

Toiled
Toilet



Cardiff Council Strategic Review & Progress Report Local Toilets Strategy 2023

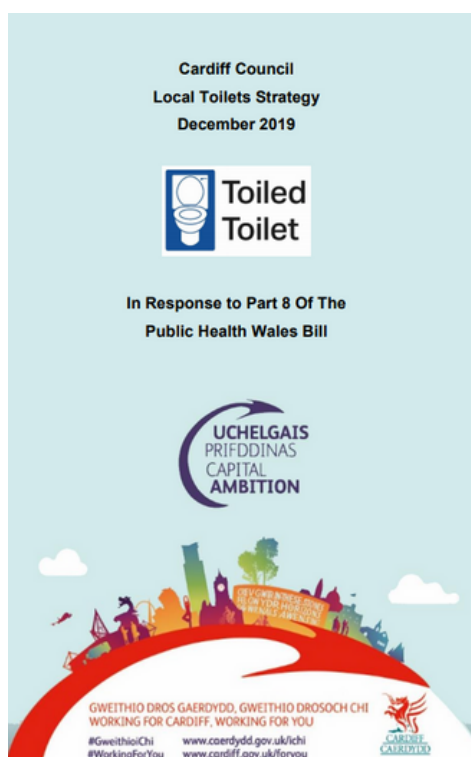


Context

The Public Health (Wales) Act 2017 requires each local authority within Wales to publish a Local Toilets Strategy. Cardiff Council's Strategy was published in December 2019. Prior to publication of the Strategy, Cardiff Council undertook three separate reviews of toilet provision across the city, as well as an assessment of Changing Places provision. Cardiff Council published an Interim Progress Statement in February 2022.

Cardiff's Interim Progress Report detailed:-

- Increases in available toilet provision
- Improvements and enhancements to existing toilet provision
- Progress on visible signposting of public toilet availability
- The integration of Cardiff's toilet strategy into the Age Friendly City agenda as well as Dementia Friendly Cardiff
- Promotional progress to increase awareness of existing toilet provision
- Comprehensive mapping of Changing Places



Strategic Objectives of Cardiff's Local Toilets Strategy

- Work in partnership to enhance and maximise the use of existing facilities
- Promote additional, appropriate and accessible facilities

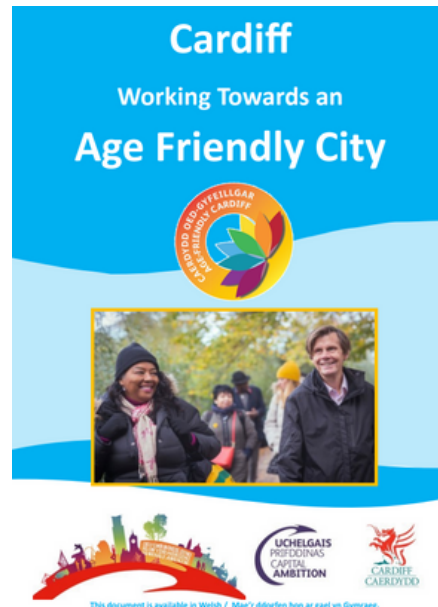
Cardiff's Local Toilets Strategy aims to ensure that everybody who lives in or visits the city has the toilet provision they require to meet their physiological needs.

The aims of this strategy are achieved through a combination of Council operated facilities as well as external organisations that participate in the Community Toilet Scheme in an integrated, community-centric approach to the provision of public conveniences. A key component of the strategy is that people are made aware of the location and extent of facilities, at the point they are needed.

This report will set out a full review of Cardiff's Local Toilet Strategy to determine if it is still fit for purpose and outline the progress that has been made since publication.

Key Developments over the period of the Strategy

Age Friendly Cardiff



The World Health Organisation (WHO) describes age-friendly communities as being places in which older people, communities, policies, services, settings and structures work together to support and enable us all to age well.

