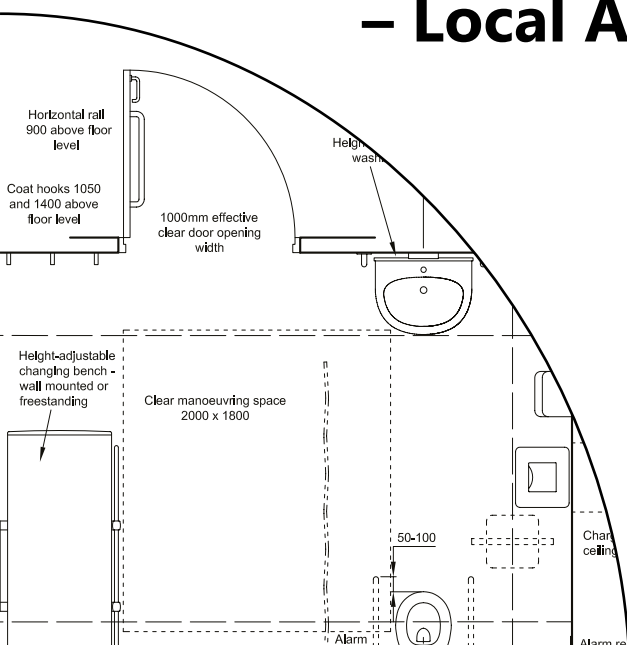




Changing Places:

The practical guide

(CPT Funding 2021 England only
– Local Authorities reference)





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Foreword

Foreword



Image of campaigner Zack in a CP facility

Imagine having to change your son, daughter or partner on the floor of a public toilet.

Imagine how you would feel if you were that person on that floor. Sadly, there are thousands of disabled people and families who do not have to use their imagination. For them, this is a daily reality.

Standard accessible toilets meet the needs of some disabled people – but not all. Over 250,000 people in the UK need personal assistance to use the toilet or change continence pads, including people with profound and multiple learning disabilities, spinal injuries and people living with stroke.

Without appropriate facilities, carers are forced to change continence pads on public toilet floors or wait until they go home. This is unhygienic, undignified and unacceptable.

Changing Places toilets offer a solution. They are larger facilities that have the right equipment, including a changing bench and

a hoist, designed to support disabled people who need assistance.

In the last decade we have seen hundreds of Changing Places toilets installed across the UK, including in major shopping centres, airports, train stations and town centres.

We have seen first-hand how Changing Places toilets open up a world of possibility. The summer of 2012 saw many people with complex and multiple disabilities and their families able to be a part of the London Olympic and Paralympic Games due to the availability of Changing Places toilets at the various sites and venues. We have also heard about the benefits from those who install the toilets and the advantages to local communities.

However, while progress has been made, more is needed if we are to meet the demand for Changing Places toilets and to see them in all public areas.

This guide is designed to offer information and guidance to all those considering installing a Changing Places toilet and for those who are already going through the process of installing one.

Everyone has a right to access their community. On behalf of all those who need Changing Places toilets, their families and the Changing Places Consortium, thank you for being a part of this.

Baroness Tanni Grey-Thompson DBE

Acknowledgements

Behind every Changing Places toilet is a group of passionate people who have supported the campaign to make it happen.

Established in 2005, the Changing Places Consortium is a group of organisations and individuals who support and provide guidance for Changing Places toilets. The purpose of the Consortium is to work strategically and practically to identify and utilise opportunities to improve current and future provision of Changing Places toilets.

This guide has been updated to incorporate the implementation of a change to building rules in England that will require thousands of Changing Places Toilets to be designed and built into new public buildings in England from 2021.

On behalf of the Changing Places Consortium, we would like to take this opportunity to thank all those who have made this guide possible and contributed to the guide. In particular, the professionals who provided advice and guidance along the way, the venues that are featured and the individuals who allowed us to share their story. Furthermore, a special thank you to the consortium members and in particular the Centre for Accessible Environments for their pivotal role in the creation of this guide.

It includes detailed design guidance based on the recommendations in the building regulations and British Standards Institution's best practice guide BS 8300. Case study examples demonstrate the guidance in practice and there are helpful checklists as a reminder of the key points.



Changing Places
Consortium



Image of campaigner Max Smith in a CP facility

Changing Places Consortium

The Changing Places Consortium supports the installation of CP toilets in key public buildings. The Consortium provides information on the location of existing CP toilets, including a searchable map, address and contact details of the venue, opening times, details of the equipment and public access. The Consortium also publicises the location and expected opening date of forthcoming CP toilets.

Members of the Consortium are:

PAMIS, Muscular Dystrophy UK,
Martin Jackaman and Centre for
Accessible Environments



cae Centre for
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**Muscular
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Fighting muscle-wasting conditions

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Authors : 2021 update by Centre for
Accessible Environments , 2013 edition by
Alison Grant



1 Introduction

About this guide

Changing Places toilets: the practical guide aims to provide readers with practical guidance on the design and management of a Changing Places (CP) toilet, as well as an understanding of why they are needed and who is likely to benefit from them.

The need for specialist toilet and changing facilities, which enable people with profound and multiple learning disabilities, their carers, assistants and families to enjoy days out was first brought to the public attention by PAMIS a learning disability charity based in Scotland. In 2005 the Changing Places, changing lives campaign was launched by the Changing Places Consortium. More CP toilets are needed to allow freedom of movement and dignity for users.

This guide is intended for use by Local Authorities as a reference guide, and people responsible for the design and management of buildings, including:

- building owners
- property developers
- facilities managers
- architects and designers
- access consultants
- occupational therapists
- planning and building control officers
- representatives of public authorities.

It includes detailed design guidance based on the recommendations in the British Standards Institution's best practice guide BS 8300, which is supplemented with good practice advice from members and supporters of the Changing Places Consortium. Case study examples illustrate different points and different points and provide demonstrations of CP facilities in practice.

There are checklists for a quick and easy reminder of the key points at the end of chapters.

Note on terminology

When accessing Changing Places toilets, disabled people may be accompanied by one or more other person(s) who may be professional carers, support workers, personal assistants, partners, parents or other family members, friends or other companions. The Changing Places Consortium acknowledges that these are all distinct roles but has adopted the term 'assistant' throughout this guide to refer to any person facilitating access to and use of equipment for the disabled person.

Please refer to the glossary in the appendices for further information on terminology used within this guide.

What are Changing Places toilets and why do we need them?



Fraser outside a Changing Places toilet

A CP toilet provides sanitary accommodation for people with multiple and complex disabilities who have one or two assistants with them.

Without a suitable changing bench, many disabled people have to be laid on the floor to be changed. This is undignified, unhygienic and puts assistants at risk of injury. In the absence of a hoist, assistants are again put at risk when forced to manually transfer a disabled person who is unable to self-transfer between a wheelchair and WC.

The absence of changing facilities means that some disabled people are often limited in terms of activities available to them, or even prevented from going out altogether. They may also find themselves compromising their health and dignity – or that of the people assisting them – by using unsuitable facilities. CP toilets can vastly improve people's quality of life, allowing disabled people and their assistants to stay out for longer and participate in more activities.

See Chapter 4, **Equipment and environment**, for further details on equipment in CP toilets.

How is a Changing Places toilet different from an accessible WC?

