

Trefriw Community Council

Trefriw Public Toilets Consultation

9 December 2024 - 6 January 2025

Background to the consultation

- Due to budget constraints, in November 2024 Conwy County Borough Council (CCBC) asked Trefriw Community Council (TCC) to cover all the running costs of the public toilets in the village centre (top of Gower Road) in 2025/26. CCBC forecast the costs to be £16,625 although they could not provide a detailed Trefriw-specific breakdown (either by email or in a face-to-face meeting)
- The costs stated represent over half our annual precept (the precept is the element of council tax CCBC gives back to TCC each year to fund our activities and services such as: maintenance of footpaths, bus shelters, benches and recreation areas; looking after the cemetery; and running the village hall etc). If TCC do not cover all the running costs then we understand CCBC will close the toilets
- In 2024/25 CCBC asked for a 10% contribution towards the toilet running costs, i.e. £1256, which TCC did pay
- TCC has £6735 in reserves to contribute to the costs of the public toilets. But this will obviously not cover the full 2025/26 costs quoted by CCBC, and would in any case leave nothing for subsequent years if required
- Based on 2025/26 tax base, TCC have calculated that the **additional** amount that would need to be added to the precept cover either the full or partial cost, if the current reserve is used in its entirety, would be £42.20 or £25.11 per household respectively based on a Band D property (Band A would be £28.13 / £17.74, and Band I £98.47 / £58.59)

Consultation process & response

- TCC held a consultation with local residents over a four-week period, 9 December 2024 to 6 January 2025.
- The purpose of the consultation was to get residents' views about the future of Trefriw's public toilets. The information on slide 2 was shared during the consultation which consisted of:
 - A drop-in event with TCC Councillors in the village hall on 15 December
 - Information posters on the village noticeboard
 - Bi-lingual paper and online surveys open throughout the four-week period
 - Contact details were provided for CCBC Environment Roads and Facilities as well as our Senedd Member and Westminster MP if residents also wished to contact them about this matter
- 6 people attended the drop-in event at the village hall on 15 December
- 30 people completed the English language online survey; 1 person completed the Welsh language version (though their responses were given in English)
- 9 people completed the English paper survey (no-one completed the Welsh paper survey)
- 3 survey respondents live out of area (not LL27 postcode)
- We have assumed that each survey responder was unique but it is not possible to be 100% certain about this

Consultation questions

During the consultation residents were asked to respond to nine questions:

1. Do you want to keep the public toilets open in the village?
2. Do the toilets need to be open all year or could they be seasonal to potentially save costs?
3. Do we need three separate toilets (male / female / accessible) or could we just retain the accessible toilet for use by everyone if that would save costs?
4. How do you think the toilets should be funded if CCBC won't pay for them?
5. Should we ask users to contribute to the costs, for example through pay slots on the doors (cash and/or cards) or voluntary donations? *Note card payment facilities would attract a monthly fee and commission which may not always be offset by monies received.*
6. Should the accessible toilet remain free of charge to disabled people (Radar key holders) even if other users are charged?
7. What about potential "community toilets" (local businesses can apply to CCBC for funding towards water/electricity and consumable costs in return for the toilet being available to the public, not just customers, during business hours)? *Note there are specific accessibility requirements attached to the scheme.*
8. Would you be willing to join a cleaning rota to keep reduce running costs - voluntary or paid? Please give us your name and contact details if so. *Note: the toilet(s) would need to be cleaned every day they are open. If entry is not controlled by payment slots they would also need to be opened and closed each day.*
9. Any other ideas?

