

Public Document Pack



County Hall
Rhadyr
Usk
NP15 1GA

Tuesday, 5 February 2019

Notice of Special meeting

Strong Communities Select Committee

**Wednesday, 13th February, 2019 at 10.00 am,
Council Chamber, County Hall, The Rhadyr, USK**

Please note that a pre meeting will be held 30 minutes before the start of the meeting for members of the committee.

AGENDA

Item No	Item	
1.	Apologies for absence	
2.	Declarations of Interest	
3.	DRAFT LOCAL TOILETS STRATEGY	1 - 32

Paul Matthews

Chief Executive / Prif Weithredwr

MONMOUTHSHIRE COUNTY COUNCIL
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

J.Pratt
A. Webb
L.Dymock
A. Easson
L. Guppy
R. Harris
L.Jones
R.Roden
V. Smith

Public Information

Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting www.monmouthshire.gov.uk or by visiting our Youtube page by searching MonmouthshireCC.

Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

Monmouthshire Scrutiny Committee Guide

Role of the Pre-meeting

1. Why is the Committee scrutinising this? (background, key issues)
2. What is the Committee's role and what outcome do Members want to achieve?
3. Is there sufficient information to achieve this? If not, who could provide this?
 - Agree the order of questioning and which Members will lead
 - Agree questions for officers and questions for the Cabinet Member

Questions for the Meeting

Scrutinising Performance

1. How does performance compare with previous years? Is it better/worse? Why?
2. How does performance compare with other councils/other service providers? Is it better/worse? Why?
3. How does performance compare with set targets? Is it better/worse? Why?
4. How were performance targets set? Are they challenging enough/realistic?
5. How do service users/the public/partners view the performance of the service?
6. Have there been any recent audit and inspections? What were the findings?
7. How does the service contribute to the achievement of corporate objectives?
8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve?

Scrutinising Policy

1. Who does the policy affect ~ directly and indirectly? Who will benefit most/least?
2. What is the view of service users/stakeholders? Do they believe it will achieve the desired outcome?
3. What is the view of the community as a whole - the 'taxpayer' perspective?
4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say?
5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works?
6. Does this policy align to our corporate objectives, as defined in our corporate plan?
7. Have all relevant sustainable development, equalities and safeguarding implications been taken into consideration? For example, what are *the procedures that need to be in place to protect children?*
8. How much will this cost to implement and what funding source has been identified?
9. How will performance of the policy be measured and the impact evaluated.

Questions for the Committee to conclude...

Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses – Executive Member, independent expert, members of the local community, service users, regulatory bodies...
- (iii) Agree further actions to be undertaken within a timescale/future monitoring report...

General Questions....

Empowering Communities

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?

Service Demands

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?

Financial Planning

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

Making savings and generating income

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?
- How are we maximising income? Have we compared other council's policies to maximise income and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the actual versus desired workforce?

This page is intentionally left blank

SUBJECT:	DRAFT LOCAL TOILETS STRATEGY
MEETING:	Special Strong Communities Select Committee
DATE:	13th February 2019
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

1.1 To undertake scrutiny of the draft Monmouthshire County Council Local Toilets Strategy.

2. RECOMMENDATIONS:

- 2.1 To consider and comment on the draft Local Toilets Strategy, as attached in Appendix One.
- 2.2 That the findings of the Member site visits on 7th February 2019 be added prior to the draft strategy going to public consultation.
- 2.3 After public consultation the strategy goes to Cabinet for adoption.

3. KEY ISSUES:

- 3.1 Part 8 of the Public Health (Wales) Act 2017 'Provision of Toilets' came into force on 31st May 2018. It places a duty on each local authority in Wales to prepare and publish a local toilet strategy for its area.
- 3.2 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, update and publicise revisions to the strategy.
- 3.3 Local authorities must prepare and publish their strategies by 31st May 2019. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. Indeed, further to the work of the 'Public Convenience Working Group' in 2009 (a sub-group of this committee), most public toilet blocks were successfully transferred to Town and Community Councils to manage. It is for the County Council to take a strategic view on how publicly accessible toilets can be provided and accessed across the county.

- 3.4 A draft strategy – attached as Appendix One – has been prepared. This has incorporated opinions expressed via a public survey, that ran between 19th December 2018 and 11th January 2019. Also referenced are comments from Gwent Police and Abergavenny Town Council’s own survey from the summer of 2018.
- 3.5 The statutory guidance (August 2018) from Welsh Government has been followed in preparing the local strategy. One key undertaking was to ‘map out’ all existing publicly accessible toilets in the county. This comprehensive map – showing locations, opening times, etc. – has been shared with Welsh Government to be provided on an all-Wales basis. The map will also be provided via our own website for open access.
- 3.6 The key actions identified are as follows –
1. Continue to work closely with Town & Community Councils on options for maintaining and improving public toilet provision in the county
 2. Work with partners on how to best utilise the £17,200 Welsh Government grant
 3. Work with the private sector to seek to provide more publicly available toilets where most needed
 4. Display the national ‘toilet/toilets’ national logo (see 10.1) in all participating toilet facilities, including Leisure Centres, libraries, etc.
 5. Improve awareness and information available on publicly accessible toilets by updating information on the Monmouthshire CC website and LLe open access data held by Welsh Government, together with App development
 6. Regularly review cleaning and maintenance standards, together with T&CC’s who typically manage the public toilets in our towns and villages
 7. Environmental Health officers to inspect privately provided toilets as part of their inspection regime, and respond to any complaints
 8. Work closely with Gwent Police to find solutions to reduce anti-social behaviour associated with public toilets
 9. Provide proactive advice to all event organisers in the county on the suitability of their toilet provision
 10. Respond to any Welsh Government recommendations on public toilet provision, and seek out notable practice adopted in other counties

