



**CYNGOR BWRDEISTREF SIROL
RHONDDA CYNON TAF
COUNTY BOROUGH COUNCIL**

GWŶS I GYFARFOD O'R CYNGOR

C. Hanagan
Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau
Llywodraethol/Llywodraethol
Cyngor Bwrdeistref Sirol Rhondda Cynon Taf
Y Pafiliynau
Parc Hen Lofa'r Cambrian
Cwm Clydach CF40 2XX

Dolen gyswllt: Claire Hendy - Democratic Services Officer (01443 424081)

DYMA WŶS I CHI i gyfarfod o **PWYLLGOR CRAFFU - IECHYD A LLES** yn cael ei gynnal yn **Siambur y Cyngor, Y Pafiliynau, Parc Hen Lofa'r Cambrian, Cwm Clydach, Tonypanyd CF40 2XX** ar **DYDD MAWRTH, 19EG MAWRTH, 2019** am **5.00 PM**.

Caiff Aelodau nad ydyn nhw'n aelodau o'r pwyllgor ac aelodau o'r cyhoedd gyfrannu yn y cyfarfod ar faterion y cyfarfod er bydd y cais yn ôl doethineb y Cadeirydd. Gofynnwn i chi roi gwybod i Wasanaethau Democraidaidd erbyn Dydd Gwener, 15 Mawrth 2019 trwy ddefnyddio'r manylion cyswllt uchod, gan gynnwys rhoi gwybod a fyddwch chi'n siarad Cymraeg neu Saesneg.

AGENDA

Tudalennau

1. DATGAN BUDDIANT

Derbyn datganiadau o fuddiannau personol gan Aelodau, yn unol â gofynion y Cod Ymddygiad.

Nodwch:

1. Mae gofyn i Aelodau ddatgan rhif a phwnc yr agendwm mae eu buddiant yn ymwneud ag ef a mynegi natur y buddiant personol hwnnw; a
2. Lle bo Aelodau'n ymneilltuo o'r cyfarfod o ganlyniad i ddatgelu buddiant sy'n rhagfarnu, mae rhaid iddyn nhw roi gwybod i'r Cadeirydd pan fyddan nhw'n gadael.

2. COFNODION

Derbyn cofnodion cyfarfod blaenorol y Pwyllgor Craffu - Iechyd a Lles a gynhaliwyd ar 12 Chwefror 2019.

5 - 10

ADRODDIAD CYFARWYDDWR MATERION IECHYD A DIOGELWCH Y CYHOEDD A GWASANAETHAU CYMUNED

3. Y CYNLLUN HYLENDID BWYD - DIWEDDARIAD

Derbyn yr wybodaeth ddiweddaraf am y Cynllun Hylendid Bwyd.

11 - 16

4. YMGYNGHORIAD AR Y STRATEGAETH TOILEDAU LLEOL (DRAFFT)

Rhoi cyfle i'r Aelodau gymryd rhan yn yr ymgynghoriad ar y Strategaeth Toiledau Lleol (Drafft).

17 - 88

ADRODDIAD CYFARWYDDWR MATERION ADNODDAU DYNOL

5. ADRODDIAD - MYND I'R AFAEL Â MATERION IECHYD MEDDWL

Derbyn Adroddiad gan Adnoddau Dynol mewn perthynas â mynd i'r afael â materion Iechyd Meddwl yn y gweithle.

89 - 92

6. MATERION BRYD

Trafod unrhyw faterion sydd, yn ôl doethineb y Cadeirydd, yn faterion bryd yng ngoleuni amgylchiadau arbennig.

Cyfarwyddwr Materion Cyfathrebu a Phennaeth Dros Dro'r Gwasanaethau Llywodraethol

Cylchreliad:-

(Y Cynghorwyr Bwrdeistref Sirol Y Cynghorydd R Yeo a Y Cynghorydd G Holmes – Cadeirydd ac Is-gadeirydd, yn y drefn honno)

Y Cynghorwyr Bwrdeistref Sirol:

Y Cynghorydd A Roberts, Y Cynghorydd M Forey, Y Cynghorydd L De Vet, Y Cynghorydd L Jones, Y Cynghorydd J Davies, Y Cynghorydd J Williams, Y Cynghorydd A Chapman, Y Cynghorydd P Howe, Y Cynghorydd G Stacey, Y Cynghorydd M Tegg, Y Cynghorydd G Hughes, Y Cynghorydd Owen-Jones and Y Cynghorydd C Willis

Christian Hanagan, Cyfarwyddwr Gwasanaeth, Gwasanaethau Llywodraethol a Materion Cyfathrebu

Gio Isingrini, Cyfarwyddwr Cyfadran y Gwasanaethau Cymuned a Gwasanaethau i Blant

Andy Wilkins (Legal), Pennaeth Materion Cyfreithiol – Gwasanaethau Corfforaethol a Llywodraethol

Neil Elliott, Cyfarwyddwr Gwasanaeth – Gwasanaethau i Oedolion

Y Cyngorydd Bwrdeistref Sirol G Hopkins, Aelod o'r Cabinet ar faterion Gwasanaethau Cymuned i Oedolion a Phlant

Tudalen wag



RHONDDA CYNON TAF COUNCIL HEALTH AND WELLBEING SCRUTINY COMMITTEE

Minutes of the meeting of the Health and Wellbeing Scrutiny Committee held on Tuesday, 12 February 2019 at 5.00 pm at the Council Chamber, The Pavilions, Cambrian Park, Clydach Vale, Tonypany, CF40 2XX.

County Borough Councillors - Health and Wellbeing Scrutiny Committee Members in attendance:-

Councillor R Yeo (Chair)

Councillor A Roberts	Councillor M Forey
Councillor L De Vet	Councillor L Jones
Councillor J Davies	Councillor J Williams
Councillor G Stacey	Councillor M Tegg
Councillor G Hughes	

Officers in attendance:-

Mr A Wilkins, Director, Legal Services
Mr N Elliott, Service Director, Adult Services
Mr P Mee, Director, Public Health, Protection & Community Services
Ms. L. Bridgman, Head Of Service Short Term Intervention

County Borough Councillors in attendance:-

Councillor M Adams and Councillor S Evans

29 Declaration of Interest

In accordance with the Council's Code of Conduct, there were no declarations made pertaining to the agenda.

30 Minutes

It was **RESOLVED** to approve the minutes of the 18th December 2018 as an accurate reflection of the meeting.

31 Stay Well at Home Service Update

The Head of Service Short Term Intervention thanked Members for the opportunity to present an update in respect of the Stay Well at Home Service.

With the aid of a Power Point presentation, the Head of Short Term Intervention

presented Members with an overview of where the Service is at.

It was explained that the figures show there has been a consistent flow of activity in all areas in its second year. Members were presented with a table showing the activity for year two.

The three main measures of success for the Stay Well at Home Service are:

- % reduction in people admitted to a hospital bed from A&E
- % increase in numbers admitted but returning home earlier
- % reduction for those transferred to a community hospital.

Members were presented with graphs showing the outcome data under the above measures for 2018/19.

The Committee were pleased to see that the Service had received high recognition in the form of the Social Care Accolades 2018 where they were highly commended and in the NHS Wales Awards 2018, the Service gained winner of the category of “working seamlessly across organisation” and finally the overall winner of the best project.

The Head of Service Short Term Intervention continued to explained to Members the proposed Phase 2 of the Stay Well at Home Service (Stay Well @ Home Single Point of Access and Rapid Response). Members were informed that a funding application had been sent to Welsh Government in respect of Phase 2 however, we are still awaiting confirmation of the funding.

At the end of the presentation, the Chair thanked the Head of Service, Short Term Intervention for the overview and opened up the meeting for Members questions.

A Member stated that he was pleased to see the positive impact the Stay Well at Home Service has had on members of the communities across the County Borough and congratulated staff on their hard work and the recognitions that they have received so far.

The Member asked what was meant by inappropriate referrals, it was explained that there is a lack of understanding with some staff knowledge how the service works and when a patient is ready to go home. There is a need for continuing training of hospital based staff to understand what the service provides and how the works in partnership.

In respect of performance data, what impact is it having on our other services such as capacity issues for example domiciliary care provision. It was explained domiciliary care capacity in certain areas and particularly at “peak call times” is an ongoing issue and recruitment of staff is a pressure on the Service, although this is an issue that all Adult Services Services across Wales are dealing with. There are many contributing factors and as a Service we are working well with our providers towards building a more robust workforce to deal with the demand.

Another Member congratulated the Service for its hard work and commented that it was pleasing to see Phase 2 being considered as people are living longer and wanting their independence for as long as possible by living in their own homes. In respect grant, funding what consideration has been given in the long term for the service to continue. Officers explained that discussions are in

progress.

After further discussion, Members **RESOLVED** to:

- Acknowledge the content of the presentation
- Congratulate the Officers for their hard work in delivering a well-run service
- Receive an updating report on a twelve monthly basis.

32 EMI Working Group Draft Report

The Director of Communications and Interim Head of Democratic Services presented the report to Members of the Health and Wellbeing Scrutiny Committee.

It was explained that as Member would recall at the meeting of the above Committee held on the 15th November 2017, Members considered a presentation in relation to the provision of Adult Mental Health Service within Rhondda Cynon Taf. Members were presented with the challenges faced by the service, including the lack of EMI nursing care home beds (both respite and long term) because of the information received Members agreed to set up a working group to look into how the committee could help with the challenges.

The Director of Communications and Interim Head of Democratic Services took Member through the report in great detailed and after further discussion, Members **RESOLVED**:

- That Scrutiny continue to monitor delayed transfers of care performance, and in particular issues relating to the availability of EMI nursing care home provision
- That Cabinet ensure the recommendations in the Cwn Taf Market Position Statement are being delivered in particular those aimed at the more specialised provision and need for more provision linked to complex care i.e. Dementia and nursing dementia.

33 Community Day Centre Consultation Report

The Director of Communications and Interim Head of Director of Communications explained to Members the reason why the report has been presented to the Committee.

It was explained that the Council is currently undertaking a focussed six week consultation with service users and local communities on the future of the remaing Community Day Centres. Members were informed that the committee is invited to participate in this consultation exercise and in doing so inform the report that subsequently be presented to Cabinet for decision.

The Head of Communications and Interim Head of Democratic Service introduced the Director of Public Health, Protection & Community Services to take Members through the report with aid of a Power Point presentation.

It was explained that the Community Day centres provide an opportunity for residents over 50 years of age to access a hot meal each weekday and

participate in a range of activities. It was explained that there are five remaining day centres located across the County Borough.

Members were informed that on the 21st November 2018, Cabinet considered the report of the Director of Public Health, Protection & Community Services setting out proposals to review, the provision of Community Day centres in Rhondda Cynon Taf. It was determined that a six week consultation would be undertaken and that a further report be presented to Cabinet on the outcomes of the consultation with recommendations for consideration.

The Director of Public Health, Protection & Community Services explained to Members the following Community Day Centres are located in:

- Gilfach Goch Day Centre
- Brynnar Jones Day Centre, Gelli
- Alec Jones Day Centre, Porth
- Teifi House day Centre, Maerdy
- Nazareth Day Centre, Williamstown

It was explained that a public consultation into the future provision of the services held at Alec Jones Day Centre, has already been undertaken as part of the Porth Town Centre Regeneration Strategy and on the 24th January 2019 a decision was made by Cabinet to transfer the current programme of activities held at the Alec Jones Day Centre to the new community hub planned for Porth Plaza.

It was explained that the net budget for the remaining four day centres is £251,041 (excluding Alec Jones Day Centre), the average meals per day range from 12 at Teifi House to 36 at Gilfach Goch. The Net subsidy per meal ranges from £7.38 to £16.82.

The Director of Public Health, Protection & Community Services explained that the Community Day Centres usage is low with small numbers of meals provided each day, the programmes of activities are generally quite limited and at one centre no activities are held. He went on to explain that there are significant maintenance and repair requirements for all buildings estimated in the region of £500k over five years and in taking into consideration all the factors the current service model is no longer sustainable.

Members were taken through the report detail and presented their questions and observations to the Officers.

A Member commented that she was concerned on the cost of the meal provision and agreed that something needs to be done to deliver a more cost effective and purposeful service.

In respect of providing some services through the Community Hubs, a Member asked what provisions would be put in place for those areas, which are not covered within these areas. The Member queried whether consideration could be given to seeing if there are any organisation willing to come on board to keep some Community Day Centres open.

The Director of Public Health, Protection and Community Services explained that as part of the process consideration has been given to create up to ten community zones, each with a community hub and supporting a

“neighbourhood network” of services provided by the public and voluntary sector. Brining services together will provide a better public service offer and create economies of scale in terms of staffing and building costs.

A Member commented that we need to encourage the elder generation to be more active and the time for change has arrived, intergenerational and interaction is an exciting way forward with the hubs offering a diverse range of facilities. It was explained that day centres are limited in scope and we need to look at a new way of working.

A Member felt strongly in respect of one of the day centres, which is under discussion, commented that the centre is being used to accommodate more than one area, and stated that it would be a great shame for the more vulnerable members of the community.

Members agreed that the current service is unsustainable and acknowledge that there is a need to work in collaboration with communities and third sector organisation to deliver a more integrated service delivery for the benefit of residents within the County Borough.

After further discussion, Members **RESOLVED**:

- To acknowledge the content of the Consultation Report
- That the feedback and comments of the Health and Wellbeing Scrutiny Committee from part of the formal consultation feedback to the Cabinet.
- To receive an updating overview of the new Community Hubs at a future Meeting.

This meeting closed at 6.15 pm

**CLLR R. YEO
CHAIR.**

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RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018-19

HEALTH & WELLBEING SCRUTINY

COMMITTEE

19th MARCH 2019

REPORT OF THE DIRECTOR, PUBLIC HEALTH, PROTECTION & COMMUNITY SERVICES

Agenda Item No.

FOOD HYGIENE RATING SCHEME UPDATE

Author: Rhian Hope- Food and Health & Safety Manager

1. PURPOSE OF THE REPORT

The report aims to outline the background of the Food Hygiene Rating Scheme and the current performance and activity within RCT.

2. RECOMMENDATIONS

2.1 The members scrutinise the report and make recommendations in relation to the continued operation of the Food Hygiene Rating Scheme in RCT.

3. BACKGROUND

3.1 The voluntary Food Hygiene Rating Scheme, launched in Wales by the Food Standards Agency in October 2010 was adopted by RCTCBC at same time. This scheme was developed with the aim of providing consumers with information to enable them to make informed choices about where to eat or shop for food and, through these choices, encourage businesses to improve their hygiene standards. Local Authority Environmental Health Officers enforced the scheme.

- 3.2** The voluntary scheme became a statutory scheme under the Food Hygiene Rating (Wales) Act 2013 and came into force on the 28th November 2013. The Act and the Regulations made the display of food hygiene ratings by businesses mandatory.
- 3.3** The ratings issued to the businesses are calculated by officers following an inspection, using three specific elements:
- The level of compliance with food hygiene and safety procedures - how hygienically the food is handled - how it is prepared, cooked, re-heated, cooled and stored;
 - The level of compliance with structural requirements - the condition of the structure of the building, the cleanliness, layout, lighting, ventilation and other facilities;
 - The confidence in management/control procedures - how the business manages and records what it does to make sure food is safe.
- 3.4** There are six different food hygiene ratings; 0 (urgent improvement necessary) to 5 (Very Good), (see below) which reflects the standards found at the time of the inspection. All businesses, irrespective of the nature or size of their operation, should be able to achieve a 5 rating.

Images of Food Hygiene Rating Stickers



- 3.5** In RCT we currently have 2043 registered businesses. 1770 businesses already have a rating, 32 new businesses are awaiting an inspection and, 241 businesses are exempt from receiving an inspection and therefore a food hygiene rating score. Exempt businesses, are :
- establishments where the sale of food is not the primary activity of the establishment; and the only food made available to consumers is food that is shelf stable at ambient

temperature and wrapped or packaged before it is brought to the establishment and the wrapping or packaging remains sealed at all times before the food is supplied to consumers;

examples of such establishments could include:

- Visitor centres and similar establishments selling tins of biscuits or other wrapped goods amongst a range of other goods;
- Leisure centres with only food vending machines selling only drinks or low-risk foods;
- Newsagents selling pre-packed confectionery; and
- Chemist shops selling pre-packed confectionery and/or health foods.

3.6 Food hygiene ratings and details of the rating breakdown are published online at the Food Standards Agency national website www.food.gov.uk/ratings for members of the public to view. Food business operators are required to display the sticker(s) showing their rating at their establishment in a position where it can be easily read by customers before they make a choice to buy food from that premises. Typically, this would be on the front window or front door of most premises. Any business that receives:

- 0 - rating will remain open for business as long as there is no imminent risk to health. The business will have enforcement action taken by this department, in line with the corporate enforcement policy and, will be revisited within 28 days.
- 1-2 rating business will be subject to enforcement action and revisited within a 3-month timescale.

3.7 The scheme also incorporates safeguards to ensure fairness to businesses. These include:

- an appeal procedure,
- a 'right to reply', which provides that businesses' comments on their ratings may be published on the national website alongside their score.
- option to request an inspection for re-rating purposes. A £160 fee is payable for a re-rating inspection to take place and this fee is set nationally.

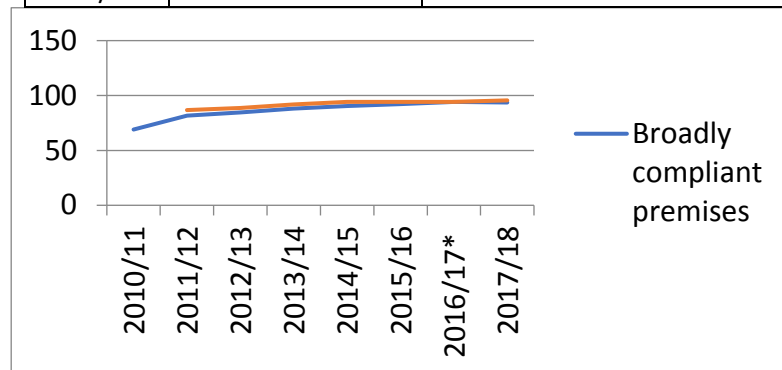
3.8 In November 2016 the Food Hygiene Rating (Promotion of Food Hygiene Rating) (Wales) Regulations 2016 came into force requiring takeaway food businesses to publish a bilingual statement on certain hardcopy publicity materials directing customers to the food hygiene ratings website. The statement also reminds consumers they have a legal right to ask the food business for their food hygiene rating when they order

4.0 Evaluation and Review

4.1 Food business are routinely inspected in accordance with the food law requirements and the service maintains excellent performance in ensuring the programmed inspection schedule is completed annually with 100% to 99.95% performance consistently. RCT has a broadly compliant figure of 93.75% and the Wales figure is 95.75 %. Broadly compliant means businesses that have a compliance level, at the time of last inspection equivalent to a FHSR rating of 3, 4 or 5. (See table and graph below).

Performance in RCT has improved steadily in the last 5 years although the percentage of broadly compliant businesses in RCT remains slightly below the published Wales average. RCT does however have a high turnover of businesses and it is known that new businesses are less likely to achieve a rating of 3 or above on first inspection. This is often due to the inexperience of the new food business operator.