A standard accessible WC is designed for independent use by an individual. Grabrails (fixed handrails) are located to the side and rear of the WC, aiding self-transfer between a wheelchair and the WC. In some cases, a wheelchair user may be assisted, but there is usually insufficient room for assistants. Standard accessible WC's are designed to facilitate access by a standard wheelchair but are unlikely to accommodate for example a powered wheelchair, or those fitted with additional head or leg supports. CP toilets also allow assistants to use the toilet without leaving the disabled person unattended.

CP toilets are designed for people who cannot use a standard accessible toilet. They should be provided in addition to single or gender-neutral toilets, standard accessible toilets and baby change facilities. CP toilets are designed for people who need additional space, equipment and a carer which is not possible within the space of a standard accessible toilet.

A CP facility must include:

- height-adjustable, adult-sized changing bench
- ceiling track hoist system
- adequate space for the disabled person and up to two assistants
- peninsular toilet with space both sides for assistants
- privacy screen
- wide paper roll
- large waste disposal bin
- washbasin, preferably height adjustable
- Back rest on toilet seat
- In addition, z are recommended for managed buildings, such as leisure centres or transport hubs. Note a shower is not required for all CP toilets.

Who uses Changing Places toilets?

There are over 11 million people with a limiting long-term illness, impairment or disability in the UK¹. Research has concluded that up to a million disabled users of CP toilets. With ongoing advances in medical science and better healthcare, the number of people who will need a CP toilet is increasing.

The range of people who might use CP toilets include:

- people with profound and multiple learning disabilities
- people with conditions that may affect their movement, including cerebral palsy, multiple sclerosis, motor neurone disease
- people with head injuries or severe spinal injuries
- people living with stroke
- older people who require assistance
- ex-service personnel.

People who are unable to transfer independently or have no sitting balance need additional facilities such as a ceiling track hoist to transfer between their wheelchair, the WC and an adult-sized changing bench. Many people with profound and multiple learning disabilities are doubly incontinent and have total dependency on assistants. They need access to facilities where they can be changed with dignity and where assistants are able to use a hoist and other equipment to provide appropriate and safe care.



Changing Places facility for assisted use: minimum 3m by 4m in size, including a centrally located WC with space for assistants either side, adult-sized height-adjustable changing bench, a ceiling track hoist and privacy screen

© City Hospital, Nottingham University Hospitals NHS Trust



Tamsin and her sister

Where should Changing Places facilities be provided?

CP facilities should be provided in buildings and locations where large numbers of people may visit, such as major entertainment venues, as well as places people may visit for several hours at a time, such as schools or colleges.

A CP facility should be provided in:

- sport and leisure facilities, including entertainment arenas, stadiums, large hotels, large theatres and multiplex cinemas
- cultural centres such as museums, concert halls and art galleries
- shopping centres, large retail developments and Shopmobility centres
- key public buildings within town centres such as town halls, civic centres and principal public libraries
- educational establishments, including universities

Portable CP toilets should also be provided at large outdoor and temporary events such as music festivals, concerts and agricultural shows.

Case studies in Chapter 5 are just some examples of Changing Places facilities found in different types of buildings.

Thanks to the installation of CP toilets in the local area, Lowri's mum, Bethan, has been able to take the whole family out and stay out for longer in Nottingham. She says:



Without CP toilets, Lowri either has to be changed in unsanitary conditions or stay at home

“I was able to take Elin and Lowri shopping for school clothes in the morning, have lunch and then go straight on to the theatre, just like anyone else would have done.”

Changing Lowri in the absence of a CP toilet can be very difficult, says Bethan:

“We try to plan our days around being home for meal times because Lowri needs to go to the toilet, meaning we can only spend a few hours away from home. We put a large mat on the floor and just muddle through – we have countless experiences at eye level of disgusting toilet floors.”



2 Legislative background

This section sets out the legislative background relevant to the provision and use of Changing Places (CP) toilets and seeks to clarify the duties and responsibilities of providers and users. It outlines existing policy guidance for organisations considering or planning a CP toilet.

It is important to carry out a full risk assessment and implement robust management procedures for maintaining sanitary facilities. The Health and Safety Executive provides further information about conducting risk assessments on its website. The Changing Places Consortium is happy to assist anyone with concerns about providing CP facilities, although they are unable to provide legal advice. A factsheet about legal issues is available for download from the CP website. For more details, see Chapter 8, **Sources of further information**.

Equality legislation and treaties

Equality Act 2010

The Equality Act 2010 came into force in October 2010 and provides a single legal framework through which inequality and discrimination can be challenged. It brought together nine separate anti-discrimination laws which previously covered distinct areas of inequality. These are defined in the Equality Act 2010 as the 'protected characteristics' of race, disability, gender, gender identity,

religion and belief, pregnancy and maternity, sexual orientation and age. The Act replaced previous equality legislation including the Disability Discrimination Acts 1995 and 2005 (DDA).

The single equality framework simplifies this area of the law and also strengthens the duties, rights and expectations of service users, service providers and employers across the public, commercial and voluntary sectors. Compared with previous legislation, the Equality Act 2010 makes it easier for disabled people to demonstrate that they are covered by the definition of 'disability' under the Act. It protects disabled people against direct discrimination, indirect discrimination, discrimination arising from their disability, harassment and victimisation.

Different parties, including service providers, employers and education providers are required to make 'reasonable adjustments' wherever a disabled person would encounter a substantial disadvantage, in an effort to overcome this disadvantage. Adjustments may be made to policies or to physical features, or through the provision of auxiliary aids.

The Act provides protection at work for people who care for a disabled or older person. It also provides measures to protect people against discrimination and harassment when accessing services accompanied by a disabled person.

Duties as a service provider

The Equality Act 2010 sets out duties requiring service providers to make reasonable adjustments by:

- **altering policies and practices**
- **overcoming barriers caused by physical features of buildings**
- **providing auxiliary aids.**

Doing this should make it easier for disabled people to access facilities and services.

The Act also requires organisations to plan ahead and make changes in advance in order to meet the needs of existing and potential new customers.

Whether an adjustment is considered 'reasonable' will depend on a number of factors, including the practicality and effectiveness of implementing the change, the cost, the size of the organisation and availability of resources. The aim of undertaking adjustments should be to remove any disadvantage experienced by disabled people.

Positive action

The Equality Act 2010 allows service providers to take positive action in order to meet the needs of people who are under-represented, disadvantaged or have specific needs, where this will help to overcome potential barriers or disadvantages. The purpose of positive action is to increase opportunities for people to benefit from services and to enjoy full involvement in the community by providing services that respond to specific requirements.

There is no restriction under the Act on treating disabled people more favourably than people who are not disabled. It is also acceptable to target positive action towards people with a particular disability, rather than to disabled people generally.

Justification for taking positive action should be based on three conditions:

- **service providers should have reasonable grounds for thinking that a particular group of people protected by the Act are disadvantaged in terms of accessing their services**
- **service providers should have reasonable grounds for thinking that the particular group of people is under-represented as service users**
- **the needs of the particular group should be different from those of other groups of people.**

Where a service provider takes positive action, the action should meet the needs of the particular target group, help to reduce or eliminate disadvantages and facilitate full involvement or access to the service.