4. EQUALITY AND FUTURE GENERATIONS EVALUATION, (includes social justice, safeguarding and corporate parenting):

- 4.1 The completed ‘Equalities & Future Generations Evaluation’ form is provided as Appendix Two, attached.
- 4.2 The draft Local Toilet Strategy provides an assessment of the current toilet provision, and has regard to the input from the public survey and Gwent Police. Key actions will be monitored and reviewed with partners. Overall, if actions implemented, the strategy will have a very positive impact. Public provision will be maintained or improved, access information enhanced, encouraging people to take exercise and stay more physically active.

5. OPTIONS APPRAISAL:

- 5.1 Producing a Local Toilet Strategy is a statutory duty, as required under Part 8 of the Public Health (Wales) Act 2017. This Authority must prepare and publish a local toilet strategy for its area by 31st May 2019.

6. EVALUATION CRITERIA:

- 6.1 A progress report setting out the steps taken as a consequence of the strategy will be produced every two years, as per Welsh Government statutory guidance. An evaluation of cleanliness, overall provision, any increase/decrease in levels of anti-social behaviour, etc. will be regularly carried out with facility providers, notably Town and Community Councils.
- 6.2 The key actions are provided in Section 12 of the strategy, and are listed in 3.6 above. Progress will be monitored against the actions specified to ensure the strategy is effective.

7. REASONS:

- 7.1 The preparation and publication of a Local Toilet Strategy is a legal requirement, as outlined in Section 3 of the strategy.

8. RESOURCE IMPLICATIONS:

- 8.1 The resource implications of providing the strategy has involved significant Officer time. As per 6.1 of the strategy – Appendix One – Officers from Public Protection, Operations, Finance, Tourism, Leisure & Culture, Policy & Development, Communications and Shared Resources Service have all contributed. Added to this, three Members of this committee have undertaken their own inspection of current public toilet blocks, both those provided by Monmouthshire CC and Town & Community Councils.
- 8.2 Welsh Government has recognised the additional work required in developing public toilet strategies and Monmouthshire has applied for a one-off £17,200 grant payment. How best utilise that funding, noting costs in 8.1 were met internally (Officer and Member time), is one of the actions going forward.

9. CONSULTEES:

Head of Operations
Facilities Supervisor

10. BACKGROUND PAPERS:

'The Provision of Toilets in Wales: Local Toilet Strategies', Statutory Guidance, August 2018 – Welsh Government

9. AUTHOR:

David H Jones, Head of Public Protection

10. CONTACT DETAILS:

Tel: 01633 644100

E-mail: davidhjones@monmouthshire.gov.uk

Appendices

Appendix One Draft Local Toilets Strategy

Appendix Two Equality & Future Generations Evaluation



Monmouthshire County Council

Draft Local Toilets Strategy

February 2019

(For adoption, after public consultation, in May 2019)



**Toiled
Toilet**

1. Executive Summary

- 1.1 Public toilets are essential to equitable access to public outdoor spaces. They allow for the space to become a destination for extended periods of socialising, exercise, commuting and accessing community and commercial services.
- 1.2 This Council continues to play a key role in providing safe, accessible and clean public toilets, together with its' Town and Community Council partners that also own and manage public toilet facilities across the county.
- 1.3 A substantial review of public conveniences was undertaken by a working group of the Strong Communities Select committee in 2009. Their findings were reported to Cabinet in July 2010, with recommendations for Town and Community Councils (T & CC's) to take over the management and funding of most of the public toilets at that time. The response from those Councils was generally favourable, with the consequence of sustaining toilets in the county, (that would have otherwise been closed), and reducing the County Council's costs.
- 1.4 The public survey conducted during December 2018 to January 2019 showed a mixed picture of satisfaction/dissatisfaction with the current publicly available toilet provision. For example, 46% were satisfied with cleanliness, 41% disagreed. Strong messages included people stating there were too few facilities (80%); they wanted more information on location (69%); believed they should be free to use (79%) and they were not comfortable using private toilets where they weren't also a customer (78%).
- 1.5 The strategy also identifies negative aspects of providing public toilets over longer periods, as reported by Gwent Police. Drug taking has increased in recent times, and so closure times need consideration with our Town & Community Council colleagues.
- 1.6 The public reported they would like better information on opening times and locations. This will be assisted by promoting the Wales Public Toilet Map, helping people to find a public toilet where and when they need it.
- 1.7 The strategy recognises the contribution of the private sector, and indeed many major retailers recognise their public service role, including larger supermarkets and public houses. Further encouragement of private providers will be taken forward.
- 1.8 This Authority will continue to provide specialist advice to event organisers, to ensure adequate toilet provision at our regular large events, such as the Abergavenny Food Festival, agricultural, music and sporting events.