	Broadly compliant premises	Wales Average Broadly Compliant
2010/11	69	
2011/12	81.68	86.73
2012/13	84.62	88.55
2013/14	88	91.85
2014/15	90.41	94.33
2015/16	92.05	94.19
2016/17*	94.17	94.22
2017/18	93.75	95.57



4.2 The Food Standards Agency must review the operation of the appeals process under the Act. This review is conducted on an annual basis. Following each review the FSA must produce a report making any recommendations for change to the process and, the report is laid before the National Assembly for Wales.

4.2 RCT contribute to this review, and for the period 28th November 2016 – 27th November 2017 and for the same period 17/18 the table below shows activity of the Food and Health & Safety Team.

RCT Information Submitted to FSA 2016-2017 & 2017-2018

	2016/17	2017/18
Appeals Against Original Rating	7	7
Re- Rating Requests	51	42
Fixed Penalty Notices Served for Non Display of FHRs Sticker	12	16
Prosecution for non –display of a rating.	5	5

A Fixed Penalty Notice (FPN) can be issued by an Environmental Health Officer for offences relating to the display of a rating by a business, for example failure to display the current rating or displaying an incorrect rating. The FPN offers a person the opportunity to discharge any liability to conviction for the offence by payment of the fixed penalty. The full amount of the fixed penalty as stipulated in the notice will be payable and must be paid within 28 days beginning with the day on which the notice is given. However, a discounted amount is payable if made within a period of 14 days. Failure to pay the fixed penalty by the end of the 28-day period can result in prosecution proceedings instigated for non-display of a hygiene rating

- 4.3** A National focused audit of local authority implementation and operation of the statutory scheme was undertaken by the Food Standards Agency in 2017 with, a draft report being issued in November 2018 on local authority performance across Wales. The final report has not however been published to date and the Food Standards Agency will report the findings as they relate to practice and performance in RCT in due course. This information will be presented at a future scrutiny committee.

5.0 CONCLUSION

- 5.1** The scheme and the rating stickers are recognised and welcomed by the public.
- 5.2** The officers of Food and Health & Safety Team continually work with businesses to improve standards whilst protecting the health of residents and visitors.

- 5.3** The number of re rating requests received by the team indicate that businesses in RCT want to receive a better rating. They understand that in turn will have a positive impact on their business and the local economy.
- 5.4** The scheme aim of allowing the public to make informed choices of where to eat or purchase food is important. The businesses who do not display a rating sticker or display an incorrect sticker are deliberately misleading the public in an attempt to gain an unfair economic advantage and deny their customers the ability to make an informed choice about where to buy food. The issuing of a fixed penalty notice will deter the businesses from doing this and the Service will continue to robustly enforce the law in this regard.
- 5.5** The team continue to operate in accordance with the Act and statutory guidance by way of the range of enforcement options available.

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2018/19**

**HEALTH & WELLBEING SCRUTINY
COMMITTEE**

12th February 2019

**REPORT OF THE DIRECTOR OF
COMMUNICATIONS AND INTERIM
HEAD OF DEMOCRATIC SERVICES**

Agenda Item No.

**CONSULTATION ON THE DRAFT
LOCAL TOILETS STRATEGY FOR
RHONDDA CYNON TAF.**

1. PURPOSE OF THE REPORT

- 1.1 The purpose of the report is to consult Members of the Health & Well-being Scrutiny Committee on the draft Local Toilets Strategy for Rhondda Cynon Taf.

2. RECOMMENDATIONS

It is recommended that Members:

- 2.1 Comment on the draft Local Toilets Strategy, and
- 2.2 That the feedback and comments of the Health & Well-being Scrutiny Committee form part of the formal consultation feedback to the Cabinet.

3 REASONS FOR RECOMMENDATIONS

- 3.1 The Council is currently undertaking a public consultation for a minimum of 12 weeks, in line with the statutory requirement to develop and publish a Local Toilets Strategy, as required by Part 8 of the Public Health (Wales) Act 2017

4. BACKGROUND

- 4.1 On the 24th January 2019, the Director of Public Health, Protection and Community Services in consultation with the Cabinet Member, Cllr Rhys Lewis, made a delegated officer decision to approve the commencement of a 12 week public consultation on the draft Rhondda Cynon Taf Toilets Strategy.

- 4.2 The delegated decision agreed:
1. To approve the initiation of the draft Local Toilet Strategy for public consultation for a minimum of 12 weeks, in line with statutory requirement to develop and publish a Local Toilet Strategy, as required by Part 8 of the Public Health (Wales) Act 2017.
 2. That the Director of Public Health, Protection consider the consultation responses with a view to preparing a Final Draft Strategy for consideration by Cabinet in May 2019.
- 4.3 The Act places a duty on each Local Authority in Wales to prepare and publish a Local Toilet Strategy for its area. The Strategy is developed following the completion of a needs assessment to:
- Assess the community's need for toilets, including changing facilities for babies and changing places facilities for people with disabilities;
 - Provide details of how to meet the identified need;
 - Produce a local toilet strategy; and
 - Review the strategy, update and publicise revisions.
- 4.4 A draft Strategy has been prepared that incorporates feedback following a public consultation as part of the Assessment of Need that was undertaken for four weeks, beginning in October 2018. Local Authorities must aim to prepare and publish their strategies by 31st May 2019. The duty to prepare a Local Toilets Strategy does not require Local Authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population.
- 4.5 In relation to the Council provision of public toilets, it is of note that the current provision of public toilet facilities across the County Borough has been maintained for over five years. The Council facilities has also in recent years benefited from investment of over £350,000. The Council does not charge for use of our public toilets.
- 4.6 The draft Strategy in Appendix 1 sets out further options that may be considered over the next two years to enhance and maximise the use of existing facilities and to promote additional, appropriate and accessible facilities

5 EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 A full Equality Impact Assessment will be undertaken, informed by the consultation feedback and included in the subsequent report to Cabinet prior to any decision being made on the proposal.

6 CONSULTATION / INVOLVEMENT

- 6.1 A public twelve week consultation exercise commenced on the 4th February 2019 and ends on the 29th April 2019. This includes:
- Online questionnaire via RCTCBC website;
 - Social Media alerts;
 - Face to face discussions at various community venues
- 6.2 The views of this Scrutiny Committee will make an important contribution to the consultation exercise and inform the deliberations of Cabinet

7 FINANCIAL IMPLICATION(S)

- 7.1 There are no financial implications associated with this report. However, financial implications may arise if and when the matters under consideration are implemented.

8 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 The Council has a statutory duty to develop and publish a Local Toilets Strategy, as required by Part 8 of the Public Health (Wales) Act 2017.

9 LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 9.1 The Local Toilets Strategy contributes to a number of the Wellbeing Objectives within the Council's Corporate Plan 2016-2020 as set out in the attached Record of Delegated Officer Decision report (Appendix 2).

10 CONCLUSION

- 10.1 Members of the Health & Well-being Scrutiny Committee are requested to consider the information presented in this report and are invited to comment on the Draft Local Toilets Strategy.

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

REPORT TO ACCOMPANY RECORD OF DELEGATED DECISION

17th JANUARY 2019

DEVELOPMENT OF A LOCAL TOILETS STRATEGY FOR RHONDDA CYNON TAF

REPORT OF DIRECTOR PUBLIC HEALTH, PROTECTION AND COMMUNITY SERVICES IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER, COUNCILLOR RHYS LEWIS

Author: Amy Lewis, Health and Wellbeing Improvement Manager

1. PURPOSE OF THE REPORT

1.1 The purpose of the report is to seek approval to undertake a public consultation on the draft Rhondda Cynon Taf County Borough Council Local Toilets Strategy.

2. RECOMMENDATIONS

It is recommended that:

2.1 The draft Local Toilets Strategy is approved for public consultation for a minimum of 12 weeks.

2.2 The Director of Public Health, Protection and Community Services will consider the consultation responses with a view to preparing a final draft Strategy for consideration by Cabinet in May 2019.

3. REASONS FOR RECOMMENDATIONS

3.1 To comply with the statutory requirement to develop and publish a Local Toilets Strategy, as required by Part 8 of the Public Health (Wales) Act 2017.

4. BACKGROUND

4.1 The Act places a duty on each Local Authority in Wales to prepare and publish a Local Toilets Strategy for its area, with specific responsibility to:

- Assess the community's need for toilets, including changing facilities for babies and changing places facilities for people with disabilities;
- Provide details of how to meet the identified need;
- Produce a local toilets strategy; and
- Review the strategy, update and publicise revisions.

4.2 Local Authorities must prepare and publish their strategies by 31st May 2019. The duty to prepare a Local Toilets Strategy does not require Local Authorities to provide and

maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population.

- 4.3 The Council has maintained the current provision of public toilet facilities across the County Borough for over five years and has, in recent years invested over £350,000 in maintaining the current provision. The Council does not charge for use of our public toilets.
- 4.4 The strategy aims to review the quality and quantity of local toilets throughout the County Borough and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the area at locations where the need for such facilities has been identified.
- 4.5 To achieve this strategy we will:
- Identify the current level of provision of public toilets;
 - Analyse the findings of the completed assessment of need activities for toilets available for use by the public in their area;
 - Consider the requirements of the general population;
 - Identify the needs for particular user groups;
 - Identify any gaps in current provision;
 - Adopt the use of new technologies and communications that is envisaged will lead to an increased awareness of the locations of public toilets; and
 - Provide information setting out the steps which we propose to take to meet this need.
- 4.6 A draft Strategy has been prepared that incorporates feedback following a public consultation as part of the Assessment of Need that was undertaken for four weeks, beginning in October 2018.
- 4.7 The draft Strategy sets out options that may be considered over the next two years to enhance and maximise the use of existing facilities and to promote additional, appropriate and accessible facilities.
5. **EQUALITY AND DIVERSITY IMPLICATIONS**
- 5.1 Access to toilet facilities is important to everyone but can become even more important as people become older. Improved access to toilet facilities will give older people confidence to leave their home and maintain independence and dignity in later life.
- 5.2 People who have young children and babies will have an increased need to use toilet and changing facilities.
- 5.3 Access to toilet facilities is important to everyone but can become even more important to people with a disability or health condition. In mapping publicly accessible toilet provisions, we have identified what disabled facilities are available at each location.
- 5.4 The strategy aims to improve the quantity and quality of toilet provision for all. Some facilities will be gender neutral/accessible toilets.
- 5.5 During the Assessment of Need consultation, respondents were asked whether their response to the survey had been influenced (positively or negatively) by the range of

protected characteristics as specified in the Equality Act 2010. The issues raised included gender identity, gender reassignment, problems relating to a range of disabilities and health issues, use of facilities by parents with children, issues regarding disabled toilet facilities not being of adequate size for wheelchairs to enter, requirement of hoists for disabled individuals, etc.

6. CONSULTATION/INVOLVEMENT

- 6.1 Engagement with other Local Authority services, community groups and the public was undertaken to understand what is currently available and how any gaps can be mitigated.
- 6.2 A public consultation was undertaken for four weeks between 17th October and 14th November 2018 to assess the needs of residents and people working or visiting the county Borough. Engagement mechanisms included:
- Online via the Rhondda Cynon Taf County Borough Council website, social media;
 - Email alerts and correspondence;
 - Face to face discussions at various community venues;
 - Paper questionnaires requested by groups and residents.
- 6.3 A range of organisations were engaged with, by sending the questionnaires directly to them for response including Rhondda Cynon Taf Access Group, RNIB, Wales Council for the Deaf, Cwm Taf Community Health Council, 50+ Forums and Rhondda Cynon Taf Older Persons Advisory Group, RCT Citizens Panel, Tourism, Third Sector Organisations, Carers Support Project, etc.
- 6.4 A total of 97 respondents completed the questionnaire and have been included in the analysis. These have been used to influence the content of the strategy.

7. FINANCIAL IMPLICATION(S)

- 7.1 There are no financial implications associated with this report. However, financial implications may arise if and when the matters under consideration are implemented.

8. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED

- 8.1 Part 8 of the Public Health (Wales) Act 2017.

9. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT.

- 9.1 In order to succeed, our Local Toilet Strategy needs to integrate with other existing priorities and plans such as the Council's Corporate Plan 2016-2020 and the Cwm Taf Wellbeing Plan 2018-2023.
- 9.2 The Council is committed to a clear vision in which Rhondda Cynon Taf is a County Borough that has high aspirations, is confident and promotes opportunity for all and focuses on three priorities: Economy – building a strong economy; People – promoting independence and positive lives for everyone; Place – creating neighbourhoods where

people are proud to live and work. The Local Toilets Strategy can contribute to a number of the Wellbeing Objectives within the Council's Corporate Plan 2016-2020 to make the vision a reality.

- 9.3 The Cwm Taf Wellbeing Plan 2018-2023 contains three objectives: Thriving Communities – to promote safe, confident, strong, and thriving communities improving the wellbeing of residents and visitors and building on our community assets; Healthy People – to help people live long and healthy lives and overcome any challenges; Strong Economy – to grow a strong local economy with sustainable transport that attracts people to live, work and play in Cwm Taf; with a cross-cutting objective of Tackling Loneliness and Isolation – we will work in new ways to channel the undoubted strengths of our communities, including volunteering to tackle more effectively the loneliness and isolation which often exists within many of them.
- 9.4 These plans set the strategic direction at a regional and local level. The Local Toilets Strategy cuts across a number of these objectives and aims to support them. Publicly accessible toilets are needed by every one of us at some point where we live, work or visit and so the provision touches on all areas of the Council in some way.
- 9.5 Due regard has been made to the five ways of working, as contained within the Wellbeing of Future Generations (Wales) Act 2015 when preparing, reviewing, consulting on and publishing this Strategy. The following information demonstrates how the Strategy has considered the five ways of working approach.
- 9.6 Long Term: The Strategy has identified current levels of publicly accessible toilet provision and considers ways that the use of existing facilities can be enhanced and maximised going forward. The Strategy also includes an objective to promote additional, appropriate and accessible facilities, with supporting actions.
- 9.7 Prevention: Undertaking the process of developing the Local Toilets Strategy can be viewed as a prevention scheme to address the challenges faced by the Local Authority in providing public toilet facilities. Key prevention aims of the Strategy are to identify key toilet facilities in the Borough, identify additional facilities that can be brought into wider use to supplement existing facilities or as replacements and identify opportunities for creating new facilities to modern, inclusive specifications. The promotion of wellbeing now prevents health related problems in the future and reduces demand on public services.
- 9.8 The Assessment of Need public consultation revealed that some respondents felt that the lack of facilities has stopped them from visiting certain locations. If the objectives and action points contained within the Strategy are to be realised, then it is envisaged that the Strategy will contribute towards the prevention of loneliness and social isolation that many people experience.
- 9.9 Integration: To be effective in delivering positive outcomes, this Strategy cannot stand alone and has sought to link in with other plans and strategies including the Council's Corporate Plan 2016-2020 and the Cwm Taf Wellbeing Plan 2018-2023.
- 9.10 Collaboration: In preparing this Strategy, the Council has collaborated internally across departments, with other Local Authorities in Wales to share ideas and ways of working, sought involvement from other organisations including Cwm Taf University Health Board,

sought to work in partnership with businesses to improve the number of publicly accessible toilets which can be mapped and available. There has also been engagement with community groups to enhance toilet provision.

- 9.11 Involvement: An Assessment of Need public consultation was undertaken for four weeks between 17th October and 14th November 2018 to assess the needs of residents and people working or visiting the County Borough and this is detailed in Section 6 of this report.
- 9.12 The Local Toilets Strategy will also support the Council to contribute to many of the Wellbeing Goals contained within the Wellbeing of Future Generations (Wales) Act 2015, including a healthier Wales, where people's physical and mental wellbeing is maximised and in which choices and behaviours that benefit future health are understood; a more equal Wales, which enables people to fulfil their potential no matter what their background or circumstances; and a Wales of cohesive communities, ensuring attractive, viable, safe and well connected communities.

10. CONCLUSION

- 10.1 The Council is required to undertake a public consultation on the draft Local Toilets Strategy in order to seek views from a wide range of stakeholders on the objectives and actions contained within the draft Strategy. The consultation will commence in January 2019.
- 10.2 The results of the consultation will be considered and the draft Strategy finalised. The Local Toilets Strategy will then be subject to final approval by Cabinet, with a view to it being published by 31st May 2019, in accordance with the requirements of the Statutory Guidance.

Other Information:-

Relevant Scrutiny Committee

Health and Wellbeing Scrutiny Committee



LOCAL GOVERNMENT ACT 1972

AS AMENDED BY

THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

17TH JANUARY 2019

**REPORT OF THE DIRECTOR PUBLIC HEALTH, PROTECTION AND COMMUNITY
SERVICES IN DISCUSSIONS WITH THE RELEVANT PORTFOLIO HOLDER
COUNCILLOR RHYS LEWIS**

**DEVELOPMENT OF A LOCAL TOILETS STRATEGY FOR
RHONDDA CYNON TAF**

Background Papers

None.

Officer to contact: Amy Lewis
Health and Wellbeing Improvement Manager
Amy.Lewis@rctcbc.gov.uk

COFNOD O BENDERFYNIAD WEDI'I DDIRPRWYO GAN SWYDDOG
RECORD OF DELEGATED OFFICER DECISION

Penderfyniad Allweddol | Key Decision ✓

PWNC | SUBJECT:

Development of a Local Toilets Strategy for Rhondda Cynon Taf

DIBEN YR ADRODDIAD | PURPOSE OF THE REPORT:

The purpose of the report is to seek approval to undertake a public consultation on the draft Rhondda Cynon Taf County Borough Council Local Toilets Strategy.

In accordance with the Council's Scheme of Delegation, this report has been prepared to accompany the intended officer decision of the Director Public Health, Protection and Community Services as described below.

PENDERFYNIAD WEDI'I DDIRPRWYO | DELEGATED DECISION:

Approve the draft Local Toilets Strategy for public consultation for a minimum of 12 weeks, in line with the statutory requirement to develop and publish a Local Toilets Strategy, as required by Part 8 of the Public Health (Wales) Act 2017.

The Director of Public Health, Protection and Community Services to consider the consultation responses with a view to preparing a Final Draft Strategy for consideration by Cabinet in May 2019.



Llofnod y Prif Swyddog
Chief Officer Signature

PAUL MEE

Enw (priflythrennau)
Name (Print Name)


24/01/19

Dyddiad
Date

Mae'r penderfyniad yn cael ei wneud yn unol ag Adran 15 o Ddeddf Llywodraeth Leol 2000 (Swyddogaethau'r Corff Gweithredol) ac yn y cylch gorchwyl sy wedi'i nodi yn Adran 5 o Ran 3 o Gyfansoddiad y Cyngor.

The decision is taken in accordance with Section 15 of the Local Government Act, 2000 (Executive Functions) and in the terms set out in Section 5 of Part 3 of the Council's Constitution.

YMGYNGHORI | CONSULTATION



**LLOFNOD YR AELOD YMGYNGHOROL O'R CABINET
CONSULTEE CABINET MEMBER SIGNATURE**

24/01/2019

DYDDIAD | DATE

**LLOFNOD SWYDDOG YMGYNGHOROL
CONSULTEE OFFICER SIGNATURE**

DYDDIAD | DATE

RHEOLAU'R WEITHDREFN GALW-I-MEWN | CALL IN PROCEDURE RULES.