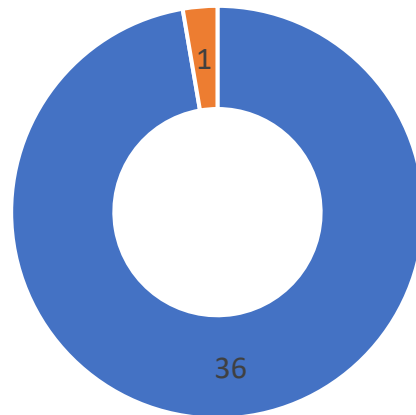
Consultation summary

- Overwhelming support to keep the toilets open
- Majority of respondents in favour of keeping toilets open all year but recognition that seasonal opening would be preferable to complete closure
- Fairly even split between keeping all toilets open or just the accessible one if that would reduce costs
- Majority in favour of charging toilet users /seeking donations to contribute to costs
- Other ideas for meeting costs included charging for Gower Road car parking, introduction of local business levy (as distinct from Welsh Govt plans for visitor levy ('tourist tax'), business sponsorship
- Little appetite for residents to bear more costs to keep toilets open
- Little interest in creating a voluntary cleaning/opening rota to reduce costs

Consultation results – Q1 & Q2

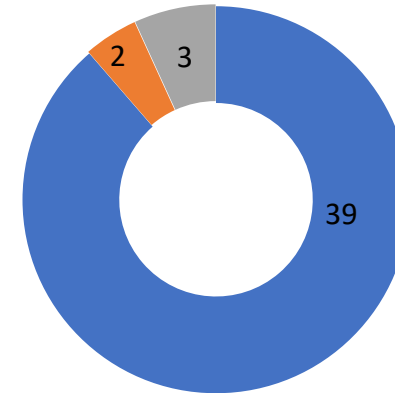
(all charts show number of respondents across all consultation methods who gave each answer. Not all respondents answered every question.)

- Q1 - Do you want to keep the public toilets open in the village?



■ Yes ■ No ■

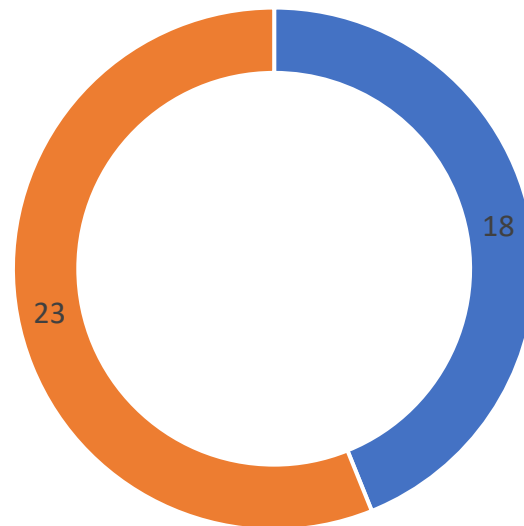
- Q2 - Do the toilets need to be open all year or could they be seasonal to potentially save costs?



■ All year ■ Seasonal ■ Seasonal if alternative is closure

Consultation results – Q3

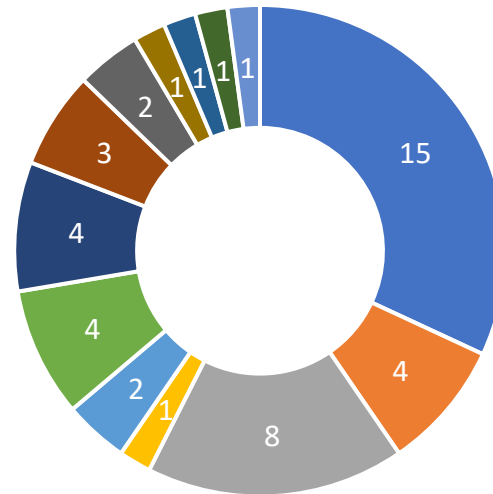
Do we need three separate toilets (male / female / accessible) or could we just retain the accessible toilet for use by everyone if that would save costs?



