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County Hall
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Tuesday, 3 September 2024

Dear Councillor

INDIVIDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 11 September 2024.

1. **Authorisation of Proper Officers - Public Protection, Environmental Health (Communicable Disease).** 1 - 6

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor Angela Sandles

AUTHOR: Louise Driscoll, Specialist Environmental Health Officer (Lead Officer – Communicable Disease).

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2. **MONMOUTHSHIRE LOCAL TOILETS STRATEGY** 7 - 48

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor Angela Sandles

AUTHOR: David H Jones, Head of Public Protection

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Yours sincerely,

Paul Matthews
Chief Executive

CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Ward
Mary Ann Brocklesby	<p>Leader Lead Officer – Paul Matthews, Matthew Gatehouse</p> <p>Whole Authority Strategy and Direction Whole authority performance review and evaluation Relationships with Welsh Government, UK Government and local government associations Regional Relationships with City Regions and Public Service Board Strategic Procurement Local Food production and consumption, including agroforestry and local horticulture</p>	Llanelly
Paul Griffiths	<p>Cabinet Member for Planning and Economic Development Deputy Leader Lead Officer – Frances O'Brien</p> <p>Economic Strategy Local development plan and strategic development plan including strategic housing sites Homelessness, affordable housing delivery and private sector housing (empty homes, leasing scheme, home improvement loans, disabled facilities grants and adaptive tech) Supporting Town Centres including car parking and enforcement Development Management and Building Control Skills and Employment Broadband connectivity</p>	Chepstow Castle & Larkfield
Ben Callard	<p>Cabinet Member for Resources Lead Officers – Peter Davies, Frances O'Brien, Jane Rodgers</p> <p>Finance including MTFP and annual budget cycle Benefits Human resources, payroll, health and safety Land and buildings Property maintenance and management Emergency planning</p>	Llanfoist & Govilon
Martyn Groucutt	<p>Cabinet Member for Education Lead Officers – Will McLean, Ian Saunders</p> <p>Early Years Education All age statutory education Additional learning needs/inclusion</p>	Lansdown

	<p>Post 16 and adult education School standards and improvement Community learning Sustainable communities for learning Programme Youth service School transport</p>	
Ian Chandler	<p>Cabinet Member for Social Care, Safeguarding and Accessible Health Services Lead Officer – Jane Rodgers</p> <p>Children’s services Fostering & adoption Youth Offending service Adult services Whole authority safeguarding (children and adults) Disabilities Mental health and wellbeing Relationships with health providers and access to health provision</p>	Llantilio Crossenny
Catrin Maby	<p>Cabinet Member for Climate Change and the Environment Lead Officer – Frances O’Brien, Ian Saunders</p> <p>Decarbonisation Transport planning, public transport, highways and MCC fleet Active travel Waste management, street care, litter, public spaces, and parks Pavements and back lanes Flood alleviation, management and recovery Countryside, biodiversity, and river health</p>	Drybridge
Angela Sandles	<p>Cabinet Member for Equalities and Engagement Lead Officers – Frances O’Brien,, Matthew Gatehouse, Jane Rodgers</p> <p>Community inequality and poverty (health, income, nutrition, disadvantage, discrimination, isolation and cost of living crisis) Citizen engagement and democracy promotion including working with voluntary organisations Citizen experience - community hubs, contact centre, and customer service and registrars, communications, public relations and marketing Leisure centres, play and sport Tourism Development and Cultural strategy Public conveniences Electoral Services and constitution review Ethics and standards Welsh Language Rights of way Trading Standards, Environmental Health, Public</p>	Town

	Protection, and Licencing	
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Aims and Values of Monmouthshire County Council

Our Purpose

- to become a zero-carbon county, supporting well-being, health and dignity for everyone at every stage of life.

Objectives we are working towards

- Fair place to live where the effects of inequality and poverty have been reduced;
- Green place to live and work with reduced carbon emissions and making a positive contribution to addressing the climate and nature emergency;
- Thriving and ambitious place, where there are vibrant town centres and where businesses can grow and develop
- Safe place to live where people have a home where they feel secure in;
- Connected place where people feel part of a community and are valued;
- Learning place where everybody has the opportunity to reach their potential

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.

Kindness: We will show kindness to all those we work with putting the importance of relationships and the connections we have with one another at the heart of all interactions.

SUBJECT:	Authorisation of Proper Officers – Public Protection, Environmental Health (Communicable Disease).
MEETING:	Individual Cabinet Member Decision, Cabinet Member for Equalities & Engagement – County Councillor Angela Sandles
DATE:	11th September 2024
DIVISION/WARDS AFFECTED	All

1. PURPOSE:

- 1.1 To authorise the “Proper Officers” for the purposes of the Public Health (Control of Diseases) Act 1984 (as amended), following staffing changes in the Health Protection Division of Public Health Wales (PHW). This relates to the partnership work undertaken in respect of communicable disease involving this Council’s Environmental Health section and PHW.

2. RECOMMENDATIONS:

- 2.1 That the Head of Public Protection approves the Authorisation of Officers outlined in this report to undertake the necessary communicable disease functions on behalf of the Authority.
- 2.2 The appointments/authorisations of the following individuals employed by Public Health Wales, as “Proper Officer” for the purposes of exercising the powers available under the Public Health (Control of Diseases) Act 1984 (as amended) and Regulations made, or deemed to be made, thereunder on behalf of Monmouthshire County Council. These appointments/authorisations supersede all previous authorisations, and are as follows:

Siobhan Adams	Consultant in Health Protection
James Adamson	Consultant in Health Protection
Richard Firth	Consultant in Health Protection
Beverley Griggs	Consultant in Health Protection
Susan Mably	Consultant in Health Protection
Elizabeth Marchant	Consultant in Health Protection
Keith Neal	Consultant in Communicable Disease Control
Giri Shankar	Consultant in Communicable Disease Control
Wendi Shepherd	Consultant in Health Protection

Rhianwen Stiff	Consultant in Communicable Disease Control
Christopher Johnson	Consultant Epidemiologist
David Ishola	Consultant Epidemiologist
Emily Steggall	Consultant Epidemiologist
Daniel Thomas	Consultant Epidemiologist
Christopher Williams	Consultant Epidemiologist