- 1.9 This Authority welcomes, and has applied for, the one off Welsh Government grant of £17,200 ‘in partial recompense for the additional work required to develop and publish local toilet strategies’. Officers will consider how best to utilise this one-off payment, together with Member and other stakeholder input.
- 1.10 The actions detailed in Section 12 of this strategy will be implemented and reviewed as per Welsh Government requirements. These include –
- Working with Town & Community Councils on options for maintaining and improving existing public toilet provision
 - County Council to utilise the £17,200 funding appropriately
 - Determine solutions to reduce drug taking and other anti-social crime in public toilets, with our Gwent Police colleagues and toilet providers, notably T&CC’s
 - Improve the information provided on publicly available public toilets, through the newly established national database and website, together with improved signage and opening times displayed at public facilities
 - Display the nationally approved Toilet/Toiled logo on all premises providing public access
 - Work with local businesses to encourage their participation in allowing public use of their facilities
 - Continue to monitor and inspect both publicly and privately provided toilets
 - Provide advice to all event organisers in the county on suitability of publicly provided toilets
 - Responding to any Welsh Government initiatives concerning public toilets, and learning from any notable practice in other counties.
- 1.11 The strategy will be reviewed by May 2021, as per Welsh Government guidance.

2. Introduction

- 2.1 The provision of publicly available toilets improves local amenity and supports activity in public open spaces throughout the county. There are 20 dedicated public toilets in Monmouthshire, 9 owned by this Authority and 10 owned by Town and Community Councils. This is supplemented by a number of toilets on Council property, such as Leisure Centres, that the public can access. The public also utilise toilets on private property, for example at supermarkets and public houses. Although most of the public provision is now run by Community and Town Councils, (of the 9 MCC owned, 4 are T&CC managed), it is a duty on Monmouthshire County Council to prepare and publish a local toilet strategy.
- 2.2 A public toilet can be defined as a toilet that is freely available for the general public to use. They can also be temporary facilities provided for

a specific one-off purpose, for example a music festival. Public toilets can be provided on private property as long as they are freely available for general use. The importance of public provision is more important to certain groups in society, including older people, those with disabilities and parents/carers with young children.

2.3 The key outcomes of the strategy are to:-

- Provide direction on the appropriate location of public toilets throughout the county
- Ensure the maintenance and cleaning of public toilets, including those managed by others, occurs to an appropriate standard
- Ensure the community, including visitors, has good information on the public toilet availability and location
- Provide direction on where the Council should focus advocacy and encouragement of other organisations to provide public toilet facilities
- Provide an action plan for the improvement of public toilets throughout the county

3. Need for a strategy for providing toilet facilities

3.1 Part 8 of the Public Health (Wales) Act 2017, Provision of Toilets' came into force on 31st May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilet strategy for its area. Monmouthshire has the responsibility to –

- Assess the need for toilet provision for their communities
- Plan to meet those needs
- Produce a local toilet strategy, and
- Review the strategy, update and publicise revisions

3.2 This Authority, under the Act, must prepare and publish their strategy by 31st May 2019. It should be noted that the duty to prepare a local toilet strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of the strategy, Monmouthshire CC is required to publish a statement of progress.

3.3 The Well-Being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which advises 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
- Acting to prevent problems from occurring or getting worse.

These five ways of working have been utilised during the preparation, review, consultation and publishing of the strategy.

4. Aims of the Strategy

4.1 The overall aim of this strategy is to review the quality and quantity of local toilets throughout the county. The public toilet provision is typically not directly via the Council, but the Authority seeks to ensure the provision of clean, safe, accessible and sustainable toilets. This is important for residents whilst out and about, visitors and businesses who will want attractive local environments in which to successfully operate. To achieve this aim, the Authority will –

- Identify the current level of public toilet provision
- Analyse the findings of the questionnaire sent to gauge opinion, together with findings of Abergavenny Town Council's own survey
- Consider the requirements of the general population and particular user groups
- Survey the condition and usage of existing facilities
- Identify any gaps in current provision
- Increase awareness of local toilet locations, including use of new technologies and communications
- Advise organisers on the provision of adequate temporary toilets for events in the county
- Provide a statement setting out the steps the Council will take to meet the need.

5. Reviewing the strategy

5.1 Monmouthshire CC will prepare a progress report setting out the steps taken as a consequence of this strategy every two years. The progress report will be published within six months of the end of the two year period. As the strategy is being published in May 2019, the review will take place by May 2021, with a progress report produced by November 2021. The Authority may review its strategy at any time, for example where there is a change in local provision through a partner organisation, and will consult and publish any reviews accordingly.

6. Development of the strategy

6.1 Noting the role of Town and Community Councils managing the majority of public toilets in the county, they continue to be engaged for their input into current provision and adequacy. Abergavenny Town

Council carried out their own review of provision in their town, and their input is reflected accordingly. From the Council's perspective, Operations, Public Protection, Tourism, Leisure and Culture were engaged, together with colleagues in Policy & Partnerships, Communications and GIS mapping, (Shared Resources Service).