■ All ■ Just one

Consultation results – Q4

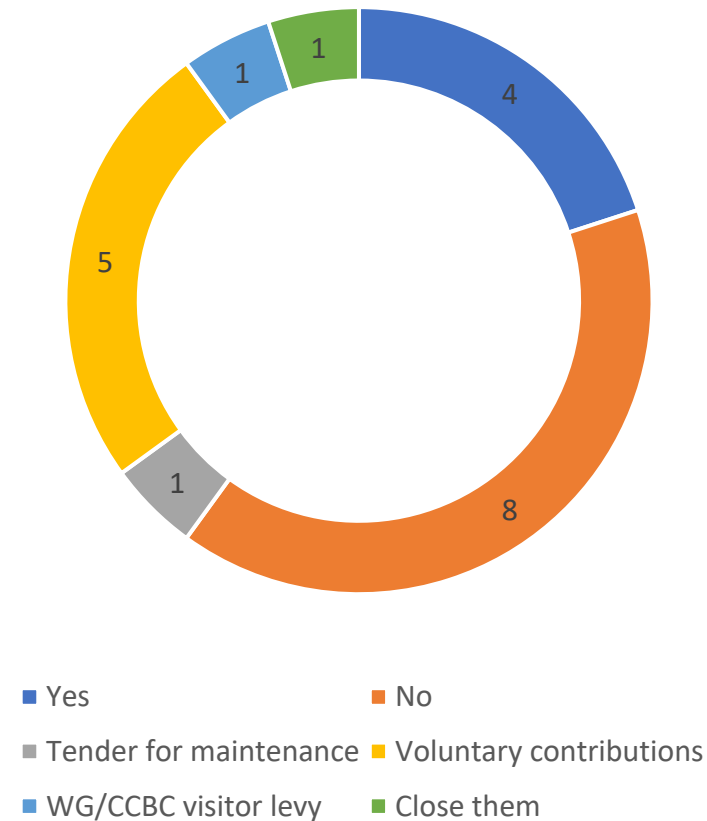
How do you think the toilets should be funded if CCBC won't pay for them?



- User charge
- Car parking charge (Gower Rd)
- TCC inc raise precept
- If CCBC won't why should residents
- CCBC as we already pay through council tax
- Voluntary cleaning
- User contribution (voluntary)
- Business contributions/spx
- WG/CCBC visitor levy ('tourist tax')
- Top up community toilet contribution
- Redistributed HS2 funds
- Grant
- Pod toilet instead

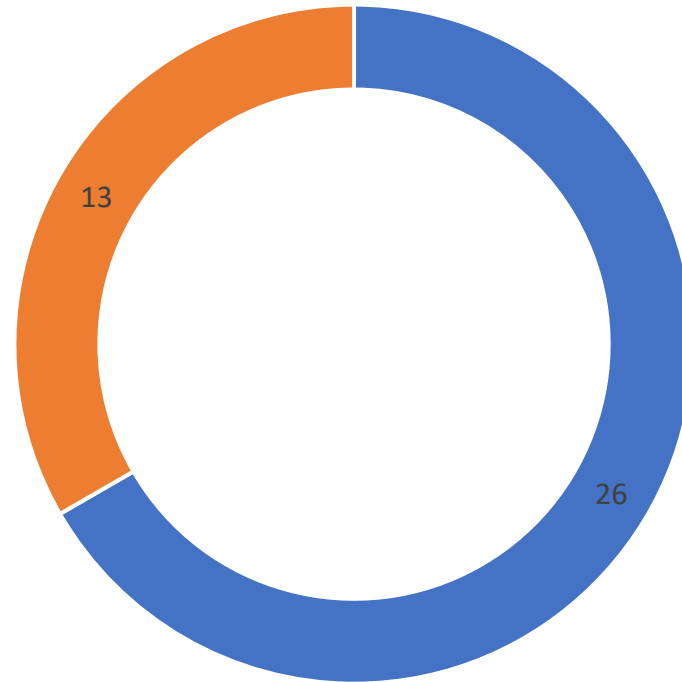
Consultation results – Q5

Should we ask users to contribute to the costs, for example through pay slots on the doors (cash and/or cards) or voluntary donations?



