



monmouthshire  
sir fynwy

**Monmouthshire County Council  
Local Toilet Survey  
Evaluation**

## **Monmouthshire Toilet Survey 2018 – 2019**

### **Evaluation of survey**

Monmouthshire County Council launched a survey for residents and visitors to help inform the Monmouthshire Toilet Strategy. The survey was available from December 2018 – January 2019.

The survey was promoted to residents via a number of methods.

- Press release
- Social Media
- Paper copies available
- Online survey available via: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

In total 132 responses were completed. Those who completed the survey visit the following towns and villages regularly.

Their answers to the questions in the survey relate to the towns and villages below.

- Abergavenny – 61%
- Monmouth – 12%
- Chepstow – 8%
- Raglan - 7%
- Caldicot – 5%
- Gilwern – 2%
- Llanfoist – 2%
- Usk – 1%
- Goytre – 1%
- Did not complete – 1%

### **How often do you typically use public toilets in town/village?**

- Never - 6%
- Occasionally - 38%
- Monthly - 10%
- Weekly - 35%
- Daily – 11%

### **In the local town or village that you visit most often please state the days you most regularly use the public toilets?**

- Monday - 9%
- Tuesday - 13%
- Wednesday -9%
- Thursday -11%
- Friday -10%
- Saturday - 17%

- Sunday - 3%
- Whenever I need it - 28%

**Which type of toilets do you typically use?**

- Council public toilet - 55%
- Public building leisure centre, library etc. - 6%
- Supermarket -19%
- Café / Restaurant -20%
- Other

**In the town or village that you visit most regularly is the provision of toilets adequate or inadequate to meet your needs in the morning (before 9am)**

- Adequate - 16%
- Inadequate - 19%
- I don't visit at this time 46%
- I don't know - 19%

**In the town or village that you visit most regularly is the provision of toilets adequate or inadequate to meet your needs in the daytime (Between 9am-6pm)**

- Adequate - 73%
- Inadequate - 15%
- I don't visit at this time -
- I don't know - 8%
- None available - 4% (highlighted by people who visit Raglan)

**In the town or village that you visit most regularly is the provision of toilets adequate or inadequate to meet your needs in the evening (after 6pm)**

- Adequate -1%
- Inadequate - 36%
- I don't visit at this time - 32%
- I don't Know - 31%
- None available 0

## **Change facilities for babies children and people with disabilities**

**In the local town or village that you visit most often, is the public provision of changing facilities for young children adequate or inadequate to meet your needs?**

- Adequate - 42%
- Inadequate - 48%
- Don't know - 10%

## **Public Facilities**

**Publicly provided facilities. Is the provision of publicly provided changing facilities for young children adequate or inadequate to meet your needs early morning before 9am.**

- Adequate - 2%
- Inadequate -22%
- I don't visit at this time - 39%
- Don't know - 36%
- None available -1%

**Is the provision of public changing facilities for young children adequate or inadequate to meet your needs During the day (between 9am – 6pm)**

- Adequate - 21%
- Inadequate - 32%
- I don't visit at this time - 10%
- Don't know - 27%
- None available - 10%

**Is the provision of public changing facilities for young children adequate or inadequate to meet your need evenings (after 6pm)**

- Adequate -1%
- Inadequate - 18%
- I don't visit at this time - 18%
- Don't know - 37%
- None available - 26%

**Privately provided toilets e.g. shops, cafes and restaurants.**

**In the local town or village that you visit most often, is the provision of privately provided changing facilities for young children adequate or inadequate to meet your needs?**

- Adequate – 44%
- Inadequate – 16%
- Don't know - 37%
- None available – 3%

**Is the provision of privately provided changing facilities for young children adequate or inadequate to meet your needs Early morning (before 9am)?**

- Adequate - 12%
- Inadequate - 25%
- I don't visit at this time - 21%
- Don't know - 34%
- None available - 8%

**Is the provision of privately provided changing facilities for young children adequate or inadequate to meet your needs During the day (between 9am and 6pm)?**

- Adequate - 21%
- Inadequate - 29%
- I don't visit at this time - 2%
- Don't Know - 44%
- None available - 4%

**Is the provision of privately provided changing facilities for young children adequate or inadequate to meet your needs in the evening (after 6pm)**

- Adequate - 5%
- Inadequate - 26%
- I don't visit at this time - 0%
- Don't Know - 57%
- None available - 12%