- 6.2 Engagement with national retailers was undertaken once across the Welsh Local Authorities, to avoid them needing to answer similar questions 22 times.
- 6.3 A public consultation was undertaken from 19th December 2018 to 11th January 2019 to assess the needs of residents, visitors and workers within the county. Key engagement mechanisms included:-
- Press Release to local papers 19th December, providing information on how to complete the survey
 - Provided to all Town and Community Councillors, and County Councillors
 - social media, including Facebook and Twitter.
 - Via our FB and Twitter feeds, Access to All forums notified, together with Monmouthshire Local Service Board Engagement Group, including the voluntary sector, housing associations and Police & Crime Commissioner
 - Paper questionnaires, when requested. So, for example, 40 hard copy versions were provided to the Abergavenny 50+ group.
- 6.4 Although the response to the survey was quite low, it highlighted certain concerns from those that completed it. These are summarised in Section 11.1.
- 6.5 Abergavenny Town Council conducted their own survey and reported their findings in September 2018. Their findings are summarised in Section 11.3.
- 6.6 This Authority is fortunate that a comprehensive review of public toilet provision was undertaken 10 years ago, in 2009. That previous work is referenced in this 2019 strategy and three Members also revisited all the tradition 'public toilet blocks', both those provided by MCC and Town & Community Councils. This is referenced in Section 11.2.

7. Linkage to other priorities – national, Public Service Board, Council, etc.

- 7.1 **Older People's Commissioner (OPC) for Wales** - in 2014 the OPC reported that Council decisions to close public toilets were 'short sighted'. The OPC claimed that the money saved by Councils in the short term would have to be paid for later in health costs, as people became detracted from going out and about. This Authority's response to keeping public facilities largely open, is summarised in section 8 below. The OPC, in response to the WG consultation on local

strategies stated ‘strategies must be supported by funding in order to turn words into action’.

7.2 **The Well-being assessment** (April 2017) – Monmouthshire Public Service Board – highlights predicted increases in elderly persons in the county. By 2039 (20 years’ time) over 65’s are anticipated to increase by 61%, with over 85’s by 100%, ie. doubling in numbers. So decisions should reflect future changes in the numbers of more elderly people.

7.3 **Council’s Local Development Plan**

7.3.1 There is reference to ‘community facilities’ in the adopted LDP -

Policy S5 – Community and Recreation Facilities

Development proposals that provide and/or enhance community and recreation facilities will be permitted within or adjoining town and village development boundaries subject to detailed planning considerations. Development proposals that result in the unjustified loss of community and recreation facilities will not be permitted.

7.3.2 Planning colleagues advise that seeking to secure Section 106 funding (a planning obligation) towards a public toilet would need to meet the tests laid down in the Community Infrastructure Levy (CIL) Regulations. It would be difficult to see how a financial contribution towards public toilets would reasonably relate to a specific housing scheme being delivered. Any such obligation would not be defensible at appeal, and Council priorities lie elsewhere, including educational infrastructure. Planning obligations should not be used to provide a facility that should be provided by the Council or another public body in a more general sense.

7.4 **MCC Corporate Business Plan 2017/22**

7.4.1 Our overarching strategic plan for MCC refers to our purpose – ‘We want to help build sustainable and resilient communities that support the well-being of current and future generations’.

7.4.2 Although there is no specific reference to public toilets in the plan for 17/22, it is implicit that the Council would consider future pressure (aging population) and future generations (remaining fit for purpose as county develops). Keeping populations healthy, using open spaces, etc. is supported by suitable public toilet provision.

8. **Provision of local public toilets**

8.1. Noting the earlier work of the ‘Public Convenience Working Group’, consisting of three County Councillors in 2009, it is useful to reflect on the current provision compared to ten years ago. Financially the County Council commitment can be summarised as follows –

Table One – financial breakdown, 2018/19 compared to 09/10

	Water	Electricity	Cleaning	Maintenance	Rates	Town Council Contribution	Total MCC Cost 2018-19	Total Cost 09-10
Bus Depot, Swan Meadow, Abergavenny,	3,873	-	13,182	1,365	9,605	- 13,500	14,525	27,554
Castle Street, Abergavenny	1,623	748	13,182	624	1,002	- 13,500	3,679	16,667
Whitehorse Lane, Abergavenny	4,876	1,061	13,182	2,110	1,169	- 13,500	8,898	25,863
Brewery Yard, Abergavenny	6,240	2,229	13,182	1,291	1,040	- 13,500	10,482	36,075
Bailey Park, Abergavenny	42	148	3,638	396	-	- 4,000	224	1,571
Caldicot Country Park, Caldicot	4,323	-	14,198	3,078	-	-	21,599	
Cattle Market, Monnow Street, Monmouth	2,227	680	14,767	1,880	693	-	20,247	15,444
Maryport, Maryport Street, Usk	1,020	389	7,383	633	745	-	10,170	10,559
Usk Island, Pontypool Rd, Usk	363	677	7,383	457	989	-	9,869	10,000
Main Road, Caerwent	-	-	-	1,200	-	-	1,200	7,179
Jubilee Way Car Park, Caldicot	-	-	11,009	-	-	- 11,009		15,528
Welsh Street, Chepstow	-	1,987	-	1,754	-	-	3,741	19,931