Public Sector Equality Duty (PSED)

The Equality Act includes a PSED, which came into force from April 2011. This requires public bodies to place equality at the heart of everything they do and extends the benefits across all protected characteristics. It consists of a general duty and specific duties.

While the specific duties vary in England, Scotland and Wales, under the general

duty all public authorities in the UK are required to actively promote disability and to take anticipatory measures to meet the reasonable needs of disabled people.



Sara and her sister Linda

“I’m determined Sara should have the chance to take part in our local community, and we go out somewhere every day. Now that Nottingham City Centre has Changing Places toilets we have far more freedom and choice – it’s made such a difference to our lives”

United Nations Convention on the Rights of Persons with Disabilities

The UK Government ratified the United Nations (UN) Convention on the Rights of Persons with Disabilities in 2009. The Convention places obligations on the UK Government to protect and promote the rights of disabled people and to take steps to

ensure that this is also undertaken by other public bodies, such as local authorities and health boards. The Convention can play an interpretative role in cases under domestic human rights or equality legislation.

Among other areas, the Convention includes articles relating to:

- equality and non-discrimination, including the ability to create specific measures to promote equality for disabled people (Article 5)
- accessibility including within the built environment, transport, public services and facilities (Article 9)
- freedom from degrading treatment, that is, treatment that is grossly humiliating and undignified (Article 15)
- living independently and being included in the community (Article 19)
- personal mobility (Article 20)
- participation in cultural life, recreation, leisure and sport (Article 30).

The UN Enable website provides additional information on the UN Convention on the Rights of Persons with Disabilities. Further information and guidance on domestic equality and human rights legislation, as well as on the application of the UN Convention on the Rights of Persons with Disabilities in the UK, can be found via the UK’s commissions for equality and human rights. See Chapter 7, **Sources of further information**.

Register
your
CP toilet
at

www.changing-places.org



Building Regulations, design guidance and codes of practice

British Standard (BS) 8300

This code of practice is in two volumes, Part 1 and Part 2. It provides guidance for those involved in the design of new buildings and the adaptation or improvement of existing facilities. Detailed guidance relating to the provision and design of CP toilets was included for the first time in BS8300 when it was incorporated into the 2009 edition 'Design of buildings and their approaches to meet the needs of disabled people – code of practice'. It recommends that CP facilities should be provided in larger buildings and complexes with public access or where visitors might be expected to spend long periods of time. This was updated into BS8300-2:2018, in Part 2: Buildings-Code of Practice where CP toilets are mentioned in part 2 under Section 18.6.

Building Regulations

The design of all new buildings and the majority of alterations to existing premises are controlled by the Building Regulations system. The Building Regulations include a series of requirements to ensure that

buildings are safe, healthy, sustainable, and convenient for everyone to access and use.

England- Scope of Regulations

The Building Regulations (2010) were amended in 2020 with the Amendments to Part M of the Building Regulations and came into effect on 1st January 2021 in England.

- The Approved Document M Access to and use of buildings.
- Volume 2: Buildings other than dwellings 2015 edition

The amendments, dated July 2020, were principally to effect changes to the Building Regulations, for provision of Changing Places toilets in certain types and categories of both new buildings and existing buildings, which would be undergoing major refurbishment.

ADM Para 5.6 Sanitary accommodation in buildings other than dwellings states that

'The provision of an enlarged cubicle in a separate-sex toilet washroom can be of benefit to ambulant disabled people, as well as parents with children and people (e.g. those with luggage) who need an enlarged space. In large building developments, separate facilities for baby changing and an enlarged unisex toilet incorporating an adult changing table are desirable'

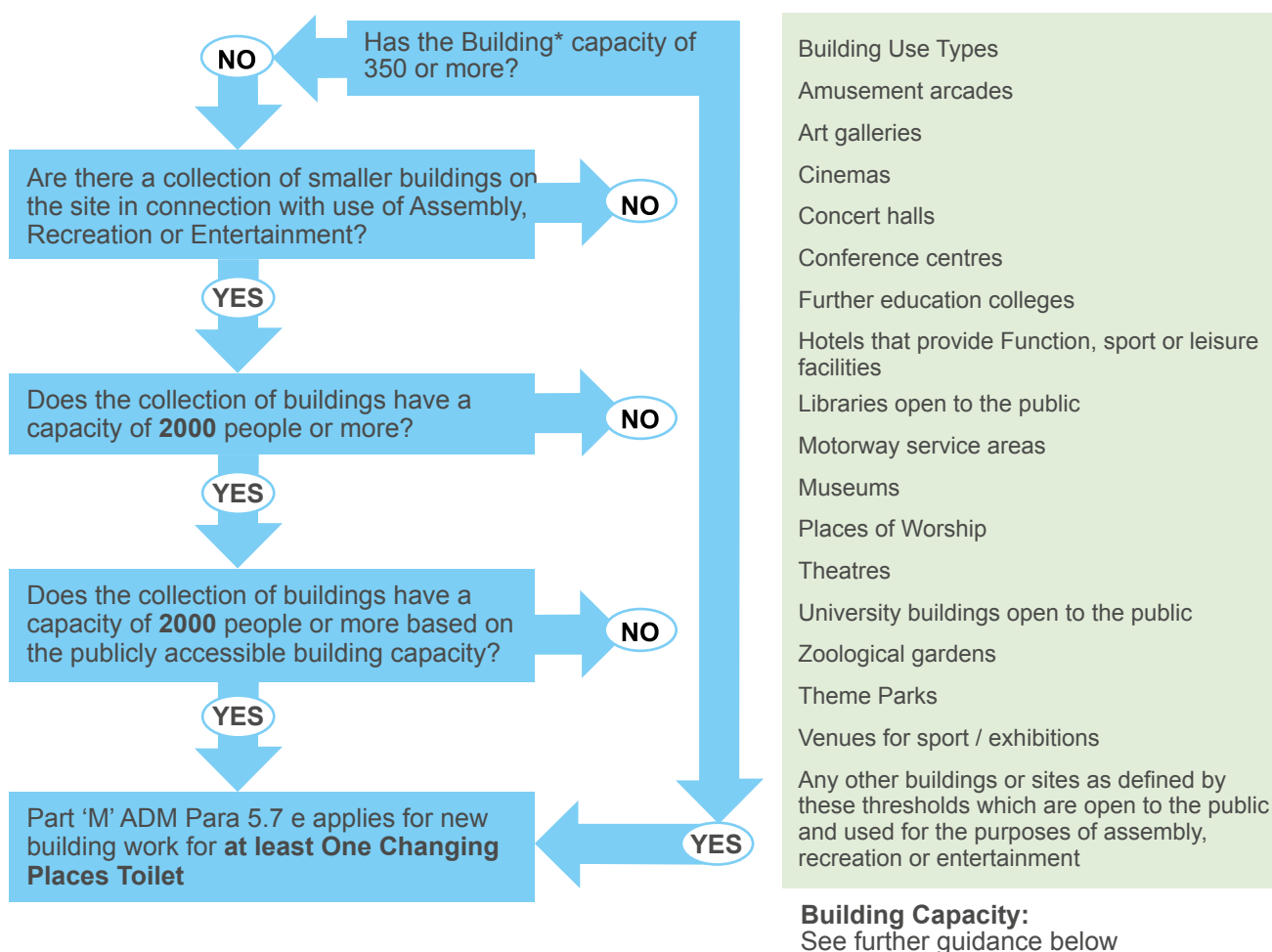
Building Type	Capacity or area	CP Toilets
Assembly, recreation and entertainment	350 persons or more	Minimum of one
Hospitals and primary care settings		Minimum of one
Assembly, recreation and entertainment but being within a collection of smaller buildings such as zoos, theme parks, venues for sport & exhibitions	2,000 persons or more	Minimum of one
Crematoria and cemetery buildings		Minimum of one
Shopping centres/malls or retail parks	30,000 m2 gross floor area or more	Minimum of one
Retail Premises	2,500 m2 gross floor area or more	Minimum of one
Sport & Leisure	More than 5,000 m2 gross floor area	Minimum of one