## **Disabled toilets and changing facilities**

**In the local town or village that you visit most often, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?**

- Adequate - 33%
- Inadequate - 67%

## **Publicly Provided facilities**

**Is the provision of publicly provided changing facilities for those with disabilities adequate or inadequate to meet your needs in the morning (before 9am)?**

- Adequate - 4%
- Inadequate - 25%
- Don't Know - 41%
- I don't visit at this time - 23%
- None available -7%

**Is the provision of publicly provided changing facilities for those with disabilities adequate or inadequate to meet your needs during the day (between 9am and 6pm)**

- Adequate - 21%
- Inadequate - 32%
- Don't Know - 41%
- I don't visit at this time - 2%
- None available - 4%

**Is the provision publicly provided changing facilities for those with disabilities adequate or inadequate to meet your needs in the evening (after 6pm)**

- Adequate - 4%
- Inadequate - 20%
- Don't Know - 49%
- I don't visit at this time - 19%
- None available - 8%

**Privately provided provision, e.g. shops, cafes and restaurants.**

**Is the provision of privately provided changing facilities for those with disabilities adequate or inadequate to meet your needs?**

- Adequate - 30%
- Inadequate - 70%

**Is the provision privately provided changing facilities for those with disabilities adequate or inadequate to meet your needs in the morning (before 9am)?**

- Adequate - 5%
- Inadequate - 17%
- Don't Know - 35%
- I don't visit at this time - 16%
- None available - 27%

**Is the provision privately provided changing facilities for those with disabilities adequate or inadequate to meet your needs during the day (between 9.00am - 6.00pm)?**

- Adequate - 16%
- Inadequate - 29%
- Don't Know - 46%
- I don't visit at this time - 2%

**Is the provision privately provided changing facilities for those with disabilities adequate or inadequate to meet your needs in the evening (after 6pm)?**

- Adequate - 13%
- Inadequate - 29%
- Don't Know - 39%
- I don't visit at this time - 13%
- None available - 6%

**Please tell us about any good quality toilet and changing facilities that are available in the town or village that you visit most often.**

### **Abergavenny**

- Toilets at the rear of the market pretty good but always significant difficulty accessing disabled. Baby changing across Aber poor.
- Morrison's supermarket have good baby change facilities otherwise I have to change my child in my boot
- "Public toilets are needed in Raglan there is a lot of passing through traffic including cyclists & the village is large enough to warrant these facilities without the extra housing applications that have been submitted for the village.
- The toilets in Brewery Yard are good.
- Usk have very good facilities."
- "Excellent facilities in Pembrokeshire suggest you look at this
- Since you closed everything!!!!"
- Local Toilet closed and sold  
In my experience private toilets are far superior to public ones.
- Abergavenny bus station toilets usually good at start of the day. Usk varies
- Good facilities in Welsh Street, Castle Car Park, By the riverbank and at Thomas Street in Chepstow
- In Abergavenny the toilet facilities I use most often is in Castle Street car park and these are clean and well maintained.
- Majority of cafes/pubs/restaurants have good facilities in Abergavenny - particularly the Grofield, Coffee Pot, Nicholls
- The toilets behind the market are most used. My husband uses all the public toilets as he goes around town because of his prostate problem. I have a bladder problem which means I too need public toilets often. These facilities are essential for older people.
- Those behind Abergavenny Market
- None are outstanding. Nicholls are good, and The Angel, but would only use if eating / drinking there - so rarely available for use. The Tithe barn cafe too, but that has closed?
- Brewery Yard good
- Castle car park adequate
- Only the library and leisure centre offer anything like suitable changing facilities
- Waitrose
- None are very good, only Waitrose is good for a toilet but for changing young babies everywhere is poor
- Toilets in Castle car park.