A YW'R PENDERFYNIAD YN UN BRYD A HEB FOD YN DESTUN PROSES GALW-I-MEWN GAN Y PWYLLGOR TROSOLWG A CHRAFFU?:
IS THE DECISION DEEMED URGENT AND NOT SUBJECT TO CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:

NAC YDY | NO✓

Rheswm dros fod yn fater brys | Reason for Urgency:

.....

Os yw'n cael ei ystyried yn fater brys - llofnod y Maer/Dirprwy Faer/Pennaeth y Gwasanaeth Cyflogedig yn cadarnhau cytundeb fod y penderfyniad arfaethedig yn rhesymol yn yr holl amgylchiadau iddo gael ei drin fel mater brys, yn unol â rheol gweithdrefn trosolwg a chraffu 17.2:

If deemed urgent - signature of Mayor or Deputy Mayor or Head of Paid Service confirming agreement that the proposed decision is reasonable in all the circumstances for it being treated as a matter of urgency, in accordance with the overview and scrutiny procedure rule 17.2:

.....
(Maer | Mayor)

.....
(Dyddiad | Date)

DS - Os yw hwn yn benderfyniad sy'n cael ei ail-ystyried yna does dim modd galw'r penderfyniad i mewn a bydd y penderfyniad yn dod i rym o'r dyddiad mae'r penderfyniad wedi'i lofnodi.

NB - If this is a reconsidered decision then the decision Cannot be Called In and the decision will take effect from the date the decision is signed.

AT DDEFNYDD Y SWYDDFA YN UNIG | FOR OFFICE USE ONLY

Rhagor o wybodaeth | Further Information:

Cyfadran Directorate:	Public Health, Protection and Community Services
Enw'r Person Cyswllt Contact Name:	Amy Lewis
Swydd Designation:	Health and Wellbeing Improvement Manager
Rhif Ffôn Telephone Number:	01443 744844

AT DDEFNYDD Y SWYDDFA YN UNIG | FOR OFFICE USE ONLY

DYDDIADAU CYHOEDDI A GWEITHREDU | PUBLICATION & IMPLEMENTATION DATES

CYHOEDDI | PUBLICATION

Cyhoeddi ar Wefan y Cyngor | Publication on the Councils Website:- 24th January 2019

DYDDIAD | DATE

GWEITHREDU'R PENDERFYNIAD | IMPLEMENTATION OF THE DECISION

Nodwch: Fydd y penderfyniad hwn ddim yn dod i rym nac yn cael ei weithredu'n llawn nes cyn pen 3 diwrnod gwaith ar ôl ei gyhoeddi. Nod hyn yw ei alluogi i gael ei "Alw i Mewn" yn unol â Rheol 17.1, Rheolau Gweithdrefn Trosolwg a Chraffu.

Note: This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

Yn amodol ar y drefn "Galw i Mewn", caiff y penderfyniad ei roi ar waith ar / Subject to Call In the implementation date will be

30th January 2019
DYDDIAD / DATE

WEDI'I GYMERADWYO I'W GYHOEDDI: ✓ | APPROVED FOR PUBLICATION :✓



Rhondda Cynon Taf County Borough Council

Draft Local Toilets Strategy

May 2019

Contents

Introduction	Page 3
Why do we need a strategy for providing toilet facilities?	Page 3
The Aims of this strategy	Page 4
Reviewing the strategy	Page 5
How has this strategy been developed?	Page 5
How does it fit with other Council priorities and plans?	Page 6
Who provides public toilets?	Page 7
Mapping locations	Page 8
What we learned from the 'Assessment of Need' public consultation	Page 9
What the Council can do to address the feedback	Page 10
Objectives and Action Plan to implement the Local Toilets Strategy	Page 12
Potential options that have been considered and discounted, with explanation	Page 13
Rhondda Cynon Taf County Borough area Demographic and Health Data	Appendix 1
List of the current provision of council owned facilities	Appendix 2
Assessment of Need results	Appendix 3

Introduction

Provision of, and access to toilets is an issue that affects public health. Accessible, clean toilets that are well located in places such as town centres, parks, cycle trails and walking routes can help encourage people to take exercise and stay more physically active. This has clear health and economic benefits. Conversely, toilets that are poorly designed, inadequately maintained and inappropriately located can create an atmosphere of neglect that discourages use. A lack of adequate toilet facilities can impact on a person's physical and mental health, as well as affecting the wider environmental health of the population.

Toilets for public use matter to everybody and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and young people and their families. These groups can be disproportionately affected by poor provision, for example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity in later life.

To deliver a strategic approach to the provision of toilets across Wales, the Public Health (Wales) Act 2017 requires local authorities to publish a local toilets strategy for its area.

The provision of toilets therefore has implications for public and individual health, transportation, crime prevention, urban design economic and cultural development and social equality and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who visits shops, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who travels around and to our borough. Toilets can make an impact on the comfort of individuals and families who visit our public spaces and their perception of the area as a desirable place to visit.

Why do we need a strategy for providing toilet facilities?

This strategy contributes towards achieving accessible and clean toilets wherever people live, work or visit. Need for provision may increase in time as developments take place and through welcoming visitors to the area. This is an opportune time to set a strategy for promoting access to toilet facilities where they are needed.

The Public Health (Wales) Act 2017 received Royal Assent in July 2017 and brings together a range of practical actions for improving and protecting health. Part 8 of the Act introduces provision of toilets and specifically local toilet strategies.

The aim of Part 8 is to ensure each local authority in Wales assesses the needs of its community in relation to toilets, and then takes a strategic and transparent approach to best meet that need. The intended effect is to improve the planning of provision so that any such decisions are taken within the overall context of meeting the communities identified needs. A strategic approach will also help to mitigate any negative impacts of changes to provision.

To achieve this, the Act places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area. The local authority now has responsibility to:

- assess the community's need for toilets, including changing facilities for babies and changing places facilities for people with disabilities;
- provide details of how to meet the identified need;
- produce a local toilets strategy; and
- review the strategy, update and publicise revisions.

Local authorities must prepare and publish their strategies by 31 May 2019. The duty to prepare a local toilets 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 this strategy, Rhondda Cynon Taf County Borough Council is required to publish a statement of progress.

The Wellbeing of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental and cultural wellbeing of Wales. Public sectors have a duty to consider the long term impact of the decisions they make and the Act puts in place a sustainable development principle which tells public bodies how to meet their duty under the Act. The principle is made up of five ways of working to guide how public services should work to deliver for people:

Long term: the importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs.

Prevention: how acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration: considering how public bodies' wellbeing objectives may impact upon each of the wellbeing goals, on their other objectives, or on the objectives of other public bodies.

Collaboration: acting in collaboration with any other person (or different parts of the body itself) that could help the body meet its wellbeing objectives.

Involvement: the importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the area which the body serves.

Due regard has been made to the above five ways of working when preparing, reviewing, consulting on and publishing this strategy.

The Aims of this strategy

This strategy aims to review the quality and quantity of local toilets throughout the county borough and to provide or facilitate the provision of clean, safe, accessible and sustainable toilets for residents and visitors to the area at locations where the need for such facilities has been identified.

To achieve this strategy, we will:

- identify the current level of provision of public toilets;
- analyse the findings of the completed assessment of need activities for toilets available for use by the public in their area;
- consider the requirements of the general population;
- identify the needs for particular user groups;
- identify any gaps in current provision;
- adopt the use of new technologies and communications that it is envisaged will lead to an increased awareness of the locations of local toilets; and
- provide information setting out the steps which the local authority proposes to take to meet this need, and any other information which the council considers appropriate.

Reviewing the strategy

Rhondda Cynon Taf County Borough Council will prepare an interim progress report setting out the steps taken in line with the strategy every two years, commencing from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period. Following publication of the Local Toilets Strategy in May 2019, the review will take place before the end of May 2021 and be published before the end of November 2021.

The strategy will also be reviewed within a year of each ordinary election for its area. The next election date in Wales is Thursday 5 May 2022, therefore the latest date for review is 4 May 2023. If no changes are made to the strategy following the post-election review then Rhondda Cynon Taf County Borough Council will publish an interim progress statement covering a two year period commencing from the date of the last election.

Rhondda Cynon Taf County Borough Council may review its strategy at any time following which it must publish a statement of the steps which it has taken in accordance with the strategy. If following a review, it is decided to revise the strategy it will publish the revised strategy and then prepare an interim progress report covering the two year period commencing from the date of publication.

How has this strategy been developed?

Due regard was made to demographic and health data from the Rhondda Cynon Taf County Borough area, detailed in Appendix 1.

Engagement with other local authority services, community groups and the public was undertaken to understand what is currently available and how any gaps can be mitigated.

A public consultation was undertaken for four weeks between 17 October and 14 November 2018, to assess the needs of residents, and people working or visiting the county borough. Engagement mechanisms included:

- Online via the Rhondda Cynon Taf County Borough Council website, social media
- Email alerts and correspondence
- Face to face discussions at various community venues
- Paper questionnaires requested by groups and residents.

A range of organisations were engaged with by sending the questionnaires directly to them for response, including Rhondda Cynon Taf Access Group, RNIB, Wales Council for the Deaf, Cwm Taf Community Health Council, 50+ Forums and Rhondda Cynon Taf Older Persons Advisory Group, RCT Citizens Panel, Tourism, Third Sector Organisations, Carers Support Project, Town Centre Chambers of Trade and business forums, etc.

A total of 97 respondents completed the questionnaire and have been included in the analysis. These have been used to influence the content of this strategy.

On behalf of all Welsh local authorities, Caerphilly County Borough Council contacted all of the national retailers who operate across the country, as part of a collaborative exercise across Wales to establish whether these businesses would be prepared to be part of the strategy by allowing their toilet facilities to be used by non-customers, signposted via national websites and phone apps and agreeing to display a sticker showing the national toilet logo. The results were disappointing as no businesses that were contacted volunteered to offer their toilet facilities to the public and to be mapped.

How does it fit with other Council priorities and plans?

In order to succeed our local toilet strategy needs to integrate with other existing priorities and plans such as the Council's Corporate Plan 2016-2020 and the Cwm Taf Wellbeing Plan 2018-2023.

The Council is committed to a clear vision in which Rhondda Cynon Taf is a county borough that has high aspirations, is confident and promotes opportunity for all, and focuses on three priorities: Economy – building a strong economy; People – promoting independence and positive lives for everyone; Place – creating neighbourhoods where people are proud to live and work. The local toilets strategy can contribute to that, supporting a number of the Wellbeing Objectives within the Council's Corporate Plan 2016-2020 to make the vision a reality.

The Cwm Taf Wellbeing Plan 2018-2023 contains three objectives: Thriving Communities – to promote safe, confident, strong, and thriving communities improving the wellbeing of residents and visitors and building on our community assets; Healthy People – to help people live long and healthy lives and overcome any challenges; Strong Economy – to grow a strong local economy with sustainable transport that attracts people to live, work and play in Cwm Taf; with a cross-cutting objective of Tackling Loneliness and Isolation – we will work in new ways to channel the undoubted strengths of our communities, including volunteering to tackle more effectively the loneliness and isolation which often exists within many of them.

These plans set the strategic direction at a regional and local level. The local toilets strategy cuts across a number of these objectives and aims to support them. Publicly accessible toilets are needed

by every one of us at some point where we live, work or visit and so the provision touches on all areas of the Council in some way.

Who provides public toilets?

Providing toilet facilities in separate buildings has been the traditional model for providing local toilet facilities. There are benefits from co-located provision in existing buildings wherever possible to reduce some of the negative aspects such as anti-social behaviour and vandalism and the associated costs.

Commercial providers in retail centres with extended opening hours and in entertainment venues and visitor attractions have an important role to play in satisfying the needs of their customers and the public as a whole. The case for publicly accessible toilets in a wider variety of community buildings will become stronger. This draws in a wider range of potential partners to manage and fund them.

The provision of local toilets for public use is not a statutory requirement of local authorities in Wales. Due to financial cutbacks within local government, Rhondda Cynon Taf County Borough Council, like other local authorities, may need to close traditional toilet facilities. This strategy aims to mitigate potential impacts by making toilets in more council facilities available for public use and to work with the private sector to help promote their facilities.

The Council has maintained the current provision of public toilet facilities across the County Borough for over five years and has in recent years invested over £350,000 in maintaining the current provision. The Council does not charge for use of our public toilets.

Rhondda Cynon Taf County Borough Council has carried out major investment in facilities over the last two to three years, including in Aberdare, Talbot Green, Penygraig, Ton Pentre, Pontypridd Bus Station, Treherbert, Porth and Treorchy. Works have included plastering and tiling walls, placing quarry floor tiles throughout, wall gate furnishings (automatic soap, water and hand dryer fittings), providing flush toilet units where the seats are moulded into the base for improved hygiene and to ensure they are vandal proof. Further works have included new internal doors and an automatic locking system so that facilities can be opened and closed using computers and phones. External walls have been painted and new signage provided. This investment demonstrates the Council's commitment to invest where it matters to communities.

Local authorities are not the only providers of toilet facilities and other providers and options are available. A combination of these forms part of this strategy and to help achieve the actions described later.

- **Council owned:** Includes stand alone, purpose built buildings providing separate areas for Ladies, Gents, and wherever possible, accessible unit for disabled people and baby changing facilities. The council is responsible for the maintenance, management and cleaning of these facilities.

A link to the public conveniences provided by the council is [here](#)

Please also refer to Appendix 2 for a list of the current provision of council owned facilities.

Within council facilities, offices and green spaces: Toilet facilities may be made available to the general public where the individual location, access and circumstances allow, such as libraries, sports centres and some council offices. There are also toilets located at some parks and countryside settings. This is part of a wider need to ensure that all services offered are accessible by all members of the community.

- **Commercial / Retail sector provision:** Many toilet facilities provided by commercial and retail businesses have been primarily or solely for use by customers. Some shop managers in town centres understand that people come in to use the toilets and recognise that this may lead to people purchasing whilst inside. Most visitor and tourist attractions and entertainment venues such as cinemas provide toilet facilities. Members of the public depend on such facilities.
- **Voluntary schemes via private providers:** A survey was undertaken on an all Wales basis with larger national retailers to seek an agreement in principle that their toilet facilities could be used by the general public. Those that responded declined such an agreement.

Mapping locations

This is an important part of our strategy as it will ensure that people who need to use a toilet facility can easily access information about the location, opening times, accessibility and type of facilities available.

Participating premises will display a sticker in a prominent place, indicating that toilets are available for the public. The sticker will display the logo stipulated by Welsh Government, as below.



The British Toilet Association also recommends that signs be fitted on the outside with information like opening hours, contact information for reporting problems and the specific facilities provided inside, such as whether there are baby changing facilities available.

Once we have identified the toilets that will be publicised as available for use by the general public, Rhondda Cynon Taf County Borough Council will prepare a dataset to a given specification and make it available as open data on the council website. The dataset will consist of the location and specified characteristics of the identified toilets. This data will also be included in the Welsh Government system and joined to other local authority datasets to produce the national dataset for the "Lle" map. "Lle" is a geo-portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. "Lle" will generate all Wales maps based on the

datasets provided by local authorities that can be configured to focus on the national picture, or on local areas. The data included in the “Lle” map will be available as an open data service accessible to everyone. The link to the “Lle” portal is: <http://lle.gov.wales/home>

The Council will periodically review and update the Welsh Government “Lle” data repository to allow access to accurate information by guide and map publishers, residents and visitors.

The Welsh Government has not developed an app, as many people are unable to use a smartphone for a number of reasons. It is more appropriate to focus on ensuring the information is available online through a wide range of websites and via traditional offline methods.

For data to be classed as open data it must be made available under an open licence. Within the Public Sector this can be achieved by publishing data under the Open Government Licence (OGL).

As the data provided by local authorities is to be made available as open data, it will be available for reuse by third parties, either directly from the local authority’s own website, or via the joined dataset behind the “Lle” map. This might include other online map services, app developers or commercial interests, as well as being available for reuse by other public sector organisations.

The dataset will be available in Welsh and English. The public will be able to see and search the data as it appears on the “Lle” website, to see the whole of Wales or to look at particular areas.

What we learned from the ‘Assessment of Need’ public consultation

Starting in October 2018 for four weeks, an Assessment of Need public consultation was conducted across Rhondda Cynon Taf. This involved engaging with communities and a wide range of interested parties to consider the requirements of the general population, to consider the needs for particular user groups, to review existing toilet facilities, to identify any gaps in current provision, etc.

The engagement was conducted via a range of approaches including feedback from the public, social media, online content and emails, surveys and questionnaires, attendance at community venues.

The full results of the public consultation is provided in Appendix 3 of this strategy.

Respondents were asked a wide variety of questions relating to areas most visited within Rhondda Cynon Taf, times of visiting, details of toilet and changing facility provision, attractions and parks most visited, followed by a series of statements relating to facilities which respondents were asked to agree or disagree with.

Some key findings from the surveys are provided below:

- 91% of respondents are a resident of Rhondda Cynon Taf.
- Respondents rated facilities in the towns and villages visited most often as primarily inadequate, as opposed to the other options available, during early morning, between 9am and 6pm, during evenings, Sundays and Bank Holidays.

- In relation to attractions and parks visited most frequently, respondents felt that toilet provision was adequate during the day but inadequate early morning and evenings. Both changing facilities for young children and people with disabilities were deemed to be inadequate during the day with none available early morning and evenings.
- There is concern about feeling unsafe using public toilets in relation to facilities being used for anti-social behaviour and drug activity.
- Lack of changing facilities for individuals with disabilities was highlighted with specific mention in relation to both children and adults.
- Respondents felt that there are too few public toilet facilities available and that the location of facilities is not convenient.
- Many respondents indicated that there is not enough information on where facilities are located.
- The lack of facilities has stopped many respondents from visiting certain locations.
- Respondents indicated that facilities are not open at the times that they are needed.
- The majority of respondents felt that toilets should be free to use.

Respondents were asked what they would prefer as the best way to find out about where the nearest toilet and changing facilities are located when they are out and about. 64% of respondents said that a sticker or poster displayed in the window of premises where facilities are available was their preferred option, with 18% preferring the option of an app on their mobile phone. 18% of respondents indicated preference to other options, with suggestions including a website, social media, sign posts in prominent locations, a toilet map, local paper, etc.

Respondents were asked whether their response to the survey had been influenced (positively or negatively) by the range of protected characteristics as specified in the Equality Act 2010. The issues raised included gender identity, gender reassignment, problems relating to a range of disabilities and health issues, use of facilities by parents with children, issues regarding disabled toilet facilities not being of adequate size for wheelchairs to enter, requirement of hoists for disabled individuals, etc.

What the Council can do to address the feedback

- **Ensure adequate facilities for the local population:** Our town centres are popular destinations identified by the assessment of need and they are the main transport hub for people arriving by train or bus. Provision should therefore focus in areas where most people visit and should be taken into consideration when reviewing future developments in and around town centres.
- **Facilities accessible to all, at all practicable locations:** Rhondda Cynon Taf County Borough Council will promote equal opportunities to provide appropriate, accessible and effective facilities to all sections of the community without prejudice or bias.
- **Facilities suitable for the location:** Council provision will be primarily for local people, shoppers and visitors in busy areas and some larger parks. Parks attract residents and tourists and can often include children's play areas. There may not be other facilities close

by which people can use, whilst using the park. Local shopping centres generally include mixed retail shopping which are often small to medium size businesses and are areas where people are encouraged to stay for a length of time.