‘The provision of an enlarged cubicle in a separate-sex toilet washroom can be of benefit to ambulant disabled people, as well as parents with children and people (e.g. those with luggage) who need an enlarged space. In large building developments, separate facilities for baby changing and an enlarged unisex toilet incorporating an adult changing table are desirable’

In ADM Para 5.7 At least one changing places toilet should be provided in following building types, defined as ‘Places of assembly, recreation and entertainment’:

- Amusement Arcades
- Art Galleries
- Cinemas
- Concert Halls
- Conference Centres
- Further education colleges
- Hotels that provide function, sport or leisure facilities
- Libraries open to the public
- Motorway service areas
- Museums
- Places of worship
- Theatres
- University buildings open to the public

Or any other buildings or sites as defined by these thresholds, which are open to the public and used for the purpose of assembly, recreation or entertainment.



Note: The Department for Education will publish separate guidance regarding changing places toilets in schools providing community facilities in 2021.

Building Capacity

Capacities should be derived from the combined total of a building's publicly accessible facilities. Alternatively, the capacity number may be taken as the number of fixed seats provided, if the occupants of the building would normally be seated.

The flow chart on previous page may assist when considering buildings with a use of Assembly, Recreation and Entertainment. Note that the 'trigger' for Part M Building Regulations for requirement of Changing Places toilets can be one single individual building, or a collection of buildings with the designated capacity threshold.

Technical Standards

A significant technical standard relevant to provision of the Changing Places toilet facility is 'BS8300-2:2018 Design of an accessible and inclusive built environment. Buildings. Code of Practice.' This is referred to specifically in the Part M amendment. BS 8300 is not enforceable but is a 'best practice' technical standard. Some wording may be common to the B.S. and ADM Approved Document. Within this standard paragraph 18.6 refers to Changing Places toilets in more detail. Whilst Part 'M' and the Approved Document 'M' is the principal Building Regulation guidance, the reader should note that other parts of the Building Regulations and associated approved documents are also relevant, such as Part 'B' Volume 2 -Fire Safety.

New Buildings - Statutory Controls

Installing a Changing Places toilet within a new building or site may require one or more various statutory consents.

- Building Regulations (2010) as amended
- Planning, under the Town and Country Planning Act 1990
- Listed Building Consent under The Planning (Listed Buildings and Conservation Areas) Act 1990

Applications for Building Control consent are made either via the local authority Building Control department or alternatively, via an Approved Inspector. Building Regulations are supported by Approved Documents which are relevant to the respective sections of the Regulations. Note, the Approved Documents are not law, but following them in design and construction would demonstrate compliance with those parts of the Building Regulations.

How do I know what the capacity of the building will be?

The note in Part M Amendment to the Building Regulations states that 'Capacities should be derived from the combined total of a building's publicly accessible facilities. The Building Regulations also have requirements based on floor areas to trigger the need for CP toilets. The capacity is based on numbers / occupants of the building which needs to be assessed, as part of the process for triggering the requirement for a Changing Places toilet facility.

Your architect or project manager may be able to calculate the floor area or capacity and advise you. Capacity can be calculated using the table (D1) in Part 'B', 2010 Building Regulations, 2019 edition incorporating 2020 amendments, Approved Document 'B' Fire Safety - Volume 2 Buildings other than dwellings, of the Building Regulations. (page 140 Table D1).

An example is provided below:

Use of building: Dance Hall

Net area 300 m²

Using table D1 - Dance Hall (category 2) the floor space factor is 0.5 m² / person

Calculation is therefore $300/0.5 = 600$ capacity

In this example there is a requirement for a minimum of one changing places toilet required under Building Regulations. It is good practice to include more than one CP toilet if space and funding allows.

Where there are fixed seats at the venue the capacity is taken usually as the number of fixed seats available.

Existing Buildings – Formal

Statutory Consents

Installing a Changing Places toilet within an existing building or existing site may require one or more various statutory consents, prior to commencing the work. These can be summarised as below:

- Building Regulations (2010) as amended
- Planning, under The Town and Country Planning Act 1990
- Listed Building Consent under The Planning (Listed Buildings and Conservation Areas) Act 1990

Whilst the last two may only be applicable for certain specific sites, Building Regulations approval will be required in most cases. Applications for Building Control consent may be either via the Building Control department of the local authority, or alternatively, via an Approved Inspector who

will carry relevant Professional Indemnity Insurance.

Refurbishment Criteria

Where significant refurbishment is anticipated for a building or site, and the criteria are met for the capacity and building use under Part M of the Building Regulations in England, based upon the July 2020 Amendment, [Approved Document M : Access to and use of buildings, Volume 2 -Buildings other than dwellings 2015 edition], then a Changing Places toilet should be considered as part of that significant and major refurbishment. However, discussions are always advised with the local authority Building Control officer or Approved Inspector in advance of any formal applications under Building Regulations.

Material Alterations

Material alterations to a building are defined as follows, under Building Regulations:

An alteration is material for the purposes of Building Regulations if the work, or any part of it, would at any stage result in;

- a) in a building or controlled service or fitting not complying with a relevant requirement where previously it did; or
- b) in a building or controlled service or fitting which before the work commenced did not comply with a relevant requirement, being more unsatisfactory in relation to such a requirement.

Installing a Changing Places toilet as part of a building alteration within an existing building should be seen as an opportunity to improve facilities. Providing the notices and plans are submitted to the relevant authorities, there will then be a formal record

of the application recording the location, materials, fittings and layout.

Because of the nature of the Changing Places toilets, a Building Regulation application on behalf of the client will usually be required in advance.

What is classed as alterations and refurbishment?

Minor refurbishment such as painting is most likely to come under general maintenance. However, changing partitions, walls, doorways, and remodelling a building, or significant parts of that building with structural changes, may well constitute significant and major refurbishment. Installing a new Changing Places toilet, will require moving and adapting pipes, cables, lighting and power cables and wiring, drainage, building services. There may be some demolition, taking down and relocation of walls, partitions, ceilings, refurbishing floors, altering door openings and supports, and changing controlled building services. Some of these works may require building control approval. Building control departments will need to assess the scope and nature of building works and decide if the alterations warrant triggering the need for a changing places toilet facility, subject to other criteria on building type, capacity, and use.

The reader is advised to contact their Local Authority Building Control Officer or Approved Inspector in advance of the submission of any notices or plans to save valuable time in the project. For further guidance see link to Building Regulations for England and Wales here.

