

Appendix 3

Assessment of Need

January 2019



Public Toilet Questionnaire Results

Methodology

The Public Toilets Questionnaire was launched by the Council in order to ascertain information to help us draw a picture of the community's needs and to assist with preparing a Local Toilets Strategy.

There was an opportunity for residents and organisations to participate:

- On-line by visiting the website at www.gwynedd.llyw.cymru/consultations
- A paper questionnaire available through Siop Gwynedd, the Council's libraries and leisure centres
- Send a letter or e-mail with feedback or comments

The questionnaire was available on our website www.gwynedd.llyw.cymru/consultations from the 6th of November to the 17th of December 2018. A wide range of methods were used to promote and raise awareness of the opportunities to participate in the survey including a press release on the 13th of November and a proactive campaign on social media. Additionally, circulating details of the consultation to a number of bodies, characteristic groups and difficult to reach groups. By the end of the consultation period a total of 1,202 responses were received.

Overview of Public Toilet Questionnaire Respondents

There were 1,202 respondents to the Public Toilet Questionnaire.

Sex	Number	%
Female	755	62.8%
Male	380	31.6%
Prefer not to say	34	2.8%
No Answer	23	1.9%
Other	10	0.8%
Grand Total	1202	100.0%

Age group	Number	%
15 years old or younger	5	0.4%
16 - 24 years old	40	3.3%
25 - 44 years old	345	28.7%
45 - 64 years old	573	47.7%
65 - 84 years old	216	18.0%
85+ years old	6	0.5%
No Answer	17	1.4%
Grand Total	1202	100.0%

Do you consider yourself a disabled person?	Number	%
No	994	82.7%
Yes	108	9.0%
Prefer not to say	82	6.8%
No Answer	18	1.5%
Grand Total	1202	100.0%

Nationality or National identity	Number	%
Welsh	541	45.0%
English	311	25.9%
British	260	21.6%
Prefer not to say	44	3.7%
Scottish	7	0.6%
Irish, Northern Ireland	2	0.2%
Other	22	1.8%
No Answer	15	1.2%
Grand Total	1202	100.0%

Race	Number	%
White	1078	89.7%
Prefer not to say	76	6.3%
No Answer	26	2.2%
Other	16	1.3%
Mixed / several ethnic groups	4	0.3%
Gypsy / Irish Traveller	1	0.1%
Asian	1	0.1%
Grand Total	1202	100.0%

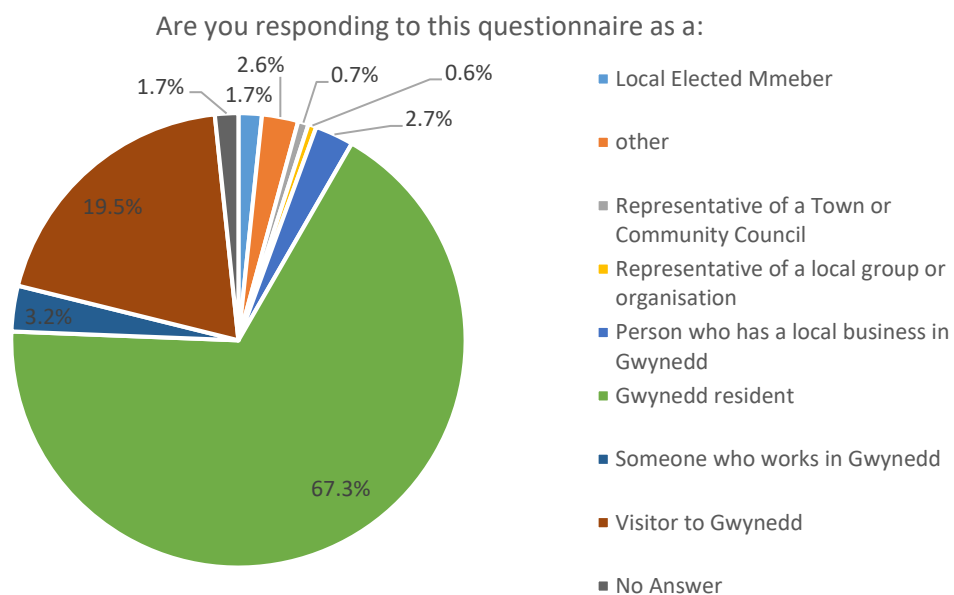
Sexuality	Number	%
Heterosexual / Straight	966	80.4%
Prefer not to say	144	12.0%
No Answer	40	3.3%
Other	21	1.7%
Gay man	14	1.2%
Bisexual	12	1.0%
Gay woman / lesbian	5	0.4%
Grand Total	1202	100.0%