- **Easily found facilities with good direction signage and individual facility information signs:** Locations of council owned toilets are detailed in Appendix 2 and included on the Rhondda Cynon Taf County Borough Council website. The Council will improve awareness and information available on toilet provision in the area by ensuring the information on the Council's website is up to date and will regularly update the "Lle" open access data repository with Welsh Government.

The Council will consider displaying the toilet logo sticker at entrances to publicly accessible Council buildings and any private businesses that agree.

We will encourage health provider premises to also participate and display the toilet logo sticker.

- **To provide accessible information:** The Council's website includes information about the individual facilities across the borough. The information will be kept up to date so it can be used by the Council and other interested parties. We will also regularly update the "Lle" open access data repository with Welsh Government.
- **Tourist related provision:** The number of tourists and people from outside the area visiting Rhondda Cynon Taf County Borough and our visitor attractions throughout the year places additional demands for toilet facilities. The size of facilities should be adequate for the number of people expected to use the toilets without overcrowding or undue waiting times. A standard of provision based on Pedestrian flow count footfall figures could be considered where it is practicable to do so. This could inform considerations if additional toilet facilities are required at specific times.
- **Evening services at key locations where specific need is established:** Anti-social and drug related misuse, vandalism and graffiti damage to Council public toilet facilities have previously led to most facilities being locked up at a scheduled time in the early evening. Facilities provided by shops and other businesses are usually limited to their opening hours for safety and security reasons. Due regard will be made to such issues when undertaking future reviews.

Development of the night time economy and changes in town centres mean that they are also leisure and entertainment hubs rather than predominantly centres for retail and commercial trade.

Night time economy growth can lead to an increase in drug and alcohol related anti-social behaviour. It is recognised that publicly accessible facilities should be in close proximity to key night time gathering areas, such as taxi ranks, car park, railway stations, and bus stations / stops. The provision of temporary facilities can be considered during major events and at particularly busy times.

- **Clean, safe and well maintained facilities:** The Council maintain and clean the public toilet facilities. All public facilities are cleaned regularly.
- **Non-charging:** The Council will not charge the public to use toilet facilities in buildings where there is provision. Private business providers are entitled to charge, if they deem it appropriate.
- **Liaise with Town and Community Councils, business groups and other stakeholders:** Rhondda Cynon Taf County Borough Council will work with the Town and Community Councils and community and voluntary groups to explore how to provide toilet facilities in as many locations as possible.
- **Maximising availability in partnership:** The Council will work with local businesses to promote use of their toilet facilities and will explore options to increase local toilet provision through sponsorship, advertising and partnership working.
- **Provision of adequate toilet facilities by the promoters / organisers at one-off events:** Adequate toilet facilities for people attending one-off outdoor events need to be considered, through temporary installations or through the use of existing facilities at or near the event location. This must be in agreement with the Council. The Events Safety Advisory Group provides guidance on temporary toilet facilities for event organisers and to ensure compliance with relevant regulations. Consideration will be given to provision of facilities to meet specific equality needs.
- **Sustainable provision within the available budget:** Seven public conveniences will have undergone investment works across the County Borough in Pontypridd, Porth, Ton Pentre, Aberdare, Penygraig, Treherbert and Treorchy, and this is in addition to the total investment of more than £310,000 in less than two years. This demonstrates the Council's commitment to invest where it matters to communities.

Objectives and Action Plan to implement the Local Toilets Strategy

The following two objectives have been developed with supporting actions:

1. **To enhance and maximise the use of existing facilities;**
 - Promote equal opportunities to provide appropriate, accessible and effective facilities to all sections of the community.

- Explore the option of displaying the toilet logo sticker at the entrances of appropriate publicly accessible Council buildings and private businesses that agree to participate.
- Work with Cwm Taf University Health Board and health care providers to encourage them to make facilities available to the public, to participate in the mapping scheme and to display the toilet logo sticker, in appropriate premises.
- Improve awareness and information available on toilet provision in the Borough by updating information on the Rhondda Cynon Taf County Borough Council website and regularly update the “Lle” open access data repository with Welsh Government.
- Review cleansing operations and standards periodically to ensure effective provision within allocated resources.
- Work with the Police, members of the public, community groups and other interested parties, to ensure that facilities are as safe as possible.

2. Promote additional, appropriate and accessible facilities;

- Explore all available options, including working with the private sector, community and voluntary groups and Town and Community Councils, to make more local toilets and changing facilities available where they are most needed.
- Work with partners to improve toilet provision close to key night time gathering points, including taxi ranks, car parks, railway stations, bus stations and stops.
- Ensure that the Events Safety Advisory Group continues to provide advice and guidance on appropriate and accessible temporary toilet facilities to be provided at organised events to meet the diverse needs of the community.
- Consider allowing members of the public free access to additional toilet facilities in publicly accessible Council buildings.

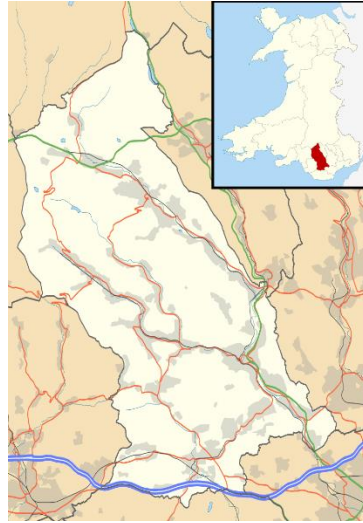
Potential options that have been considered and discounted, with explanation

- **Letting policies:** The Council could consider options to introduce a clause in leasing agreements which means that when the Council is letting its own property to a suitable business, for example, a café or shop, then the leasing agreement would include the requirement to include public access to the toilet facilities. However, it is envisaged that tenants may raise concerns around cleaning, maintenance and availability and if such a requirement were to be introduced, it could deter prospective tenants from progressing with the lease.
- **Late Night Levy:** The Council could explore the options and powers to introduce a charge for premises that have a late alcohol licence. However, in April 2017 a House of Commons review was conducted of the levy and led to the suggestion that it should be scrapped. Only 8 Local Authorities in England and Wales have introduced a levy since 2013 and one has since removed it. There are no current levies in place in Wales. The levy did not generate the

amount of income expected, including when introduced in areas with a large night time economy. Many premises have late licences but use them infrequently for specific events or at certain times a year. It is understood that where the levy was introduced, many premises applied to change their hours rather than pay the levy. Before introducing a levy there has to be wide consultation and discussions with the Police and Crime Commissioner and approval is required by Licensing Committee and Council. At least 70% of any income has to go to the Police, 30% can be used by the Local Authority. Uses of the income have to be in line with specific objectives and publicised each year. Toilet provision for the night time economy could be included under public nuisance but would have to be part of a number of initiatives relating to crime reduction, public safety, etc. and that would reduce the amount of income available for that function. A night time levy is not considered to be a feasible option for Rhondda Cynon Taf County Borough Council as there is not the volume of premises to generate enough income to make a levy worthwhile, after considering the costs involved in implementing, monitoring and reporting on such a scheme.

- **Planning Conditions:** Some larger commercial developments that will include cafes, bars, shops, entertainment, etc. could possibly be required, as a Planning condition, to allow general public access to any toilet facilities that are being built in the premises. However, there is no policy support at national level for imposing planning conditions to allow the general public access to toilet facilities at private commercial premises. Any such condition would fail the test that it must be necessary to make the development acceptable from a planning point of view.

Appendix 1 – Rhondda Cynon Taf County Borough area Demographic and Health Data



The area:

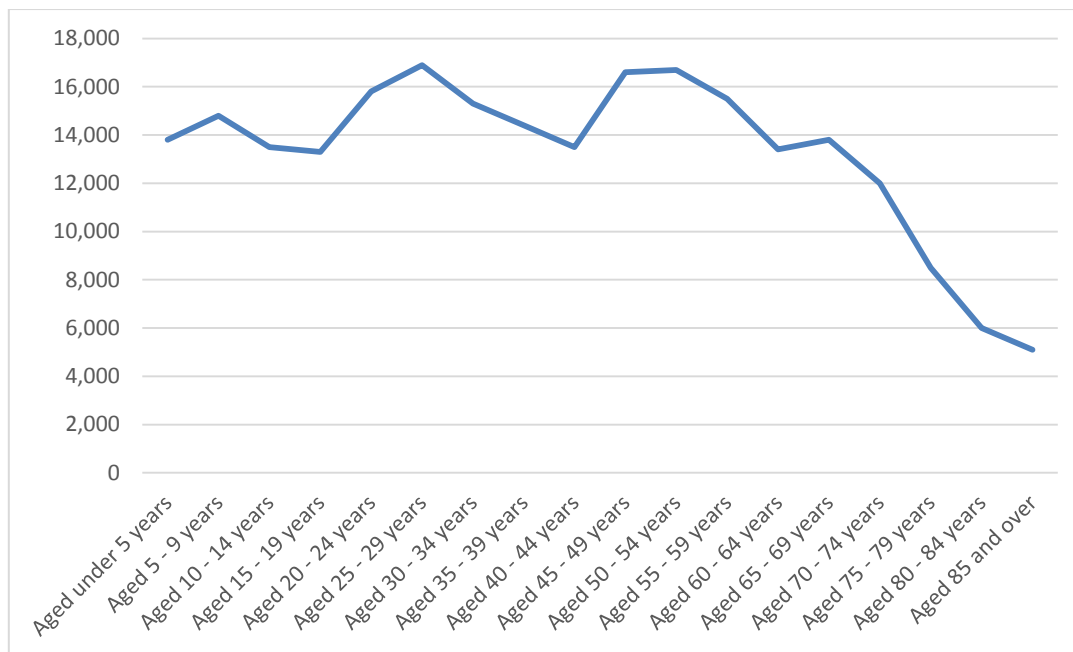
Rhondda Cynon Taf is the second largest Local Authority in Wales, being 424km² in size and forming part of the South Wales Valleys and Cardiff Capital Regions. The county borough was formed in 1996 following the abolition of the county of Mid Glamorgan. Rhondda Cynon Taf County Borough Council was formed by the merger of the former Mid Glamorgan districts of Rhondda, Cynon Valley and Taff Ely (with the exceptions of Creigiau and Pentyrch, which were added to Cardiff). The county consists of five valleys: the Rhondda Fawr, the Rhondda Fach, Cynon, Taff and Ely Valleys. Rhondda Cynon Taf is bordered by Merthyr Tydfil and Caerphilly to the east, Cardiff and the Vale of Glamorgan to the south, Bridgend and Neath Port Talbot to the west and Powys to the north. Its key towns are Pontypridd, Aberdare, Llantrisant with Talbot Green, Mountain Ash, Porth, Tonypany, Treorchy and Ferndale, with other settlements and towns including Pontyclun, Maerdy, Hirwaun, Llanharan, and Tonyrefail.

The area developed from the discovery and mining, primarily for export, of high-quality Welsh coals. The landscape was historically dominated by coal-waste heaps and deep mine pitheads. The history of the area remains evident, having influenced the layout of settlements with many of the roads lined with semi-ribbon development of closely packed Victorian terraces of houses which have given the valley communities their distinctive appearance. Given the unique landscape there are topographical constraints associated with travelling within the region. However there is an established road and rail network serving the area including the M4 to the south, the Heads of the Valley A465 to the north and the A470 running through the region, as well as rail links serving many of the major towns in the area. There are plans afoot to improve on this through the creation of the Cardiff Capital Region supported by the Metro transport system, which will provide increased connectivity within the region and beyond. Welsh Government have in recent years established a Valleys Taskforce, which will work alongside the Cardiff Capital Region to ensure the likes of the Metro positively impact the region and also serve to promote the area as a tourism destination.

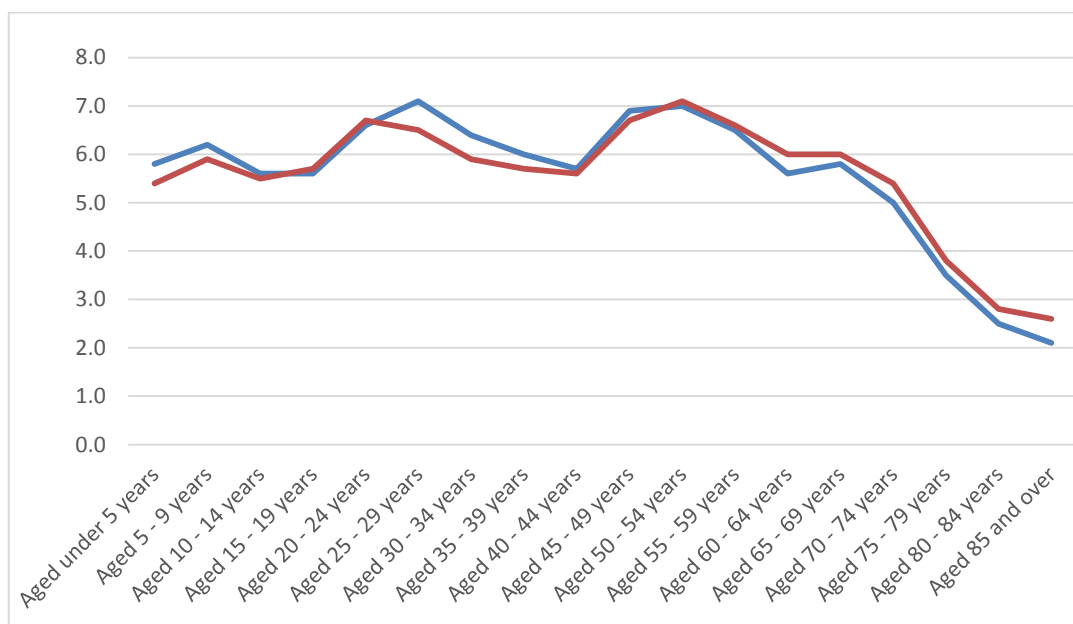
Local Population:

The population of the entire county borough was estimated at 239,100 in 2017. This is projected to increase to 246,481 by 2039. The numbers aged 65 years and over will grow significantly, with the biggest increase in those aged 85 years and over.

The graph below shows the number of residents in Rhondda Cynon Taf by 5-year age bands for 2017.



The graph below details the percentage of the Rhondda Cynon Taf (blue line) population by 5-year age bands, and compares that to the percentage for Wales (red line) as a whole for 2017.



Between April 2017 and March 2018 Rhondda Cynon Taf County Borough Council issued 6563 individual blue badges under the following criteria: Permanent walking/mobility disabilities – 6296, Temporary walking disabilities – 53, Severely sight impaired - 92, Cognitive impairment – 93, Children under 3 – 5, Armed Forces – 24.

Poverty and deprivation:

In Rhondda Cynon Taf and Cwm Taf as a region, it is acknowledged that there are areas with higher levels of deprivation. It is reported that 36% of the Cwm Taf population live in areas, which are among the most deprived 20% in Wales, with two of the top 10 most deprived areas in Wales being in Rhondda Cynon Taf.

The percentage of children living in poverty is 28% in Rhondda Cynon Taf compared to 24% in Wales as a whole.

The percentage of working age people in Rhondda Cynon Taf is 62.4%, compared to 61.5% for Wales as a whole. 76.5% of the Rhondda Cynon Taf population are economically active compared to 76.3% of the Welsh population, with economic inactivity at 23.5% and 23.7% respectively. The percentage of workless households in Rhondda Cynon Taf is 20.9% compared to 17.5% in Wales as a whole (all data).

Commuting:

Of the 104,400 RCT residents who work, 60,700 work in the authority, with 43,700 commuting out of the authority and an additional 18,500 commuting into the authority. Overall there is a net out-commuting of 25,200 workers commuting out of the local authority area.

The most popular out-commuting destination is unsurprisingly Cardiff, followed by Bridgend, Caerphilly, Newport, Merthyr Tydfil and Swansea.

In terms of inward commuters, the majority come from Cardiff, followed by Caerphilly, “other areas”, Merthyr Tydfil, Bridgend, Neath Port Talbot and the Vale of Glamorgan.

The average distance employed people travel to work in Rhondda Cynon Taf is 16.3km, which is shorter than the Wales average (16.7km).

Life expectancy and healthy life expectancy:

Life expectancy and healthy life expectancy (at birth) in Rhondda Cynon Taf is lower than the Wales average for both males and females. Males and females in Rhondda Cynon Taf can expect to live at least a year and half less when compared to the Welsh average. There is also a greater reduction in the number of years males and females in Rhondda Cynon Taf can expect to live in good health, for females their healthy life expectancy is reduced by 3.8 years and for males it is 4.1 years. The

percentage of working age adults who report being in good health in Rhondda Cynon Taf is 71.7% which is lower than the percentage for Wales as a whole (75.9%).

Health and Lifestyle behaviours:

There is a considerable body of evidence outlining the relationship between unhealthy behaviours and illness particularly in relation to cardiovascular disease, diabetes and stroke. It is estimated that the leading risk factors for disease are responsible for 77% of premature deaths and 51% of years spent in ill health in the UK. Key contributors are tobacco, high blood pressure, high cholesterol, obesity and alcohol. Evidence shows that if we have four or five healthy behaviours we can reduce our risk of diabetes and cardiovascular disease by 69%, dementia by 58% and cancers by 33%. Yet in Cwm Taf only 11% of the population enjoy four or five healthy behaviours.

The five healthy behaviours are:

- Not smoking
- Maintaining a healthy body weight
- Undertaking regular physical activity in line with national guidance
- Eating a healthy diet including 5 portions of fruit and vegetables a day
- Maintaining any alcohol consumption within nationally recommended guidelines

Data from the National Survey for Wales 2017-18: Population Health – Lifestyle shows that a higher percentage of adults in Rhondda Cynon Taf (when compared to Wales as a whole) have only one or zero healthy behaviours; are active for less than thirty minutes a week; who smoke and are overweight or obese (BMI of 25+). On a similar theme a lower percentage of adults in Rhondda Cynon Taf (when compared to Wales as a whole) eat five or more portions of fruit and vegetables and are active for more than 150 minutes a week. Available data also demonstrates that the percentage of adults meeting physical activity guidelines in Rhondda Cynon Taf is 41.7% compared to 53.2% in Wales as a whole.

The percentage of patients with chronic conditions by GP practice Cluster area in Rhondda Cynon Taf, for 2016 is displayed in the table below:

Indicator	North Cynon	North Rhondda	North Taf Ely	South Cynon	South Rhondda	South Taf Ely	Health Board	Wales
	%	%	%	%	%	%	%	%
Asthma	6.5	6.5	6.7	7.0	7.2	6.8	6.7	6.9
Hypertension	17.7	18.5	15.4	18.4	17.6	13.9	16.7	15.5
CHD	4.2	4.6	3.5	4.0	4.0	3.3	3.9	3.8
COPD	2.9	3.2	2.2	3.9	2.8	1.5	2.7	2.2
Diabetes	7.7	8.1	7.2	8.3	7.8	6.4	7.4	7.0
Epilepsy	1.0	1.0	1.0	1.1	1.2	0.8	1.0	0.9
Heart Failure	1.0	0.9	0.8	1.5	0.8	0.6	0.9	1.0

<https://www.nomisweb.co.uk/reports/lmp/la/1946157398/report.aspx#tabrespop>

<http://www.ourcwmtaf.wales/SharedFiles/Download.aspx?pageid=181&mid=444&fileid=34>

Office of National Statistics (2017):

<https://www.nomisweb.co.uk/query/construct/submit.asp?menuopt=201&subcomp=>

Office of National Statistics (2017):

<https://www.nomisweb.co.uk/query/construct/submit.asp?menuopt=201&subcomp=>

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Welsh Government (2015), *Welsh Index of Multiple Deprivation 2014 Executive Summary Revised*. Wales: Welsh Government.