Access Statements

The building regulation application may sometimes be supported via a formal access statement provided by the designer, and possibly with the input of an Access Advisor. This may assist the Building Control Officer, or the Approved Inspector, in establishing the need to require a Changing Places toilet under the Building Regulations, and making reference to location, dimensions and layout of the facility. Note that access statements are not mandatory under the Building Regulations but can be seen as an aid to communication.

Publicly accessed buildings

In the Approved Document M, Building Regulations reference is made to publicly accessible buildings. That is, buildings which are open to the public, from museums to cinemas and theatres, to motorway service areas, or to Hotels with function, sport or leisure facilities.

Building Regulations and External Areas

Approved Document M1 and M2, (ADM1 & ADM2), are limited to the approach routes and entrances into, around and within a building. This is mentioned here, as some Changing Places 'solutions' may on occasion, involve provision of CP toilets remote from a main or principal building, and an access route to, and from that remote building will therefore be required. Note that the Building Act 1984 created powers relating to buildings, and not external spaces. There is technical guidance available on external spaces, which do not apply to control under the Building Act 1984.

Health and safety legislation

Health and Safety at Work Act 1974

Under the Health and Safety at Work Act 1974, employers have a duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all their employees. This duty may be relevant, for example, regarding attendants employed in public CP toilets. The provider would have to be clear about the role and function of such attendants, as well as about the competence level, supervision, policies and procedures.

The Changing Places Consortium recommends that organisations do not place responsibility on staff to assist people to use CP toilet facilities.

The Act also places a duty on employers to conduct their undertaking in a way as to ensure, so far as is reasonably practicable, that people who are not in their employment who might be affected are not exposed to risk towards their health and safety. This might apply to users of CP toilets and their assistants. The risk might be managed, for example, by providing clear information about the equipment and instructions for use, by ensuring the equipment is properly maintained and by providing an emergency alarm.

Management of Health and Safety at Work Regulations 1999

Among other duties, these regulations stipulate an explicit obligation to carry out a risk assessment in relation to both employees and non-employees.

Common law of negligence

This is the law which would potentially apply should a user suffer an injury using a facility such as a CP facility. The basic test of negligence is whether there is a duty of care, whether it has been breached by carelessness, and whether harm has been caused by the breach. The test of carelessness would include consideration of whether the risks of providing specialist equipment in public toilets had been properly evaluated and then balanced against the benefits, which would be determined by a thorough assessment of the risks and how these could be managed.

“Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.

Recommendations for risk management

To ensure that organisations considering the installation of a CP facility have a balance between the risks posed and the benefits offered, the Changing Places Consortium makes the following recommendations:

- **Organisations that provide a CP toilet should carry out a full risk assessment.**
- **Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.**
- **An emergency alarm should be fitted in the CP toilet with a clear management and response policy.**

- All specialist equipment, including hoists and changing benches, should be fitted, regularly inspected and maintained according to the manufacturers' instructions.
- Instructions that show how to use equipment, and any relevant warnings, should be clearly displayed in the facility.
- Organisations should not provide slings. Signage and literature should clearly advise people that they should provide their own slings for health and safety reasons.
- Clear information should be provided on the type of hoist provided in the facility and which slings are compatible. If there is any uncertainty as to whether the hoist is compatible with the person's own sling, the person should be advised not to use the facility.
- The organisation should ensure that the facility is kept as clean and hygienic as possible.
- Equipment to assist people using the facility to maintain hygiene should be provided, including wide tear-off paper roll to cover the changing bench and a large waste bin for disposable pads.

Register
your
CP toilet
at



www.changing-places.org

For detailed guidance on managing CP facilities, see Chapter 6, **Management and maintenance**.

A legal factsheet is available from the Changing Places website:

www.changing-places.org

Lifting Operations and Lifting Equipment Regulations 1998, and Provision and Use of Work Equipment Regulations 1998 (LOLER)

These regulations relate to the examination and maintenance of lifting equipment, but only for equipment used at work. However, where the Health and Safety at Work Act applies to non-employees, the Health and Safety Executive has stated that it would expect the standards associated with these regulations to be adhered to.

The Changing Places Consortium recommends that all specialist equipment should be fitted, regularly inspected and maintained according to the manufacturer's instructions.

Manual Handling Operations Regulations 1992 (amended 2002)

These Regulations are designed to protect and safeguard people in the workplace in situations that involve manual handling. They acknowledge that many injuries can be caused by handling heavy loads, by adopting poor posture and by exacerbating a previous or existing injury. The Regulations require employers to carry out a risk assessment for all manual handling tasks, taking into account the task, individual capabilities, the load and the working environment.

A risk assessment might conclude that the risks posed to an attendant who was called upon to physically assist a user of the toilet were high and unmanageable. The Changing Places Consortium recommends that the facility attendants should not be required to help users of CP toilets.

The provision of height-adjustable facilities such as a hoist, changing bench and washbasin will enable disabled people and their assistants to use the facilities safely and with considerably reduced risk of injury.

“Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.”

Changing Places Consortium, Legal framework factsheet available at www.changing-places.org



Sarah and Hadley in a CP facility.



Recommendations for risk management

To ensure that organisations considering the installation of a CP facility have a balance between the risks posed and the benefits offered, the Changing Places Consortium makes the following recommendations:

- Organisations that provide a CP toilet should carry out a full risk assessment.
- Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.
- Many users of CP facilities are familiar with the disabled person's needs and use of specialist equipment such as hoists. Providers of a CP toilet may wish to consider management procedures where users self-declare they are familiar with the use of equipment.
- An emergency alarm should be fitted in the CP toilet with a clear management and response policy.
- All specialist equipment, including hoists and changing benches, should be fitted, regularly inspected and maintained according to the manufacturers' instructions.
- Instructions that show how to use equipment, and any relevant warnings, should be clearly displayed in the facility.
- Organisations should not provide slings. Signage and literature should clearly advise people that they should provide their own slings for health and safety reasons.
- Clear information should be provided on the type of hoist provided in the facility and which slings are compatible. If there is any uncertainty as to whether the hoist is compatible with the person's own sling, the person should be advised not to use the facility.
- The organisation should ensure that the facility is kept as clean and hygienic as possible.
- Equipment to assist people using the facility to maintain hygiene should be provided, including wide tear-off paper roll to cover the changing bench and a large waste bin for disposable pads.

For detailed guidance on managing CP facilities, see Chapter 6, **Management and maintenance**.

A legal factsheet is available from the Changing Places website: www.changing-places.org



3 Planning and design

Consultation

When planning the provision of a new Changing Places (CP) toilet, consultation with relevant organisations and individuals is essential if the needs of existing local user groups are to be met. The list below suggests various groups that could be consulted, the choice depending on the location of the proposed facility. Once key user groups have been identified, their needs should be considered throughout the design process and in the selection of equipment.

Consultation groups

- local access groups
- local information and advice services for disabled people
- local disabled people's groups
- day centres
- community learning disability teams
- occupational therapists
- Disability Information and Advice Line (DIAL)
- carers' groups
- local authority disabled children's teams
- school staff
- social services adult-care teams
- Shopmobility centres
- patient forums associated with local health centres or hospitals
- local authority access officers or equalities teams.

In situations where a CP toilet is being provided for known individuals, such as specific students in schools or colleges, their needs should be taken into account. If a new CP toilet is proposed within an existing building, such as an adult day-care centre, the input of people already attending the building is essential.