The WHO identifies eight essential elements of age-friendly communities, known as the domains:-

- Housing
- Transport
- Social participation
- Outdoor spaces and public buildings
- Community support and health services
- Communication and information
- Civic participation and employment
- Respect and social inclusion

Welsh Government launched the 'Age friendly Wales: our strategy for an ageing society' in December 2021 with the ambition for all 22 Local Authorities to join the World Health Organisation's Global Network for Age Friendly Cities and Communities.

Following a layered consultation process with older people and the development of a detailed action plan, Cardiff gained membership in March 2022 – the first local authority in Wales to achieve this status. Age Friendly Cardiff is a network of key stakeholders across the city including the Public Services Board and the third sector, working to drive forward the vision:

'Cardiff is a great place to grow older and a place where older people are more empowered, healthy and happy'.

It became evident during the consultation process that public toilet provision was a key concern for older people. Access to toilets affected their ability to stay connected to their communities and increased the risk of negative health impacts that social isolation can cause. Cardiff Council made the decision to align the Age Friendly and Toilet Strategies due to the strength of feeling of older people.

Older resident during consultation process:

"If you know you can't find the toilet, you don't want to go out....it's linked to health, linked to loneliness, everything you know. It stops me going to the places in the community that I love best"

The linking of the strategies has resulted in additional focus on age-friendly environments within Community Hubs. Community Hub refurbishments include attractive, accessible and enhanced toilet provision. The age-friendly focus has also included working to ensure that communication regarding toilet availability is not purely digital.

Dementia Friendly Cardiff



Dementia Friendly Cardiff is a partnership comprising of Cardiff Council, Cardiff & Vale University Health Board and Alzheimer's Society Cymru. Dementia Friendly Cardiff aims to contribute to the development of compassionate communities where people affected by dementia can live well.

New dementia-friendly sticker design

People living with dementia can have difficulties with perception and contrasting toilet seats are helpful in ensuring that they are able to use toileting facilities safely. The original Community Toilet Scheme stickers did not display a contrasting toilet seat. To address this, Cardiff Council has designed a window sticker displaying a toilet with a contrasting seat to align with Dementia Friendly Cardiff and the work taking place within the dementia-friendly business project.



Dementia Friendly Toilets

It is important that there is toilet provision within Cardiff which is accessible and caters for the needs of all visitors, particularly those who often face barriers when out in the community e.g. individuals living with dementia. As Cardiff works towards becoming a Dementia Friendly City, Cardiff Council is committed to making positive changes to improve life for those living with dementia.

A dementia environmental audit of Cardiff's Hubs, Care Hubs and Llanover Hall Arts Centre took place in December 2021. The results indicated that just four toilets had a toilet seat that contrasted with the main body of the toilet. Contrasting colours are vital in assisting a person with dementia to make safe use of bathroom facilities. 160 new dementia appropriate, contrasting toilet seats were sourced and have been installed.



Dementia Friendly Volunteer Programme

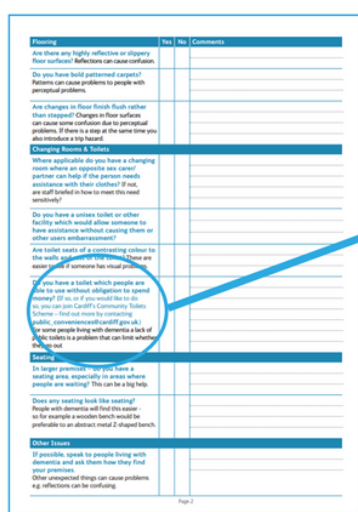
Dementia can cause problems with visual perception, confusion in surroundings and affect motor skills. An element of the Dementia Friendly Cardiff work programme is to encourage local shops, businesses, and organisations to pledge to become dementia-friendly by making changes to be more welcoming and accessible for people living with dementia.

On 21st of September 2022, a Dementia Friendly Volunteer Programme was launched with the aim of increasing the number of organisations pledging to commit to dementia-friendly actions and to support them with the process.

Within this process is a physical environment checklist which is used by the Dementia Friendly Volunteers to identify potential areas of improvement within the premises. Following the strategic alignment of the Age Friendly Cardiff and Local Toilets Strategies, joining the Community Toilet Scheme was incorporated as an action.