Has your sexual identification changed from when you were born?	Number	%
No	1057	87.94%
Prefer not to say	93	7.74%
No Answer	46	3.83%
Yes	6	0.50%
Grand Total	1202	100.00%

Questionnaire Results

1. Are you responding to this questionnaire as a:

	Number of responses	%
Gwynedd resident	809	67.3%
Visitor to Gwynedd	234	19.5%
Someone who works in Gwynedd	39	3.3%
Person who has a local business in Gwynedd	33	2.7%
Local Elected Member	20	1.7%
Representative of a Town or Community Council	9	0.7%
Representative of a local group or organisation	7	0.6%
Other	31	2.6%
No Answer	20	1.7%
Total	1202	100.0%

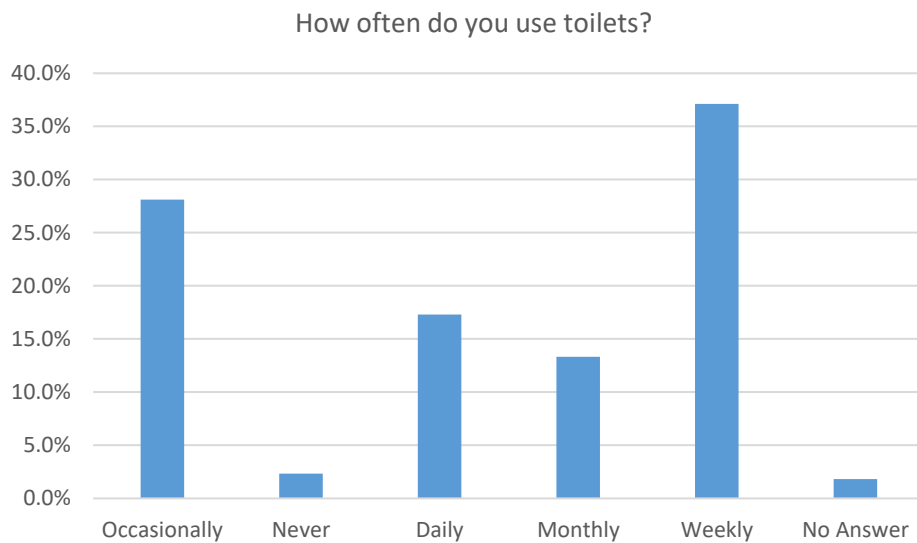


2. How often do you use toilets?

(The term 'toilets' refers to public toilets and those toilets which are a part of the community toilet grant scheme e.g. in cafes or shops)

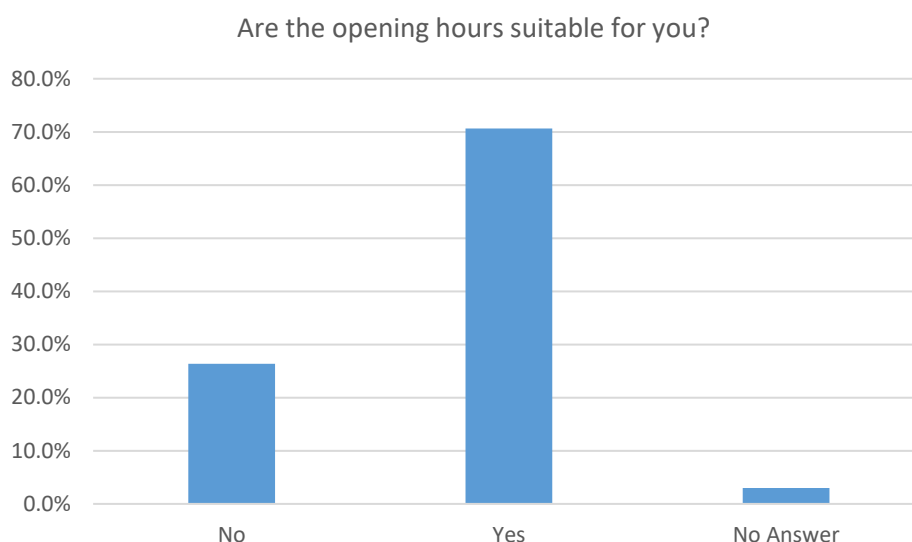
	Number of responses	%
Weekly	446	37.1%
Occasionally	338	28.1%
Daily	208	17.3%
Monthly	160	13.3%
Never	28	2.3%
No Answer	22	1.8%
Grand Total	1202	100.0%