Castle Dell Car Park, (TIC), Chepstow	-	533	-	-	1,362	-	1,895	14,626
Riverside, Upper Church Street	-	-	-	-	-	-	-	15,503
Crickhowell Road, Gilwern	-	-	-	1,200	-	-	1,200	6,091
School Lane, Goytre	-	-	-	1,200	-	-	1,200	7,387
Rear of Town Hall, Grosmont	-	-	-	1,200	-	-	1,200	4,854
Agincourt Street, Monmouth	2,019	900	14,006	1,284	860	- 19,069		15,802
Tintern Abbey, Tintern	-	-	-	-	1,040	-	9,129	9, 113
Closed Public Toilets (7)								46, 292
							119, 258	306,038

8.2 As referenced above, total MCC expenditure in 2009/10 was £306,038 compared to £119,258 in 2018/19, a drop of 61%. This does not correlate with a 61% drop in the number of public toilets provided, as majority are now financed and managed by Town & Community Councils. The gaps in Table One above are as a consequence of T&CC picking up costs, which are now not known to MCC.

8.3 The 2009 review recommended certain closures. Seven were closed, namely Raglan; Main Road, Tintern; Mathern Road, Bulwark; Healthmatic Unit, Bulwark; Linda Vista, Abergavenny; Llandegfedd reservoir and Llanthony Abbey car park.

8.4 Current provision (2019) is listed in Appendix A –

- MCC owned public toilets – entries 1 to 9, though 1 to 5 are managed and part funded by Abergavenny Town Council. So only 4 public toilet blocks are both owned and managed by MCC outright.

- Town & Community Council public toilets – entries 10 to 19 (ten in total), wholly owned, as a direct consequence of the 2009 review work, and managed by T&CC's.
- Public toilets in other MCC buildings – entries 20 to 35 (16 in total), includes provision in leisure centres, libraries, etc.
- Other publicly accessible toilets – entries 36 to 38 (3 in total). These are provided by others, namely a chapel group, a 'Changing Place' in a community centre, and the Trunk Road Agency.

8.5 This Authority considers it hugely positive the Town and Community Councils have typically taken up responsibility for local public toilet provision in our towns and villages. The harsh reality, noting financial pressures on the County Council (both ten years ago and ever since), that the majority of our public toilets would have been closed had our T&CC's not stepped in and taken responsibility.

8.6 An innovative solution was found to retain the public toilets provided at Usk Island, as part of the earlier Working Group review. Responsibility for managing the toilets was incorporated into the MCC contract issued to the hot food outlet at this location. This has proved a successful arrangement and has ensured the public facility remains open.

8.7 Public toilets, by arrangement with event organisers, will often be open for longer periods when required. So, for example, public toilets in Abergavenny will remain open throughout the weekend of the Abergavenny Food Festival. This demonstrates a willingness, by both the Town and County Council, to work with the private sector to make the visitor experience more enjoyable.

9. Provision of toilets in private sector

9.1 Ten years ago, during the time of the Working Group review, there was Welsh Government funding comprising an annual grant of up to £17,500. Only two premises took up the offer of making their toilets available to the public, ie. people could use without being paying customers, for which they received £500 p.a. However, WG funding was subsequently withdrawn and therefore the grant payment was also withdrawn to the two participating businesses.

9.2 Whether there is an appetite to revisit seeking local businesses to open their toilet facilities to public use will depend, in a large part, to whether any funding is re-established. Public Protection staff regularly visit all local public houses, retail providers, restaurants, etc. and would be ideally placed to promote any future scheme.

9.3 Large national retailers were contacted once for a response in relation to their premises throughout Wales, to avoid duplication and effort. They recognised that the general public did use their toilet facilities when not necessarily making a purchase. This was accepted, noting

many will be regular to future customers to their store or eating/entertainment venue. The retailers contacted did not wish to have the national toilet logo on display at their entrances.

9.4 Environmental Health officers will conduct checks of toilets provided for the public as part of their inspection regime. Members of the public can complain to them should they have any concerns regarding cleaning, facilities and overall hygiene.

9.5 Monmouthshire is fortunate to host a number of highly successful events throughout the county, including food and music festivals, sporting events, agricultural shows, etc. Monmouthshire Event Safety Advisory Group (ESAG) provides advice and guidance on toilet provision, including numbers, types of facilities, access and overall suitability.

10. Mapping locations of publicly accessible toilets

10.1 One element of the strategy is to accurately map information on location of public toilets, together with facilities available and opening times. Locations will be promoted via a 'mapping app' specifically designed for mobile technology. Participating premises will display a nationally agreed sticker in a prominent place. The design, stipulated by Welsh Government, is as follows –



10.2 The Monmouthshire public toilet information has been shared with Welsh Government to enable a national dataset, the 'Lle map', to be created. The data created in the Lle map will be available as an open data service accessible to everyone. The link to the Lle portal is as follows –

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

10.3 The dataset will be available in both English and Welsh. The public will be able to see and search the data as it appears on this site, to see the whole of Wales or focus at particular areas. Monmouthshire CC will embed the locally configured map onto its website, and provide a link to the national Lle map, assisting anyone searching data for other areas they might be visiting. Although under development, the map will also be available here –

11. FINDINGS of public survey/other

11.1 MCC survey – 19th December 2018 to 11th January 2019

11.1.1. The survey to gauge public opinion ran between 19th December and 11th January 2019. The low response rate, at 132 completed surveys, could be in part due to no announcement of any public toilet closures. The full analysis of the survey findings can be found via our website, via this link –