Do you have a toilet which people are able to use without obligation to spend money? (If so, or if you would like to do so, you can join Cardiff's Community Toilets Scheme – find out more by contacting public_conveniences@cardiff.gov.uk.)

For some people living with dementia a lack of public toilets is a problem that can limit whether they go out



Enhanced provision within our network of 21 Hubs

The Hubs project has achieved significant gains for Cardiff's communities since it was piloted in autumn 2011. The Hub programme made a commitment to the development of a new approach to customer management that improves council services, makes them more accessible, convenient and easier to engage with. There is now a network of Community Hubs across Cardiff.



The Hubs project ensures that citizens across all areas of the city have access to opportunities that enhance their life chances in buildings that provide safe, attractive and accessible physical spaces. Extensive investment has taken place to refurbish the Hub buildings and this includes ensuring accessible toilet provision.

130 public toilets are available to the public within the network of Community Hubs in Cardiff. The facilities include a diverse range of toilet provision:-

Male Toilets
Female Toilets
Gender Neutral
Changing Places

Baby Changing Self contained
Male with Baby Changing
Female with Baby Changing
Gender Neutral with Baby Changing
Accessible with Baby Change
Accessible (Female) with Baby Change
Accessible (Male) with Baby Change

Male Accessible (RADAR)
Female Accessible (RADAR)
Gender Neutral Accessible (RADAR)
Male Accessible (Open)
Female Accessible (Open)
Gender Neutral Accessible (Open)

During 2021, extensive refurbishments were completed on Rhydpennau and Whitchurch Hubs. In the case of Whitchurch, there were previously no public toilets available. The new facilities are now being enjoyed by visitors to the Hubs as well as visitors to the nearby local parks. In January 2023 the newly refurbished Rhiwbina Hub was opened. The improvements to the toilet provision included the installation of a Closomat (hands free toilet).



Sut i ddefnyddio'r toiled di-ddwyllo hwn How to use this hands free toilet

Fflysio

Pwyswch un o'r padiau penelin wrth sefyll am fflysh confensiynol.

Flushing

Press either elbow pad whilst standing for conventional flush.



Golchi

Pwyswch y pad penelin wrth eistedd am 10-15 eiliad. Yna bydd y fflysio a'r golchi â dŵr twym yn digwydd.

Washing

Press elbow pad whilst seated and hold down for approximately 10-15 seconds, flushing and warm water washing will then take place.



Sychu

Bydd y sychu ag aer twym yn digwydd yn awtomatig wedi rhyddhau'r pad penelin.

Drying

Warm air drying automatically follows when elbow pad is released.



closomat



Meeting wider cultural / physiological needs

Due to several considerations related to both accessibility and cultural requirements – investigation took place into widening the types of toilets made available to the public within the Community Hubs.

Closomat toilets eliminate the necessity for hand : body contact. The Closomats offer a wash & dry (shower) alternative to using toilet paper which requires manual, mental and physical dexterity, flexibility, and balance. Cleaning with a shower requires only the ability to sit in the right place, and trigger a mechanism. These wash and dry toilets combine a toilet, bidet and drier in one unit. These toilets also support meeting the needs of Cardiff's diverse communities in relation to cultural considerations in toilet requirements.

The first of these toilets has been installed in Rhiwbina Hub which opened in April 2023. Seven further Closomats have been procured and will be rolled out to Butetown Pavilion Youth Hub, Ely and Caerau Hub, Grangetown Hub, Llanedeyrn Powerhouse Hub, Llanrumney Hub, Rhydypennau Hub and Whitchurch Hub.

Toilet Locks

As a result of feedback from the 50+ Forum as well as research into good practice in relation to accessibility, it has become evident that there is work to be done to in relation to easy to use toilet door locks – essentially light action locks which can be easily operated by a closed fist and with minimal dexterity requirements. An audit of toilet door locks within the Community Hubs / Care Hubs and Llanover Hall will take place shortly to identify areas of improvement.