- new toilets in Brewers Yard are clean and well maintained
- I don't want to have to buy something to use a WC, so council-provided facilities are super-important. Abergavenny public WCs but the Castle car park are ok.
- I visit the public toilets near the Market Hall in Abergavenny. I don't have small children nor am I disabled so I'm not sure about these facilities, but the toilet facilities that I use are adequate during business hours.
- Tapas bar in Frogmore Street, Angel Hotel, King's Arms all in Abergavenny
- All seem the same I Abergavenny
- "Behind the Market Hall in Abergavenny are good
- White Horse Lane ones are older and feel less clean"
- Weatherspoon's in Abergavenny
- The ones by the market and bus station are necessary and mostly just adequate.
- Toilets at the rear of the market pretty good but always significant difficulty accessing disabled. Baby changing across Aber poor.
- As usual the local Wetherspoons provide the best facilities.
- Toilets are generally not too bad , just need updating in a few such as bus station and white horse lane
- Morrisons, Abergavenny. Good job they are there with Bailey Park toilets not open when you need them.
- "Morrison's has great toilets; there are rarely queues, they are modern and clean. We have a young child and they use the baby changing toilet.
- Cafe Neros has a baby changing facility which we have used. Also Weatherspoon's. But I do not know of anywhere else that would let you go in and use the toilet unless you were a customer. "
- All public toilets in Abergavenny need to be there. They also need updating.
- The Wetherspoons pub toilets.
- All the public toilets in Abergavenny are 'OK' none are great... but I'm grateful for them when I need them. They're reasonably maintained and as clean as you'd expect for unmanned facilities. Privately run toilets are usually (a bit) better but I only use these if I am genuinely a customer of the supermarket or pub that day.
- The new toilets by the market hall
- The best is Waitrose; the public toilets are rudimentary at best.
- Brewery yard toilets
- Weatherspoon's
- Morrisons
- None are of "good quality" probably the best are those found in the supermarkets

## **Chepstow**

- Good facilities in Welsh Street, Castle Car Park, By the riverbank and at Thomas Street in Chepstow
- The toilets in the car park next to the library in Chepstow are always clean.
- M&S
- The hub Chepstow and Monmouth when open
- Chepstow toilets in car parks are adequate. Less decent in library car park.
- The public toilets by the car park on Welsh St are not adequate, especially for babies and older people, the best ones are in Tesco
- I have used the baby changing facilities in Chepstow and Monmouth libraries and am very glad of them. They are clean and safe.
- Generally clean. Warm in library.

## **Monmouth**

- I only use the toilets in Waitrose as find the public toilets unacceptable.

## **Caldicot**

- The library toilets are adequate but the library hours vary so not very convenient
- The toilets always clean at the castle in Caldicot.

## **Raglan**

- Public toilets are needed in Raglan there is a lot of passing through traffic including cyclists & the village is large enough to warrant these facilities without the extra housing applications that have been submitted for the village.
- Usk have very good facilities."
- You closed the public toilets in Raglan of course I imagine u may need to revisit that if u build 160 new houses

## **What could be better?**

- 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.
- Abergavenny
- All are poor quality. Few bins provided for hygiene waste and those which are, are often overflowing.
- Although the toilet block in Main Street has recently been redecorated externally, the interior facilities are very basic and would benefit from improvement. The Gents has no baby changing provision.
- toilets often unflushed

- Basic is better than nothing in an emergency!
- Whitehorse Lane - more about state of building than issues with facilities. Frequent sewage smells in toilet in Brewery Yard.
- Most of the toilets I visit in Abergavenny infrequently and so cannot comment on these.
- The facilities are Spartan
- Public toilets on White Horse Lane in Abergavenny are particularly poor. It would be more effective to close these and re-direct the appropriate resources to improve the other 3 Public Toilet facilities in the town.
- The toilets at the post office car park in Abergavenny and the one near Cibi Walk are awful. The facilities for grandchildren is very bad.
- Abergavenny Bus Station; White Horse Lane, Abergavenny
- Toilet in the alley by the leather handbags shop is scruffy but it is the most useful when shopping.
- White Horse Lane lavatories stink and ruin the area.
- I am interested in toilet facilities, and am fortunate enough not to require 'changing facilities', whatever those might be.
- White Horse Lane and Bus Station Car Park toilets need redecorating and modernising
- Public toilet facilities are poor; cramped and cold
- Very few places available and not very nice facilities esp. for young children. Very difficult with a wheel chair
- Toilets near Cibi walk.
- main issue is lack of access for wheelchair users - rather than poor quality per se
- In need of upgrading Whitehorse lane
- White Horse Lane and Bus station toilets are grubby and shut early evening. Castle Street are better but again shut early evening.
- Abergavenny bus station
- Near the lane close to Cibi Walk. Shabby and not very clean
- The public toilets near to the tobacconists
- Very much needed facility which attracts people to stop in the town.
- Many of the public toilets are difficult to access if you are disabled in any way, they are cold and damp and have nowhere to put your things while you go.
- Toilets at the rear of Ciba shopping centre poor, vital but need some love. Disabled and baby provision poor across Aber
- Tudor street Abergavenny
- Most of the public facilities are poor, e.g. Tudor Street. But that is better than nothing.
- I would never take my child into the public toilets next to Cibi walk as the last time I was in they were disgusting. I don't know if they have baby changing. I do not know of any shop with a toilet/baby changing facility apart from the ones listed in the previous answer. If there are any they are not well known, which is a nuisance when you have a small child about to wet themselves looking for a toilet. We have taken her into the public toilets next to the market

a few times out of desperation but they are always messy and not good for young children.