<https://www.monmouthshire.gov.uk/monmouthshire-local-toilet-survey>

11.1.2 The majority of the responses were from people from Abergavenny, at 61% of the total. Responses by area were as follows –

Abergavenny – 61%

Monmouth - 12%

Chepstow - 8%

Caldicot - 5%

Other - 14%

11.1.3 People were asked what they thought about the current provision, in the area they most frequent, in terms of adequacy, accessibility, cleanliness, etc. and responses are provided below –

Table Two

	Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know
There are too few facilities	39 (32%)	41(34%)	21 (17%)	2 (2%)	19 (15%)
The location of facilities is not convenient	27(21%)	40(31%)	36(28%)	1(1%)	25 (19%)
The location of the facilities does not feel safe	4 (4%)	32 (37%)	45 (47%)	3 (3%)	11 (9%)
There is not enough information on where facilities are located	37 (32%)	43 (37%)	13 (11%)	1 (1%)	22 (19%)
The lack of facilities has stopped me from visiting certain locations	14 (9%)	33 (22%)	38 (26%)	37 (25%)	26 (18%)

Facilities are not open at the times I need them	12 (10%)	32 (27%)	39 (33%)	4 (4%)	31 (26%)
The cleanliness of facilities is generally good	4 (2%)	52 (44%)	31 (26%)	18 (15%)	16 (13%)
Toilets should be free to use	61 (51%)	34 (28%)	8 (7%)	1 (1%)	16 (13%)
I don't like using toilets in shops or restaurants because I feel like I need to buy something	59 (50%)	33 (28%)	11 (8%)	1 (1%)	15 (13%)

11.1.4 In summary, of those responding –

- 80% thought there were too few facilities
- 52% stated locations not convenient
- 41% not feeling safe, (50% safe)
- 69% wanted more information on location
- 31% lack of adequate facilities, (51% satisfied)
- 37% believed not open at times needed, (36% satisfied)
- 46% satisfied with cleanliness, (41% disagreed)
- 79% believed toilets should be free to use, (only 8% disagreed)
- 78% weren't comfortable using private toilets where they weren't a customer

11.1.5 Further pertinent points captured were as follows –

- 55% reporting using Council public toilets, 39% private, 6% those in other MCC property, such as Leisure Centres
- 73% thought provision adequate between 9am and 6pm
- Baby changing facilities, across public and private toilets, inadequate 48%, adequate 42%, with people reporting private provision better (81%) than public (21%)
- 67% considered disabled provision in public and private toilets inadequate
- When asked about good facilities, Brewery Yard, Abergavenny got some praise, and many in private sector, notably major supermarkets
- When asked about poor facilities, Whitehorse Lane, Abergavenny came in for most criticism.
- Some thought there was no toilet in Bailey Park, although there is with limited opening times.
- 64% would like to see a sticker or poster to show where public toilet facilities are available, with 27% saying an App would be helpful.

- 11.1.6 Most frequent comments referred to –
- Cleanliness
 - Lack of information on opening hours
 - Ideally there is investment to improve existing public blocks
 - Not enough baby changing facilities
 - More toilets desirable
- 11.1.7 When asked for thoughts for the future, 40% suggested private providers should encourage non-customers to use their toilets; 36% suggested closing certain public blocks to utilise funding to better maintain those that continue; and 23% suggested MCC seek further investment to improve existing provision across the county.
- 11.1.8 The information gathered can be utilised in forthcoming conversations with T&CC's, Gwent Police and others when planning future provision.
- 11.2 **Member comments – general/specific 7/2/19 – to be added after 7th February**
- 11.3 **Abergavenny Town Council (ATC) survey, 2018**
- 11.3.1 The Projects committee of ATC conducted their own assessment of public toilet provision in Abergavenny, and reported their findings in September 2018. Their public survey generated 355 responses.
- 11.3.2 The survey identified Brewery Yard as the most frequently used, followed by White Horse Lane, the bus station and Castle Street. Castle Street and the Bus Station facilities were judged the best for cleanliness, White Horse Lane the worst. Overall, over 50% considered the Abergavenny toilets well presented, generally clean although basic.
- 11.3.3 Regarding potential improvements, 31% thought ATC should increase the precept to fund improvements, 18% selected 'close one of the blocks and invest saved money to improve the remaining', 16% suggested charging.
- 11.3.4 When asked for further comments, most referred to Abergavenny being a tourist town so should have decent toilets, anti-social behaviour stemming from toilets, a need for upgrading and the importance of adequate provision for those with different medical conditions.
- 11.3.5 A Town Councillor inspected the four toilet blocks in August 2018 and commented "The cleaners have an unenviable task ... Graffiti and mess has to be removed from surfaces, needles retrieved from the

floor, basins, toilets and bins, and all sorts of strewn around detritus cleared up.”

- 11.3.6 Three recommendations were put to ATC, in readiness for 19/20, being (i) retain the status quo, (ii) close one block (White Horse Lane being preferred), (iii) introduce a small charge for usage, and consider whether toilets remain in MCC ownership or transfer to ATC.
- 11.3.7 Noting MCC retains ownership of the toilet blocks, together with the joint priority of promoting tourism, having thriving town centres, etc. dialogue will continue between ATC and MCC on the best options going forward.