Changing Places

Changing Places toilets are facilities that enable everyone, regardless of their access needs, disability or reliance on the assistance of carers or specialist equipment, to use a toilet facility hygienically and with dignity.

People with profound and multiple learning disabilities or with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis often need extra equipment and space to allow them to use the toilets safely and comfortably.

The provision of Changing Places enables people to have more choice to access more activities in the community, without having to go home, be changed in undignified circumstances or be uncomfortable and feel unhygienic. Scoping of the position regarding the availability of changing places in Cardiff has been completed and where additional facilities have been identified these have been registered with www.changing-places.org.



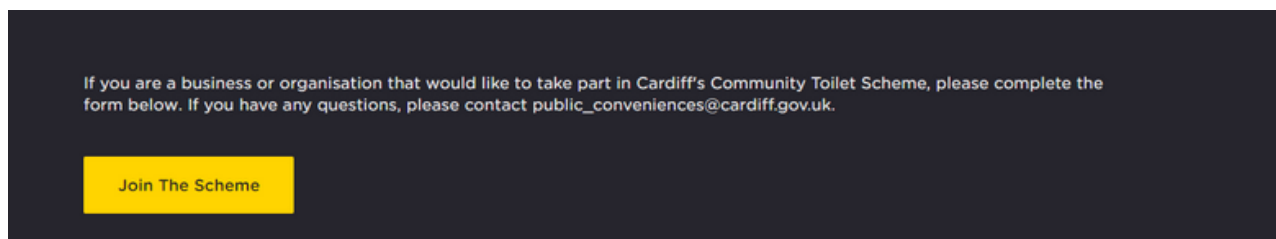
Picture above: Cefn Onn Park will shortly be opening a new Changing Place facility for visitors to the park to use.

Re-launch of Community Toilet Scheme

The Community Toilet Scheme has been relaunched to increase the number of participating organisations and improve coverage of toilet provision across the city. Initially, a review took place to ensure that all the community facilities already registered remained active, and the organisations were happy to remain in the scheme.

Marketing for the scheme has taken place with newly branded physical and digital poster and flyers with the aim of raising awareness of the scheme amongst the public and encouraging community businesses or organisations to join.

A simple digital sign up form (see Appendix 1) has been produced and made available via the Visit Cardiff Website to capture the specific facilities that participating organisation are able to provide and their opening hours, which ensures standardisation and accuracy.



The scheme has been promoted on the Cardiff Council social media accounts although a more direct approach to businesses and organisations is proving to be successful.



Feedback from Participating Organisation in Community Toilet Scheme

Mattancherry

Mattancherry is located in the Canton area of Cardiff. It is a very popular restaurant and takeaway offering South Indian cuisine.

The restaurant joined the scheme in March 2023 and although have not been members long are very positive of the potential benefits of the scheme to their business both as an opportunity to promote the restaurant to new customers as well as supporting the wider community.



Improving awareness of Toilet Availability

Promoting the availability and location of toilets is a key element of Cardiff's Local Toilet Strategy.

Feedback received during most of the consultations that have taken place with older people to date indicates that relying on digital communication when informing older people of initiatives, events, activities or support risks leaving behind a significant section of Cardiff's populace. Care has therefore been taken that digital and non-digital opportunities to inform Cardiff's communities are being implemented.

Digital Promotion

Visit Cardiff Website

Visit Cardiff is the official tourism body for Cardiff and work with a variety of prominent stakeholders, with the aim to maximise the economic impact of tourism by increasing visitor numbers and promoting a positive image of Cardiff to the world. Their website offers information to visitors and residents within the City.

The Visit Cardiff website is being utilised to provide up-to-date information on toilet locations and their specifications within Cardiff (including new community toilet locations as they join the scheme). The list is broken down into user friendly zones of the city rather than by ward or locality.

www.visitcardiff/visitor-info/toilets/

FOR WHEN NATURE CALLS

We've worked with partners to collate where you can use publicly accessible toilets across the city. You can find accessible toilets, and we've noted where you'll need a Radar key for access, which can be purchased from [Cardiff Central Library](#), or online prior to your visit. There are baby changing stations at most of the toilets, and some have changing places.