- White horse lane Bus station
- The toilets near Cibi Walk need updating, not removing. They need to be there. As do all the others
- The council toilets in the car park near the bus station and I tried to access the other public toilets but they had closed.
- None are too bad that I would avoid using them.
- The toilets by Cibbi walk are disgusting and are known locally as the smelly toilets or where the local heroin addicts go to smoke their drugs!
- I only use the post office ones and there's no baby change
- Baileys Park Abergavenny
- Whitehorse Lane toilets leave a lot to be desired
- Cibi walk and bailey park have toilets which could do with money spent on them they are very popular

### **Chepstow**

- Chepstow Public Toilets (no change facilities) and Chepstow library (needs refurbishing)
- Haven't found one that can cope with toddler and baby in pram
- Library car park toilets could be improved
- The public toilets by the bandstand at Chepstow riverside are horrific, with baby changing only available to those with a radar key for the disabled toilet. This is an important tourist spot as well as for the local community and needs to be improved.
- Poor cleanliness of public toilets

### **Monmouth**

- The two council ones are very basic and unwelcoming, floors seem perpetually wet.
- Local Toilet closed and sold

## Attractions and Parks

Please name the attraction or park that you visit most often and provide feedback on the facilities available.

Please provide the name of the attraction or park that you visit most often or have visited most recently.	Provision of toilets adequate or inadequate to meet your needs in the morning before 9am	Provision of toilets adequate or inadequate to meet your needs during the day: 9am - 6pm	Provision of toilets adequate or inadequate to meet your needs in the evening after 6pm	Regarding the attraction or park you visit most often, please explain your ratings.
Bailey Park and Linda Vista Gardens	I don't visit at this time	None available	None available	
Castle Meadows	Inadequate	Inadequate	Inadequate	I'm not aware of any toilets there
Bailey Park;	I don't visit at this time	None available	None available	There is a toilet block but I have never found it open
I visit Castle meadows with my dog.	None available	None available	None available	There are no toilets in castle meadows but I use the castle car park toilets.
Bailey Park, Abergavenny Castle and castle meadows, Linda Vista gardens, Abergavenny.				The toilets in Castle Street Car park are ok but need full modernisation.
Abergavenny Leisure Centre	I don't visit at this time			The changing facilities and toilets at Abergavenny Leisure Centre are very poor tiles missing floors filthy outdated and leaking taps etc. a thoroughly unpleasant place

				to change and visit every time.
Bailey Park	I don't visit at this time	Inadequate	I don't visit at this time	There are too few toilet facilities
Bailey Park	None available	None available	None available	Bailey Park. Linda Vista Gardens and the Meadows all need new public toilets
Abergavenny Castle	I don't visit at this time	Don't Know	I don't visit at this time	Castle is not open at night or before 9am.
Bailey Park and Linda Vista Gardens	I don't visit at this time	None available	None available	
Bailey Park	Inadequate	Inadequate	Inadequate	There are no toilets in Bailey Park. This is not yet a problem for me personally but is for the elderly and for my young grandchildren. Some of our guests have young children who will require changing if they spend the day in town.
Abergavenny Castle; Bailey Park, Linda Vista Gardens, Swan Meadow	Inadequate	Inadequate	Inadequate	Very poor toilets not provided.
Bailey Park;	I don't visit at this time	None available	None available	