8.9% of people under 25 stated that they 'Never' use public toilets compared to 2.3% in general. In addition, 13.3% of people under 25 noted that they used the toilets 'Daily' compared to 17.3% in general.



3. Are the opening hours suitable for you?

	Number of responses	%
No	317	26.4%
Yes	849	70.6%
No Answer	36	3.0%
Grand Total	1202	100.0%



38% of people who have declared a disability under section 6 (1) of the Equality Act 2010 state that public toilet opening hours are not suitable for them, compared to 26% overall.

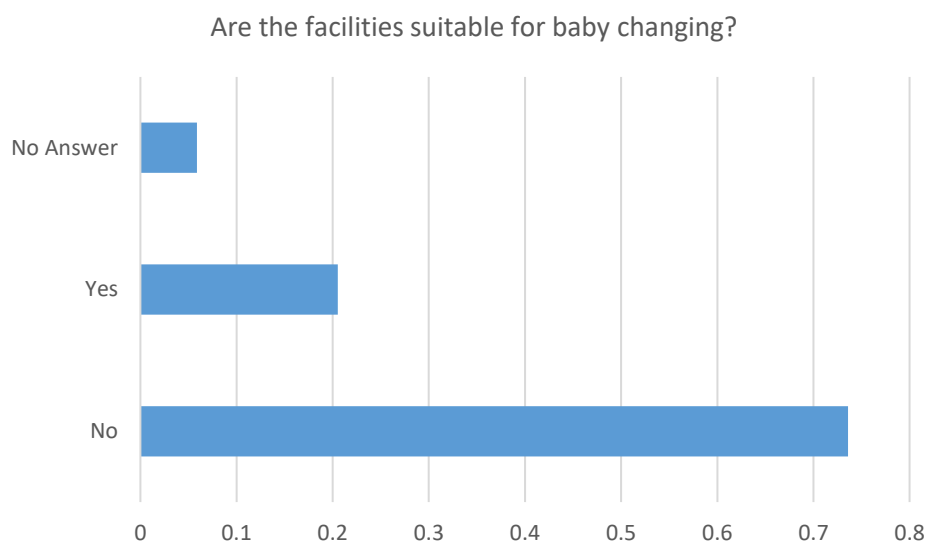
Note why:	Number
Extended opening hours are needed. They close far too early or aren't open early enough in the mornings	169
They should be open all year, not seasonally, many close in Winter	62
Difficult to find ones that are open, they limited. Many toilets have closed across the county	45
They need be open 24 hours	35
They need to be open during commuting times e.g. Public Transport travelling times	17
Unaware of the opening times/ Opening times vary / need consistency	14
Some are locked / disabled toilets are locked	10
Need more toilets/ in rural areas / no toilets are available	7
Other	6
Need to consider the needs of those who have medical conditions / disability	6
Must use toilets within business, you may have to make a purchase to be able to use them/ business are sometimes closed, therefore no provision available	6
They need to be better lit, improve cleanliness and washing provision e.g. toilet paper	5

Need to consider the possibility of antisocial behaviour when considering the opening hours	4
Charging a fee to use the toilets is inconvenient in terms of having the correct change readily/ consider having a modern payment solution	4
Essential provision	1

4. Are the facilities suitable for baby changing?

	Number of responses	%
No	351	73.6%
Yes	98	20.5%
No Answer	28	5.9%
Grand Total	477	100.0%

725 people indicated that the question was 'irrelevant' to them. Note that the graph does not include 'Not relevant' answers.