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<https://www.nomisweb.co.uk/reports/lmp/la/1946157398/report.aspx#tabrespop>

StatsWales 2017, Welsh Government

<https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Employment/Commuting/commutingpatterns-by-welshlocalauthority-measure>

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<https://gov.wales/docs/statistics/2018/180627-national-survey-2017-18-population-health-lifestyle-en.pdf>

<https://public.tableau.com/views/PHOF2017LAHB-Charts/UHB-LAChart-Table?:embed=y&:showVizHome=no>

Appendix 2 – List of the current provision of council owned facilities

Location (Type)	Opening Hours	Facilities			
		Male	Female	Baby Change	Disabled (Radar Key)
Lake Street, Ferndale (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Maerdy Park, Maerdy (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	Yes
Bridgend Square, Pentre (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
91 Tylacelyn Road, Penygraig (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Pontypridd Road, Porth (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Hannah Street, Porth (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Dunraven Street, Tonypany (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	Yes
Bute Street, Treherbert (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Off Station Road, Treorchy (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and	Yes	Yes	Yes	Yes

	Bank Holidays				
Ynyshir Road, Ynyshir (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Aberdare Bus Station, Duke Street, Aberdare (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Monk Street (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Alexandra Terrace, Cwmaman (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Off Kendon Court, Hirwaun (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Oxford Street, Mountain Ash (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Pontypridd Bus Station (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Bus Depot, Talbot Road, Talbot Green (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	Yes	Yes
Windsor Place, Ynysybwl (Public Toilet)	9-5 Monday – Saturday; Closed Sundays and Bank Holidays	Yes	Yes	No	No
Hendrewen Road, Blaencwm (Urinal)	24/7	Yes	No	No	No
Brook Street, Blaenrhondda (Urinal)	24/7	Yes	No	No	No
Cemetery Road, Maerdy (Urinal)	24/7	Yes	No	No	No
Carne Street, Pentre (Urinal)	24/7	Yes	No	No	No

Chepstow Road, Cwmparc (Urinal)	24/7	Yes	No	No	No
De Winton Street, Tonypandy (Urinal)	24/7	Yes	No	No	No
Graig Terrace, Ferndale (Urinal)	24/7	Yes	No	No	No
Rees Street, Gelli (Urinal)	24/7	Yes	No	No	No
Glyncornal Lake, Llwynypia (Urinal)	24/7	Yes	No	No	No
Main Road, Pontygwaith (Urinal)	24/7	Yes	No	No	No
Rheola Bridge, Porth (Urinal)	24/7	Yes	No	No	No
Sandybank, William Street, Ystrad (Urinal)	24/7	Yes	No	No	No
Stag Square, Treorchy (Urinal)	24/7	Yes	No	No	No
Swan Street, Penygraig (Urinal)	24/7	Yes	No	No	No
Cemetery Road, Trealaw (Urinal)	24/7	Yes	No	No	No
Cadwgan Terrace, Trehafod (Urinal)	24/7	Yes	No	No	No
Ynyswen Road, Ynyswen (Urinal)	24/7	Yes	No	No	No
Gelligaled Road, Ystrad (Urinal)	24/7	Yes	No	No	No
Main Road, Coed Ely (Urinal)	24/7	Yes	No	No	No
Broadway, Pontypridd (Urinal)	24/7	Yes	No	No	No
East Road, Tylorstown (Urinal)	24/7	Yes	No	No	No
Penrhys Road/Pleasant View, Tylorstown (Urinal)	24/7	Yes	No	No	No
St Albans Terrace, Tynewydd (Urinal)	24/7	Yes	No	No	No

Appendix 3 - Assessment of Need results

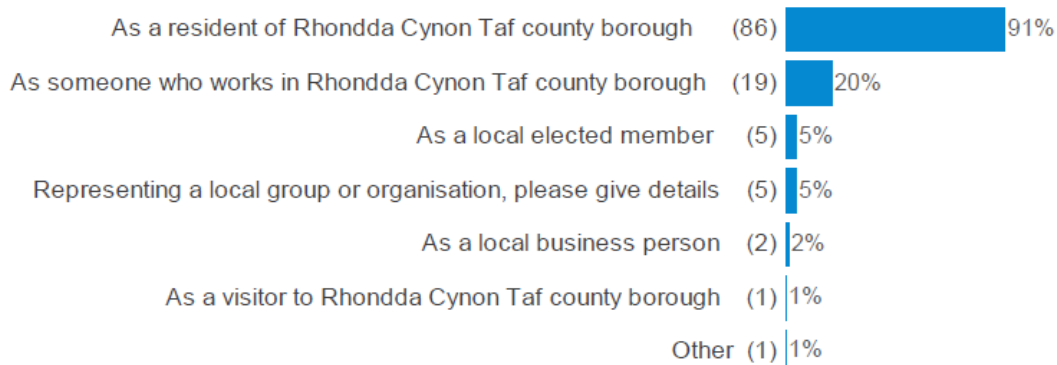
Toilet strategy 2018

This report was generated on 19/12/18. Overall 97 respondents completed this questionnaire.

The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Q1 Please indicate your interest in this consultation: (Please select all that apply)



Please specify

As a panel member.

Tonypany and District OAP Ass

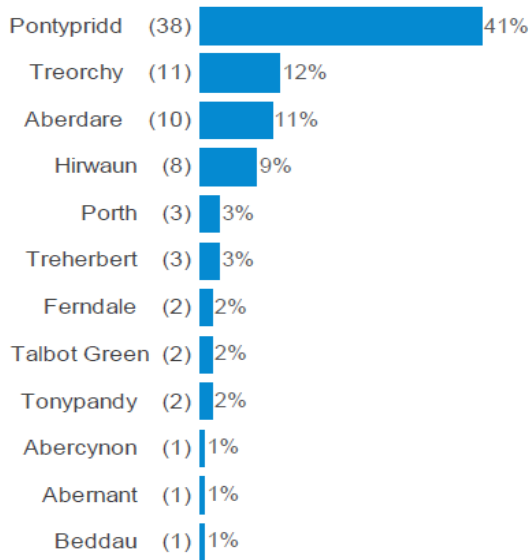
PCSO

Penderyn Community Centre

I'm a delivery driver for Tesco running out of aberdare

I am trustee and Treasurer of Friends of Aberdare Park

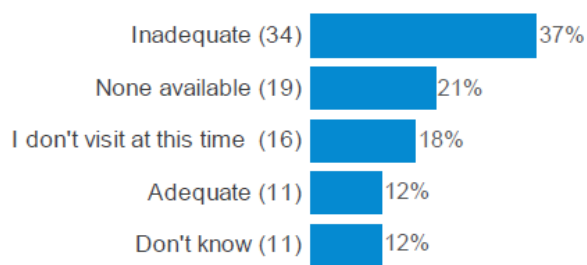
Q2 Which town or village do you visit most often within the Rhondda Cynon Taf county borough? (Please select one)



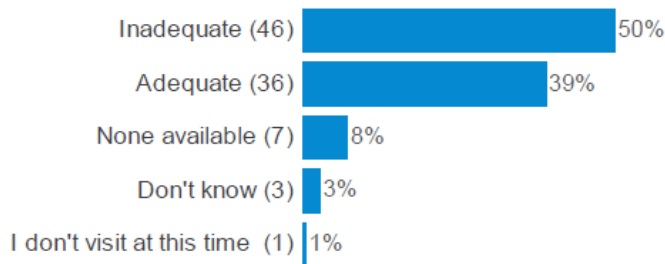
Please specify

- Trecynon
- Tonypandy Town Centre
- Clydach
- Treorchy
- treherbert and treorchy
- Penderyn and Rhigos
- I visit the whole of R T C
- To shop
- I live in Robertstown
- Town Centre

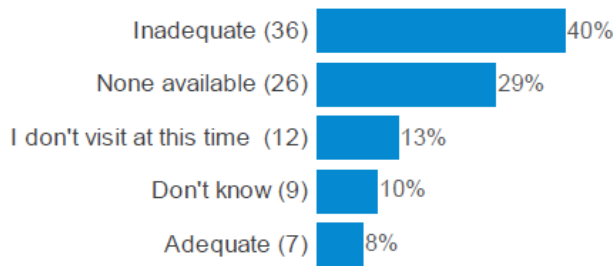
Q3 Monday to Saturday (Early morning (before 9am))



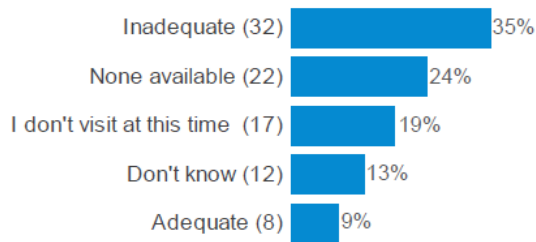
Q3 Monday to Saturday (During the day (between 9am and 6pm))



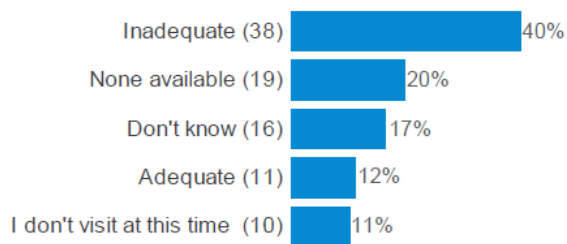
Q3 Monday to Saturday (Evenings (after 6pm))



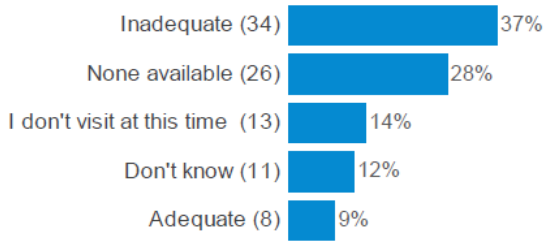
Q4 Sundays and Bank Holidays (Early morning (before 9am))



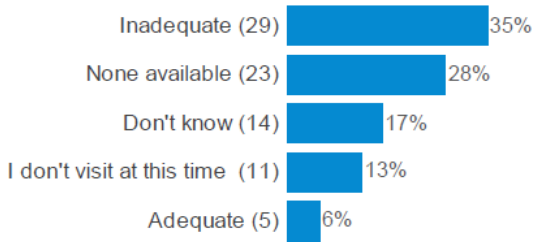
Q4 Sundays and Bank Holidays (During the day (between 9am and 6pm))



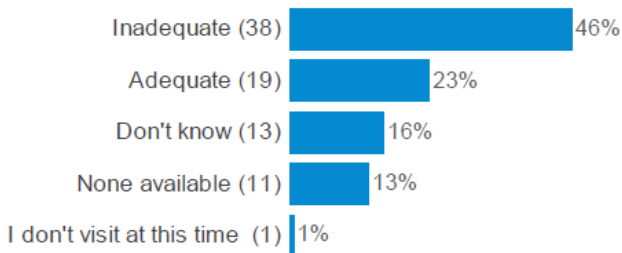
Q4 Sundays and Bank Holidays (Evenings (after 6pm))



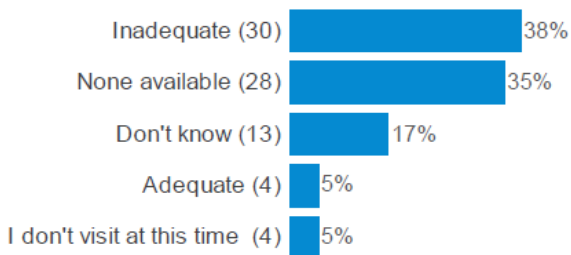
Q5 Monday to Saturday (Early morning (before 9am))



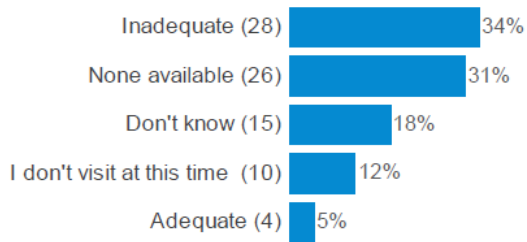
Q5 Monday to Saturday (During the day (between 9am and 6pm))



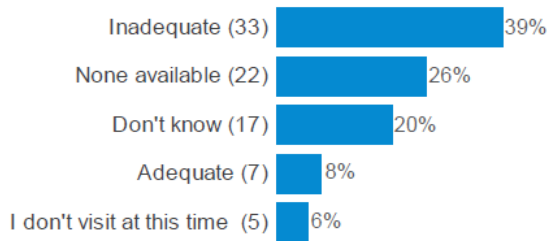
Q5 Monday to Saturday (Evenings (after 6pm))



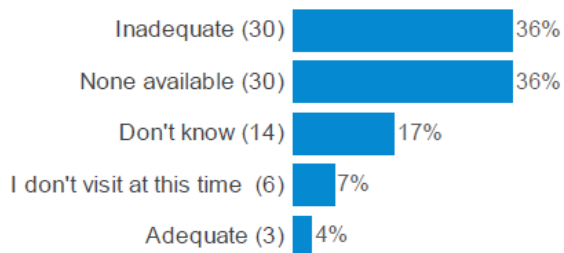
Q6 Sundays and Bank Holidays (Early morning (before 9am))



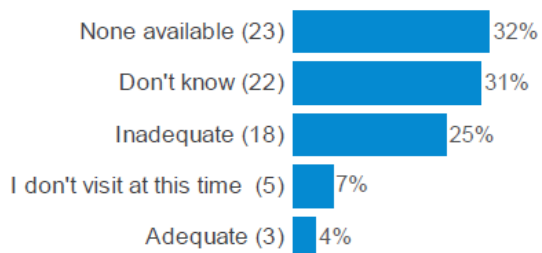
Q6 Sundays and Bank Holidays (During the day (between 9am and 6pm)



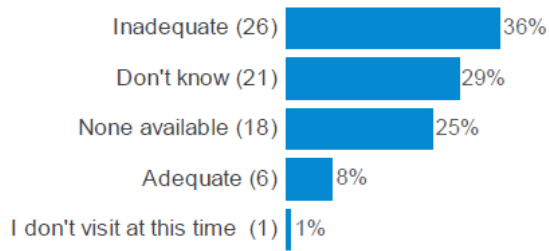
Q6 Sundays and Bank Holidays (Evenings (after 6pm)]



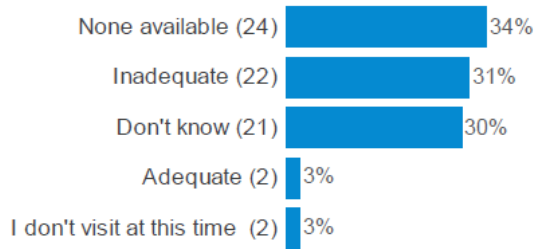
Q7 Monday to Saturday (Early morning (before 9am))



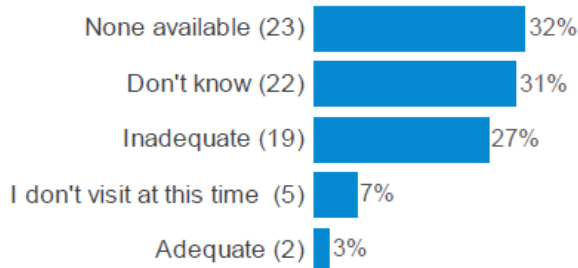
Q7 Monday to Saturday (During the day (between 9am and 6pm))



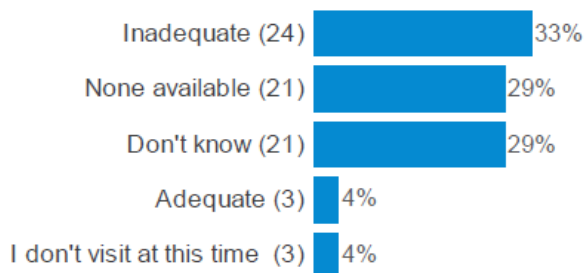
Q7 Monday to Saturday (Evenings (after 6pm))



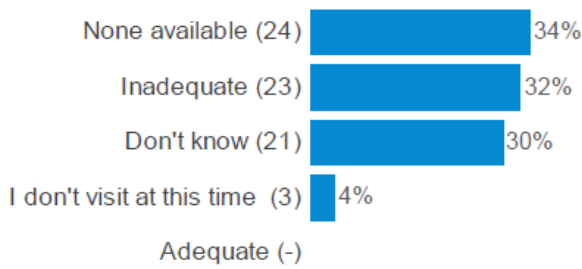
Q8 Sundays and Bank Holidays (Early morning (before 9am))



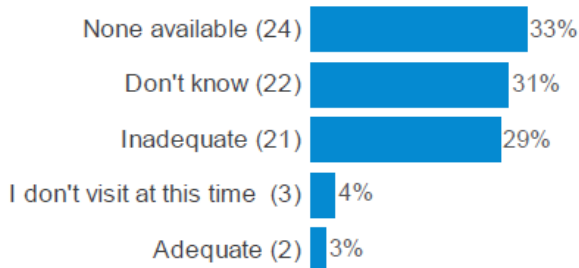
Q8 Sundays and Bank Holidays (During the day (between 9am and 6pm))



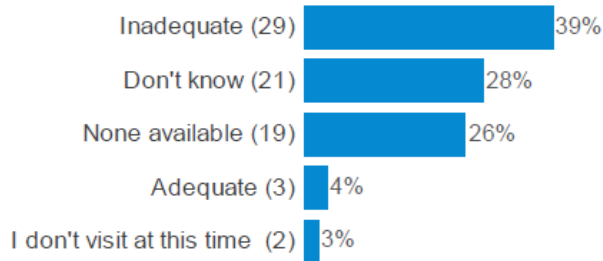
Q8 Sundays and Bank Holidays (Evenings (after 6pm))



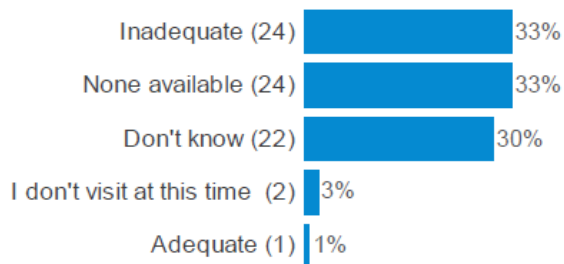
Q9 Monday to Saturday (Early morning (before 9am))



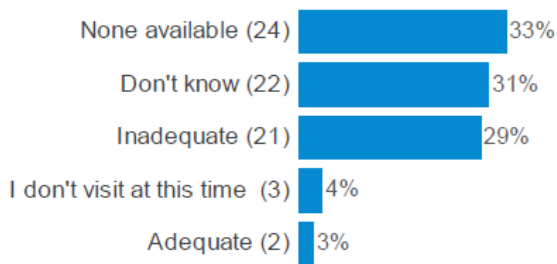
Q9 Monday to Saturday (During the day (between 9am and 6pm)



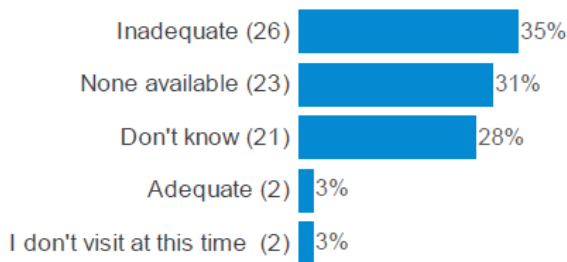
Q9 Monday to Saturday (Evenings (after 6pm))



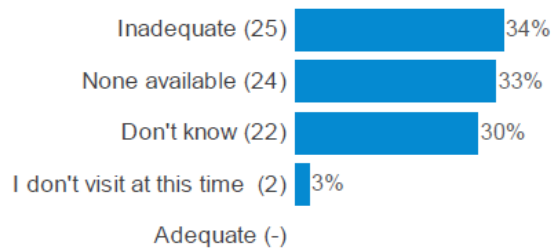
Q10 Sundays and Bank Holidays (Early morning (before 9am))



Q10 Sundays and Bank Holidays (During the day (between 9am and 6pm))



Q10 Sundays and Bank Holidays (Evenings (after 6pm))



Q11 Please provide details of any good quality toilet and changing facilities that are available in the town or village centre that you visit most often.