3. KEY ISSUES:

- 3.1 The Public Health (Control of Disease) Act 1984 (as amended) and associated regulations made under the Act empower the Proper Officer to carry out various functions and duties. In the majority of cases the role of the Proper Officer could be defined as the person that has the responsibility to receive, give or require information to enable action to be taken in relation to people, premises or objects where they may be infected, contaminated or could otherwise adversely affect public health.
- 3.2 The Officers identified in this report, relating to the authorisation of individuals within PHW, are aware of their inclusion following a specific notification from their employer for the authorisation of additional Officers.
- 3.3 The Council has a statutory duty to investigate and thus respond to notifications of certain communicable diseases, as outlined in the 1984 Act and regulations made thereunder. Failure to have a sufficient number of suitably authorised Officers would have a detrimental impact on the Council's ability to fulfil its statutory obligations.
- 3.4 In addition to the above, the failure to investigate and respond to notifications of communicable disease is likely to have a potentially significant impact on public health. There is the likelihood that there would be additional secondary cases of infection as a result of the failure to, for example, provide infected persons with appropriate advice. This would involve advice in relation to the actions that they need to take to minimise the risk of onward transmission, excluding infected persons from work particularly in vulnerable settings, for example food handlers and carers.
- 3.5 There is also the likelihood that, without the investigation into the potential sources of infection that the Council undertakes, there would be new cases of infection. This would be as a consequence of a failure to identify and implement effective controls in relation to the source of infection.
- 3.6 **Enforcement Powers:** Generally, there is no need to compel people to take action to protect other people's health. The health protection powers are for use where voluntary measures are insufficient and legal powers are needed to deal with infections or contamination that present a significant risk to human health. The powers now available to local authorities include those that can be exercised by the local authority without judicial oversight and others that involve an application to a Justice of the Peace (JP). For example:

A JP can make a Part 2A Order requiring a person(s) to:

- undergo medical examination (NOT treatment or vaccination)
- be taken to hospital or another suitable establishment
- be detained in hospital or another suitable establishment
- be kept in isolation or quarantine
- be disinfected or decontaminated
- wear protective clothing
- provide information or answer questions about their health or other circumstances
- have their health monitored and the results reported
- attend training or advice sessions on how to reduce the risk of infecting or contaminating others
- be subject to restrictions on where they go or who they have contact with
- abstain from working or trading

In addition, a JP can make a Part 2A Order requiring that:

- A thing(s) is seized or retained; kept in isolation or quarantine; disinfected or decontaminated; or destroyed or disposed of.
- A body or human remains be buried or cremated, or that human remains are otherwise disposed of premises are closed; premises are disinfected or decontaminated; a conveyance or movable structure is detained, or a building, conveyance or structure is destroyed.

- 3.7 The Authority subscribes to the Communicable Disease Outbreak Plan for Wales ('The Wales Outbreak Plan'). Appropriate arrangements are in place to liaise with all necessary partner agencies/bodies as required, (other local authorities, PHW, Consultant in Communicable Disease Control (CCDC), Food Standards Agency, etc.) in the event of an outbreak.
- 3.8 The Council is required to respond to and investigate all notifications of infectious disease that it receives for which it is the statutory responsible authority. The rationale for this is that each "sporadic" case has the potential to be the first case of an outbreak and that this can only be ascertained by investigation. Additionally, each case could potentially be the cause of an outbreak through onward transmission of the disease agent under certain circumstances. All cases will receive an initial response (visit, telephone call or note through the door as appropriate) in accordance with the "Notification Guidelines" agreed jointly by the Directors of Public Protection Wales (DPPW) and PHW
- 3.9 Notifications are received primarily from hospital laboratories, direct from GP surgeries and members of the public. Response times specific to each disease and which are based upon the potential public health significance of the infection have been set by the Health Protection Team within Public Health Wales and all Councils are required to have regard to these timescales when responding to notifications. Failure to have a sufficient number of suitably authorised officers would have an adverse impact on the Council's ability to adhere to these response times and thus performance against the 'Notification

Guidelines'. Notifications in relation to assisted burials are received from various sources such as relatives, landlords, doctor's surgeries etc.

3.10 The recommendations outlined in this report meet the Authority's priorities relating to the delivery of statutory front line services.

4. INTEGRATED IMPACT ASSESSMENT, (includes equality, future generations, social justice, safeguarding and corporate parenting)

4.1 An Integrated Impact Assessment is not required to supplement this report as there is no change to existing service provision. The purpose is to update the PHW Officers this Authority's Environmental Health section works with during communicable disease investigations. As outlined in this report, there is a positive impact on the health of our residents, together with effectively working with local businesses, to effectively investigate all reported infections.

5. OPTIONS APPRIASAL

5.1 N/A - The authorisation of Proper Officers under the 1984 Act is a statutory duty.

6. EVALUATION CRITERIA:

6.1 Success will be measured by activity – performance indicator and activity measures relevant to Communicable Disease are currently reported on a quarterly basis through our Service Business Plans. The indicators relevant to this service area are:

(A) Indicator (quantitative measure) – e.g. % of cases of E.Coli 0157 responded to within 4 hours (other response times are determined under the Communicable Disease Expert Rules).

(B) Actions (qualitative measure) - To investigate Infectious Disease Notifications and undertake interventions where necessary.

7. REASONS:

7.1 It is necessary to update the appointments and authorisations of PHW Officers to enable this Authority to effectively discharge its powers under the Public Health (Control of Diseases) Act 1984 (as amended) and Regulations made thereunder.

8. RESOURCE IMPLICATIONS:

8.1 None as a consequence of this report.

9. CONSULTEES:

Head of Public Protection
Public Health Wales
MCC Legal Services

10. BACKGROUND PAPERS:

N/A

11. AUTHOR:

Louise Driscoll, Specialist Environmental Health Officer (Lead Officer – Communicable Disease).

12. CONTACT DETAILS:

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End of report.

