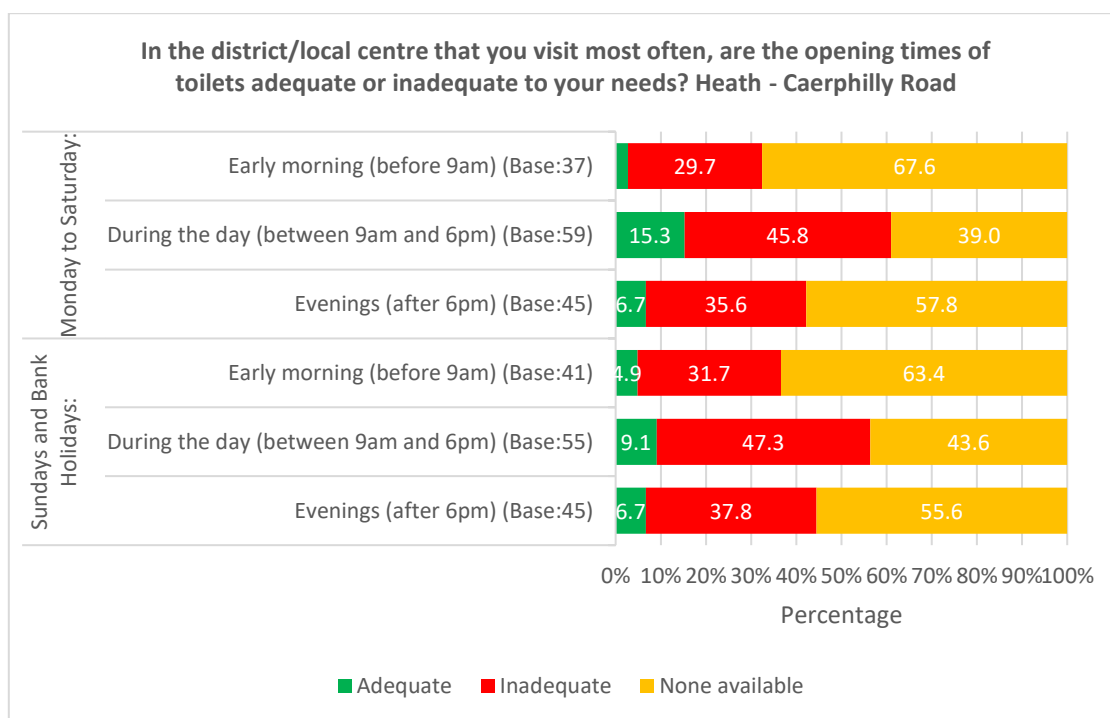
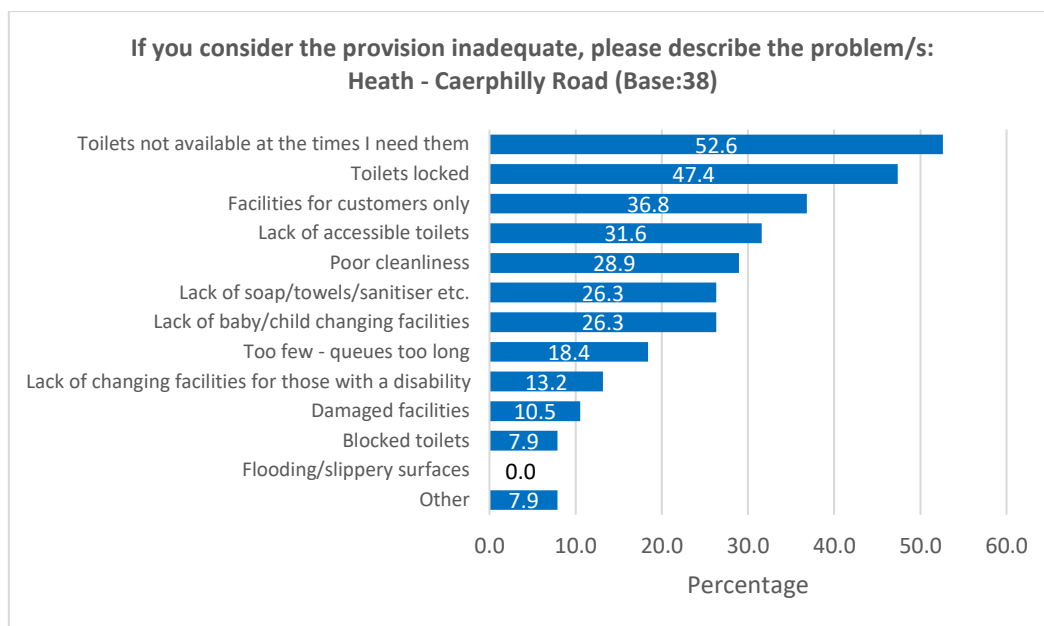