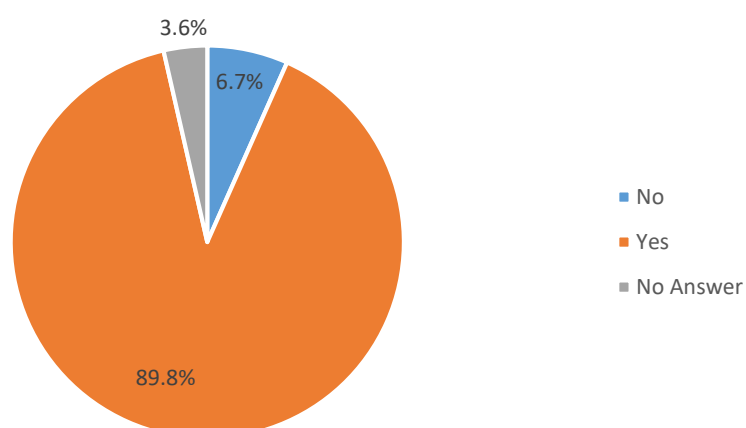
If not, note why:	Number
Not enough changing units available	152
Poor hygiene of changing units	93
Units that already exist need modernising and improving	25
Not enough space to change children	18
Changing facilities should be available in male and female toilets	12
Don't know	9
Buildings are too cold to change children	8
Changing facilities aren't appropriate e.g. no privacy	7

Changing units aren't accessible to all	7
Need to ensure facilities are safe for the public	6
Need to ensure there's adequate products to wash with e.g. soap, hot water	3
Unwilling to pay to use children's changing facilities	2
Need to improve washing facilities that come with the changing facilities	2
Generally not enough public toilets open	2
Grand Total	346

5. Are the facilities accessible to you?

	Number of responses	%
No	80	6.7%
Yes	1079	89.8%
No Answer	43	3.6%
Grand Total	1202	100.0%

Are the facilities accessible to you?



16.7% of people who have declared a disability under section 6 (1) of the Equality Act 2010 indicate that facilities are not accessible to them, compared to 6.7% in general.

If not, note why:	Number
Facilities are inaccessible for disabled people	13
Don't know	12
Facilities are often closed	11
Not enough provision in the county	11
The Opening hours make the facilities inaccessible	7
Facilities that require a fee	5
Facilities do not exist in suitable locations	5
Facilities aren't suitable for parents with children	3

Facilities aren't accessible for those whose vision are impaired	3
Lack of nearby parking make them inaccessible	1
Facilities that charge a fee make them inaccessible e.g. require the correct change in order to use them	5
Facilities are not available when in a rush	5
Grand Total	71

6. Is there any equality characteristic that affects the suitability of the toilets for you?
Tick any which are relevant

	Number of responses	%
Disability	124	10.3%
Age	119	9.9%
Sex	77	6.4%
Pregnancy / maternity	22	1.8%
Sexual orientation	9	0.7%
Transgender	8	0.7%
Religion	7	0.6%
Race	3	0.2%

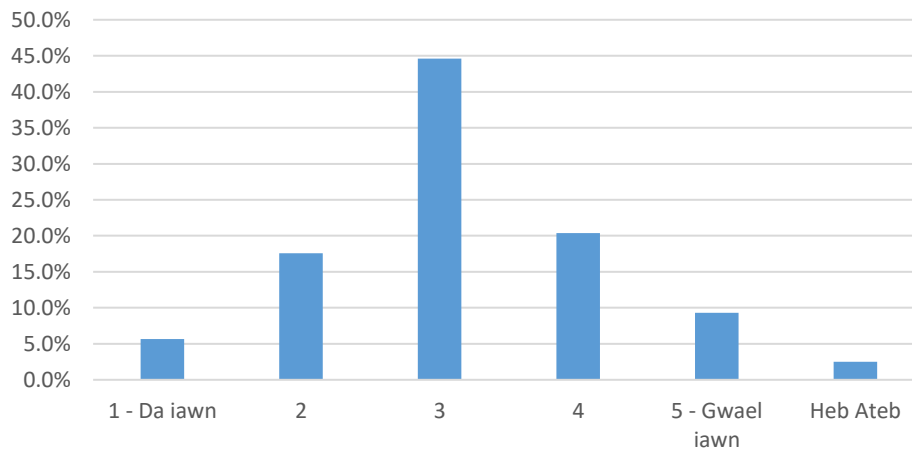
*it was possible to choose more than one answer