Professional advice

Authorities or organisations looking to provide a CP toilet will need an architect or building surveyor to prepare plans and obtain relevant statutory consents. This will be the case whether the work is part of a new development or is an addition to an existing building. The architect or building surveyor will advise if the services of other professionals such as a structural engineer or building services engineer are also required.

Given the specialist nature of CP toilets and taking into account access considerations, it is recommended to seek advice from a professional access consultant as well as engaging with consultation groups. The National Register of Access Consultants (NRAC) is a useful resource for this purpose, see Chapter 8, **Sources of further information**.

Register your CP toilet at
www.changing-places.org

Statutory consents

The provision of a CP toilet is likely to require statutory consents including planning permission, Building Regulations approval and, in the case of listed buildings, listed-building consent. Besides the architect or building surveyor, the local authority planning officer, building inspector, access officer and conservation officer may be able to provide advice on obtaining these consents.

How many CP toilets?

Although the Building Regulations Part 'M' amendments have requirements within the Approved Document 'M' of 'At least One' CP toilet for various use-classes and capacities, many sites have in practice additional CP toilets e.g. where the site is particularly large and the distance to travel to the CP toilet may be substantial. This will be a balance of practicality, and need for additional CP facilities against both costs, and use of space on the site. It may also be a consideration to have an additional CP toilet for major maintenance, breakdowns, and failures of equipment,

Existing accessible toilets

In situations where a CP toilet is planned, or considered to be incorporated within an existing building, and there are already wheelchair-accessible toilets or ambulant-accessible toilets, those existing toilets should not be reduced in quantity to make space for the CP toilet... CP toilets are about providing additional specialist toilet facilities to supplement existing accessible toilets. Location of the Changing Places toilet The need for consultation with other stakeholders and user-groups may be essential to the final location and design. Disabled persons and their carers will have useful insights and considerations for the client and design team.

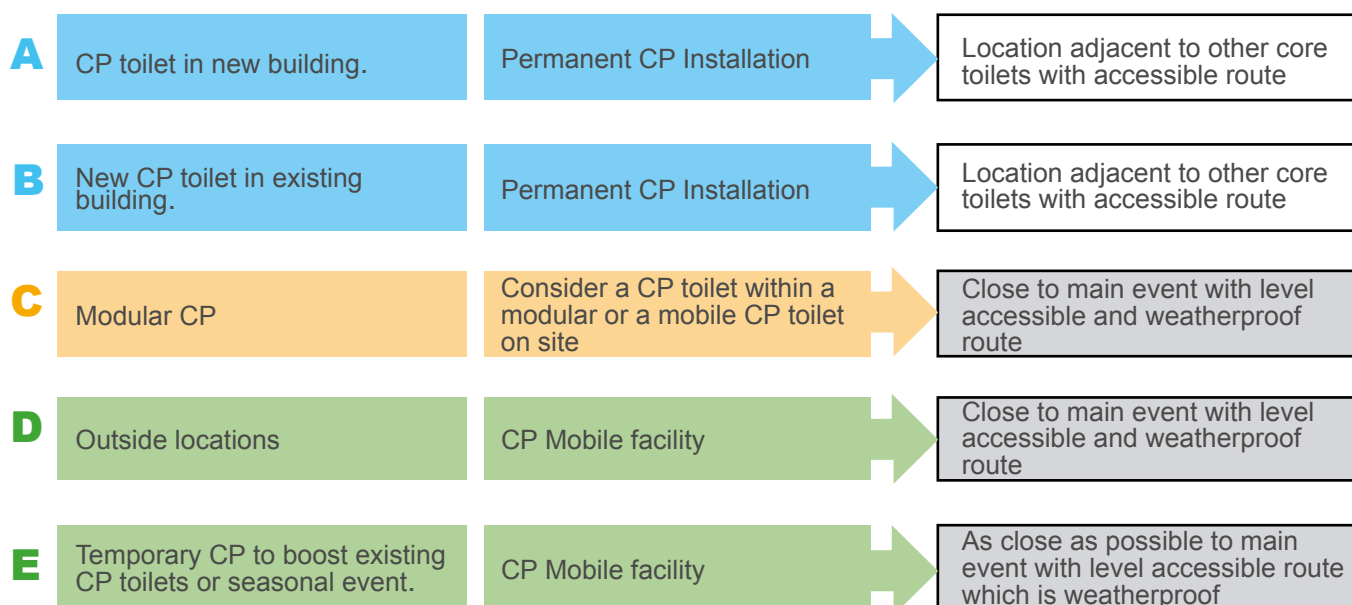
The location, layout and configuration for the CP toilets decided upon by the planning team should take into account:

- Building Regulation Part 'M' requirements and guidance via the Approved Document 'M', current at the time of application.
- Any planning considerations and conditions imposed by planning authorities.
- Any listed status of existing or adjacent listed buildings & conservation areas.
- Conditions imposed by landlords on leaseholders of leased buildings & sites eg licence for alterations. This is a contractual agreement between a leaseholder and a landlord, setting out the conditions, and scope of building works.
- The guidance within this Changing Places technical guide, the guidance within BS8300-2:2018, or as amended, and technical guidance from the Changing Places Consortium via their website.
- Feedback from disability-user-groups and other interested parties.
- In a rural site, consult the views of local landowners as you assess the access of the route to the CP toilet.

Register
your
CP toilet
at
www.changing-places.org



The diagram below shows options on locations in buildings and sites.



Options A and B are the preferred Options. Note that Option B may require landlord's consent to install in an existing leased building

Option C may be possible if there is an accessible route to the main building or structure

Option D is appropriate for 'Events', such as seasonal events, music festivals, sports events, external concerts, etc. CP facility usually outsourced by the event organiser.

Option E can be considered to provide supplementary provision to existing CP toilets, where there will be a short-term or medium-term likely increase in numbers of people, such as at conferences, flower shows, seasonal events, etc.

Design and build.

It is essential that the client ends up with a workable and robust Changing Places toilet, to an acceptable design layout, whichever procurement route is selected. Some projects may be procured using the 'Design and Build' route. As the layout and design of the Changing Places toilet is quite prescriptive and detailed, that design should be followed as closely as possible as regards layout and positioning the fittings. Note that those who contract to carry out 'Design and Build' should have the appropriate level of professional indemnity insurance and be able to show evidence of it to the client or professional adviser, before any design work commences.

Project Programme and plan of work

Whosoever is responsible for managing the project professionally on behalf of a client, should provide a project programme with deliverables, dates, activities etc. On larger projects the RIBA Plan of Work is a structured approach to project planning. This can be downloaded from: RIBA Plan of Work (www.architecture.com). In some cases, the Facilities Manager may be involved in the project and we recommend they are part of the process, as they will be responsible for managing the facility and can offer constructive, useful suggestions and observations regarding the progress of the work and design.

Access Statements

An access statement may be prepared by the designer or an access consultant. This should be prepared in advance of building regulation application or planning application. It should provide detail of the proposed works, the access to the site and matters pertaining to access and egress. The statement should include reasoning for decisions made by the designer, pertinent to the project so they can be easily understood and followed by relevant parties. The statement should set out how inclusive design standards will be met by the client or person organising the project work.