SUBJECT:	MONMOUTHSHIRE LOCAL TOILETS STRATEGY
MEETING:	Individual Cabinet Member Decision – Cabinet Member for Equalities & Engagement, County Cllr Angela Sandles
DATE:	11th September 2024
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

1.1 To approve the revised Monmouthshire Local Toilets Strategy.

2. RECOMMENDATIONS:

2.1 That the updated Monmouthshire Local Toilets Strategy, as provided in Appendix One, is approved and published.

2.2 That progress continues to be monitored annually via Place Scrutiny Committee.

2.3 Upon approval, the strategy is published bilingually on the Council's website and shared with Welsh Government.

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 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 This Authority, after various consultations and scrutiny, approved the initial Local Toilets Strategy, via individual Cabinet Member decision on 12th June 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 the then Strong Communities Select 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 Five years on the strategy, attached as Appendix One, has been updated and incorporates the following :-
- Original comments made by Strong Communities Select Committee under the previous administration.
 - Opinions expressed via a public survey and during the public consultation that ran early 2019. This included comments from Town and Community Councils and Gwent Police.
 - Two surveys of the 18 public toilet blocks, one by Members and the other by Property Services in early 2019. Annual inspections of the traditional blocks are now conducted annually by the Environmental Health section.
 - Comments and direction provided by Place Scrutiny Committee over the last two years
 - Progress as reported by various sections of this Council, namely Environmental Health, Landlord Services, Facilities and MonLife.
- 3.5 The statutory guidance from Welsh Government has been followed in preparing and updating 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. – is now provided on an all-Wales basis. The map is also provided via our own website for open access.
- 3.6 The key actions identified in 2019 have progressed - see Section 15 of the strategy - and, as would be expected over time, new ones added. The primarily additional actions, as requested by Place Committees 2023 and 2024, are as follows –
- Ensure there is an adequate number of ‘stoma-friendly’ public toilets in the county. Improvements have been made to our disabled facilities but we await bilingual signage from Colosomy UK. Publicly available toilets in some of our buildings, eg. leisure centres, will be fully compliant so stickers advising ‘stoma-friendly’ will be displayed when available.
 - Ensure the ‘Changing Places’ facilities (for more profoundly disabled persons) in our Leisure Centres are placed on the ‘Changing Places’ national website. Two centres are now fully compliant – Monmouth and Chepstow – with the others (Abergavenny and Caldicot) categorised as ‘other facilities’. This is because they don’t reach the overall space criteria but both are recognised as high standard facilities.
 - The Authority supports the national ‘Bins for Boys’ campaign and will review current provision across the county, together with Town & Community Councils. Abergavenny Town Council, are piloting the provision of bins for male use in the town over the coming months. MCC will learn from their experiences and seek, where deemed appropriate, to provide additional bins in facilities we operate from early 2025.
 - Unisex toilet provision to be considered in addition to single sex toilets as and when alterations are made to existing facilities, in full consultation with stakeholders. Members emphasised the need to ensure the safety of all users when considering unisex provision.
 - Landlord Services to review the Service Level Agreements with Town & Community Council (T&CC) public toilet providers. Transfer agreements have now been sourced to clarify roles and responsibilities between MCC and T&CC’s.

3.7 It is recognised that having 17 traditional toilet blocks across the county is highly positive for the numerous reasons described in the revised strategy, for example as one essential criteria to being age friendly. There are 15 other publicly available toilets in MCC buildings, such as hubs, museums and leisure centres, together with 3 others – as listed at the end of the strategy. 35 in total is commendable and the ambition is to ensure standards are maintained – together with our partner providers – and they remain free to use.

3.8 All 2024 amendments are shown in red in Appendix One. These will all revert to black type prior to publication.

4. INTEGRATED IMPACT ASSESSMENT, (includes equality, future generations, social justice, safeguarding and corporate parenting):

4.1 The updated 'Integrated Impact Assessment' is provided as Appendix Two, attached.

4.2 Overall, if actions are 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 and keep it up to date.

6. EVALUATION CRITERIA:

6.1 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. Annual inspections of all public toilet blocks are conducted by Environmental Health.

6.2 The key actions are provided in Section 15 of the strategy, with those identified more recently listed in 3.6 above. Progress will be monitored against the actions specified to ensure the strategy is effective. A written report will continue to be provided annually to Place Scrutiny Committee so Members can evaluate progress by this Authority and other providers.

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 original strategy, together with this updated version, has involved significant Officer time. As per 6.1 of the strategy, Officers from Public Protection, Facilities, Landlord Services, Finance, MonLife, Policy & Development, Communications and Shared Resources Service have all contributed.
- 8.2 The one-off Welsh Government grant of £17,200 was transferred to Landlord Services in 2023/24 and was used for further refurbishment work to our publicly available toilets.

9. CONSULTEES:

Senior Leadership Team
Head of Commercial & Landlord Services
Facilities Supervisor

10. BACKGROUND PAPERS:

'The Provision of Toilets in Wales: Local Toilet Strategies', Statutory Guidance, August 2018 – Welsh Government
MCC's initial Local Toilets Strategy, June 2019

9. AUTHOR:

David H Jones, Head of Public Protection

10. CONTACT DETAILS:

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Appendices

Appendix One Monmouthshire Local Toilets Strategy 2024
Appendix Two Integrated Impact Assessment



monmouthshire
sir fynwy

Monmouthshire County Council



Local Toilets Strategy

First published June 2019
Latest version September 2024
Page 11

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 strategy, in draft forms, was discussed and further developed through Strong Communities Select committees in February and May 2019. Noting the previous work, Members wanted assurances that there is a mechanism to ensure recommendations are implemented.
- 1.5 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%).
- 1.6 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.
- 1.7 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. **This will be linked to Monmouthshire CC's website, so anyone can find a public toilet spatially and see times of opening and facilities provided.**
- 1.8 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.

- 1.9 This Authority will continue to provide specialist advice and support to event organisers, to ensure adequate toilet provision at our regular large events, such as the Abergavenny Food Festival, agricultural, music and sporting events.
- 1.10 This Authority welcomes, and was successful in securing, a one-off Welsh Government grant of £17,200 'in partial recompense for the additional work required to develop and publish local toilet strategies'. This grant was transferred to Landlord Services 23/24 to assist in the refurbishment of public toilets in the county.
- 1.11 The strategy was available for public consultation between 22nd February and 3rd May 2019. Some points of accuracy were picked up, eg. opening hours, and recommendations generally supported.
- 1.12 The strategy has been reviewed annually, with the exception of 2020 due to the pandemic, by Scrutiny Committees. Reviews have assessed progress against the recommendations in the 2019 published strategy.
- 1.13 The actions detailed in Section 15 of this strategy were largely implemented and reviewed with progress reported. There have since been other identified actions since the original strategy was produced. The main additional actions are as follows -
- More emphasis needed on 'Changing Places' provision, for use of more profoundly disabled persons. All four MCC Leisure Centres now have 'Changing Places' status and there are two others in the county – Bridges Centre, Monmouth and Mencap, Chepstow.
 - MCC to work towards 'stoma-friendly' status in the public toilets it owns and manages and encourage other providers to do the same.
 - This Authority supports the national 'Bins for Boys' campaign and through 2024/25 will review current provision in our public toilets. Other providers, eg. Town & Community Councils, have been contacted to also support this initiative.
 - Unisex provision will be considered in addition to single sex toilets as and when alterations are made to existing facilities, in full consultation with stakeholders. When considering any new unisex toilets, safety will be of paramount importance.
- 1.14 Annual hygiene inspections are now conducted by MCC Environmental Health with findings fed back to providers – MCC and Town & Community Councils.