If yes, note why:	Number	%
Facilities unsuitable for those having to use them more frequently	32	19.0%
Facilities unsuitable for those with disability	27	16.1%
Size and type of facility are unsuitable e.g. Cubicles are too small to be able to move, unsuitable steps for those who have mobility difficulties, lack of sanitary bins, lack of door hooks for walking sticks	23	13.7%
Facilities unsuitable for those with specific medical conditions e.g. bowel/bladder	22	13.1%
Not Relevant	17	10.1%
Would feel uncomfortable sharing toilets with people of the different sex	17	10.1%
Lack of appropriate changing facilities	10	6.0%
Anyone should be able to use any toilet	7	4.2%
Facilities unsuitable for those with impaired vision	4	2.4%
Need privacy	3	1.8%
Other	2	1.2%
Facilities where a fee is charged are unsuitable	2	1.2%
Lack of gender neutral toilets available	2	1.2%
Grand Total	143	100.0%

7. From your experience, what is the standard of the facilities that are available?

	Number of responses	%
1 - Very Good	68	5.7%
2	211	17.6%
3	536	44.6%
4	245	20.4%
5 - Very Poor	112	9.3%
No Answer	30	2.5%
Grand Total	1202	100.0%

From your experience, what is the standard of the facilities that are available?



8. What is good about the public toilets provision?

What is good?	Number	%
Availability of the facilities	236	26.5%
Clean facilities	152	17.1%
Good location	88	9.9%
Accessible / Easy to find/ Convenient	61	6.9%
Essential for Gwynedd Residents	59	6.6%
Facilities are well maintained	44	4.9%
Essential for Tourist	41	4.6%
Reasonable supply of products e.g. soap, toilet paper	35	3.9%
Satisfied with the present opening hours and seasonal times	33	3.7%
Free to use	29	3.3%
Essential for families with children	27	3.0%
There are enough public toilets open	21	2.4%
Essential for those who have a specific medical conditions	19	2.1%
Essential for the elderly	12	1.3%
Facilities are suitable for the elderly and disabled people	9	1.0%
Convenient parking facility nearby	6	0.7%
Easy to use	6	0.7%
Don't Know	6	0.7%
Safe environment	5	0.6%
Grand Total	889	100.0%

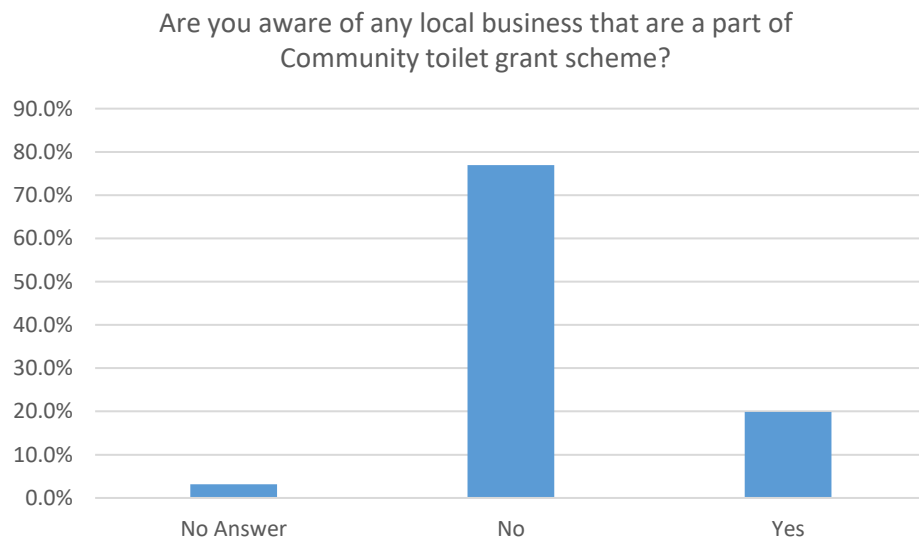
9. What could be improved in terms of public toilet provision?