Consultation results – Q6

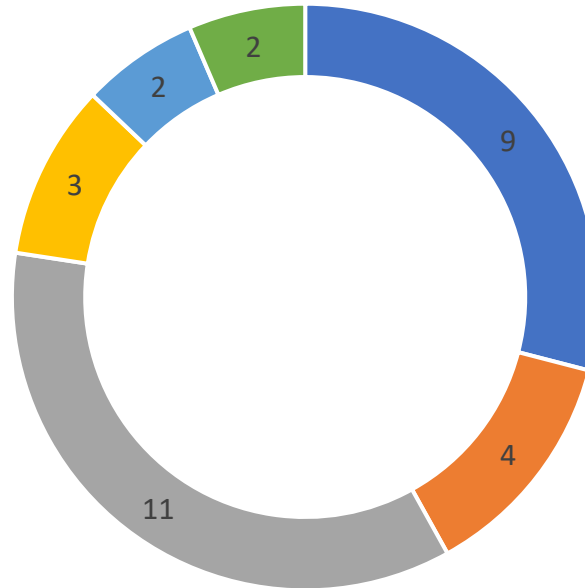
Should the accessible toilet remain free of charge to disabled people (Radar key holders) even if other users are charged?



■ Yes ■ No

Consultation results - Q7

What about potential “community toilets” (local businesses can apply to CCBC for funding towards water/electricity and consumable costs in return for the toilet being available to the public, not just customers, during business hours)?

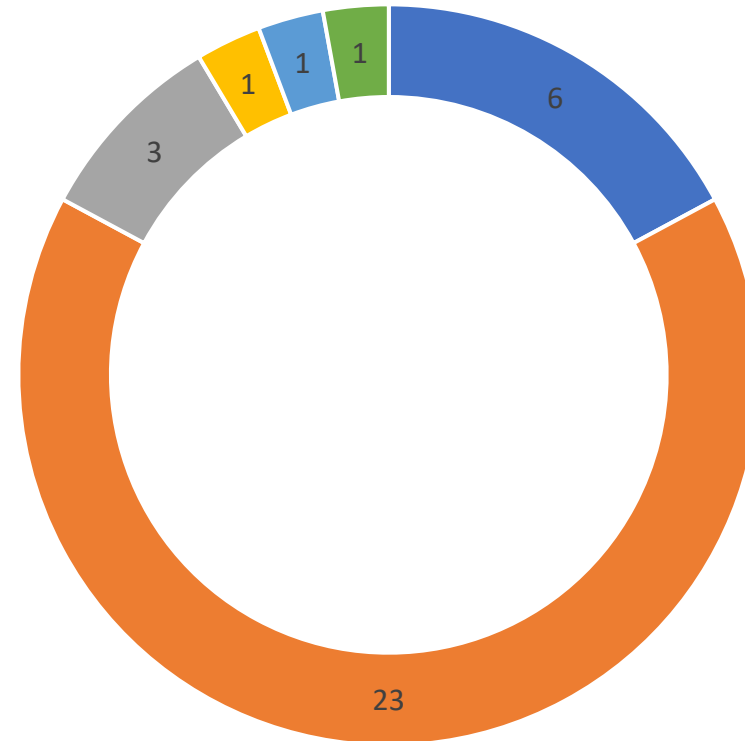


- Yes
- No
- Not practical due to limited opening times
- Money needs to be spent on accessibility
- Use village hall toilets
- Use woollen mill toilets as outside main building

Consultation results – Q8

Would you be willing to join a cleaning rota to keep reduce running costs - voluntary or paid?

NB 'other' = comment from Trefriw Woollen Mill that they would be happy to open/close the public toilets but are not able to not clean them. TWM also clear they do not wish to join the community toilet scheme.



■ Yes ■ No ■ Maybe ■ Unworkable ■ Other ■ Use WG/CCBC visitor levy

Consultation results - Q9

Any other ideas? (1 or 2 responses each)

- No extra council tax to pay for toilets / don't charge locals
- Look at Llangernyw/other local villages for alternative operating model
- Engage MS and MP to campaign for more funding for public services
- Close them to avoid paying more
- Challenge CCBC on costs
- Charge for Gower Road parking
- Fundraising/toilet twinning
- Use Welsh Govt/CCBC visitor levy
- Portaloo