Cyngor Tref Trallwng Welshpool Town Council

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Document / Report #230

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Title	Public Toilets Feedback - June 2025
Date	3rd July 2025

1. Purpose

1. To provide members with a summary of the public feedback received regarding the Council-operated public toilets during the month of June 2025.

2. Background

1. Welshpool Town Council manages several public toilet facilities, which are accessible free of charge to residents and visitors. In recent months, efforts have been made to improve cleanliness, maintenance, and customer satisfaction. An online feedback system remains available via QR codes displayed in the facilities to gather anonymous comments and ratings from users.

3. Advice

1. A total of 12 feedback entries were received during the month of June 2025. Feedback was gathered anonymously, with users asked to rate their experience from 1 to 5 and optionally leave comments and location data.
2. Summary of Ratings:
    1. 5 stars: 10 responses
    2. 4 stars: 2 responses
    3. 3 stars or below: 0 responses
    4. Average rating: 4.83 / 5

4. Key Themes from User Comments

1. Cleanliness and Presentation:
   The most common theme across comments was the high level of cleanliness, with phrases such as "spotless," "very clean and tidy," and "lovely and clean modern" appearing frequently.
2. Facilities in Good Working Order:
   Respondents noted that "all hand washing facilities [were] working A1" and that the toilets were "well supplied."

3. Appreciation for Free Access:
   Several users praised the fact that the toilets were free to use, describing this as a valuable and appreciated community service.

4. Positive Staff Interaction:
   One user thanked a cleaner for providing a "very good customer service experience."

5. Minor Issue Identified:
   One entry noted that "no soap was available in the dispensers," though they still described the toilets as clean overall.

5. Geographic Spread

1. Postcodes and town names submitted show usage by visitors from across Shropshire, Powys, the West Midlands, and even South Wales, confirming the role of the toilets in supporting both local use and tourism.

6. Conclusion

1. Public feedback for June 2025 demonstrates continued high levels of satisfaction with the cleanliness and availability of the Council's public toilet facilities. The consistently positive responses reflect well on the cleaning staff and maintenance routines.

7. Decision

1. To note for information only.