Bailey Park, Abergavenny Castle and castle meadows, Linda Vista gardens, Abergavenny. Abergavenny Leisure Centre	I don't visit at this time	Adequate	Adequate	The toilets in Castle Street Car park are ok but need full modernisation. The changing facilities and toilets at Abergavenny Leisure Centre are very poor tiles missing floors filthy outdated and leaking taps etc, a thoroughly unpleasant place to change and visit every time.
Bailey Park	I don't visit at this time	Inadequate	I don't visit at this time	There are too few toilet facilities
Bailey Park	None available	None available	None available	Bailey Park. Linda Vista Gardens and the Meadows all need new public toilets
Abergavenny Castle	I don't visit at this time	Don't Know	I don't visit at this time	Castle is not open at night or before 9am.
Bailey Park	None available	None available	None available	
Castle meadows Linda vista	Inadequate	Inadequate	Inadequate	
Linda Vista Gardens	I don't visit at this time	Inadequate	Inadequate	No facilities exist leading people to go among the shrubs
Abergavenny Castle	None available	Inadequate	None available	The only toilet facilities are inside the museum which is only open from 11 - 4
Chepstow Castle	I don't visit at this time	Adequate	None available	Public toilets s have changing station
Chepstow Dell park	I don't visit at this time	Adequate	I don't visit at this time	

Chepstow castle	I don't visit at this time	Adequate	I don't visit at this time	
Bailey Park	None available	None available	None available	There is no provision in this public place, Morrisons is the closest or the toilets at the rear of Ciba Shopping centre
Bailey Park, Abergavenny	None available	None available	None available	To the best of my knowledge there are NO toilet facilities available here
Manor Woods, beacon hill, Trellech common, Whitestone	Inadequate	Inadequate	Inadequate	There are no toilets
Vauxhall fields	Inadequate	None available	None available	10 out of 10 for the park but no WCs.
The Dell Park	I don't visit at this time	Inadequate	I don't visit at this time	The public toilets are quite close to this park, not ideal but not too far away either
Rockfield	Inadequate	Inadequate	Inadequate	There are no public toilets associated with the Rockfield children's playground. When we bring grandchildren we have to go back into Monmouth to find a lavatory
Linda vista gardens	None available	None available	None available	
Bailey park	None available	None available	I don't visit at this time	Bailey park toilets are there but not open, children have to urinate in the open!! It's not acceptable
Bailey Park	None available	Inadequate	None available	



Bailey park.	None available	None available	None available	No toilets available Locked all the time
Raglan Castle	I don't visit at this time	Inadequate	I don't visit at this time	No baby change I believe
Baileys Park Abergavenny	I don't visit at this time	Inadequate	I don't visit at this time	
Chippenham Mead	None available	None available	None available	
Bailey	I don't visit at this time	None available	I don't visit at this time	
Abergavenny parks and playing fields	I don't visit at this time	None available	I don't visit at this time	MCC has lost plot on looking after parks
Caldicot Castle	Inadequate	Inadequate	I adequate	Went to visit the castle as part of the food festival... poor offering of public facilities.
Caldicot Castle Park	I don't visit at this time	Adequate	I don't visit at this time	Toilet block in the park often no loo roll and cold and basic. I try to avoid them.
Whitestone picnic site	None available	None available	None available	Play equipment, bbqs, picnic tables but no WCs at this popular family orientated site
Raglan	None available	None available	None available	
Castle park, Chepstow	I don't visit at this time	Adequate	I don't visit at this time	There are toilets in the car park next to the library that can be used ir next to tourist info in Chepstow at the castle.

Abergavenny market	I don't visit at this time	Adequate	I don't visit at this time	Abergavenny has a good standard of council provided toilets , although a disabled changing places toilet may be of benefit to disabled residents and visitors especially during the very popular and busy food festival
Bailey park	I don't visit at this time	Adequate	Adequate	I believe the toilets to be closed in the evening. I am happy that they opened the toilets though
I walk over Chepstow's old bridge and come past the riverside park and up through the Dell to the library.	Don't know	Adequate	Don't know	From the Dell, the library toilets are relatively easy to access, or those by the castle TIC. I wouldn't use the public toilets in the library car park if the library was open.
The dell park	I don't visit at this time	Adequate	I don't visit at this time	Toilets close to park. Cold but have all facilities needed
Caldicot castle	I don't visit at this time	Inadequate	I don't visit at this time	Poor cleanliness
Abergavenny market	Adequate	Adequate	Adequate	