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 18 dedicated public toilets in Monmouthshire, 9 owned by this Authority and 9 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, 5 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. **Monmouthshire County Council published their first Local Toilet Strategy in June 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. **The latest report to Place Scrutiny Committee in March 2024 recommended the Local Toilet Strategy to be republished in 2024, to reflect recent changes and updates. This will be approved through Individual Cabinet Member decision in September 2024.**

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 were utilised during the preparation, review, consultation and publication 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 has –

- Identified the current level of public toilet provision.
- Analysed the findings of (i) the questionnaire sent to gauge opinion, (ii) the public consultation, (iii) Abergavenny Town Council's own survey.
- Considered the requirements of the general population and particular user groups.
- Surveyed the condition and usage of existing facilities.
- Identified any gaps in current provision.

- Increased awareness of local toilet locations, including use of new technologies and communications
- Advised organisers on the provision of adequate temporary toilets for events in the county.
- Reported progress to a scrutiny committee every year, and included new actions not previously raised.

5. Reviewing the strategy

5.1 Monmouthshire CC will prepare a progress report setting out the steps taken as a consequence of this strategy **annually, via the Authority's Place Scrutiny Committee. This year (2024) the updated strategy will go for Cabinet Member approval, be available through MCC's website bilingually and be shared with Welsh Government.**

5.2 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 Facilities Management (Cleansing), Public Protection, Landlord Services and MonLife 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 14.1.
- 6.5 This Authority undertook a comprehensive review of public toilet provision 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 14.2.
- 6.6 A public consultation exercise, seeking views on the draft Local Toilet Strategy, was conducted between 22nd February and 3rd May 2019. Points of accuracy were picked up – since corrected – with overall support for the recommendations. Comments are summarised in Section 14.3.
- 6.7 Abergavenny Town Council conducted their own survey and reported their findings in September 2018. Their findings are summarised in Section 14.5.

7. Linkage to other priorities – national and local

MCC Community and Corporate Plan 2022/2028

- 7.1.1 Our overarching strategic plan for MCC refers to supporting well-being, health and dignity for all. The provision of suitable public toilets supports well-being and health by encouraging people to be out and about in our towns and villages. It also provides dignity to older persons as they are never far away from a public facility in our main towns.
- 7.1.2 Keeping populations healthy, using open spaces, etc. is supported by suitable public toilet provision. The latest plan refers to our objective of providing 'a fair place to live', including 'all residents have access to the services and support they need to live a healthy life'. There is also reference to 'a thriving and ambitious place' and 'connected place'. Suitable public toilet provision contributes to these Council priorities by supporting socialisation and encouraging visitors where there are vibrant town centres.
- 7.2 **Older People's Commissioner for Wales (OPCW)** - the OPCW has previously reported that Council decisions to close public toilets were 'short sighted'. An OPCW telephone survey was conducted in 2023 of persons aged 60+ and one observation was 'Older people regularly tell me that a lack of public toilets in their area can discourage or even prevent them from getting out and about and doing the things that matter to them, leaving people feeling excluded and 'trapped' in their homes'. This emphasises the importance of retaining traditional public toilets.

- 7.3 **Age Friendly Communities (World Health Organisation status)**
- 7.3.1 This Council has the ambition to achieve 'Age Friendly Communities' status, as defined by the WHO. A consultation has taken place to gauge opinions. One of the criteria that must be considered refers to 'outdoor spaces and buildings' and states - Accessible communities enable people to stay connected, participate in social activities and access local services and facilities. Well-maintained and well-lit streets, clear signposting, green spaces and public toilets all support older people to stay active and lead independent lives.
- 7.4 Council's **Local Development Plan**
- 7.4.1 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.
- 7.4.2 A toilet block in Linda Vista Gardens, Abergavenny, was refurbished with S.106 funding. The proprietor of the adjoining café opens and cleans the toilets which are free for public use.
- 8. Provision of local public toilets**
- 8.1. Noting the earlier work of the 'Public Convenience Working Group', including of three County Councillors in 2009, it is useful to reflect on the current provision compared to 15 years ago.
- 8.2 The total MCC expenditure in 2009/10 was £306,038 compared to £119,258 in 2017/18, 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 total MCC expenditure in 2021/22 was £65,803. This was significantly less than a typical year due to (a) business rates not currently being charged, and (b) public toilets were shut for periods during 21/22 due to national Covid restrictions. This resulted in less maintenance costs, electric and water usage. The MCC 23/24 spend on public toilets (cleaning, water, electric, reactive maintenance) was £67,140.
- 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 (2024) is listed at the end of this document –

- MCC owned public toilets – entries 1 to 9, though 1 to 4 are managed and part funded by Abergavenny Town Council. Only 4 public toilet blocks are both owned and managed by MCC outright. **Whitehorse Lane (WHL) has been closed since mid-2020 and would have significant costs to reopen. One block is added, Linda Vista Gardens. So the overall number of blocks in Abergavenny (and the county), assuming WHL continues to be closed or repurposed, remains the same.**
- Town & Community Council public toilets – entries 10 to 17 (eight 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 18 to 32 (15 in total), includes provision in leisure centres, libraries, etc.
- Other publicly accessible toilets – entries 33 to 35 (3 in total). These are provided by others, namely CADW, a chapel group, and a 'Changing Place' in a community centre. **The A40 block, near Mitchel Troy, has been closed by Welsh Government.**
- **Linda Vista Gardens block in Abergavenny has since reopened. Section 106 Planning funding was used to fully refurbish the facility and are now maintained by the nearby tearooms. The block is opened and closed by the proprietors of the café, to coincide with their hours of opening, and are available for anyone to use.**

- 8.5 This Authority considers it hugely positive that the Town and Community Councils have typically taken up responsibility for local public toilet provision in our towns and villages. The harsh reality is, noting financial pressures on the County Council (in 2009 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. **This arrangement is replicated for the Linda Vista toilet block, (as stated in 8.4).**
- 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.
- 8.8 **Reviews on social media, etc. can be helpful in identifying good and poorer facilities. MCC can act on any feedback accordingly and/or provide praise when appropriate. One example of positive feedback -**

Abergavenny Bus Station - Dec 22 – “As a disabled person these toilets are a godsend when we are travelling in the area. We sometimes go to the West of England and Abergavenny makes a great resting point for a cup of tea etc. The toilets are clean and tidy and well maintained”.