### Caerphilly Road - Heath - 67 Respondents

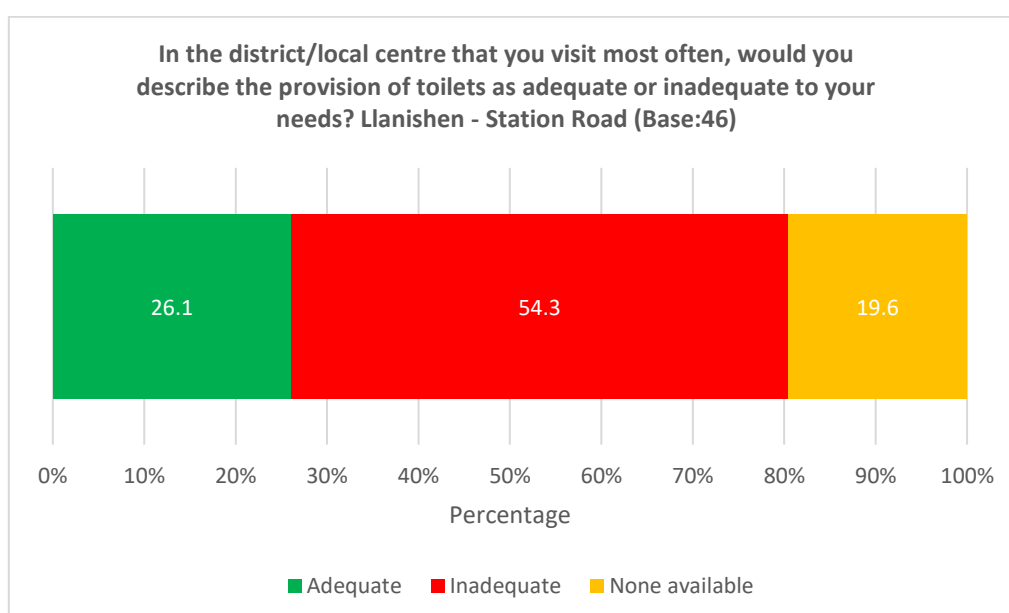
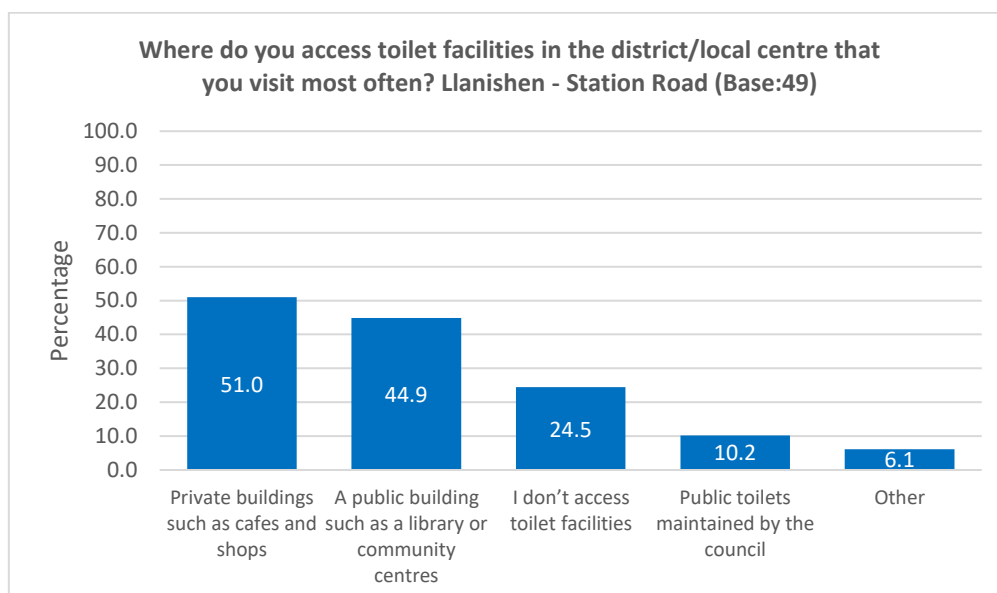
- Over a half (57.6%) of Caerphilly Road shopper's access toilets via private buildings such as cafes and shops, this was followed by a third (33.3%) who claimed not to access toilet facilities.
- Three-fifths (61.5%) of respondents described the provision of toilets as inadequate.
- Toilets not available at the times I need them (52.6%) and toilets locked (47.4%) were the main reasons respondents found the toilet provision inadequate.
- Toilets not being available before 9am was identified as a problem both Monday to Saturday and Sunday/Bank Holidays with over three fifths highlighting this (67.6% and 63.4% respectively). Around one in seven (15.3%) found the toilet opening times adequate during the day (9am to 6pm) Monday to Saturday.