Marks and Spencer Store, toilets, disabled toilets and baby change available, open during hours of store.

Does unman addas ar gyfer plentyn anabl (TRANSLATION: There aren't any suitable places for disabled children)

Monk st and Aberdare bus station

None available

There are none. The only ones I know of are St David's Cardiff, Sarn Services and Folly Farm.

My child is 11 & is in nappies. It really puts a strain when doing the simplest of things, going out for a

meal, shopping etc

No good qualities Macdonalds or asda is the only place with them. None down the lower end by dominoes etc

None that I know of

None

The toilets that are at the top of Victoria square are very good but may not be suitable for wheelchairs

etc. The ones by the bus station are ok but very narrow and so are difficult for persons with mobility issues.

The only toilets that are available in pontypridd for the public is next to the lido. This is great if your already around by the lido.

There is toilet in the park with one cubicle but it is at least 5 minutes (depending where you are in the centre) walk from the town centre.
none

I never really know where to use. The private ones are cleanest (market etc). None are suitable

though when I go out with my son who needs support.

The only provision in Pontypridd

Insufficient and none available during bank holidays How can visitors to the county borough have

access to these when they do not open This reflects badly on the council

There are none

The market has good facilities but charges 20p to use them. I also use the toilet and changing facilities

by the play area in the park but only because I have a radar key. It's usually very cold, not very clean

and smelly though.

None

There are not any good quality changing facilities within the town.

Toiledau ger Lido Pontypridd (TRANSLATION: Toilets near Lido Ponty)

Bradley's in aberdare. Public toilets are a disgrace and shops won't let you use the toilet unless you

are a customer.

N/A

The main toilet is of good toilet but needs some TLC

Dunraven Street toilets are fine for able bodied people during daytime hours but disabled facilities

poor. Only open 9am-5pm

I mainly use the toilets in the indoor market but they aren't open all the time either that or I use Costas

but you need to buy something to use them

no issues

doesn't really use them

one outside treorchy library is good

good that new ones being done at treorchy library

good one being built next to treorchy library

Aberdare always very good below Victoria hall

treorchy library toilets opposite are good

none available but new toilets on the way

none

market toilets ok bus station facility is ok less clean as the day goes on

bus station ok

st catherines church ynysangharad park indoor market

indoor market and ponty park facilities are good when open

market facilities are clean but need work

bus station and park facilities are clean

difficult to find use market which is ok

there are no facilities of good quality or good access premenopausal woman need frequent toilet stops
 we walk the bypass frequently there are no toilets available on the bypass anywhere. also I walk my dog in the local area if I could go to the toilet during the walk I would walk for much longer. I frequently dash behind the hedge for a wee it is only a matter of time before I get caught. embarrassing that will be. The ship inn has toilets but it is uncomfortable just going in there for a wee as I have to take my dog in there with me as he is a terrier and cant be trusted being tied up. (the pub is not really dog friendly either). The woodland walk garden centre is not open in evenings when I mostly walk also they do not allow dogs in. The crown inn do not let dogs in either in the evenings again its embarrassing to only go in for a wee. the carpenters and cross in do allow dogs in but again its embarrassing just for a wee
 no good toilet facilities or changing facilities in Hirwaun at all primarily provided by traders In the area like m and s Tesco llantrisant leisure centre is also useful but a bit far
 Penderyn. Community Centre have a disabled toilet and baby changing facilities available but these are presently only available when the centre is open.
 Don't know of any changing facility's. But hirwaun has the best public toilets that are available
 The privately owned toilet facilities are all there are, which you have to pay for. Although they are trying their best to provide a good service it is not always the best
 Only toilet available in town centre is the market toilets that you have to pay for
 Garth Owlg campus
 There are no 'good quality' public facilities. Most pubs & restaurants are decent quality
 Penaluna's famous fish and chips high street
 Na
 Free toilet facilities Sainsbury Supermarket Charged Toilet the Indoor Market Free the Bus Station
 Else where you either have to pay like in cafe's or Public Houses
 Bus Station Pontypridd
 Ty Bach unigol talu i fynd mewn, sydd ar gael drwy'r amser, ac mae'r Ganolfan Hamdden ar gael, ac ar agor oriau cyfleus iawn (TRANSLATION: A pay and go toilet, which is available at all times, and the toilets in the leisure centre, which is open at very convenient times, are also available).
 There are no good quality toilet & changing facilities. The toilets at bus station are functional, poorly maintained, lacking reasonable hand washing. Hand driers are often not working. Floors are wet.
 The toilets going up monk street are very good.
 Market company- clean but closes at 3:30pm not open Sundays. Poorly signposted.
 Train/Bus station
 limited hours.

Q12 Please provide details of any poor quality toilet and changing facilities that are

available in the town or village centre that you visit most often.

Not aware of location of other public toilets.

Dim lle addas o gwbl (TRANSLATION: No suitable places at all)

Bus station toilets used by drug takers. Not a pleasant environment. Feels unsafe

Not open early enough on weekends, closed early in the day and not open at all on Sundays or bank

Holidays

A

None available

None available

Unsafe

Opposite Iceland toilets don't have changing facilities.

All of Porth, We could do with a supervised Toilet facility between 7am and 6 pm.

Ynyshir cenotaph

I have not got any young children but I do not think there are any changing facilities in either toilet.

Only toilets that are available are located in the Park which is not sufficient

As a transmale, pre-op, I feel uncomfortable to still have to use the women's toilets. A mixed gender

toilet would be more practical for everyone. Also as a parent it would be more practical to have a

mixed gender toilet for when parents have to take their children of the opposite sex into the toilet with

them, so no one has to feel uncomfortable.

The market has toilets which charge 20p entrance. They close at 3pm. They are very smelly. I don't

know what the kid's changing facilities are like.

toilet by council office lack incontinence pad bin, toilet by bus stops has lock on outside so is unable

to be used by those with radar key when locked, also lacks pad bin. I rarely change pads in town as

facilities are inadequate

Park. Ok but not not great. Need a changing places facility.

The only provision I am aware of in Pontypridd is the market toilet which does have a changing place

however as it is the only one the provision isn't great

Only one we have at Bute square needs to be opened earlier and stay open later

Public toilets in Mountain Ash are always smelling disgusting and I only have to use them if I'm

desperate. I'm a diabetic so public toilets are important.

There are none

The toilets and changing facilities in the public toilets by the park are cold, usually not very clean and

smell.

None

There is one toilet that does not have changing facilities. This dwelling is in constant need of repair.

The men's and women's facilities are in different places and can prove inconvenient for people with disabilities.

Toiledau yn orsaf rheilffordd Pontypridd (TRANSLATION: The toilets in Pontypridd Train Station)

There are no changing facilities for older children anywhere in rct as far as I'm aware. With two

children, one age 7 the other 9, both in nappies it is impossible to change them on baby changing stands or to lift them onto high changing tables. And I won't change them on any toilet floor because they deserve better than that. If we are out and about and they soil we normally try and get straight home and cut our outing short of if that's not possible we have to take the car seats out of the back of the car. Love one of the children to sit in the front seat of the car then lay the other on the back seat to change them. This is not very nice for them in a public place and not nice in the rain and cold. It's just not acceptable that in 2018 there is no adult changing facilities widely available. Rct tpulwts by bus station and monk street Public toilets next to library - small and never see open, no disability/changing facilities accessible as far as I'm aware. Same for the public toilets 2 minutes away has the same issue. Both are small and never seem particularly clean but haven't used for a long time. The Public toilets in Darran Park are disgusting Automatic toilet on Tonypandy Square has not opened on the two occasions I have tried it.

treorchy toilets outside close early
not using any
toilets over bridge from treorchy library not good
no seats no soap not looked after well
not enough public toilets in area unless you go into pubs etc
treorchy toilets don't always have soap
I don't know how people with young children cope outside the library in treorchy, paper on the floor
paint peeling off no staff there now and not kept well
can be unclean
cleanliness issues and lack of soap
close too early approx. 6/7pm
needs correcting in treorchy location is away from the main but they are very old
the market toilets are poor general ambiance feels it affects tourism
market facilities hygiene issues
closure of facilities opposite train station is a big loss
poor issues with receiving key to access and lock facility
market facilities lack of cleanliness access issues with they key
very poor quality
nothing available when church hall or community centre is closed
hirwaun drug paraphernalia have been found behind toilets on floor antisocial behaviour
toilet rolls
been thrown around becomes a meeting place for drug users
the facilities are limited out of normal trading hours public facilities by Talbot green bus station have a
seedy reputation and I would choose not to use them
Bus station
I'm afraid to use the public toilets as they are used by drug users and drug dealers
Mardy park. Never open
As far as I am aware there are no other facilities
Bus station
Public toilets
Public toilets o. Monk street and at bus depot

There is little Public Toilets in Pontypridd Town Centre since your council decided to close them only to rely on the private sector
High Street Pontypridd
Dim
Municipal Hall toilets are poor. Tiles are often dirty and quite often lack toilet rolls in each cubicle.
All Ok apart from disabled provision. I wish to take issue with the disabled changing facilities. They are totally inadequate. They are a pan in a big room. You need hoists and beds. I am happy to help my name is XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX We are stuck in the 1950's/
Days in Taff st- nothing available. No signposting.

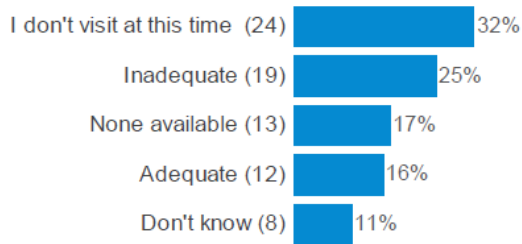
Q13 Please write in the name of the attraction or park that you visit most often or have visited most recently.

Bronwydd Park.
Dydydd ddim yn mynd i unlle yn lleol. Does dim lle addas. Mae'n haws mynd i lefydd fel Caerdydd neu bellach hyd yn oed. Mae llefydd newid addas sef Changing Places ar gael yn rhwydd yng Nghaerdydd Abertawe a hyd yn oed yn Lloegr. (TRANSLATION: We don't go anywhere in the local area. There aren't any suitable places. It's easier going to Cardiff or even further afield. Suitable changing rooms (Changing Places) are more easily accessible in Cardiff, Swansea and even England)
DARE COUNTRY PARK
Museum
Pontypridd park
Dare valley
Aberdare park
Folly Farm, Tenby
Folly farm
Ynyscynon road park no toilets available
Barry Sidings
Ynysangharad park
Aberdare Park
Pontypridd war memorial Park.
Ynysangharad Park
N/a however I do walk through ynysangharad park to get home from bus
Ynysangharad park.
Pontypridd Park
Treherbert
Caedrawnant in Mountain Ash
Ynysangharad Park
Ynysangharad Park, Pontypridd
Pontypridd park
Treherbert Park
Parc Ynysangharad (TRANSLATION: Ynysangharad Park)
Tynewydd park
Aberdare park
N/A
Darran Park
King Georges Park Tonypandy
Ponty Park
n/a

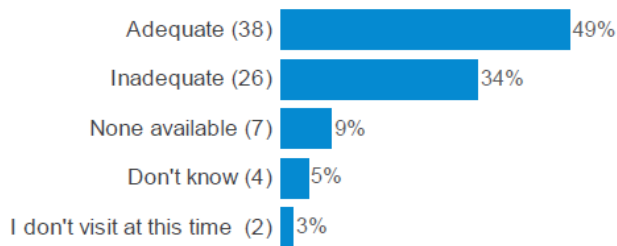
Treherbert park
park and dale theatre
park in cwmparc
Ynysangharad Park
barry sidings
ynysangharad park, pontypridd
Darren park

park
ysyangharad park
ynysangharad park
ynysangharad park
ynysangharad park
penygraig park
ynysangharad park
ynysangharad park
barry sidings
ynysangharad park
dyffryn gardens good toilets and dog friendly
Aberdare park
hirwaun
pontyclun park
Aberdare park
Aberdare
Dare Valley and Aberdare Park
Aberdare park
Aberdare Park
None
Hirwaun YMCA, Hirwaun Community centre
Ponty park
Barry sidings
Barry Sidings Park
Ynysyngharad park
None
Aberdare park
Aberdare park, country park
Ynysangharad Park which has toilet facilities not as many as once was there in the park
Ynysangharad park and lido
Tyn y Bryn
Ynysangharad Park
Aberdare Park
Ynysangharad Park
Ynysangharad War Memorial

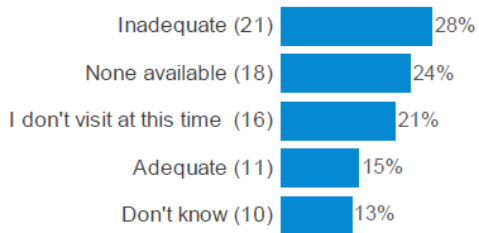
Q14 Monday to Saturday (Early morning (before 9am))



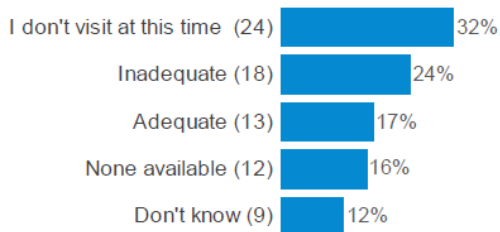
Q14 Monday to Saturday (During the day (between 9am and 6pm)



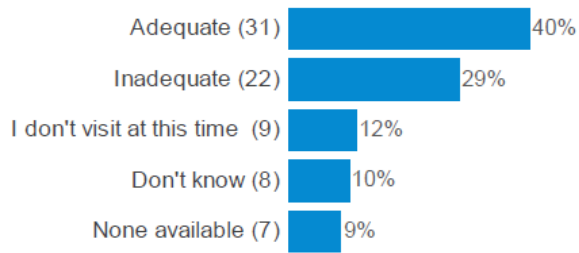
Q14 Monday to Saturday (Evenings (after 6pm))



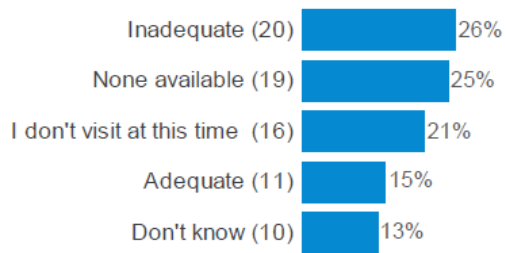
Q15 Sundays and Bank Holidays (Early morning (before 9am



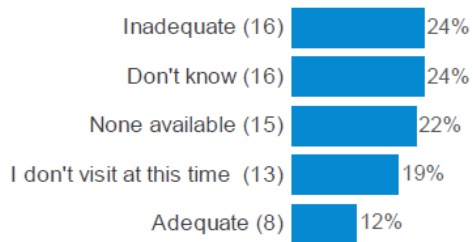
Q15 Sundays and Bank Holidays (During the day (between 9am and 6pm))



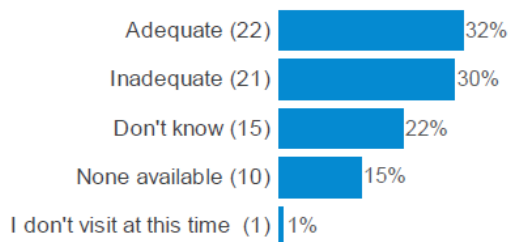
Q15 Sundays and Bank Holidays (Evenings (after 6pm))



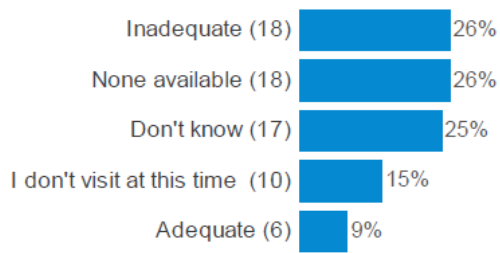
Q16 Monday to Saturday (Early morning (before 9am))



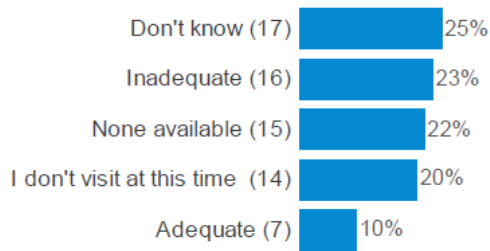
Q16 Monday to Saturday (During the day (between 9am and 6pm))



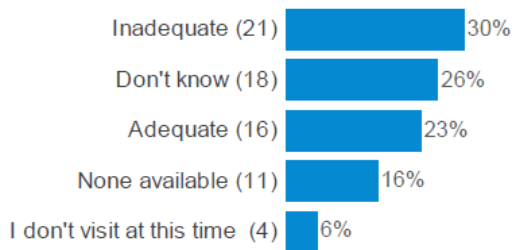
Q16 Monday to Saturday (Evenings (after 6pm))



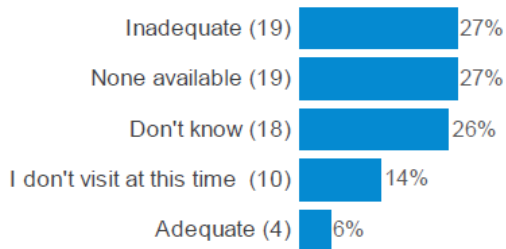
Q17 Sundays and Bank Holidays (Early morning (before 9am))



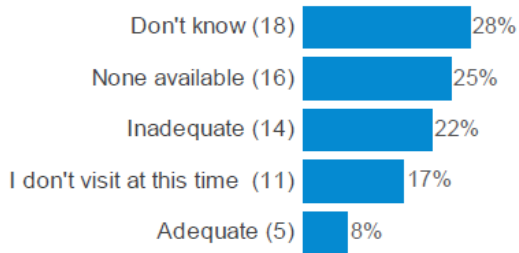
Q17 Sundays and Bank Holidays (During the day (between 9am and 6pm))



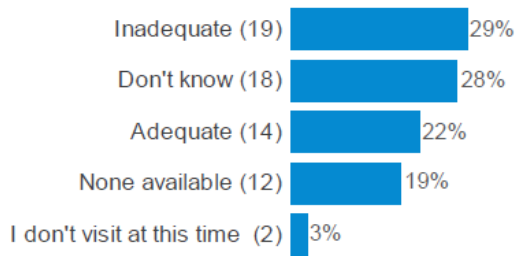
Q17 Sundays and Bank Holidays (Evenings (after 6pm))