9. Changing Places

- 9.1 Persons with limited mobility may need specific equipment, eg. a hoist and changing bed and be aided by carers. This Authority recognises the need to cater for those with more profound disabilities and therefore has four ‘Changing Places’ (CP) facilities, one in each of our Leisure Centres, (LC’s). As of August 2024, Monmouth LC and Chepstow LC are fully CP compliant and are waiting to be entered onto the national Changing Places website. When nationally approved, a Press release will announce their availability. Abergavenny and Caldicot LC’s have good CP provision but cannot currently fully comply. They will be categorised as ‘Other Facilities’ on the CP national website. Pictures and more details (opening hours and facilities provided) are to be provided on their website later in 2024.
- 9.2 There are two other CP facilities in the county, at Bridges Centre in Monmouth and Mencap in Chepstow.

10. Stoma-friendly public toilets

- 10.1 This was raised as an important issue at Place Scrutiny in January 2023. As a consequence, Landlord Services in 23/24 have ensured (where previously missing) mirrors, hooks and shelving are provided in 12 disabled toilet blocks in the county. A few have no separate disabled toilets, so these have been put into male and female toilets. To be ‘stoma-friendly’ a toilet needs a mirror, hooks, shelving, disposal bins and signage. Sanitary bin provision is being reviewed in 24/25 to establish where these are needed, and stickers have been obtained from Colostomy UK. Stickers will be put up as and when toilets are deemed stoma-friendly, and when they are available bilingually, (still awaited from Colostomy UK).
- 10.2 Guidance provided here –
www.colostomyuk.org/wp-content/uploads/2020/09/Stoma-Friendly-Toilets-Guidelines.pdf

11. Sanitary bins for male use

- 11.1 At Full Council in December 2023, a motion was put forward to support the national ‘Boys Need Bins’ campaign. Guidance provided here -
[Working with parliament | Prostate Cancer UK](#)
- 11.2 This seeks to provide sanitary bins in male toilets and this Authority will progress this ambition in 24/25, noting initially MCC agrees the

principles and then starts the journey of improving facilities for men with health issues that require such disposal facilities. This will be a new action to be monitored via scrutiny of this updated 2024 strategy.

- 11.3 Abergavenny Town Council, who have responsibility for maintaining the public toilets in their town, will trial extra sanitary bins in male toilets in the second half of 24/25 year. This will establish usage and determine where to site the bins most efficiently. For example, potentially their provision in disabled toilets might suffice.

12. Provision of toilets in private sector

- 12.1 15 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.
- 12.2 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.
- 12.3 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 or 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.
- 12.4 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, or via our local Hubs, should they have any concerns regarding cleaning, facilities and overall hygiene.
- 12.5 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.

13. Mapping locations of publicly accessible toilets

- 13.1 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 –



- 13.2 The Monmouthshire public toilet information has been shared with Welsh Government to enable a national spatial map of public toilets throughout Wales to be created. **The link to the national site is as follows –**

[New map | DataMapWales \(gov.wales\)](#)

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

[Public access to toilets in Monmouthshire - Monmouthshire](#)

- 13.4 **This Authority is awaiting permission to input and edit data ourselves and, in so doing, be able to keep all information up-to-date, ie. locations, opening hours and facilities provided at each site.**

14. FINDINGS of public survey/other

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

- 14.1.1. 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.

- 14.1.2. 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%

14.1.3 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 One

	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%)

14.1.4 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

14.1.5 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. **Shut since March 2020 and decision needed (Landlord Services) as to its' future.**
- 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.

14.1.6 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

14.1.7 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.

14.1.8 The information gathered can be utilised in forthcoming conversations with T&CC's, Gwent Police and others when planning future provision.

14.2 Member comments, February 2019

14.2.1 Three Councillors, together with our Facilities Supervisor, undertook a survey of the public toilet blocks on 7th February 2019. 18 were visited, both those owned by this Authority and those owned and managed by Town & Community Councils. Their overall summation referred to (1) standards of cleaning generally satisfactory when MCC providing the service, (2) condition of fabric requires attention in a number of blocks, both MCC and T&CC managed, (3) emergency alarms in disabled toilets not working in 17 of the 18 visited, (4) signage often missing or inadequate. Members asked for a full 'condition survey' of all toilet blocks by the Council's Property Services section. This was undertaken in April 2019, see 14.4 below.

14.2.2 The initial draft strategy was presented to a Special Strong Communities Select committee on 13th February 2019. As well as Members confirming the poor condition of some of the blocks, (eg. Caldicot Country Park), other comments were made as follows –

- Both reactive (broken panels, etc.) and proactive spending needed to provide facilities of a suitable and safe standard. Property Services to prioritise maintenance work in MCC toilet blocks
- Like to see the £17,200 one-off WG grant put towards repair costs
- Need to research the effectiveness of 'blue lights' in public toilets, eg. drug users could revert to using mobile phone lighting to locate veins
- Helpful if, on receipt of all the Welsh toilet strategies, Welsh Government gave guidance on recommended numbers relating to average footfall in towns and other areas of public use
- Further to this, could some 'grading system' be introduced to ensure suitable standards are maintained? If nothing nationally, potentially MCC could introduce their own rating system.
- Strategy needs to be brought to attention of other organisations, namely **Bannau Brycheiniog** National Park and Welsh Government, (WG). WG have a vested interest as providers of trunk roads, including the heads of the valleys A465, and their historic environment service, CADW. The Road Haulers Association have raised the difficulty of inadequate toilet provision across the trunk road network, which should be an important issue for WG.
- Noting drug paraphernalia (14.6.3), concerns expressed re MCC cleaning staff exposed to this, plus issue that staff work on their own increasing risk.
- A strategy to 'audit progress' over time helpful, particularly noting Monmouthshire is a major tourist destination.
- Pre-decision scrutiny on 21st May reaffirmed these points. Of particular note was the desire to ensure the recommendations of this strategy are effectively implemented. The Officer/Member group – two Members were nominated by the Strong Communities Select committee – will be charged in overseeing the recommendations. **Noting our new Administration, since May 2022, Members to consider whether they want to form a small Officer/Member working group.**

14.2.3 A Member of the Committee asked 'Access for All', local disability group, for their view on emergency alarms in disabled toilets. This request was made further to deficiencies noted during site visits on 7th February. A representative commented on common faults concerning emergency alarms, (pull cords too high, incorrect location of cords, missing toggles), and installations not checked regularly. Reference was also made to Approved Document M, Section 5 'Sanitary accommodation in buildings other than dwellings', which providers need to have regard to when providing disabled accessible public toilets.