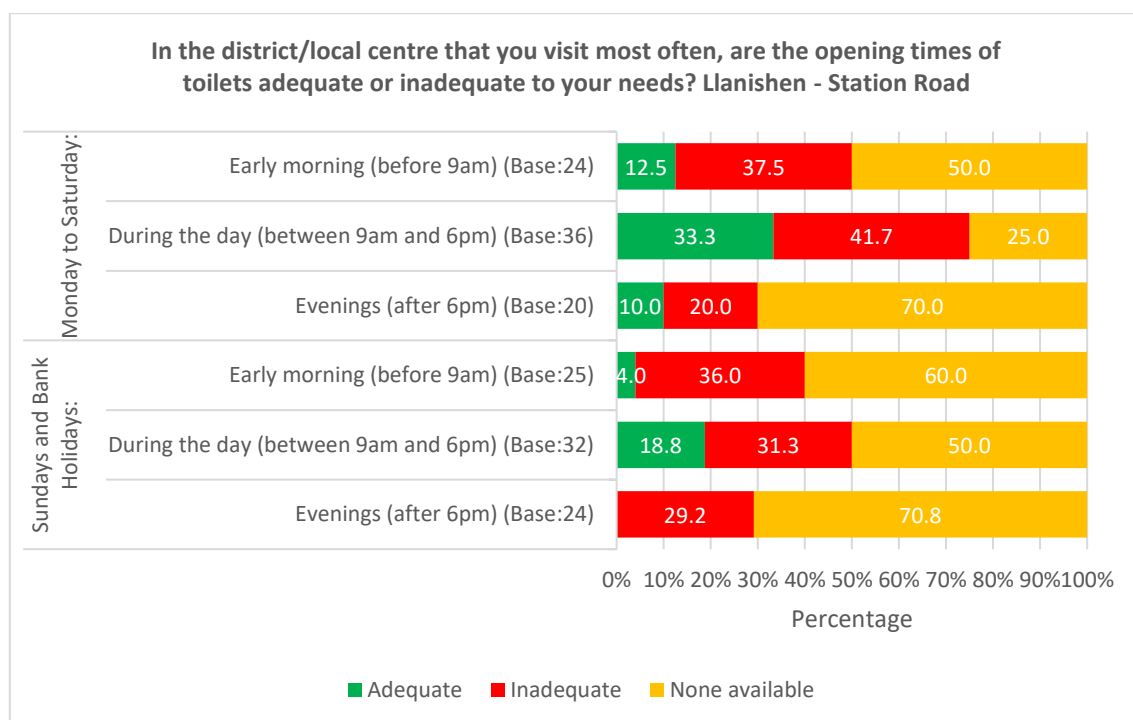
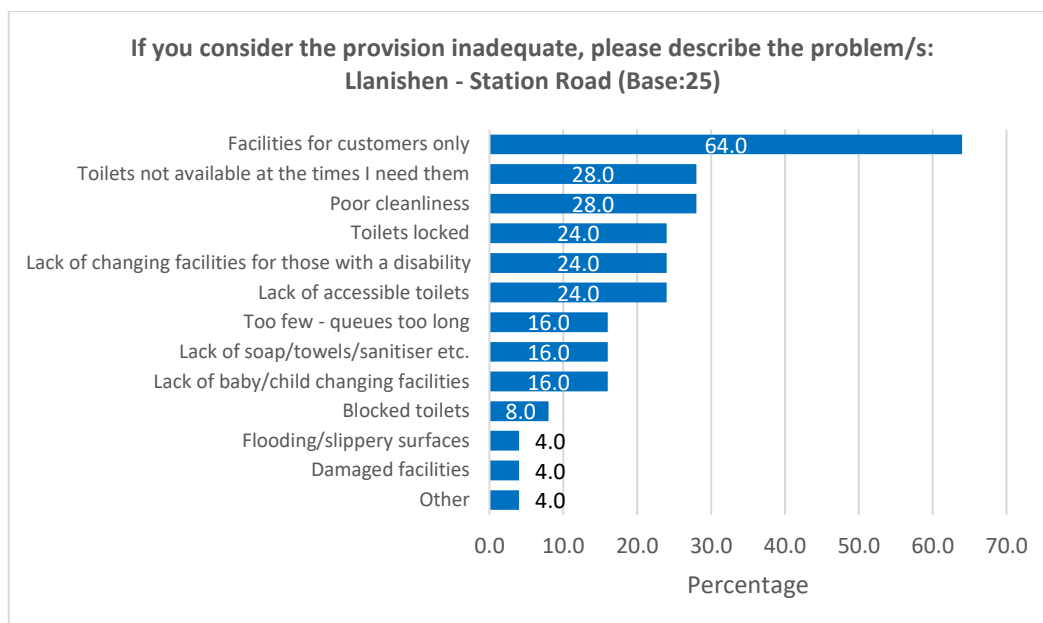