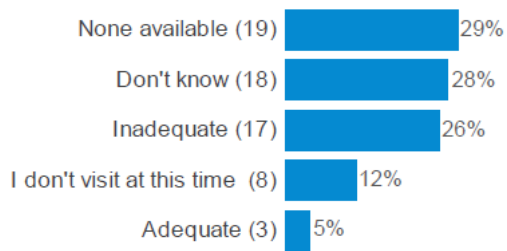
Q18 Monday to Saturday (Early morning (before 9am))



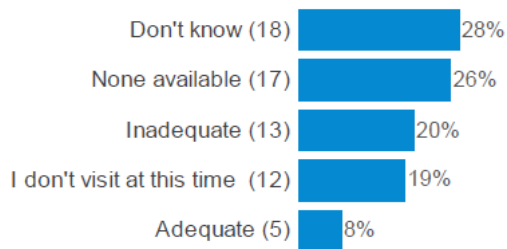
Q18 Monday to Saturday (During the day (between 9am and 6pm))



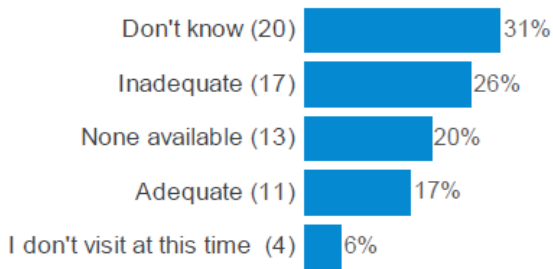
Q18 Monday to Saturday (Evenings (after 6pm))



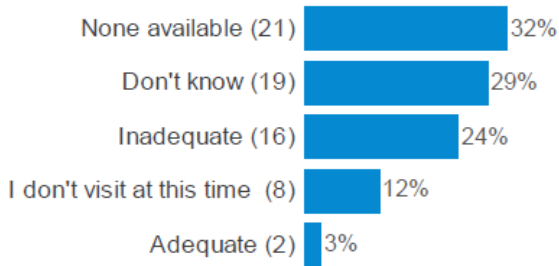
Q19 Sundays and Bank Holidays (Early morning (before 9am))



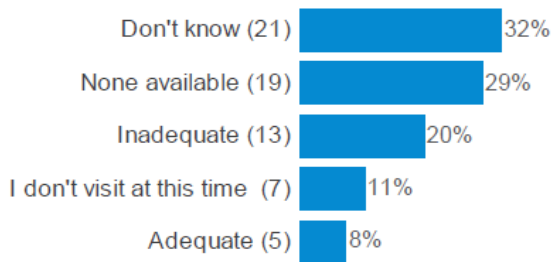
Q19 Sundays and Bank Holidays (During the day (between 9am and 6pm))



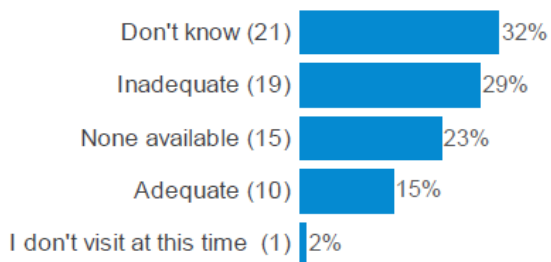
Q19 Sundays and Bank Holidays (Evenings (after 6pm))



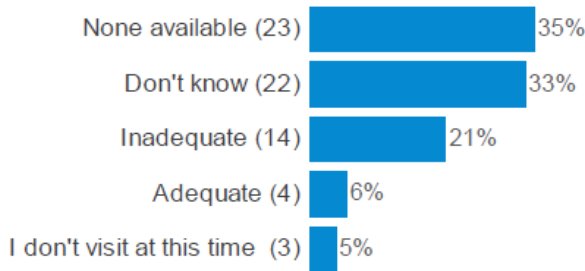
Q20 Monday to Saturday (Early morning (before 9am))



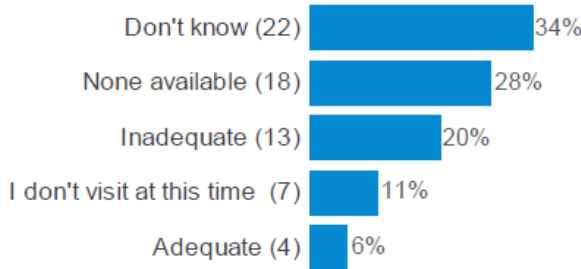
Q20 Monday to Saturday (During the day (between 9am and 6pm))



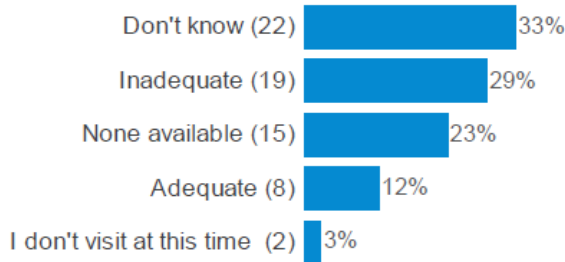
Q20 Monday to Saturday (Evenings (after 6pm))



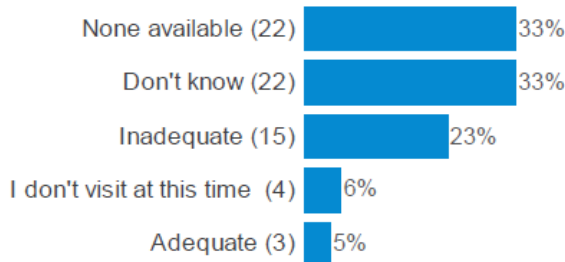
Q21 Sundays and Bank Holidays (Early morning (before 9am



Q21 Sundays and Bank Holidays (During the day (between 9am and 6pm



Q21 Sundays and Bank Holidays (Evenings (after 6pm))



Q22 Please provide details of any good quality facilities that are available at the

attraction or park that you visit most often or have visited most recently.

None - Unsure whether toilets in nearby pool are available for use by members of the public.

Dim yn RhCT (TRANSLATION: None in RCT)

Good toilet provision at Dare country park during Café Cwtch opening times

Lift access and ramp external access

Dare valley is one of the best

Aberdare park toilets are available at park opening times only
 Folly farm have good changing facilities for disabled children.
 None
 The café which is run by a Porth business man
 None
 The toilets are adequate and are kept to a reasonable standard but there is only one set of toilets by the lake although I understand the second set of toilets at the top of the park are being revitalised
 As stated before
 The toilets are OK but there is only one cubicle in the men's.
 n/a
 Using the toilet for myself only, they are adequate.
 Although the new café in the park has facilities often it is not adequate for the amount of people who visit the park. The older toilets are not the most hygienic of provisions
 None available at Treherbert park. Which reflects badly on the council
 No toilet facilities
 N.a.
 There are no good facilities at Treherbert Park.
 Toiledau ger Lido Pontypridd (TRANSLATION: Toilets near Lido Ponty)
 Cafe is nice but expensive
 N/A
 None available
 I am aware that facilities are available at the athletic field but not freely available to the general public at any time
 nothing to complain about clean and smells nice
 Toilets in ynysangharad Park always appear clean and tidy even on busy events days
 good facilities in ynysangharad park
 clean open
 good facilities if maintained properly
 good facilities at cafe
 park toilets are good and clean
 dyffryn has good facilities and I can take my dog in with me
 the toilets at Aberdare park are adequate at one end of the park but not at the top of the park
 pontyclun football club and pontyclun rugby club both have changing facilities but these are not available to the public
 Don't know
 The toilets, although old-fashioned and uncomfortable, serve their purpose.

Private Café Toilets.
 Not visited recently
 They are situated mainly around the Lido
 Toilets adjacent to children's play area
 Y Ganolfan Hamdden yn rhan o'r parc, a'r ty Bach talu ddim yn bell (TRANSLATION: The leisure centre which is in the park, and the toilets close by)
 The toilets at the rear of café are reasonable BUT only available when café is open.
 We are hoping for a complete upgrade soon. Also the top toilets near Park Lane will be open soon if corporate estates can pull their finger out. We have been waiting months I understand.
 Lido excellent provision but only when open

Q23 Please provide details of any poor quality facilities that are available at the

attraction or park that you visit most often or have visited most recently.

Old public toilets locked and before that in poor state.

None that I recall

N/A

N/A

Some of the park equipment is worn

Public benches, Lake full of weeds, Road icy in winter for walkers.

Toilets are dirty

Toilets are basic but not sure if they have any changing facilities

Dirty toilets in poor state of repair

As stated before

n/a due to low expectation of facilities I tend to wait until I get home to change incontinence pads

When I used to use baby changing, these were only available in the park keepers hut which wasn't

always manned. Not sure what it's like now. When I take my son to the park it's difficult. He goes

into the mens, but I'm not sure he's safe in there. When I use the ladies, I leave him standing outside.

I'm never sure that he'll be there when I get out. If there was a disabled toilet we could go in together,

but even then I wouldn't get any privacy.

See above

None available

No toilet facilities

Toilets are cold, unclean and smell.

N.a.

The toilet facility at Treherbert Park is appalling. It is 1 outside toilet that smells, is full of leaves and old fashioned.

Dim (TRANSLATION: None)

N/A

none available

The Toilets in Ponty park are quite bad on times and are not properly cleaned or supplied with

handwash and toilet paper

vandalised and not in good condition no signs for people to show which is which

poor only one available in the park

park toilets get busy and not cleaned sufficiently

dyfryn runs out of toilet roll regularly

toilets at the top of the park look awful and are in need of refurbishment I would not use them

no facilities in the park when building is closed

non available

Main toilet out of date, no soap dispenser, poor dryer. No changing facility. Disabled always locked.

Not enough toilets in Aberdare park, dirty, damaged and smelly

They are in need of modernisation and to be kept at a higher standard of hygiene

Don't know

baby and adult changing facilities are not good enough

As above

Those toilets that you closed

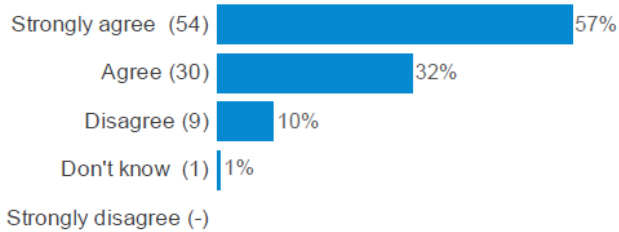
N/A

Dim (TRANSLATION: None)

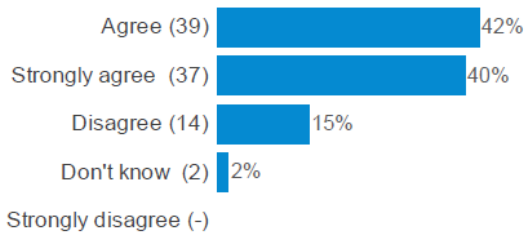
Toilets in Bowls Pavilion very poor.

Please see my previous answer. The baby changing bed in the gents was destroyed.
Lack of availability - Very limited hours.

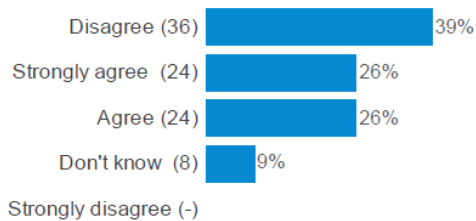
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (There are too few facilities)



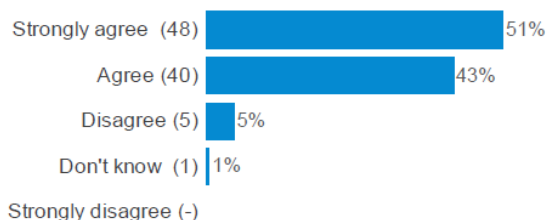
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The location of facilities is not convenient)



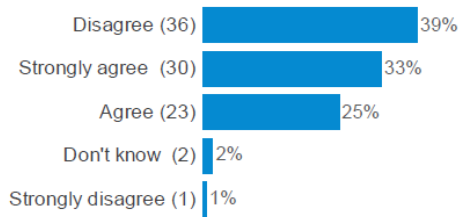
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The location of the facilities does not feel safe)



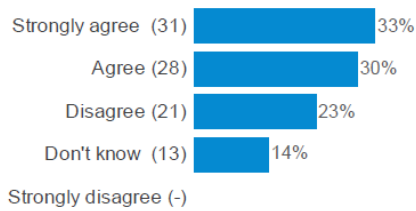
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (There is not enough information on where facilities are located)



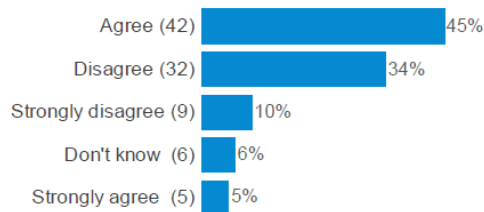
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The lack of facilities has stopped me from visiting certain locations)



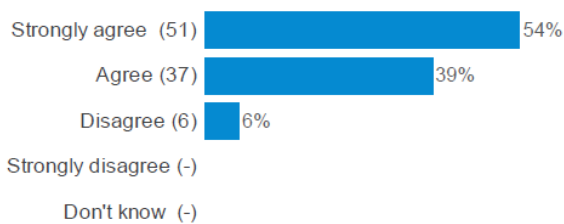
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (Facilities are not open at the times I need them)



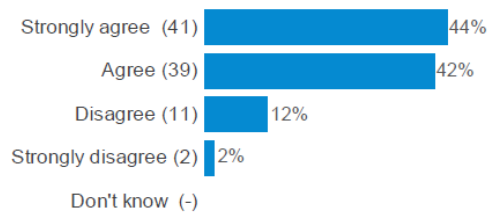
Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (The cleanliness of facilities is generally good)



Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (Toilets should be free to use)



Q24 Thinking about Rhondda Cynon Taf county borough more widely, please indicate if you agree or disagree with the following statements: (I don't like using toilets in shops or restaurants because I feel like I need to buy something)



Q25 Please provide details of any specific issues with the provision of toilet or changing facilities in Rhondda Cynon Taf county borough.

Dylair cyngor ystyried sawl man changing places. Mae person anabl yn gallu bod o unrhyw oedran. Sut fasech chi yn hoffi newid cewyn eich plentyn ar lawr budur. Plentyn sydd methu gwneud dim byd iddi hi ei hun ac yn llwyr ddibynu ar rhiant neu ofalwyr iw helpu. Mae angen lle diogel gyda cyfarpar pwrpasol arbennig ar gyfer symud person. Mainc sydd yn codi fyny ac i lawr. Edrychwch am changing places ar y we. Mae hyd yn oed amgueddfa Sain Ffagan Amgueddfa parc cathays ac canolfan milenniwn a hyd yn oed yn canifan ymwelwyr y cynulliad8 gydar fath lefydd. Felly yn anffodus fel teulu dydyn ni ddim yn gallu gwario amser ar stepen drws. Mae hawl gan bawb fynd am dro. Mae hawl gan bawb i gael eu trin gyda urddas. (TRANSLATION: The Council should consider installing a few 'Changing Places'. A disabled person can be of any age. How would you feel having to change your child's nappy on a dirty floor? A child who can't do anything for him or herself and who is fully reliant on a parent or carer. A suitable place is needed with specialist equipment for moving a person. A bench that moves up and down. Search 'Changing Places' on-line. Even St Fagans, Cathays Park, the Millennium Centre and the Assembly have these places. Therefore, as a family, we are unable to spend time in our local area. Everyone has a right to go for a walk. Everyone has a right to be treated with respect.

Monk Street toilets have been revamped, but often have been vandalised with no toilet paper and with the paper holder stolen.

None

None available

There are far too little in tonypany the ones you can pay for by tonypany job centre are never working

Because the conveniences are not manned they are being vandalised because there is no deterrent.

A lot of the public toilets I have come across tend to be run down, paint peeling off the walls and the

locks on the doors don't work. The toilets in Darren park, Ferndale are really bad, the taps don't even

work, the walls are disgusting and they also smell really bad. You can smell the toilets from the astro turf some days.

Ponty town centre is busy and there is only one toilet. This charges 20p entrance and closes at 3pm. I

know elderly and disabled people who don't visit the town centre due to the lack of facilities. incontinence pad bins in all disabled toilets, where possible toilets should have changing area suitable for

older child/adult in disabled toilets, better signposting of where toilets exist and level of facilities

available in toilets. Provision of gender neutral toilet spaces with single access to make area more

accessible to those who are gender non-conforming or trans individuals who do not feel comfortable

using facilities of their gender due to risk of confrontation and who obviously should not be forced to

use toilets of gender assigned at birth. Gender neutral facilities would also be safer for single families

where child is older but of different gender than parent. provision of sanitary bins in male toilets for use

by trans males

In Pontypridd town and park, there needs to be signposts. When you get to one you need to be sure it

is open, and clean and safe. There also needs to be baby changing available for men and women.

Also good quality toilets for those with disabilities.

My husband is disabled and one of his issues are that he needs to access toilet facilities to enable him

to use a toilet and catheterise. He no longer goes to Pontypridd because the disabled toilet is closed

and there is no where else to go. He will only go to outlets because they will have the available toilet

facilities. I feel we should invest in better toilet provisions in Pontypridd if we are serious in investing in

increasing the footfall of local people and visitors. We need to ensure that there are adequate facilities

to encourage a diverse range of people to shop, dine and visit places such as the park.

None open early or stay open late this I believe reflects badly on the council. However, ask for

volunteers to open them early and close late with the council providing staff to clean them during the

daytime.

Just not enough

Abercynon needs a public toilet instead of the Superloo which never seems to work

Toilets should be open as early as possible and closed as late as possible especially during the

summer months. They should be visited regularly and replenished with paper regularly. The key for the

disabled toilet should be kept locally and a notice stating where the key is located should be placed on

the the door.

Mae angen ail agor y toiledau ger Ty Sardis. (TRANSLATION: The toilets near Sardis House should be reopened)

Just aren't enough.

There's never toilet paper in the ones in aberdare park and the taps don't always work and the

handyer hardly ever works. Disabled and baby changing facilities are disgusting there and I wouldn't

change a child in there.