Cardiff is an accessible city for people and many of these facilities are near tourist hotspots in the city centre and Cardiff Bay.

Select the location drop down for the area you're searching for.



I SAW THE SIGN

Look out for this window sticker when you are out and about - it means that the business or organisation is happy for members of the public to use their toilet facilities.

Centre		
City Centre & Pontcanna		
Cardiff Market Saint Mary Street CF10 1AU	Mon-Sat: 8am-5pm Sun: Closed	- Gender neutral - Accessible (Open) - Baby change
Cardiff Castle Castle Street CF10 3RB	Mon-Fri: 10am-5pm Sat-Sun: 9am-5pm	- Male & Female - Gender neutral - Accessible (Open)
Cardiff Central Library The Hayes CF10 1PL	Mon-Fri: 10am-5pm Sat-Sun: 9am-5pm	- Male & Female - Gender neutral - Accessible (Open & RADAR) - Baby change
University of South Wales Adam Street CF24 2FN	Mon-Fri: 8am-10pm Sat-Sun: 9am-9:45pm	- Gender neutral - Accessible (Open) - Baby change
Capel I Bawb (Cardiff Royal Infirmary) Glossop Road CF24 0JT	Mon-Fri: 7am-5pm	- Gender neutral - Accessible (Open & RADAR) - Baby change
Pedal Power Cardiff Caravan Park CF11 9JJ	Tue-Sat: 10am-4pm	- Gender neutral - Accessible (Open) - Baby change
Cathays & Roath		
Roath Park Lake Roath Park Lake Roath West CF23 5PH		- Male & Female - Accessible (RADAR) - Baby change

The Great British Toilet Map

The Great British Public Toilet Map (<https://www.toiletmap.org.uk/>) is an academic project founded by the Royal College of Art that has led to a spin-off company, Public Convenience, a collaboration between researchers and developers.

It is the largest database of publicly accessible toilets in the UK, detailing 10,000 facilities using information from local councils, private providers, open data, and the public.

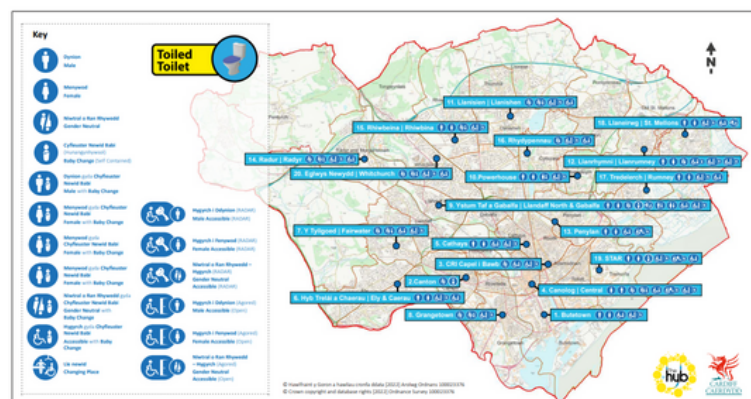
The map aims to increase everyday freedom through greater awareness in the availability of toilet facilities.

Cardiff toilet locations are uploaded on to the map (including new Community Toilet Scheme participants as they join the scheme). See Appendix 2.

Printed Promotion

A printed z card detailing the location and type of toilets at each Community Hub has been produced and is available to pick up at any Hub within Cardiff. This has attracted a lot of positive feedback from customers:-

“I can honestly say this has given me the confidence to get off the sofa and go outside knowing that the Hubs welcome anybody to use their very well-maintained toilets and that I can find a toilet that meets my needs.”



Age Friendly Cardiff Newsletter

Quarterly Age Friendly newsletters are produced which detail initiatives and progress against Cardiff's Age Friendly ambitions. These newsletters are available in physical form via Community Hubs, Doctor's Surgeries and wider community locations in Cardiff. The newsletter has been used to provide information to promote information regarding Cardiff's toilet provision.