What could be improved?	Number	%
Hygiene at the facilities	307	21.1%
Increase / protect the number of Public Toilets that are open	226	15.6%
Need to improve / modernise the facilities e.g. wash area	192	13.2%
Review opening times / seasonal hours	175	12.0%
Ensure adequate supply of products e.g. soap / toilet paper	91	6.3%
Improve / ensure the equipment at the facilities are of good standard e.g. hand dryer, door locks	77	5.3%
Improve the lighting at the facilities	55	3.8%
Free Public Toilet provision throughout the County	49	3.4%
Nothing	39	2.7%
Raising a fee to use the Public Toilets, or alternative, means of attracting income	36	2.5%
Finding out where the toilets are e.g. improve signage / app	33	2.3%
Need more appropriate baby and children changing facilities	32	2.2%
Ensuring all sites are safe for the public	28	1.9%
Improve the suitability of the facilities for those who have medical conditions / disabled	26	1.8%
Ensure the facilities are accessible to all	24	1.7%

Promote / Expand Community toilet grant scheme	21	1.4%
More bins in and around the Public Toilets	13	0.9%
Improve heating at Public Toilets	8	0.6%
Public Toilets have parking facilities nearby	6	0.4%
Have gender neutral provision	3	0.2%
Transfer facilities to communities	3	0.2%
Display contact information in case of problems	2	0.1%
Provide showers	2	0.1%
Provide changing rooms	2	0.1%
Other	2	0.1%
Provision of CCTV system to prevent antisocial behaviour	1	0.1%
Grand Total	1453	100.0%

10. Are you aware of any local business that are a part of Community toilet grant scheme?

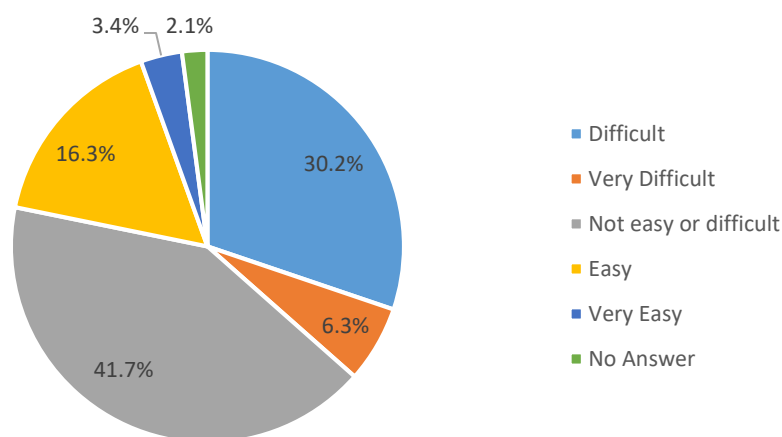
	Number	%
No Answer	38	3.2%
No	925	77.9%
Yes	239	19.9%
Grand Total	1202	100.0%



11. How easy is it to find a public toilet when needed?

	Number	%
Difficult	363	30.2%
Very Difficult	76	6.3%
Not easy or difficult	501	41.7%
Easy	196	16.3%
Very Easy	41	3.4%
No Answer	25	2.1%
Grand Total	1202	100.0%

How easy is it to find a public toilet when needed?



12. Which way you would like to find out where the nearest public toilets are?

	Number	%
Interactive App	399	33.2%
Gwynedd Council Website	290	24.1%
Interactive Map	327	27.2%
Signage	943	78.5%
Other	82	6.4%

*It was possible to choose more than one answer

Other	Number
Ask others e.g. local people, in shops	21
Google/ Google Maps	9
Other	27
Paper maps/ Noticeboards/ Bus stations	11
Social Media/ Exteral Websites	6

Proffil Gwynedd – Links to data sources:

Population Needs

[Population Estimates ONS](#) - Stats Wales

[Population Projections](#) - Stats Wales

Health Needs

[Life Expectancy](#) - Stats Wales

[Daffodil](#) - Welsh Government

[Crohn's & Colitis UK's response to Health Bill Wales](#)

[Crohn's & colitis uk](#) Charity website

Public Survey 'Which services are important to you?'