### Station Road - Llanishen - 51 Respondents

- A half (51.0%) of Station Road shopper's access toilets via private buildings such as cafes and shops, this was followed by over two fifths (44.9%) who accessed toilets via public buildings such as a library or a community centre.
- Over a half (54.3%) of respondents described the provision of toilets as inadequate.
- Facilities for customers only (64.0%) and Toilets not available at the times I need them (28.0%) were the main reasons respondents found the toilet provision inadequate.
- Toilets not being available after 6pm was identified as a problem both Monday to Saturday and Sunday/Bank Holidays with seven in ten highlighting this (70.0% and 70.8% respectively). A third (33.3%) found the toilet opening times adequate during the day (9am to 6pm) Monday to Saturday.

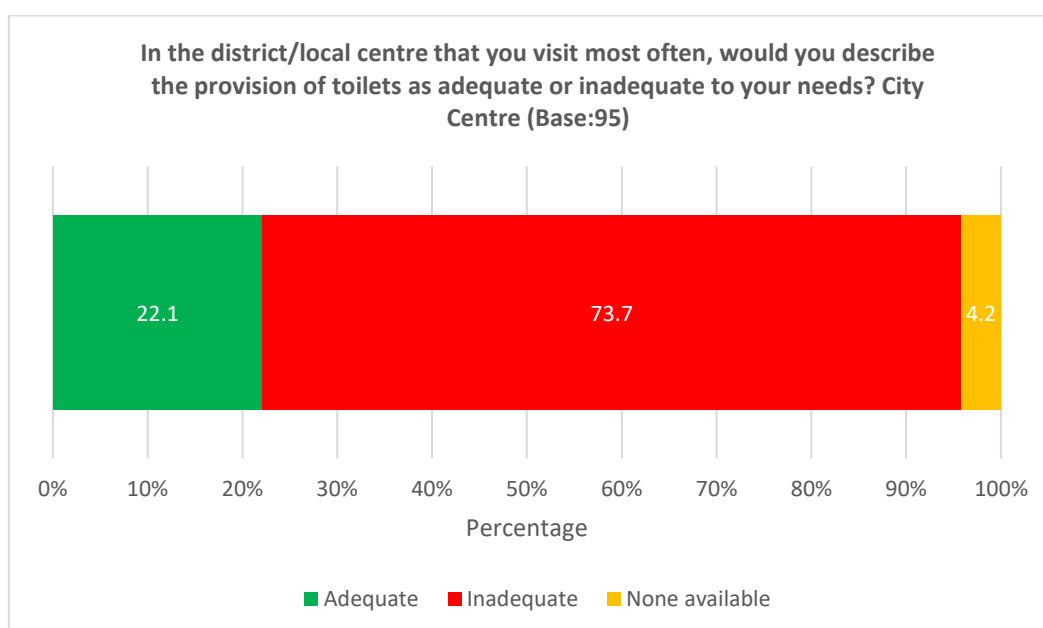
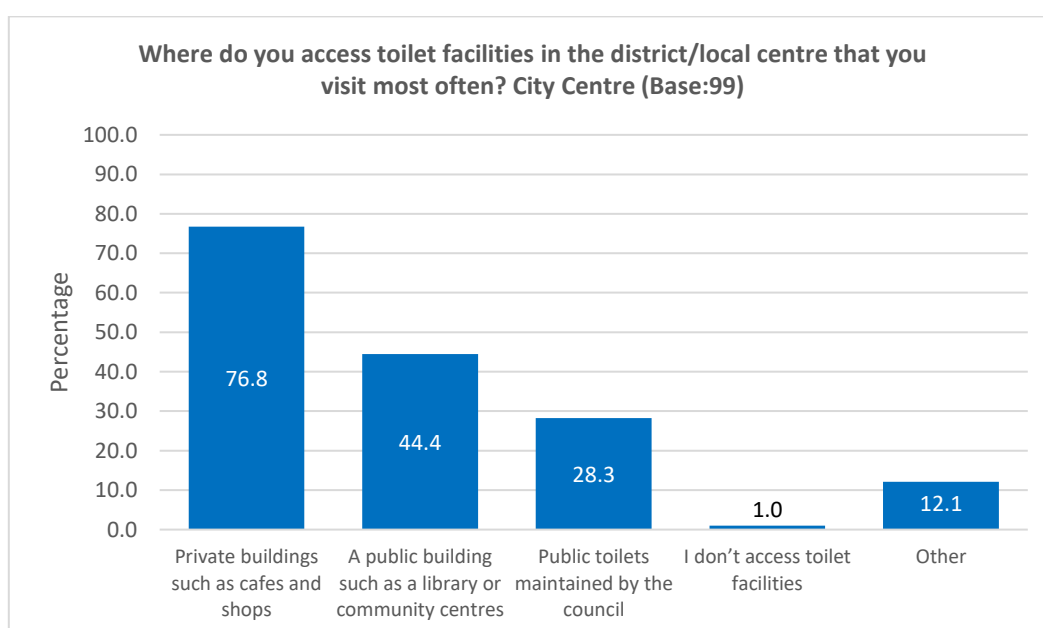