Warranties

Warranties with start and expiration dates should be saved at the end of the project and this information needs to feature in the handover information provided to the building owner and their facilities management teams. In addition, many suppliers provide different levels of maintenance contracts which we recommend are considered.

Register your Changing Places toilet

Registration is essential and so important as this prompts the Changing Places Consortium to acknowledge that the toilet is meeting the required standards. It also allows the CP Consortium team to update their map of where users can find a Changing Places toilet on www.changing-places.org.

If you know about a Changing Places toilet, or you are installing a Changing Places toilet in your building, please let Changing Places Consortium know - **If the CP toilet is**

not registered, we can't let users know it exists and where it is!

Testing and ensuring quality and standard of the CP toilet

All equipment, fittings and similar will require testing before accepting them at completion. These will include:

- Electric Hoists
- Height-adjustable washbasins
- Taps and shower fittings
- Wastes
- WC Pans and flushing mechanisms
- Emergency alarms and reset buttons
- Emergency alert for means of escape
- Reset buttons on alarms
- Back rest cushion on accessible WC tested for adjustment and support
- Doors and locks
- Lighting
- Electrical hand-dryers
- Adjustable benches
- Hinged drop-handrails
- Plumbing e.g. identifying leaks or operation of isolating valves



Many building and construction contracts have a rectification period to deal with defects that arise in the first six months or year after completion. Note that contractual liability of the contractor would normally be six years from completion of the project, or twelve years for a contract under seal.

It is recommended to arrange an audit of the CP toilet periodically, we recommend every 2 to 3 years to check that the facility meets standards by a qualified access auditor. We also recommend that the hoist, the raising bed and any moving mechanical equipment is checked and certificated on a routine basis for safe function.

Room layout

The correct arrangement of equipment in a CP toilet ensures that people are able to access and use the facilities easily. However, in the case of retro-fit facilities, there may be limitations on the arrangement as a result of the door position, structural elements, existing services and other factors.

The diagrams that follow on next pages 30-34 different room arrangements, all of which allow useable facilities for the majority of users.

Key considerations for a facility – which are highlighted on each diagram – include:

- position of equipment in relation to the ceiling track hoist
- position of items such as waste on the clear manoeuvring space
- fixed and free-standing equipment positioned to maximise space



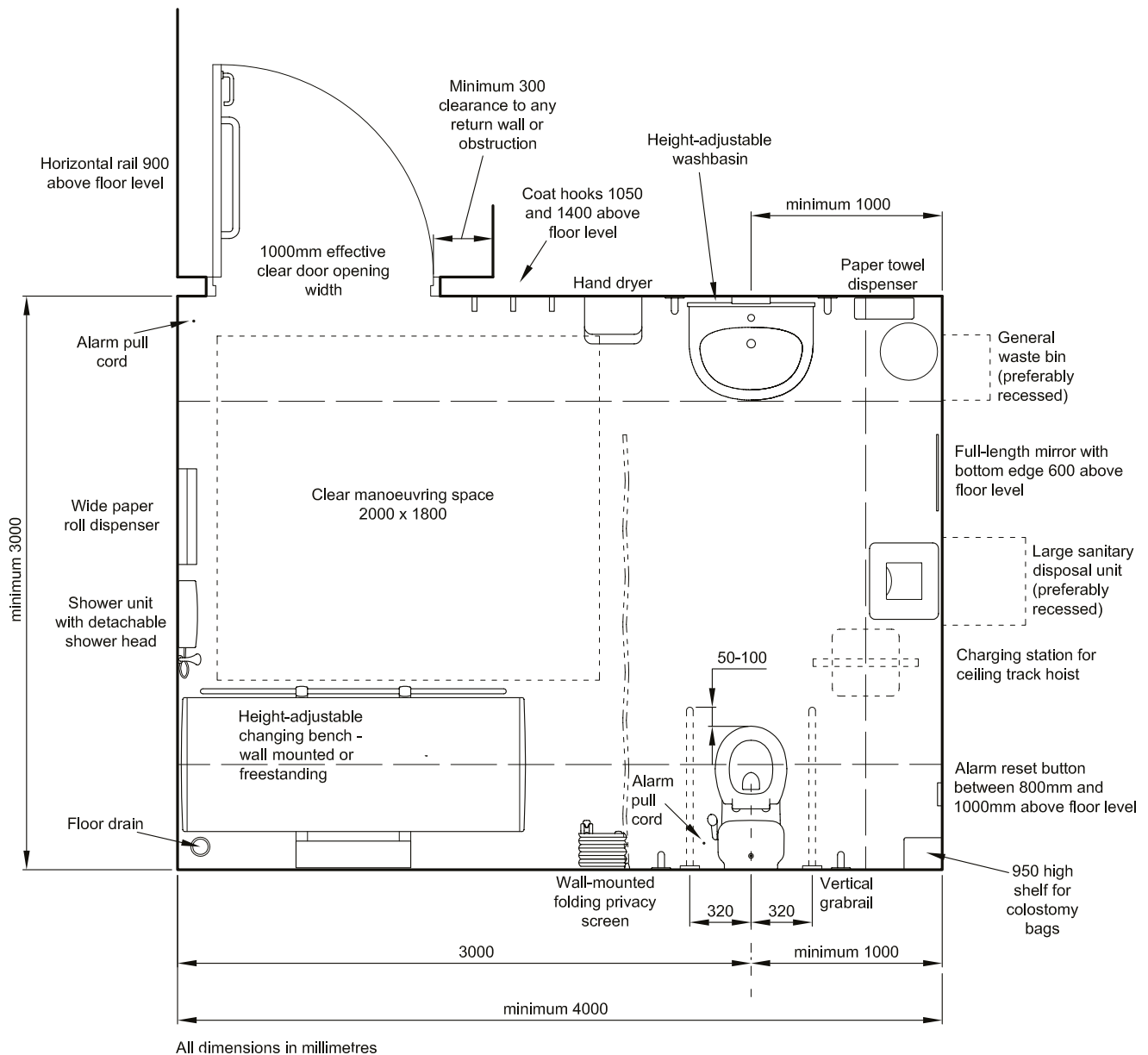
Back rest on a toilet in a CP facility

- **back rest cushion on accessible WC**
- sufficient clear space to enable a wheelchair user and two assistants to manoeuvre around the room
- fixed and free-standing equipment positioned to maximise space
- easy direct transfer using hoist between clear manoeuvring space, WC and changing bench
- peninsular WC positioned to provide room for an assistant on either side of the WC
- If installed, shower unit and detachable shower head located close to head of changing bench
- if installed with shower unit, floor drain positioned to prevent water flowing across room
- privacy curtain or screen positioned to shield the WC and to provide enough space where it will not cause an obstruction when retracted.
- adequate manoeuvring space