February 2023

Cardiff Age Friendly Cardiff

WHO Global Network for Age-friendly Cities and Communities

Age Friendly Cardiff Newsletter

Social Participation

Cardiff's Community Toilet Scheme

Having access to toilets is so important for people to be able to enjoy the city and participate in community events or social activities.

Cardiff's Community Toilet Scheme involves businesses and organisations allowing people to use their toilets without the expectancy to purchase anything or access a service. When you're out and about in Cardiff, look out for the window sticker pictured below - this indicates that you are welcome to use the toilet facilities.

To see the full list of publicly available toilets, have a look on the Visit Cardiff website: www.visitcardiff.com/toilets. Cardiff Hubs and Libraries are part of the scheme and have recently published a pocket-sized handy booklet which details the facilities available at each location - pop into a Hub to pick one up!

Toiled Toilet  If you are a business or organisation that wants to increase footfall, be featured on the Visit Cardiff website, have a free window sticker and show your community spirit, please contact public_conveniences@cardiff.gov.uk.

Housing

Help with money and bills for pension age people

Did you know that many pension age people are not claiming all the help they are entitled to? Even if you own your home, have a private pension or savings, there still could be help available for you. For example, you may be able to access Pension

Best Practice Recognition



In April 2023, officers from Cardiff Council were invited to share knowledge and information with local authorities on Cardiff's provision of public toilets.

Representatives from the Council were invited by charity Age UK, who have a campaign with London Councils called London Loos, to speak at an event about improving public toilet provision in a time of severe pressure on budgets.

Cardiff's Toilets Strategy was highlighted to attendees at the event as an example of good practice. Cardiff officers spoke of the challenges of ensuring that people who live in or visit Cardiff have toilet provision they require to meet their physiological needs and how our toilet strategy is linked to the city's age-friendly programme. Many of the elements of progress highlighted within this strategic review were highlighted to the London Councils who gave a lot of positive feedback on the actions that have been taken by Cardiff Council in driving the strategy forward.

Following the publication of Cardiff's Interim Progress Statement on the toilet strategy, Age UK is presenting our strategy as an example of best practice and is making many of our resources including our toilet guide, community toilet scheme resources, window stickers and Cardiff's Interim Progress Statement available via their webpages (Appendix 2).




Night time Toilet Provision


Further work needs to take place with regards to toilet provision during the night-time particularly within the City Centre. At the present time various options are being explored.

To support visitors to Cardiff's nightclubs, restaurants, pubs and cinemas as well as contributing to cleanliness and safety of the city centre, a new campaign called '**Splash before you Dash!**' will shortly be launched. This will encourage people to utilise the toilet provision within the venues that they are enjoying before they embark on their journeys home. This campaign will then be rolled out to other venues city wide.

Splash
before you
Dash!

 | 

Urinating in the street isn't nice and can lead to a fine.
Make sure you go to the toilet before you go home

Toiled Toilet 


CARDIFF
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Conclusion

Following this review of Cardiff's Local Toilets Strategy it is clear that the overarching strategic objectives within Cardiff's Local Toilets Strategy that was published in 2019 remain unchanged.

Cardiff Council will therefore retain the existing strategy and focus on the below priorities:-

- Increase participation in the Community Toilet Scheme
- Widely promote toilet provision in Cardiff using digital and printed forms of communication
- Improve physical signage of toilet provision within the city centre
- Continue to expand accessible toilet provision including wash and dry options

Appendix

Appendix 1 - Teams Form utilised to capture Community Toilet Scheme data

<https://forms.office.com/Pages/ResponsePage.aspx?id=ISs1xtlwAkeld8aLiOsbJncjbqd5WzZPkMwCwQmsv6xUMjhYUIpTV1NYTFEzV VZRS0tVTUo4OTIBWi4u>

Appendix 2- Age UK London's Public Toilet Resources webpage

<https://www.ageuk.org.uk/london/projects-campaigns/out-and-about/london-loos/london-councils-event/>

If you would prefer a printed copy of this document, please contact us on 029 20871053 or agefriendly@cardiff.gov.uk