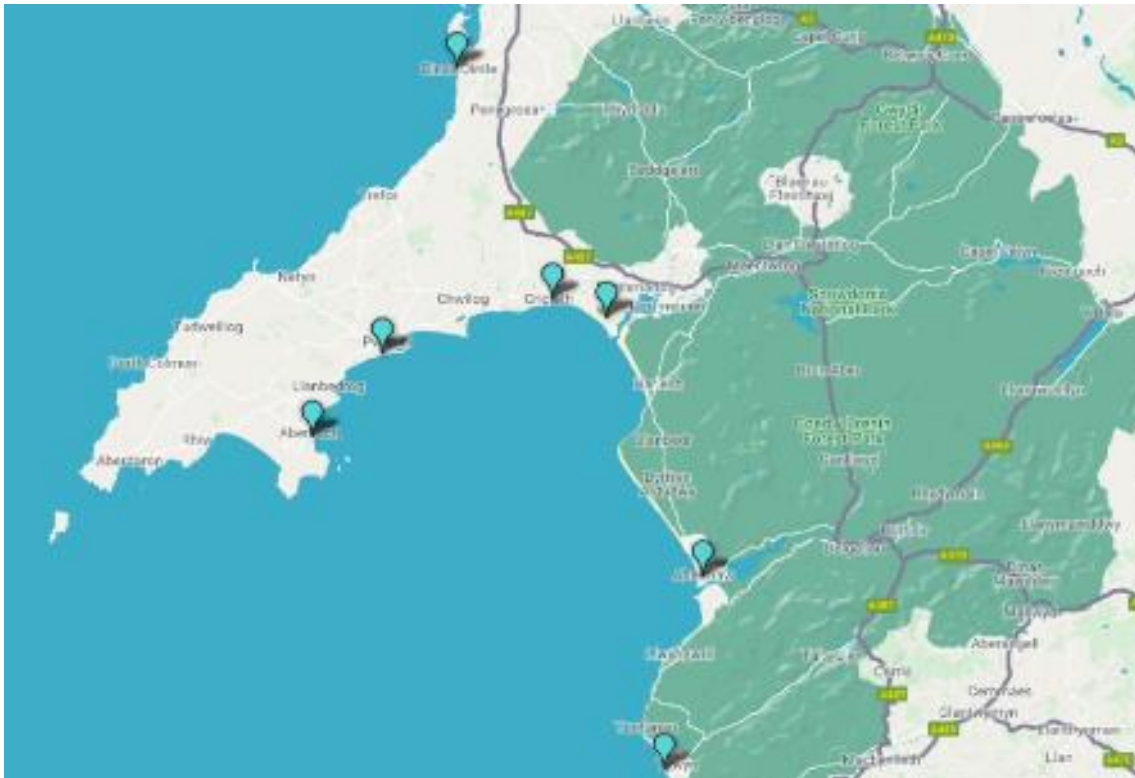
[Survey Results](#) - Gwynedd Council

Tourism

The tourism sector is very important for Gwynedd. The STEAM report shows that over 7.25 million tourists visited Gwynedd in 2017, a number that has increased annually since 2012. Tourists each spend, on average 3 days a year in Gwynedd. Part of Snowdonia National Park is located in Gwynedd including Snowdon. The Llŷn Peninsula has been noted as an Area of Outstanding Natural Beauty. King Edward's castles in Caernarfon and Harlech as well as the walled town of Caernarfon are UNESCO world heritage sites. There are a number of blue flag beaches in Gwynedd located at:

- Abermaw
- Abersoch
- Criccieth
- Dinas Dinlle
- Morfa Bychan
- Pwllheli
- Tywyn

Keep Wales Tidy 2017



Other popular attractions in Gwynedd include Zip World in Bethesda and Greenwood Forest Park near Y Felinheli.