14.2.4 The Chair of the Committee and Head of Public Protection met with the 'Access for All' representative on 22nd March 2019 to capture their observations. Two visits to public toilets were undertaken to use a proforma used for disabled facilities. This proved very useful and will be taken forward when regular, routine inspections are undertaken by MCC.

14.3 Public consultation comments

14.3.1 Further to the public survey, another opportunity to comment was afforded via public consultation. This ran from 22 February to 3 May 2019. The Cabinet Member for Public Protection was informed of progress of the draft strategy, noting it going to Individual Cabinet Member Decision for approval prior to adoption.

14.3.2 Most comments, from Town and Community Councils, related to points of accuracy, eg. opening times, and a couple being unclear on the £1,200 annual grant from MCC towards running costs. These were referred to **Communities & Place** Finance section. It is assumed most satisfied with the recommendations noting no adverse comments recorded.

14.3.3 Abergavenny Town Council provided the most detailed comments, including –

- MCC will need to determine a mechanism to ensure improvements to those public blocks owned by Town & Community Councils or others
- Further regard is needed towards families and those with more profound disabilities
- Noting problems with anti-social behaviour in Abergavenny, Town Council happy to assist in seeking solutions with partners
- The strategy is light on coping with future demand, noting aging population
- Supports some form of grading system for the county

14.4 MCC Property Services condition survey, April 2019 & subsequent surveys by Environmental Health

- 14.4.1 At Strong Communities Select Committee on 13th February 2019, Members asked for a condition survey to be undertaken. The Authority's Property Services section was notified accordingly and a survey of 18 public toilet blocks was undertaken in April 2019.
- 14.4.2 A 77-page report was received on 3rd May 2019, outlining their findings. Going forward, the recommended small Officer/Member working group can analyse the detail and share specific findings with the owners of these facilities, noting many are owned by Town and Community Councils or other bodies.
- 14.4.3 A summary of the Property Services assessment in 2019 is provided in **Table Two**, column 1. **The financial year when the toilets were refurbished by Property Services is provided in column 2. Environmental Health subsequently visited the blocks again in 2020, 2022 and 2023, columns 3, 4 and 5 -**

Table Two

	Apr '19 Property Services	Property Services Refurbishment Year	Feb '20 Environmental Health	Aug '22 Env Health	Sept '23 Env Health
A. MCC owned public toilets					
1. Abergavenny Bus Station	C	20/21	Good	Fair	Good
2. Abergavenny – Castle Street	B	22/23	Good	Good	Excellent
3. Abergavenny – Brewery Yard	A	23/24	Excellent	Good	Excellent
4. Abergavenny – Bailey Park	B	23/24	CLOSED	CLOSED	CLOSED
5. Abergavenny- Linda Vista Gardens	/		/	/	Excellent
6. Caldicot – Caldicot Country Park	C	19/20	Excellent	Excellent	Good
7. Monmouth – Cattle Market	B	17/18	Good	Good	Fair
8. Usk – Maryport Street	B	21/22	Good	Good	Excellent
9. Usk – Usk Island	C	22/23	Good	Excellent	Good
B T & CC owned public toilets					

10. Caerwent	C		Excellent	Good	Excellent
11. Caldicot – Jubilee Way	B		Excellent	Good	Fair
12. Chepstow – Welsh Street	B		Excellent	Fair	Good
13. Chepstow – Castle Dell/TIC	B	23/24	Excellent	Excellent	Good
14. Chepstow – Riverside	C	23/24	Good	Fair	CLOSED (refurb)
15. Gilwern	B		Good	Good	Excellent
16. Goytre	B		Good	Good	Good
17. Monmouth – Agincourt Street	C	21/22	Good	Good	Good
18. Tintern	C	23/24	Excellent	Excellent	Excellent

14.4.4 Table Two can be summarised –

At the last inspections, MCC facilities were rated as 4 excellent, 3 good and 1 fair. 4 went up, 3 went down.

T&CC facilities were rated as 3 excellent, 4 good and 1 fair. 3 went up, 3 the same, one down.

Of the 16 surveyed September 2023, 14 of the 16 were judged good or excellent, 88% of total. Only 2 were deemed 'fair', so a slight improvement on the previous year, (81% good or excellent).

14.4.5 All T&CC's were notified of the survey results together with requesting their support, as public toilet providers, for the 'Boys Need Bins' campaign.

14.5 Abergavenny Town Council (ATC) survey, 2018

14.5.1 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.

14.5.2 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.

14.5.3 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.

- 14.5.4 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.
- 14.5.5 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.”
- 14.5.6 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.
- 14.5.7 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.
- 14.6 Gwent Police comments**
- 14.6.1 Police colleagues 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.
- 14.6.2 Specifically drug activity was 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.
- 14.6.3 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.
- 14.6.4 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.
- 14.6.5 There are also health and safety considerations to consider, both for Police and MCC Cleaning personnel, visiting toilets with drug paraphernalia.

14.6.6 Gwent Police would wish to be included in any conversations about future provision in our 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.

15. 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. **On-going, regular dialogue with T&C colleagues, eg. suggested improvements and associated costs.**
2. Give particular focus on ensuring public toilets provided for disabled persons are suitable and safe. **Six 'Changing Places' facilities now available across the county. Our 4 Leisure Centres can be listed on the national 'Changing Places' website, to direct more profoundly disabled persons to suitable facilities. Improvements made to disabled toilets 23/24 and working towards 'stoma-friendly' status.**
3. Work with partners on how to best utilise the £17,200 Welsh Government grant. **£17,200 vired to Landlord Services in 2023/24.**
4. Work with the private sector to seek to provide more publicly available toilets where most needed. **On-going, no unmet need currently identified.**
5. Display the national 'toilet/toiled' national logo (see 13.1) in all participating toilet facilities, including Leisure Centres, libraries, etc. **Undertake in 2024/25, though noting limitations on suitable areas to display the logo.**
6. Improve awareness and information available on publicly accessible toilets by updating information on the Monmouthshire CC website and open access data held by Welsh Government, together with App development. **Data Map Wales has provided all public toilet provision across Wales. This provides information on location, opening times and facilities available.**
7. Regularly review cleaning and maintenance standards, together with T&CC's who typically manage the public toilets in our towns and villages. **MCC Landlord Services have an annual repair schedule agreed every March. Cleaning reviewed by MCC Facilities and MCC Environmental Health.**
8. Environmental Health Officers to inspect both public and privately provided toilets as part of their inspection regime. Provide a grading of public toilet blocks to determine progress over time. **Done, Table Two.**