11.4 Gwent Police comments

- 11.4.1 Police colleagues have reported anti-social behaviour, notably drug taking, in public toilets in Abergavenny and Monmouth. They have made representation to the Town Councils affected, to request closure of public toilets, including disabled facilities, by early evening (17.00 was suggested) to prevent anyone seeking to sell or take drugs doing so from public conveniences.
- 11.4.2 Specifically drug activity has been reported at Whitehorse Lane, Abergavenny, Agincourt Street, Monmouth and Cattle market (Blestium Street), Monmouth. Police have included these sites in their regular PCSO patrols. Two prosecutions were taken before Christmas 2018 for possession of Class A drugs in Abergavenny.
- 11.4.3 Cleaning crews, since December 2018, have started recording the number of syringes and other drug paraphernalia, to establish the extent of the problem. Both Gwent Police and MCC Cleansing report a steady increase in recent years.
- 11.4.4 Solutions will be discussed through ‘Problem Solving Groups’ between MCC Officers, Emergency Services and any others with an interest. Another aid might be to ‘blue light’ public toilets, whereby drug users cannot see veins thereby making conveniences less attractive.
- 11.4.5 There are also health and safety considerations to consider, both for Police and MCC Cleaning personnel, visiting toilets with drug paraphernalia.
- 11.4.6 Gwent Police would wish to be included in any conversations about future provision in out towns, noting their involvement in crime and anti-social behaviour reduction. In the meantime they will continue to seek to arrest for any illegal drug use. They recognise most toilets are now provided by T&CC’s so will continue dialogue with facility providers.

11.5 Public consultation

11.5.1 After going through scrutiny through Strong Communities Select committee on 13th February 2019, there will be a further opportunity for the public, T&CC's and any other stakeholders to comment on the draft 'Monmouthshire Public Toilet Strategy'. The Cabinet Member for Public Protection has been informed of progress of the draft strategy, noting it will go to Cabinet for approval prior to adoption.

12. Actions

Monmouthshire CC will –

1. Continue to work closely with Town & Community Councils on options for maintaining and improving public toilet provision in the county
2. Work with partners on how to best utilise the £17,200 Welsh Government grant
3. Work with the private sector to seek to provide more publicly available toilets where most needed
4. Display the national 'toilet/toiled' national logo (see 10.1) in all participating toilet facilities, including Leisure Centres, libraries, etc.
5. Improve awareness and information available on publicly accessible toilets by updating information on the Monmouthshire CC website and the open access data held by Welsh Government, together with App development
6. Regularly review cleaning and maintenance standards, together with T&CC's who typically manage the public toilets in our towns and villages
7. Environmental Health officers to inspect privately provided toilets as part of their inspection regime, and respond to any complaints
8. Work closely with Gwent Police to find solutions to reduce anti-social behaviour associated with public toilets
9. Provide proactive advice to all event organisers in the county on the suitability of their toilet provision
10. Respond to any Welsh Government recommendations on public toilet provision, and seek out notable practice adopted in other counties

Appendix A

Area

Address

Postcode

1. MCC owned public toilets

1. Abergavenny	Bus Depot, Swan Meadow, Abergavenny,	NP7 5HL
2. Abergavenny	Castle Street, Abergavenny	NP7 5EE
3. Abergavenny	Whitehorse Lane, Abergavenny	NP7 5AS
4. Abergavenny	Brewery Yard, Abergavenny	NP7 5SD
5. Abergavenny	Bailey Park, Abergavenny	NP7 5PW
6. Caldicot	Caldicot Country Park, Caldicot	NP26 4HU
7. Monmouth	Cattle Market, Monnow Street, Monmouth	NP25 3EG
8. Usk	Maryport, Maryport Street, Usk	NP15 1RW
9. Usk	Usk Island, Pontypool Rd, Usk	NP15 1SY

2. Town & Community Council public toilets

10. Caerwent	Main Road, Caerwent	NP26 5BA
11. Caldicot	Jubilee Way Car Park, Caldicot	NP26 4BG
12. Chepstow	Welsh Street, Chepstow	NP16 5JA
13. Chepstow	Castle Dell Car Park, (TIC), Chepstow	NP16 5EY
14. Chepstow	Riverside, Upper Church Street	NP16 5HU
15. Gilwern	Crickhowell Road, Gilwern	NP7 0DE
16. Goytre	School Lane, Goytre	NP4 0BL
17. Grosmont	Rear of Town Hall, Grosmont	NP15 2AU
18. Monmouth	Agincourt Street, Monmouth	NP25 3DZ
19. Tintern	Tintern Abbey, Tintern	NP16 6SE

3. Public Toilets in other MCC buildings

20. Abergavenny	Leisure Centre, Old Hereford Road, Abergavenny	NP7 6EP
21. Abergavenny	Museum, Castle Street, Abergavenny	NP7 5EE