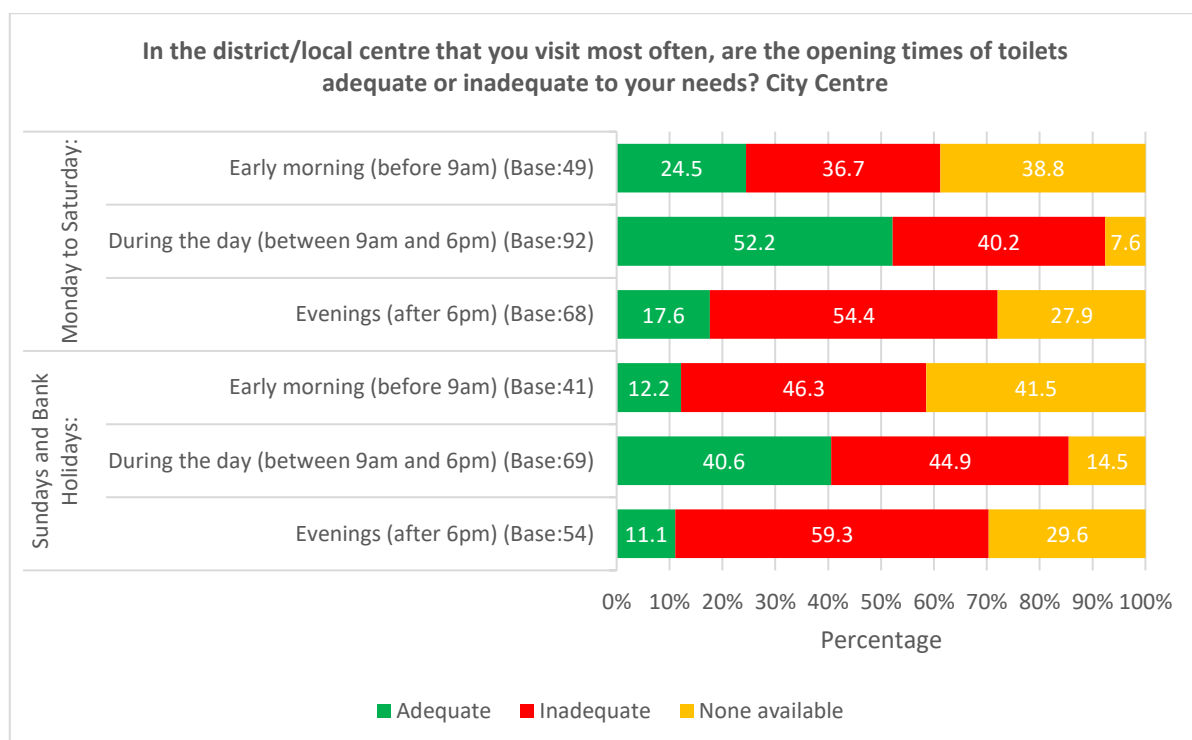
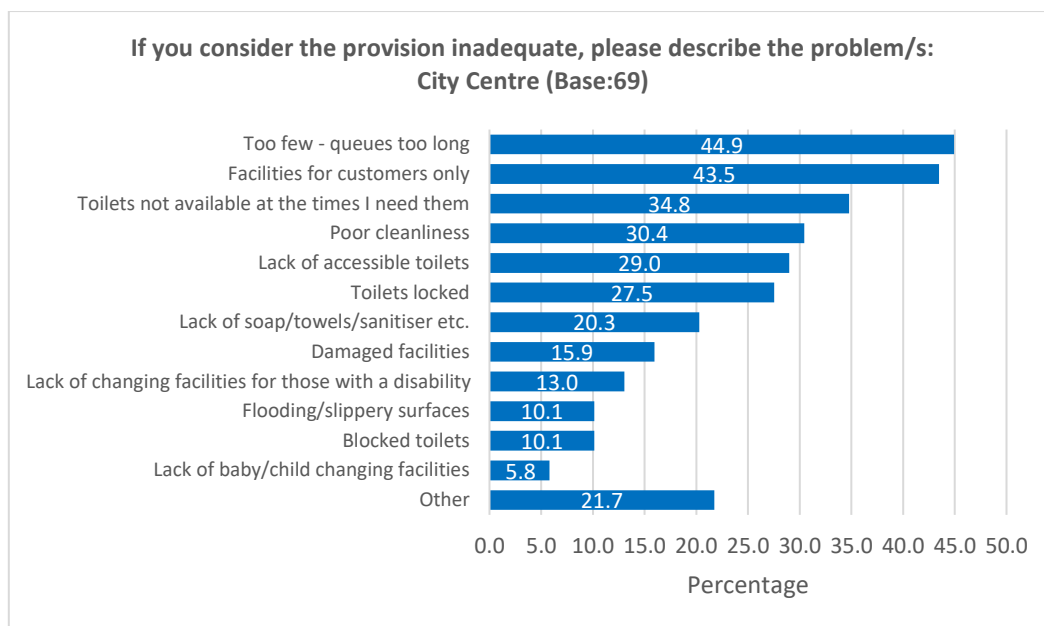




### City Centre - 100 Respondents

- Over three-quarters (76.8%) of City Centre shopper's access toilets via private buildings such as cafes and shops, this was followed by over two fifths (44.4%) who accessed toilets via public buildings such as a library or a community centre.
- Almost three quarters (73.7%) of respondents described the provision of toilets as inadequate.
- Too few – queues too long (44.9%) and facilities for customers only (43.5%) were the main reasons respondents found the toilet provision inadequate.
- Over a half (52.2%) of respondents claimed the opening times of toilets were adequate during the day Monday to Saturday, this figure drops to two fifths (40.6%) on Sundays and Bank Holidays.