9. Work closely with Gwent Police to find solutions to reduce anti-social behaviour associated with public toilets. **On-going, to revisit noting changes to Gwent Police personnel.**
10. Work with other agencies with an interest in suitable and hygienic provision, including Welsh Government, CADW and **Bannau Brycheiniog** National Park Authority. **On-going.**
11. Provide proactive advice to all event organisers in the county on the suitability of their toilet provision. **On-going. All organised events in county receive information on suitable toilet provision, noting numbers attending, type of clientele, etc.**
12. Respond to any Welsh Government recommendations on public toilet provision and seek out notable practice adopted in other counties. A 'rating scheme' would be welcomed. **Any WG guidance awaited. MCC have introduced their own rating scheme in the interim.**
13. **Ensure Changing Places facilities in MCC Leisure Centres entered onto the national database, together with photographs and details of provision, (MonLife).**
14. **Review sanitary bins in all publicly available toilets to ensure adequate provision – for availability to ladies, men and disabled persons – and support the 'Bins for Boys' campaign.**
15. **Provide bilingual stickers to advise of 'stoma-friendly' toilets where standards achieved.**
16. **Landlord Services to revisit Service Level Agreements with Town & Community Council public toilet providers, to ensure both parties clear on responsibilities.**

CURRENT PROVISION of publicly accessible toilets -

Area	Address	Postcode
<u>1. MCC owned public toilets</u>		
1. Abergavenny	Bus station, Swan Meadow, Abergavenny,	NP7 5HL
2. Abergavenny	Castle Street, Abergavenny	NP7 5EE
3. Abergavenny	Brewery Yard, Abergavenny	NP7 5SD
4. Abergavenny	Bailey Park, Abergavenny Open weekends & summer holidays	NP7 5PW
5. Abergavenny	Linda Vista Gardens	NP7 5DL
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. Monmouth	Agincourt Street, Monmouth	NP25 3DZ

**3. Public Toilets in other MCC
buildings**

18. Abergavenny	Leisure Centre, Old Hereford Road, Abergavenny	NP7 6EP
19. Abergavenny	Museum, Castle Street, Abergavenny	NP7 5EE
20. Abergavenny	Hub/library, Town Hall, Abergavenny	NP7 5HD
21. Caldicot	Leisure Centre, Green Lane, Caldicot	NP26 4BN
22. Caldicot	Caldicot Castle, (April 1 - Oct 31st only)	NP26 4HU
23. Caldicot	Community Hub, Caldicot	NP26 5DB
24. Chepstow	Leisure Centre, Welsh Street, Chepstow	NP16 5LR
25. Chepstow	Community Hub, Bank Street, Chepstow	NP16 5HZ

26. Chepstow	Museum, Bridge Street, Chepstow	NP16 5EZ
27. Gilwern	Library, Upper Common, Gilwern	NP7 0DS
28. Monmouth	Shire Hall, Agincourt Square, Monmouth	NP25 3DY
29. Monmouth	Leisure Centre, Old Dixton Road, Monmouth	NP25 3DP
30. Monmouth	Community Hub, The Rolls Hall, Monmouth	NP25 3BY
31. Tintern	Old Station, Tintern (April 1 - Oct 31st only)	NP16 7NX
32. Usk	Community Hub, 35 Maryport Street, Usk	NP15 1AE

**4. Other publicly accessible
toilets**

33. Tintern	Tintern Abbey, Tintern – CADW owned, (leased to MCC)	NP16 6SE
34. Llanfoist	Friends of Llanfoist Chapel, New Cemetery, Llanfoist	NP7 9LF
35. Monmouth	Bridges Centre, Drybridge Park, Monmouth	NP25 5AS

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 –

[Public access to toilets in Monmouthshire - Monmouthshire](#)

Informing this revised strategy -

Original Local Toilet Strategy published June 2019

Local Toilet Strategy Review January 2023, scrutiny via Place Committee 12.1.23 and 14.3.24, and earlier scrutiny by the former Strong Communities Committee.

August 2024

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Integrated Impact Assessment document

(incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

<p>Name of the Officer completing the evaluation David H Jones</p> <p>Phone no: 01633 644100 E-mail: davidjones3@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>To update the Council's Local Toilet Strategy prior to re-publishing and sharing on our website and with Welsh Government, in accordance with statutory requirements.</p>
<p>Name of Service area</p> <p>Public Protection, SC&H Directorate</p>	<p>Date</p> <p>August 2024</p>

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4 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.

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 revised strategy, working with provider partners, aims to protect existing public toilet facilities. This assists more elderly residents and visitors in our towns and open spaces.	None	By regularly formally inspecting all toilet facilities, they should be suitable and safe for elderly persons. In addition, ensuring suitable baby changing is available helps parents whilst out and about in the county.

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?
Disability	<p>The aim is to protect existing facilities including disabled toilets. At this time there are 25 publicly available disabled toilets in the county, with others (eg. in supermarkets) provided by the private sector.</p> <p>MCC also provide Changing Places facilities for persons with more profound disabilities in all our (4) Leisure Centres – see 9.1 in the strategy.</p> <p>Although not a recognised ‘disability’, MCC seek to provide a number of ‘stoma-friendly’ public toilets, to aid those using colostomy bags.</p> <p>MCC will promote the ‘Bins for Boys’ national campaign, working with other providers. This is about encouraging sanitary bins that men can readily access.</p>	None	<p>As above, a regular inspection programme will raise any shortfalls to be actioned by providers.</p> <p>There are now 6 Changing Places in the county. The national Changing Places website will list each and advise on facilities available and opening times.</p> <p>When compliant, stoma-friendly toilets will be provided with appropriate signage.</p>