22. Abergavenny	Library, Baker Street, Abergavenny	NP7 5DB
23. Caldicot	Leisure Centre, Green Lane, Caldicot	NP26 4BN
24. Caldicot	Caldicot Castle, (April 1 - Oct 31st only)	NP26 4HU
25. Caldicot	Community Hub, Caldicot	NP26 5DB
26. Chepstow	Leisure Centre, Welsh Street, Chepstow	NP16 5LR
27. Chepstow	Community Hub, Bank Street, Chepstow	NP16 5HZ
28. Chepstow	Museum, Bridge Street, Chepstow	NP16 5EZ
29. Gilwern	Library, Upper Common, Gilwern	NP7 0DS
30. Monmouth	Shire Hall, Agincourt Square, Monmouth	NP25 3DY
31. Monmouth	Leisure Centre, Old Dixton Road, Monmouth	NP25 3DP
32. Monmouth	Museum, Priory Street, Monmouth	NP25 3XA
33. Monmouth	Community Hub, The Rolls Hall, Monmouth	NP25 3BY
34. Tintern	Old Station, Tintern (April 1 - Oct 31st only)	NP16 7NX
35. Usk	Community Hub, 35 Maryport Street, Usk	NP15 1AE

4. Other publicly accessible toilets

36. Llanfoist	Friends of Llanfoist Chapel, New Cemetery, Llanfoist	NP7 9LF
37. Monmouth	Bridges Centre, Drybridge Park, Monmouth	NP25 5AS
38. Mitchel Troy A40	Mitchel Troy, Monmouth	NP25 4HY

Note – Unique Property Reference Numbers (UPRN's) submitted to WG 1/2/19, together with Welsh version. Above list detailed with opening hours and facilities available at each facility. Full details on opening hours for each site available here –

<https://www.monmouthshire.gov.uk/monmouthshire-local-toilet-survey>

DJ/February 2019

This page is intentionally left blank



Name of the Officer completing the evaluation David H Jones Phone no: 01633 644100 E-mail: davidhjones@monmouthshire.gov.uk	Please give a brief description of the aims of the proposal Submission of Local Toilet Strategy to Welsh Government in accordance with statutory requirements
Name of Service area Public Protection	Date 5 th February 2019

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Page 25

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The strategy, working with provider partners, aims to protect existing public toilet facilities	None	N/A
Disability	As above, aim is to protect existing public toilet facilities	None	N/A
Gender reassignment	None at this time. Further consideration will be needed with providers, as the strategy develops	None	N/A
Marriage or civil partnership	None	None	N/A

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Pregnancy or maternity	None	None	N/A
Race	None	None	N/A
Religion or Belief	None	None	N/A
Sex	None	None	N/A
Sexual Orientation	None	None	N/A
Welsh Language	All publicly accessible toilets have been mapped out, both in English and Welsh. This allows Welsh speakers to access the Welsh version on the national 'Lle' dataset	None	N/A
Poverty	None	None	N/A



2. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!




Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	One aim is to encourage private businesses to allow the use of their toilets for public use. This, if achieved, will be a better use of limited resources and supplement the public toilet provision.	N/A
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	N/A	N/A
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	The strategy aims, where possible, to improve the quantity and quality of toilet provision for all. Retaining provision encourages people to take exercise and stay more physically active.	N/A
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Suitable provision will be more attractive to local residents, businesses and visitors	N/A
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	N/A	N/A
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People	See 'healthier Wales' above. Location maps provided bilingually.	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
are encouraged to do sport, art and recreation		
A more equal Wales People can fulfil their potential no matter what their background or circumstances	The strategy aims to provide adequate facilities where most needed, eg town centres	

3. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Page 28

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	The strategy provides an assessment of the current publicly available toilets, and seeks to work with a range of providers to maintain and improve that provision in the future.	
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	The strategy refers to the integral role of our Town & Community Councils, as public toilet providers. Gwent Police have also fed back, noting anti-social behavior associated with public toilets. Delivery of objectives hinges on partnership working.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Involving those with an interest and seeking their views</p> <p>Involvement</p>	<p>A public opinion survey was conducted 19/12/18 to 11/1/19. The public consultation on the strategy will also capture views of those with an interest.</p>	
 <p>Putting resources into preventing problems occurring or getting worse</p> <p>Prevention</p>	<p>Liaison with partners aims to seek preventative solutions, eg current discussions with Gwent Police.</p>	
 <p>Considering impact on all wellbeing goals together and on other bodies</p> <p>Integration</p>	<p>Suitable local public toilet provision is important for the well-being of all groups, for parents with babies to older people who may have medical conditions needing ready access to toilets.</p>	

4. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Social Justice, Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Social Justice	Public toilets are essential to equitable access to public outdoor spaces		

Safeguarding	Providing safe publicly accessible toilets must be done safely, with suitable lighting and regular maintenance. The strategy aims to ensure both service users and providers (eg cleaning staff) are not exposed to undue risk.	<i>.Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect</i>	
Corporate Parenting	N/A	N/A	

5. What evidence and data has informed the development of your proposal?

- Public survey Dec 18 to Jan 19
- Assessment of current public toilet provision
- Figures from Well-Being Assessment, PSB, April 2017
- Previous report by 'Public Conveniences Working Group' 2009

Page 30

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

The draft Local Toilet Strategy provides an assessment of the current toilet provision, and has regard to the input from the public survey and Gwent Police. Key actions will be monitored and reviewed with partners, notably Town & Community Councils as service providers.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Provide a progress report setting out steps taken as a consequence of the strategy.	May 2021, legal requirement	David H Jones

8. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Strong Communities Select Committee	13.2.19	

DECISION

This page is intentionally left blank