## **Appendix A – Cllr Comments**

“Hi ....I do believe that toilet facilities are inadequate in Cardiff now. There are more and more people coming into the city on a daily basis and there are also many people who are in the city who “may” be homeless! This brings other very worrying problems re health and hygiene issues. (Plus other health issues including urinating in doorways and dark corners. Cleanliness and decent hygiene stops the spread of many diseases. We need a meeting ASAP re this issue ...and yes! Adequate toilet and washing facilities. Although where we will get the funding ....I do not know”

## Appendix B – For Cardiff Comments



### **Detailed response to Cardiff Council's Local Toilet Strategy consultation prepared on behalf of FOR Cardiff by Emily Cotterill – Projects Manager, 4<sup>th</sup> March 2019**

This response has been created in line with the public consultation on the above issue published on Cardiff Council's website. The survey has not listed Cardiff city centre as a district / local centre and does not lend itself to a business or membership organisation response however public toilet provision within the city centre is an important issue for our members and to people who use the city centre. The opening of this consultation has provided a sensible moment for an official comment on this issue. It is also important to note that whilst for most users Cardiff city centre is not a local centre in the sense implied by the survey the ever increasing number of residents within the city centre does mean that for some the most built up area of Cardiff does serve this function.

#### *Toilet Provision Under Normal Conditions*

There is a clear need for additional public toilets to be opened in Cardiff city centre. Anecdotally the requirement for improved public toilet facility in Cardiff city centre has been recorded repeatedly by the FOR Cardiff Ambassadors. The team of Ambassadors have commented that they are frequently approached by members of the public, most often but not always members of vulnerable groups such as the elderly and disabled, with queries about the nearest public toilets and resulting complaints about the distance required to walk to those toilets which are invariably on private property such as shopping centres. Research conducted by the Institute of Place Management has identified 'necessities' as the 8<sup>th</sup> most important factor contributing to the vitality and viability of our high streets and it is easy to see why a person in need of frequent access to a toilet would avoid the city centre or avoid parts of it where toilet provision is lacking – choosing for example to only shop in St Davids Centre rather than exploring the wider shopping district.

FOR Cardiff work very closely with the Council and other relevant agencies on the issues of rough sleeping and anti-social behaviour within the city centre and we are aware that the closure, or limited accessibility, of certain public toilets for example those available in Cardiff Market is a result of behaviours such as drug use and vandalism. Clearly these are significant concerns, as is the concern for the welfare of

any Council staff involved in the maintenance of these facilities, however it is also apparent that closing public toilets creates a negative feedback loop in relation to issues of street cleanliness and it is not uncommon for the FOR Cardiff cleansing team to be called to deal with human excrement on several occasions per week. It is little wonder that people who are tragically living on the streets of Cardiff are resorting to such measures when there are no public conveniences available to them.

Cardiff Council manage a number of key buildings within the city centre including Cardiff Market and Cardiff Castle and it seems only appropriate that the toilets of those facilities should be made available to the people of Cardiff. In addition clearly marked public toilets which are not in fact in use, such as those at The Hayes Island, give the impression of a failing destination rather than the thriving and vibrant city that the capital of Wales can and should be.

#### *Toilet Provision Under Exceptional Conditions*

FOR Cardiff were the lead partner in securing Purple Flag status for the city centre, an accreditation which is the mark of a safe and enjoyable evening economy, during the assessment stage of this accreditation the lack of public toilet provision within the city centre was remarked upon by the assessment team who were, for the most part, incredibly impressed with the strength of Cardiff's evening economy offer – it is a shame for a city of Cardiff's stature to have fallen down at such a basic hurdle whilst also clearly demonstrating its capability of achieving. In order to renew Purple Flag status year on year a city must be able to demonstrate its ability to improve upon its identified areas of weakness.

At Christmastime FOR Cardiff have expended considerable resource on the provision of additional public toilets, this expense which was in excess of £10,000 is a clear addition to the investment committed in our business plan and is not something which the company can provide at other exceptionally busy periods. It is disappointing to note that the level of public toilet provision in the city centre, already poor on average trading days, is often not increased on major event days. As the city continues to market itself as a major event destination the facilities necessary to support such numbers of people must be provided. In November of 2018 a complaint made to Cardiff Council was erroneously forwarded to FOR Cardiff – the complaint makes the case that there was no public toilet provision available in the city leading him to flout both the law and common decency by urinating publicly, the complainant then suffered verbal abuse from a member of the public and notes his good fortune in not having been approached by the police as a result of his action. Whilst I appreciate that this is an anecdote and that the polite response to not being able to find a public toilet is not to simply urinate in the street