N/A

Pontypridd Town Centre sadly lacking in facilities

Mainly that the toilets aren't clean and that there aren't enough of them located around RCT in Cardiff

they have an abundance of facilities within a reasonable location to the shops

elderly people need toilets shortage of toilets in treorchy one by stag then bridgend square in pentre

closing them all the griffin pentre hill gone

many toilets are locked at random times more disabled facilities needed

not a complaint - could add a 20p charge and use that money to maintain and clean it

why is disabled toilet locked a lot bustation padlock

they can feel unsafe depending on time of day

concerned the tourists coming into the town with no signs

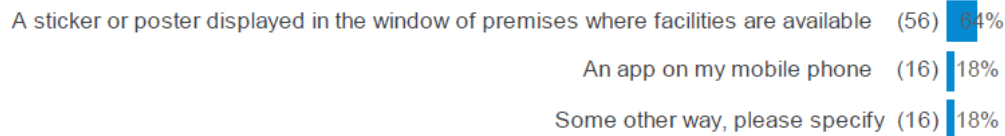
young people feel intimidated using public toilets especially when on their own

would like facility opposite sardis house to be reopened

problem in ponty library people expect to use staffs private facilities but staff have to clean cleanliness and not enough provisions
loss of facilities opposite train station is an issue general lack of disabled facilities for those who cant
walk far to open up facilities in libraries to public and in public buildings
more disabled facilities required
lack of facilities does not encourage people to visit town centres
will not use toilets in hirwaun because of drug users
nothing available no facilities between hirwaun and penderyn
see question 12
Top of aberdare Park toilets closed permanently but new sign indicates they are open! Could cause
some difficulties
There are no public changing places in Rhondda cynon taf

Never open
Need to be more accessible. Hirwaun toilets do not have disabled or baby changing facilities. Lack of
toilet paper. Hand dryer doesn't work. Very cold in winter. Not open all day
Of find used needles, dirty, lack of toilet paper.
Baby changing facilities are inadequate. Toilets are too old-fashioned.
There is non in the town centre
Could there be a sign out up in shops or restaurants to say public toilet available
To adopt a policy of closing toilets particularly in Town Centres you are sending the elderly and
disabled people out of towns and into large out of town stores. That is not good news for our town
centre shops who are struggling to compete in the modern world of internet shopping sites.
You are
well aware of that statement you need to provide quality free Public Toilets because surveys in the
past in Pontypridd over toilets got a poor response from the private sector. We should not
have to
creep into cafe's or Public House which you have to whether or not buy something in order
to use the
toilet facilities. Hope you can rethink current policies on toilets because it used to be a
service.
Toilets need to be cleaned daily. Toilet rolls and liquid hand soap topped up daily. Hand
driers in good
working order or paper hand towels provided.
Disabled facilities not available. RCT are well behind other areas. I have been told a
thousand
'changing places' in the UK and only 1 in RCT and that is in Asda Tonypandy.
The busy town centre. Taff St has no provision once market is shut and bus station early.
Urgently
need in centre for evenings in particular.

Q26 What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?



Please specify

Y ddau uchod a gwefan. Cyfryngau cymdeithasol. (TRANSLATION: The two suggestions above and the website. Social media)

Clear Pointing Signs at strategic areas such as Victoria Square

Sign posted

Sign posts in prominent locations could arrangements are made for use of toilets in pubs cafes etc

a street sign.

A toilet map which could be displayed in town and converted to an app as well

Adequate signage would be great Not everyone has access to a mobile phone

Just going and buying something from a cafe to use their loo.

Facebook, Twitter, posters, RCT website and all available media.

Arwyddion yng nghanol y dre (TRANSLATION: Signs in the town centre)

Road signposts

Clear street signs

Stickers and posters and also signs directing you in main areas like train stations car parks etc

a map showing the area with the location of facilities

put in local paper

Signposts

minimum size and colour that stands out

and an app on the phone

and app

and app

educating shoppers on where facilities are sp they can support visitors

signs to direct you to toilets

signs directing you to toilets

signs to direct you to nearest toilet

a sign post route

and an app

Government website

Good old fashioned sign posts

Rctcbc website, app on phone

Clear signage

Arwyddion gwybodaeth (TRANSLATION: Information signs)

Facebook etc

Both of the above options

Both of the above

Q27 If you feel that your response to this survey has been influenced (positively or negatively) because of any of the following: your ethnic origin, gender, age, marital

status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below.

Gender - Female. No option of urinal and at times may require toilets due the need to change/access sanitary items.

What an useless, irrelevant question. This is PC gone mad
Dementia friendly environments should be available to all
N/A

N/A

Gender-reassignment and a parent
gender identity - genderqueer, disability -mobility and continence issues, parent of trans child, single
parenthood (no less of issue due to age of child)

My son has learning disabilities. He is now age 13 and it's awkward for him to come into the ladies

with me. Up until aged around 9 he wore nappies and was too big for baby changing facilities. We

have a radar key but don't tend to carry it around. When we are out and he needs to go, I don't have

much time to find somewhere. This limits where I go. Eg, I stopped going to Barry Sidings when I was

led to believe the toilets were closed. We can't take a risk.

Disability and age

No I believe the council should provide facilities for the general public 7 days a week.

I am diabetic so sometimes need toilet facilities urgently

No none of the above.

A family member is disabled and requires the use of a wheelchair. Almost all toilets for disabled aren't

big enough for wheelchairs. Hoists are also required as they grow to be adults.

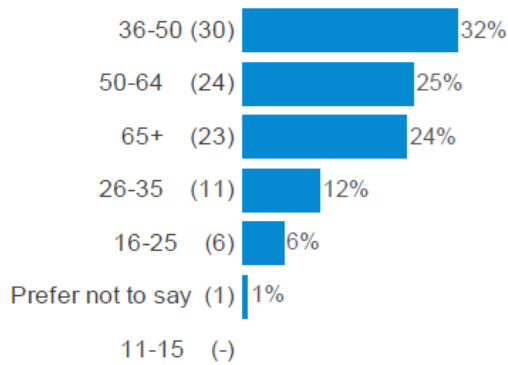
No

n/a

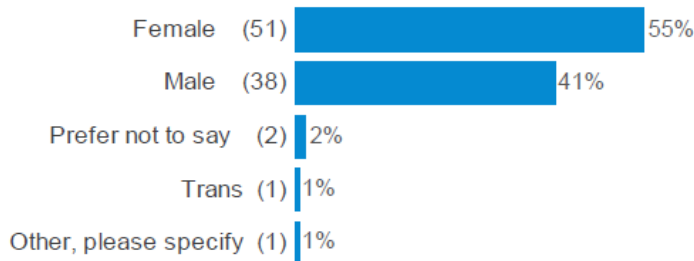
No

None at all

Q28 I am aged



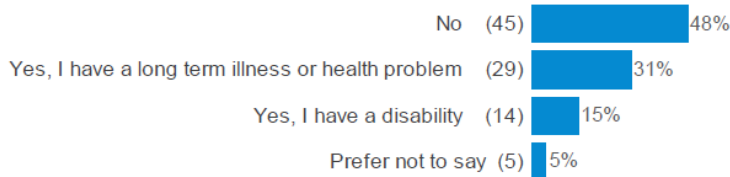
Q29 I am



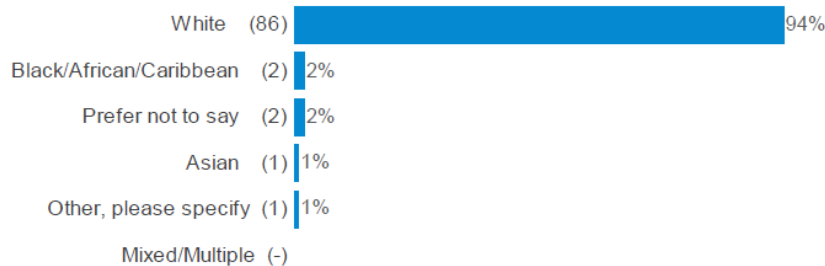
Please specify

gender non-comforming (genderqueer)

Q30 Do you have a disability, long-term illness or health problem? (Please select all that apply)



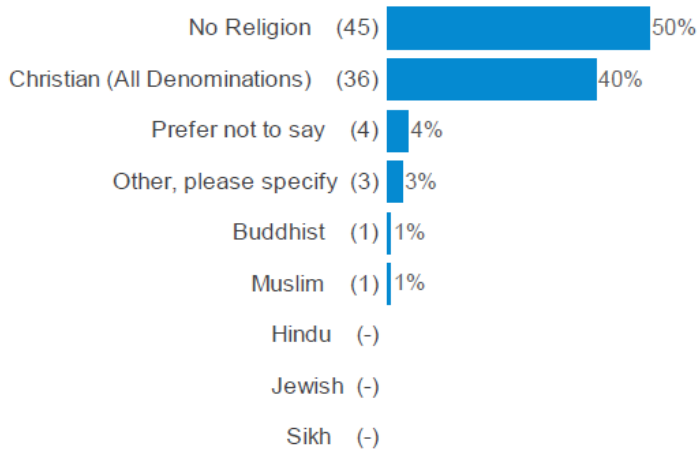
Q31 What is your ethnicity? (Please select only one)



Please specify

What is the relevance of this question to toilet requirements. Cease this PC madness Why is this relevant??

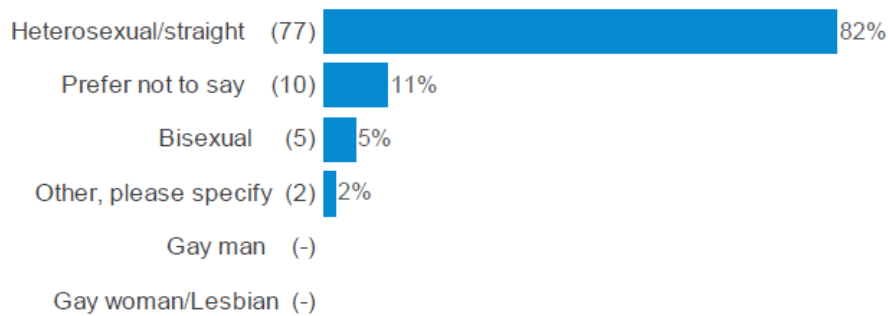
Q32 What is your religion or belief? (Please select only one)



Please specify

Again what is the relevance of this question
Secular Buddhist
pagan
Why is this relevant??
Spiritualist

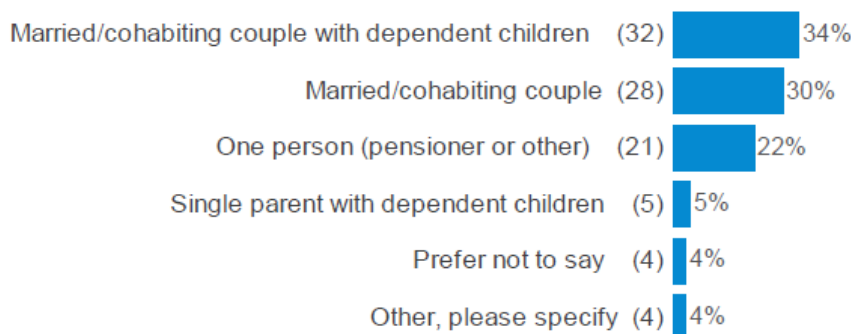
Q33 What is your sexual orientation? (Please select only one)



Please specify

Normal bloke with normal biological desires
Why is this relevant??

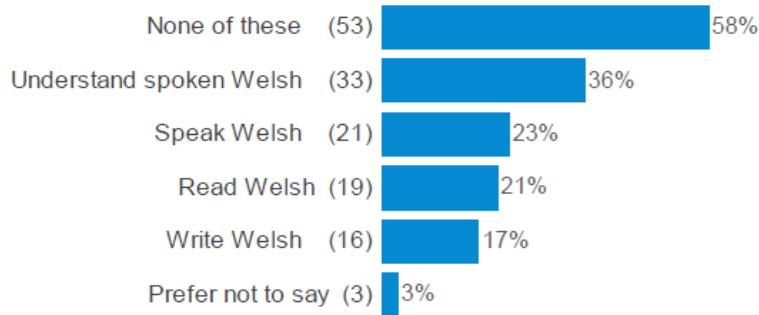
Q34 Household (Please select only one)



Please specify

lives at home with nan and carer
with family
lives with family
inlaws live with us
my teenagers live with me mostly

Q35 Can you understand, speak, read or write Welsh? (Please select all that apply)



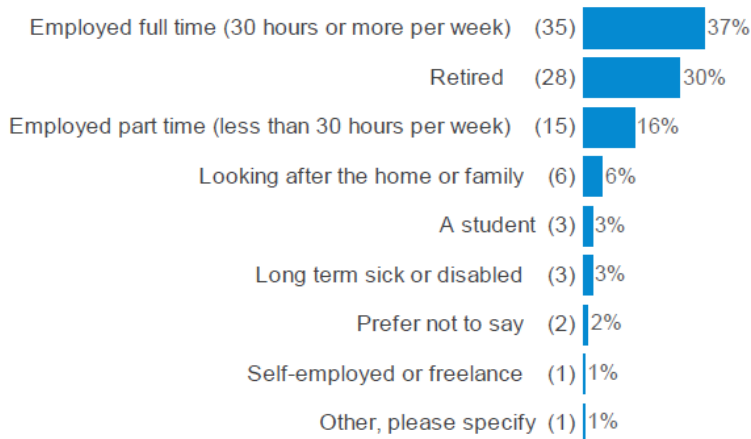
Please specify

At a beginner level.
Partial

Q36 What is your main language? (Please select only one)



Q37 Employment Status (Please select only one)



Please specify

Rhan amser ac yn gofalu am aelod o'r teulu (TRANSLATION: Part time and caring for a member of the family)
I don't know why this is important

Q38 Postcode

CF40 2XX
CF72 9FZ

CF44 0TQ
CF39 0EY
CF44 7PA
CF44 8NF
CF38 2LG
CF39 9YA
CF40 2NS
CF39 9YA
CF37 5RT
CF44 8HW
CF37 2LT
CF43 3ND
CF37 4LE
CF37 1LS
CF37 1NW
CF37 1JD
CF42 5BG
CF45 4AN
CF45 4TR
CF37 2RU
CF39 9UU
CF42 5HB
CF37 5PQ
CF38 1HR
CF44 8TT
CF42 6LU
CF40 1BY
CF42 6TB
CF40 2DA
CF42 5RE
CF41 7SG
CF42 5PR
CF42 5HA
CF42 6LD
CF42 6NY
CF39 9SA
CF37 2NY
CF42 5LT
CF42 5BT
CF43 4RD
CF38 1DE
CF37 5NW
CF37 4PY
CF37 4NF
CF39 9TH
CF38 1PX
CF37 4PS
CF41 7HQ
CF40 1HN
CF37 1NB
CF40 2NE
CF37 1EN
CF37 1BS
CF37 4DU
CF37 1SZ

CF37 3NY
CF37 5BN
CF38 2TP
CF44 9PD
CF44 9NZ
CF44 9SL
CF44 9JP
CF44 9QG
SA11 5PB
CF43 3NS
CF38 1UQ
CF37 1EW
CF37 4NE
CF44 9SW
CF44 8EY
CF44 6ED
CF37 4PQ
CF39 8PH
CF34 4PS
CF44 9PY
CF37 1TQ
CF37 2EL

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

MUNICIPAL YEAR 2018/19

HEALTH & WELLBEING SCRUTINY COMMITTEE

19th March 2019

REPORT OF THE DIRECTOR OF HUMAN RESOURCES

TACKLING MENTAL HEALTH

Author: Peter Cushion, Head of Employee Relations
01443444503

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide Members with an overview of the work carried out by the Human Resources Department in addressing the issue of mental health in the Council.

2. RECOMMENDATIONS

It is recommended that Members acknowledge the information contained in the report.

3. BACKGROUND

- 3.1 The Council and indeed most organisations are striving towards a culture of well-being for its workforce, which would encompass a raft of different initiatives, one of which being mental health.
- 3.2 Over the last 15 years there has been an increase in the awareness, acceptance and action taken in addressing mental health, including in the workplace. For many employers, protecting, supporting and enhancing the mental health and well-being of employees is the primary motivation for undertaking action.
- 3.3 In addition, there are economic costs related to workplace mental health, covering absenteeism, presenteeism and the wider costs of staff turnover and recruitment.

- 3.4 Statistically in Rhondda Cynon Taf Council, the figure attributed to mental health absence is around 30%, however in reality the figure is likely to be much higher.
- 3.5 The mental health organisation MIND report that the overall number of people with mental health problems has not changed significantly in recent years, but worries about things like money, jobs and benefits can make it harder for people to cope.
- 3.6 It appears that how people cope with mental health problems is getting worse, as the number of people who self harm or have suicidal thoughts is increasing.

4. HUMAN RESOURCES INTERVENTIONS

- 4.1 The Occupational Health and Wellbeing Unit supports the strategic wellbeing and attendance management approaches for the Council. Within this, the function provides mental health services to help maintain attendance at work and encourage a speedier return, potentially via reasonable adjustments and/or rehabilitative return to work.
- 4.2 Between 1st January 2018 to 1st January 2019, 2300 mental health appointments were provided, and these include counselling services, managing my life, etc.
- 4.3 Some of these interventions have been in place for a number of years, and include;
- Wellbeing included in all development programmes (Transform, Mercury, Aspire);
 - Wellbeing included in the induction process and performance reviews;
 - In house counselling service, which provides a range of interventions, such as cognitive behavioural therapy, which is a talking therapy that helps an individual manage their problems by changing the way they think and behave;
 - Referrals to other organisations / interventions for support, such as Valleys Steps;
 - Trauma support in situations where there has been a death, traumatic death or murder of a child to provide support for school staff;
 - Consultative supervision for high emotional and demanding jobs, such as social care, which is a proactive support to prevent future mental health illness;

- Urgent response to staff who feel suicidal and ensure they receive the correct support;
 - Awareness of mental health issues raised through manager briefings;
 - Time to change sessions held throughout the Council, which is the first national campaign to end the stigma and discrimination faced by people with mental health issues. These sessions have taken place in areas such as offices, depots and residential homes;
 - Managing my life support programme, which is designed to be informative and provide practical tools and techniques that can assist with different aspects of an employee's life e.g. managing stress, improve resilience and self-esteem;
 - Human Resources review sickness cases in up to 300 case reviews per month, to ensure appropriate support is in place, and that we are effectively managing the cases.
- 4.4 Human Resources have also been working with the relevant trade unions to secure additional funding (WULF) to provide Mental Health Awareness training. The funding secured in 2018/19 was subsequently match funded by the Council, which demonstrates its commitment to support this issue.
- 4.5 Sixteen mental health awareness training courses were subsequently held across the Council, with 320 managers / line managers attending. The feedback from this training has been positive, and we will continue to work with the trade unions to drive this initiative forward.
- 4.6 A payslip insert was provided to all staff to raise awareness of World Mental Health Day on 10th October 2018, and this highlighted the importance of everyone being able to talk about mental health, and reduce the stigma associated with it.
- 4.7 A staff health and wellbeing event took place on January 23rd 2019 at Abercynon Sports Centre. The event included service areas within the Council, such as the Occupational Health Unit, Leisure for Life, Catering and the Library service, together with external organisations such as Valleys Steps, Samaritans, Disability and Carers Network and Mind.
- 4.8 Amongst other initiatives present, Mindfulness and Stress Control taster sessions were run throughout the day, together with opportunities for staff to pick up a free 7 day RCT Leisure pass, hints and tips regarding cost effective healthy eating options, assistance available to carers, blood pressure checks

and the ability to speak to a representative from the external mental health organisations.

5. FUTURE

- 5.1 A well-being working group has been established to build on the work already undertaken, to look at further initiatives and maintain the drive to reduce the stigma and normalise mental health issues within the Council.
- 5.2 In conjunction with IT, we will look to develop the Council's intranet site to advertise organisations, both internal and external, that may be of assistance to employees when needed.
- 5.3 In addition to this, we will look to develop communication of these organisations to the 'harder to reach' workforce that don't have access to the intranet during work time.
- 5.4 An action plan will be developed to provide a structured approach to addressing this issue within the Council, and build on the good work that is already being undertaken.

6. EQUALITY AND DIVERSITY IMPLICATIONS

- 6.1 There are no equality and diversity implications as a result of the recommendations set out in the report

7. CONSULTATION

- 7.1 There are no consultation implications as a result of the recommendations set out in the report.

8. FINANCIAL IMPLICATION(S)

- 8.1 There are no financial implications as a result of the recommendations set out in the report.