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?
Gender reassignment	Providing gender neutral public toilets will be explored as and when any changes are made to current provision. MCC will encourage other providers to do the same. At this time there are 14 unisex toilets currently, eg. in our Leisure Centres and Hubs.	None	There are a number of singular public toilets in the county which are therefore gender-neutral. Knowing where these unisex toilets are located is now provided via the spatial map available both nationally (Data Map Wales) and locally (MCC website)
Marriage or civil partnership	None	None	N/A
Pregnancy or maternity	Providers are encouraged to provide adequate baby changing facilities, both in public and private toilets. In public facilities there are currently 21 that provide baby changing.	None	Data Map Wales (with a MCC website link) has a toilet map facility. Where baby changing is available is provided on the national map.
Race	None	None	N/A
Religion or Belief	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?
Sex	<p>MCC and the other public toilet providers have one of the following options –</p> <ol style="list-style-type: none"> 1. A singular toilet, (which is therefore unisex) 2. Male and female toilets, eg. in traditional public toilet blocks 3. (2) plus a separate disabled toilet <p>(2) is preferred by most, in high street settings, noting this is likely to be the safer option.</p>	None	Persons can check what facilities are available by town or village prior to visiting, via the spatial map with details of each facility.
Sexual Orientation	All public toilets are spatially mapped with details of what is available at each, allowing choice of facility to visit.	None	N/A

2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?

Socio-economic Duty and Social Justice	The strategy refers to keeping all publicly accessible toilets free to use, making it fair for all. Public toilets are essential to equitable access to public outdoor spaces.	None	N/A
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3. Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts.
<p>Policy Making</p> <p>Effects on the use of the Welsh language,</p> <p>Promoting Welsh language</p> <p>Treating the Welsh language no less favourably.</p>	<p>All publicly accessible toilets have been mapped out – locally and nationally via Welsh Government – both in English and Welsh. Currently all information on our toilet provision is available via Data Map Wales and MCC's website.</p> <p>Signage provided states 'toiled' and 'toilet' – to be distributed to toilet providers, Leisure Centres, Town Councils, etc.</p> <p>The latest strategy, when formally agreed, will be published in English and Welsh</p>	None	N/A
<p>Operational</p> <p>Recruitment & Training of workforce</p>	N/A	N/A	N/A
<p>Service delivery</p> <p>Use of Welsh language in service delivery</p>	Any complaints regarding MCC toilet provision would be channelled via our local Hubs. Here callers are advised	N/A	N/A


Promoting use of the language	they can relay any concerns, or indeed compliments, in Welsh if they so wish.		
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4. 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	Town & Community Councils, as reflected in the strategy, have enabled a sharing of public toilet provision across the county. About half of all public toilet blocks are owned and managed by T&CC's. Future transfer of these assets can be further explored as the strategy develops. Private businesses too can contribute to toilet provision in our towns, making good use of limited resources.	N/A
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	As the strategy develops, consideration will be given to electricity and water usage in toilet facilities, with the aim of reducing usage and being more environmentally efficient.	N/A
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	The revised strategy aims to maintain, or improve where possible, the quantity and quality of toilet provision for all. Retaining provision encourages people to take exercise and stay more physically active, by encouraging people to go out more, in our towns, villages and open spaces.	N/A

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 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 are encouraged to do sport, art and recreation – as above	See 'Healthier Wales' above. Location maps and general information on facilities provided bi-lingually.	N/A
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. in town centres.	N/A

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

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>Balancing short term need with long term and planning for the future</p>	<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>	<p>N/A</p>

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>Working together with other partners to deliver objectives</p> <p>Collaboration</p>	<p>The strategy refers to the integral role of our Town & Community Councils, as significant public toilet providers. Gwent Police have also contributed comments to the strategy, noting anti-social behaviour aspects. The delivery of the action plan depends wholly on positive partnership working.</p>	<p>N/A</p>
 <p>Involving those with an interest and seeking their views</p> <p>Involvement</p>	<p>Drafting the initial strategy involved a public opinion survey, seeking views from County Councillors, Town & Community Councils, Gwent Police and various MCC departments. All these views have been incorporated into the original and revised strategy.</p> <p>Annually this strategy and associated actions is presented to Place Scrutiny Committee, where feedback and new actions are encouraged.</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. through discussions and agreeing actions with Gwent Police.</p> <p>Landlord Services have an annual refurbishment schedule, to prevent damage to the fabric of our public toilet stock.</p>	

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>Considering impact on all wellbeing goals together and on other bodies</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>	

Council has agreed the need to consider the impact its decisions has on the following important responsibilities: 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?
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.		
Corporate Parenting	N/A		

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

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- Public opinion survey January 2019
- Public consultation on draft strategy to May 2019
- Comments from Town & Community Councils, Gwent Police, various MCC departments
- Assessment of current public toilet provision, 2019, 2020, 2022, 2023
- Figures from Well-Being Assessment, PSB, April 2017
- Previous report by 'Public Conveniences Working Group' 2009
- Annual scrutiny by MCC committees since 2021

7. 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 revised Local Toilet Strategy provides an assessment of the current toilet provision and has been informed with input from the public opinion survey, various MCC departments, Town & Community Councils, MCC Scrutiny Committees and Gwent Police.

As detailed in this assessment, the impact on the revised strategy is highly positive. There is a mechanism to measure progress over time, via the annual inspections by Environmental Health, and reviewing progress against the actions identified. Protected characteristic groups are supported, eg by ensuring suitable disabled toilet facilities are provided across the county.

Adequate toilet provision in our towns – provided by MCC or Town Councils – ensures residents can get out and about and enjoy local facilities, our shops, markets, etc. 18 blocks across the county demonstrates this Authority’s commitment to resourcing our own public toilets, and our support to those transferred to Town & Community Councils.

In the future the strategy will be kept under review, with progress reports back to Place Scrutiny Committee on a regular basis. This will also track on-going maintenance from MCC Landlord Services, to keep our stock safe to use.

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8. 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
The further amendments/comments from Members in March 2024 have been incorporated into the revised strategy. Now Cabinet Member approval is sought prior to publishing bilingually and sharing on MCC website. Copy to be shared with Welsh Government too.	September 2024	David H Jones

9. 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, with Equality & Future Generations Evaluation conducted	May 2019	Property Services condition survey 2019 incorporated. Rating system agreed. Need to review progress emphasised.
2	Place Scrutiny Committee, E&FGE completed	January 2023	Comments from 12th January 2023 incorporated into this version
3	Place Scrutiny Committee	March 2024	Comments from 14th March 2024 incorporated into this version
4	Individual Cabinet Member	September 2024	Any further comments, during internal consultation from 23 rd August, will be incorporated into strategy prior to agreement.

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