<b>% of people visiting</b>	<b>Location</b>	<b>At the attraction or park that you visit most often or have visited most recently, is the provision of toilets adequate or inadequate to meet your needs?</b>	<b>6am -9am</b>	<b>9am-6pm</b>	<b>7-12pm</b>
<b>46%</b>	Bailey Park	<ul style="list-style-type: none"> <li>• Bailey park toilets are there but not open, children have to urinate in the open!! It's not acceptable</li> <li>• To the best of my knowledge there are NO toilet facilities available here</li> <li>• There is no provision in this public place, Morrisons is the closest or the toilets at the rear of Ciba Shopping centre</li> </ul>	Inadequate	Inadequate	Inadequate
<b>13%</b>	Linda Vista Gardens	<ul style="list-style-type: none"> <li>• Facilities in the parks are inadequate - both here and in Bailey Park. At least for Castle Meadows/Linda Vista the Castle Street toilets are not too far away but they are poorly signed.</li> <li>• No facilities exist leading people to go among the shrubs</li> </ul>	I don't visit at this time	None Available	None Available
<b>9%</b>	Abergavenny Castle	<ul style="list-style-type: none"> <li>• Very poor - toilets not provided.</li> </ul>			

7%	Caldicot Castle	<ul style="list-style-type: none"> <li>Went to visit the castle as part of the food festival... poor offering of public facilities.</li> <li>Toilet block in the park often no loo roll and cold and basic. I try to avoid them.</li> <li>Poor cleanliness</li> </ul>	I don't visit at this time	Inadequate	Inadequate
5%	Castle Meadows	<ul style="list-style-type: none"> <li>I'm not aware of any toilets there</li> </ul>	None Available	None Available	None Available
5%	Chepstow Castle	<ul style="list-style-type: none"> <li>Public toilets have changing station</li> </ul>	I don't visit at this time	Adequate	I don't visit at this time
2%	Chippenham Mead		None Available	None Available	None Available
2%	Raglan Castle	<ul style="list-style-type: none"> <li>No baby change I believe</li> </ul>	I don't visit at this time	Inadequate	I don't visit at this time
2%	Rockfield	<ul style="list-style-type: none"> <li>There are no public toilets associated with the Rockfield children's playground. When we bring grandchildren we have to go back into Monmouth to find a lavatory</li> </ul>	Inadequate	Inadequate	Inadequate
5%	The Dell Park	<ul style="list-style-type: none"> <li>Toilets close to park. Cold but have all facilities needed</li> <li>The public toilets are quite close to this park, not ideal but not too far away either</li> </ul>	I don't visit at this time	Inadequate	I don't visit at this time
2%	Vauxhall Park	<ul style="list-style-type: none"> <li>10 out of 10 for the park but no WCs.</li> </ul>	Inadequate	None Available	None Available

<b>2%</b>	Whitestone Picnic area	<ul style="list-style-type: none"><li>• Play equipment, BBQs, picnic tables but no WCs at this popular family orientated site</li></ul>			

## Toilets and changing facilities across Monmouthshire

<b>Thinking about Monmouthshire more widely, please indicate if you agree or disagree with the following statements:</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
There are too few facilities	32%	34%	17%	2%	15%
The location of facilities is not convenient	21%	31%	28%	1%	19%
The location of the facilities does not feel safe	4%	37%	47%	3%	9%
There is not enough information on where facilities are located	32%	37%	11%	1%	19%
The lack of facilities has stopped me from visiting certain locations	9%	22%	26%	25%	18%
Facilities are not open at the times I need them	10%	27%	33%	4%	26%
The cleanliness of facilities is generally good	2%	44%	26%	15%	13%
Toilets should be free to use	51%	28%	7%	1%	13%
I don't like using toilets in shops or restaurants because I feel like I need to buy something	50%	28%	8%	1%	13%

**Residents were asked to provide details of any issues that are happening in Monmouthshire. Below are the most common themes that emerged.**

## **1. Cleanliness of toilets**

- My main issue is cleanliness and comfort. There is only one public toilet in Abergavenny that I feel comfortable using, and that is the one behind the Market.
- Please think about those who need to go to the toilet frequently - life is very difficult for those who have poor control of their bladders and/or bowels. The provision of facilities is very important. They need to be there, accessible and clean.
- Insufficient; poorly lit; cold; inadequate facilities; sometimes lacking toilet paper, soap and towels.
- Lack of information, early closing, running out of toilet tissue and soap.
- "They are not clean and they look a disgrace inside.
- No one seems to be looking after them in the daytime
- The newest one (for men) by the market in Abergavenny, had a pong from day one that takes your breath away
- The others are so unpleasant and run down you want to close your eyes.
- I wouldn't mind paying a small amount for a clean wall, nice tiles and a clean floor and a clean smell.
- The drawback you know there is a charge and don't have the right change."
- They are dirty
- Outdated and filthy public toilets by Cibi Walk, messy toilets by indoor market,
- We need more and more updated ones
- Inadequate cleaning. Floors often dirty. Washing facilities basic, often no hot water. Dryers are useless. No alternative paper towels provided.

