

17 August 2026

Dear

ATISN 27182 - Public Toilets

I am responding to your email which was received and acknowledged formally on 21 July 2026. In your e-mail you asked us to review the response issued to your request for information under the Freedom of Information Act 2000 (FOIA). This letter is to inform you of the outcome.

In your Freedom of Information request dated 06 July, you requested comprehensive information on public and accessible toilet provision in Wales, which included closure data, statutory monitoring, equality and human rights compliance, Local Toilets Strategies, and the Welsh Government's justification for its current policy position. The timeframe given was for the period 1 January 2019 to the most recent date held, and you requested that this be broken down by each local authority in Wales.

We responded on the 14 July and advised that local authorities were entirely responsible for decision making on provision, maintenance and closure of public toilets. We also stated that they were entirely responsible for the statutory actions that they must undertake for assessing the need for toilets of their populations, drafting, consulting on and publishing their local toilet strategies. You were advised that some of your questions should be addressed to each of the local authorities separately and you can contact them [here](#).

Although we indicated that Welsh Government did hold information relating to this request, it would exceed the cost limit to manually review. I can confirm the calculation undertaken would have included locating, retrieving and extracting information held that references public toilets. Information relating to public toilets is not only held in specific files within the Health, Care and Prevention Group, but also across other Welsh Government groups folders. This would take significant staff time to locate the files required, retrieve, examine for relevance, collate documents and extract the information that falls within the scope of your request. Therefore, I am satisfied that my colleagues correctly applied section 12 on this occasion.

With regards to your complaint about *s.16 — Failure to Advise and Assist*, I note that in our response letter, colleagues did advise that you may wish to refine your request by being more specific about what information you were particularly wishing to obtain and include any dates or specific period of time relevant to the information required. This would assist with our searches and would help us narrow down what you were specifically looking for.

Information we can provide, without undertaking the manual review includes a link to the toilet map in Wales [here](#), which includes the latest information we have received from Local Authorities. The Local Authorities are responsible for keeping their toilet strategies up to date on their own websites, and you can search for these [here](#). I also would draw your attention to the statutory guidance for local authorities on developing, consulting on and publishing their local toilet strategies, which includes the consideration they must give to some of the

issues you raise. This document can be seen [here](#).

I have reviewed our response to your FOI request in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet. In my view this was a reasonable response, and therefore I do not uphold your complaint.

Next Steps

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745

Fax: 01625 524 510

[FOI and EIR complaints | ICO](#)

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)

Email: ask@ombudsman-wales.org.uk

Yours sincerely

Director Public Health Protection
Public Health Directorate