



## Toilet Strategy – Needs Assessment

Pembrokeshire County Council has a responsibility to assess the community's need for toilets and to put a plan in place to meet identified needs.

We are interested in hearing from those who use the toilet facilities that are open to the general public in Pembrokeshire, as well as from organisations which provide toilets for use by the general public or would be interested in doing so.

The information you provide will help us to build a picture of the community's needs. We will use the information to help prepare a toilet strategy, which we will publish by 31<sup>st</sup> May 2019.

### Pembrokeshire Toilet Facilities

For the purposes of this survey and the final strategy, the term toilet also includes:

- changing facilities for babies
- changing places facilities for people with disabilities

These can be located in public buildings such as:

- libraries and community centres
- private buildings such as cafés, restaurants, pubs and shops

as well as public toilets maintained by Pembrokeshire County Council or a town or community council.

### Proposal to increase charges for Pembrokeshire County Council toilets

We'd also like to hear your views on proposals to increase charges for toilets which are currently maintained by Pembrokeshire County Council.

### Your views

You can give your views by completing our online response form.

Alternatively please print off and complete the hard copy form. Once complete please scan in and email to [surveys@pembrokeshire.gov.uk](mailto:surveys@pembrokeshire.gov.uk)

You can give your views by completing the attached response form.

Post to: Pembrokeshire County Council, Policy, 2D County Hall, Haverfordwest, SA61 1TP

Please respond by **Friday 2<sup>nd</sup> November 2018**

## QUESTIONS FOR PEMBROKESHIRE TOILET FACILITY USERS

**Question 1. Have you used a toilet facility in Pembrokeshire, which was open to the general public, in the last 12 months?(please tick only one)**

☐ Yes – *please go to 1a.*      ☐ No – *please go to Question 5.*

**1a. If yes, how frequently would you say that you have used such a facility?**  
(please tick only one)

- ☐ About once a week or more
- ☐ About once a fortnight
- ☐ About once a month
- ☐ About once every 2 – 3 months
- ☐ Less than every 2 – 3 months

Other, please specify

**Question 2. When would you have been most likely to use such a facility?**  
(please tick all that apply)

- ☐ Monday – Saturday
- ☐ Sunday / Bank Holiday
- ☐ Before 9am
- ☐ 9am – 6pm
- ☐ After 6pm

**Question 3. In which area(s) would you have been most likely to use such a facility?** (please tick all that apply)

- ☐ On the coast / at a beach
- ☐ By a footpath / cycleway / bridleway
- ☐ In an inland rural village / area
- ☐ By a main / trunk road
- ☐ In a town
- ☐ At an attraction      ☐ At a park

Other, please specify

**Question 4. Have the toilet facilities, which are open to the public in Pembrokeshire, met your needs (or the needs of the person that you care for)?** (please tick only one)

☐ Yes      ☐ No

**4a. If no, please tell us which toilet facilities have not met these needs and why**

**4b. Please tell us which toilet facilities could be improved to better meet these needs, and how**

**Question 5. Generally speaking, do you feel confident that you'll be able to find toilet facilities, which are open to the public and which meet your needs, (or those of the person that you care for) when out and about in Pembrokeshire? (please tick only one)**

☐ Yes      ☐ No      ☐ Don't know / not sure

**5a. If no or don't know / not sure please tell us what would help to make you (or the person you care for) feel confident about finding suitable toilet facilities**

**Question 5. Please use this space to make any other comments or suggestions about toilet facilities, which are open to the general public, in Pembrokeshire**

## **QUESTIONS FOR PEMBROKESHIRE TOILET FACILITY PROVIDERS**

**Question 6. Are you responding to this questionnaire as:**

- ☐ An individual – *please go to Question 7*  
☐ A representative of an organisation – *please go to 6a below*

**6a. Please indicate what type of organisation you represent:**

- ☐ A Town or Community Council    ☐ A  
voluntary / community organisation  
☐ A private enterprise (e.g. shop, café, pub, restaurant etc)  
Other, please specify

**6b. Please provide the name of the organisation here:**

**6c. Do you currently provide toilet facilities in Pembrokeshire, which are open for use by the general public (*nb: please do not include any that are for customer use only*)?** (please tick only one)

☐ Yes – *please go to 6d below*

☐ No – *please go to 6e*

**6d. Please indicate if your current provision includes:**

☐ Changing facilities for babies

☐ Changing places for people with disabilities

**6e. Would the organisation you represent be interested in helping to increase the provision of Pembrokeshire toilet facilities, which are open for use by the general public, in future in one or more of the following ways?** (please tick all that apply)

☐ Opening up the organisation's existing toilet facilities for use by the general public

☐ Upgrading the organisation's existing toilet facilities for use by the general public and / or for baby changing / changing for disabled people

☐ Taking over responsibility for toilet facilities from Pembrokeshire County Council

☐ Being part of a scheme to publicise the availability of Pembrokeshire toilet facilities that are open for use by the general public

Other, please specify

### **Proposal to increase charges for Pembrokeshire County Council toilets**

We currently make a charge of 20p for the use of a number of the public toilets, which are maintained by Pembrokeshire County Council. These are Broad Haven (Marine Road), Narberth (Town Moor), Pembroke Dock (Gordon Street), St Davids (Whitesands), Saundersfoot (Regency) and Tenby (Castle Beach, Multi-Storey, North Beach Car Park, South Beach and The Green).

We are proposing to increase this charge to 30p or 40p in 2019.

**Question 7. Please indicate to what extent you find the following acceptable or unacceptable**

	Acceptable	Neither	Unacceptable	Don't know / not sure
An increase of the current charge from 20p to 30p from 2019				
An increase of the current charge from 20p to 40p from 2019				

**ABOUT YOU**

**Question 8. Are you?** (please tick all that apply)

- ☐ A Pembrokeshire resident  
☐ An individual from outside of Pembrokeshire  
☐ A mobile worker (e.g. home carer, post / delivery person, contractor etc)  
☐ D

**8a. Are you?** (please tick only one)

- ☐ Female      ☐ Male      ☐ Prefer another term      ☐ Prefer not to say

**8b. Are you?** (please tick only one)

- ☐ 24 or under    ☐ 25 – 64      ☐ 65 – 74    ☐ 75 or over      ☐ Prefer not to say

**8c. Do you have a physical or mental health condition or illness lasting, or expected to last, for 12 months or more and which reduces your ability to carry out day-to-day activities?** (please tick only one)

- ☐ Yes      ☐ No      ☐ Prefer not to say

**8d. Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability?** (please tick only one)

- ☐ Yes      ☐ No      ☐ Prefer not to say

**8e. Please indicate if any of the following apply to you** (please tick all that apply)

- ☐ I am expecting a baby      ☐ I have had a baby in the last six months  
☐ I am currently on maternity leave      ☐ I am currently on paternity leave  
☐ None of these      ☐ Prefer not to say

**8f. Do you have dependent children aged 5 or under (on 31<sup>st</sup> December 2018)?**

(please tick only one)

☐ Yes

☐ No

☐ Prefer not to say

**8g. Please use this space to tell us about any other protected characteristics (e.g. ethnicity, religion, gender re-assignment, sexual orientation) that you may wish to**

**Thank you for your time**

Once complete, please scan in and email to [surveys@pembrokeshire.gov.uk](mailto:surveys@pembrokeshire.gov.uk)

You can also post to: Pembrokeshire County Council, Policy, 2D County Hall,  
Haverfordwest, SA61 1TP

Please return by **Friday 2<sup>nd</sup> November 2018**