## **2. A desire for general improvement**

- Public toilets are unattractive and old fashioned in general. I can't think of any that are different. I use the ones at the top of the town (Chepstow) but would avoid most others I can think of.
- Generally the standard of toilets in Monmouthshire is poor. When I worked for the NHS travelling around in the community I was often using public toilets. There were not enough and of a very poor standard.
- They need to be considered an essential part of a good infrastructure. How can people use the town properly if there are no decent toilets
- AS A VISITOR TO AN AREA GOOD TOILET FACILITIES ARE A BASIC REQUIREMENT, IT MAY NOT STOP ME VISITING AN AREA FOR THE FIRST TIME, BUT IT WOULD PUT ME OFF A REPEAT TRIP
- It is essential that toilet facilities are available especially to encourage visitors to the area. Clear signage, clean toilets and accessibility are important for the image of a welcoming county.

- The council ones in Monmouth are not very pleasant but better than nothing. It's a pity there isn't the scheme like in East Herts where shops etc display signs saying you can use their facilities.
- I don't think it's fair to expect private businesses to provide toilet facilities to non-customers. I don't want charges because some people can't afford it. Maybe a mix of new enhanced 'charged' facilities and keep existing free but basic facilities
- MCC should fund rather than TCs

### **3. Not enough changing facilities**

- There should be provision of toilet, changing and disabled toilets in several areas of the towns. In Gilwern there are only public toilets in the top of the village on the high street and none at all that I know of in the bottom end of the village where the school, library and children's swings are.
- I struggle to find toilets and or changing facilities wherever I visit, perhaps they exist and a few signs might be helpful.
- Monmouthshire is a better county for toilets than Powys
- Baby changing facilities are poor, toilets may be available but are too few. Chepstow and an example is either right at the top in the library car park or at the extreme bottom by the river (I'm not even sure if these are open all the time). If you are not fit and active or have young children then this is very inconvenient if not impossible
- Disabled toilets - you need to change on the floor, not acceptable!!
- No information anywhere about where to take small child when they need to go or when nappy needs changed.
- Not enough baby change facilities
- There is a distinct lack of changing places for people with disabilities

### **4. The number of Toilets**

- Number of toilets in Abergavenny is just about adequate for adults but not for baby changing and the elderly. Elsewhere provision is worse. Tourism is an important industry for Monmouthshire and their needs are going to be great than local residents'.
- Apart from the fact that there are not enough public toilets anywhere,
- "The toilet facilities in the main streets are spread out appropriately for shoppers. Any closures would cause a problem.
- (I never use the new toilets behind the market as I do not shop in the market.)"
- Not enough
- I had a child with a hyperactive bladder, I felt that the toilets care in Abergavenny was very good but that they needed one in the main park



(Baileys) this has recently been reopened and despite feeling a bit grotty it is still very useful having toilets in the park. I also suffer from IBS so it is very useful to have toilets open around town.

- Lack of them

Some of the other issues that were talked about:

- More signposting is needed in the county
- Drug use in toilets
- Train Stations

### **What would be the best way for you to find out where the nearest toilet and changing facilities are in the county?**

**64%** of those who responded said they would like to see a **sticker or poster in shop windows to identify where facilities are available**

**27%** of those who responded liked the idea of an **App to identify your nearest toilet.**

**13%** said they would like other methods such as a **visible map in towns or villages or they were happy to ask people.**

### **What provision would you like to see implemented in the future?**

40% suggest private providers actively encourage non customers to use their facilities

36% suggest close certain public blocks to provide better maintenance and facilities for those who continue

23% Suggest the local authority seek further investment to improve current public toilet provision

## Equalities

### Age

- 26-35 9%
- 36-50 19%
- 50-64 25%
- 65+ 47%

### Gender

- Female – 75%
- Male – 29%
- Prefer not to say – 2%

### Disability

- NO 74%
- Yes 7%
- I have a long term health condition 19%

### Post Code

Post Code	
CF45	1
NP15	7
NP16	13
NP23	1
NP25	7
NP24	5
NP26	5
NP7	78
NP44	1
SP10	1
NP8	1

**Thank you for taking time to complete the survey. The results will be used to inform the Monmouthshire Local Toilet Strategy.**