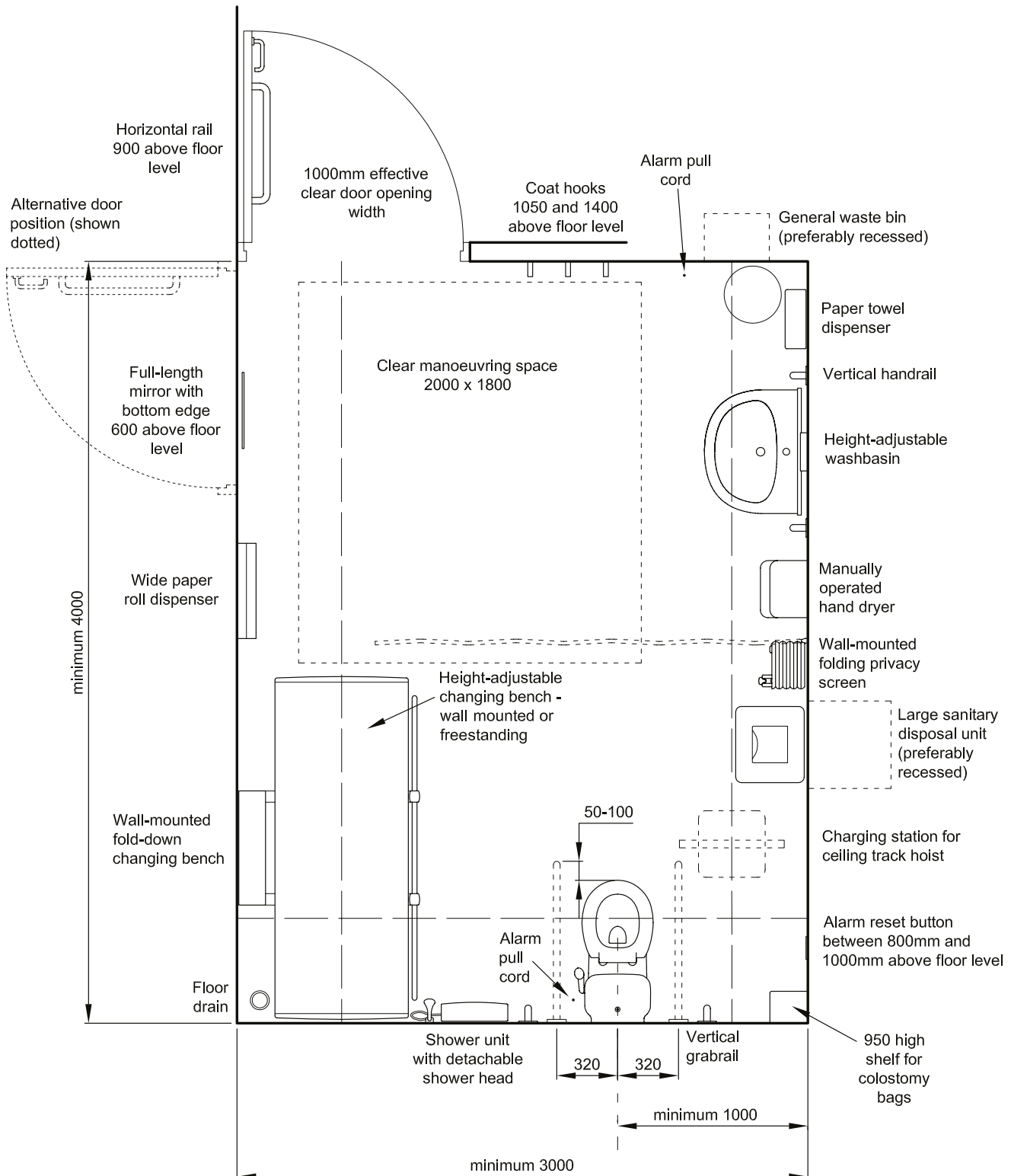
Example design: BS 8300 Changing Places facility

- corner door position
- layout as BS 8300.
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist



Example design: Alternative layout

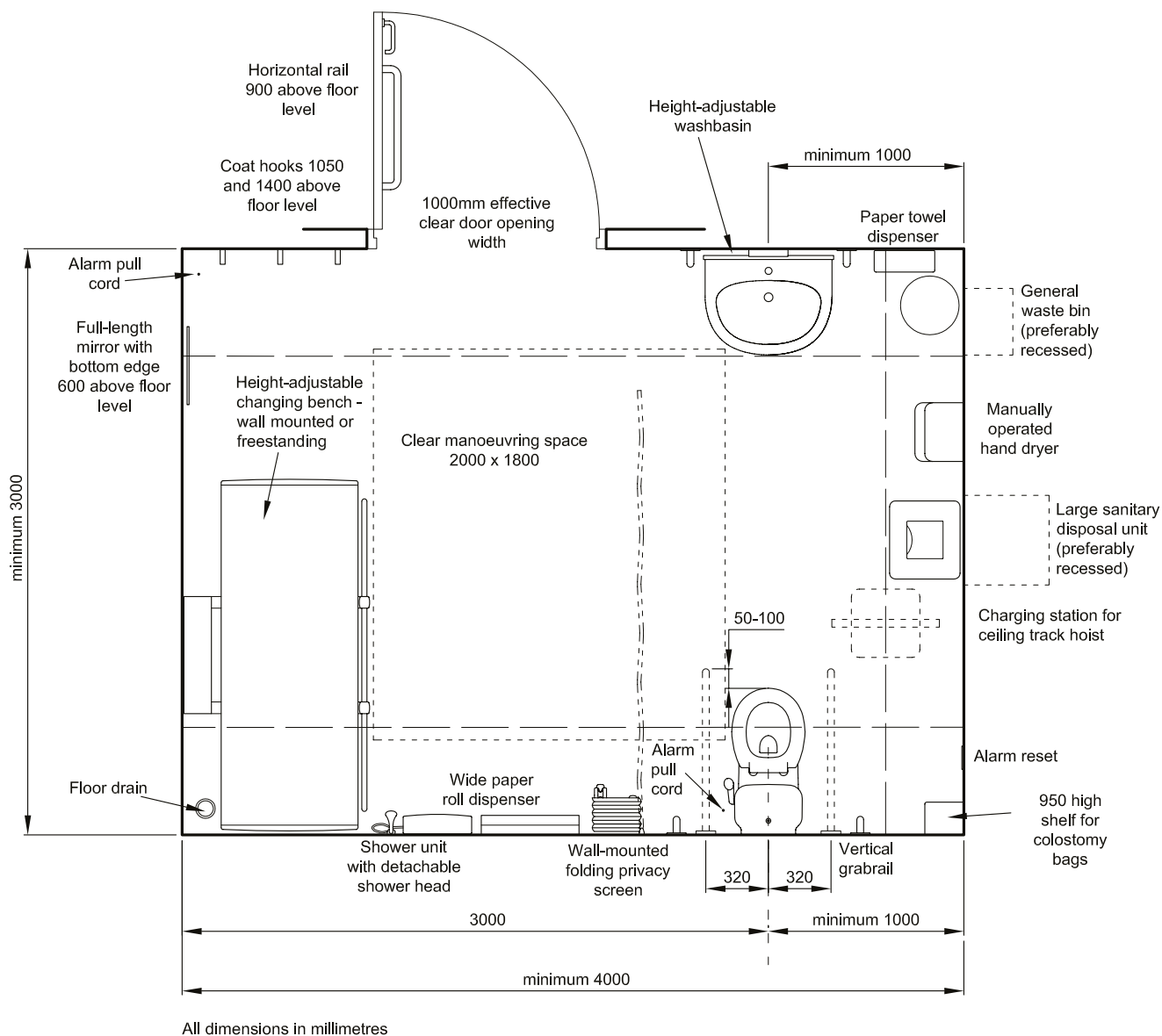
- alternative corner door positions
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist



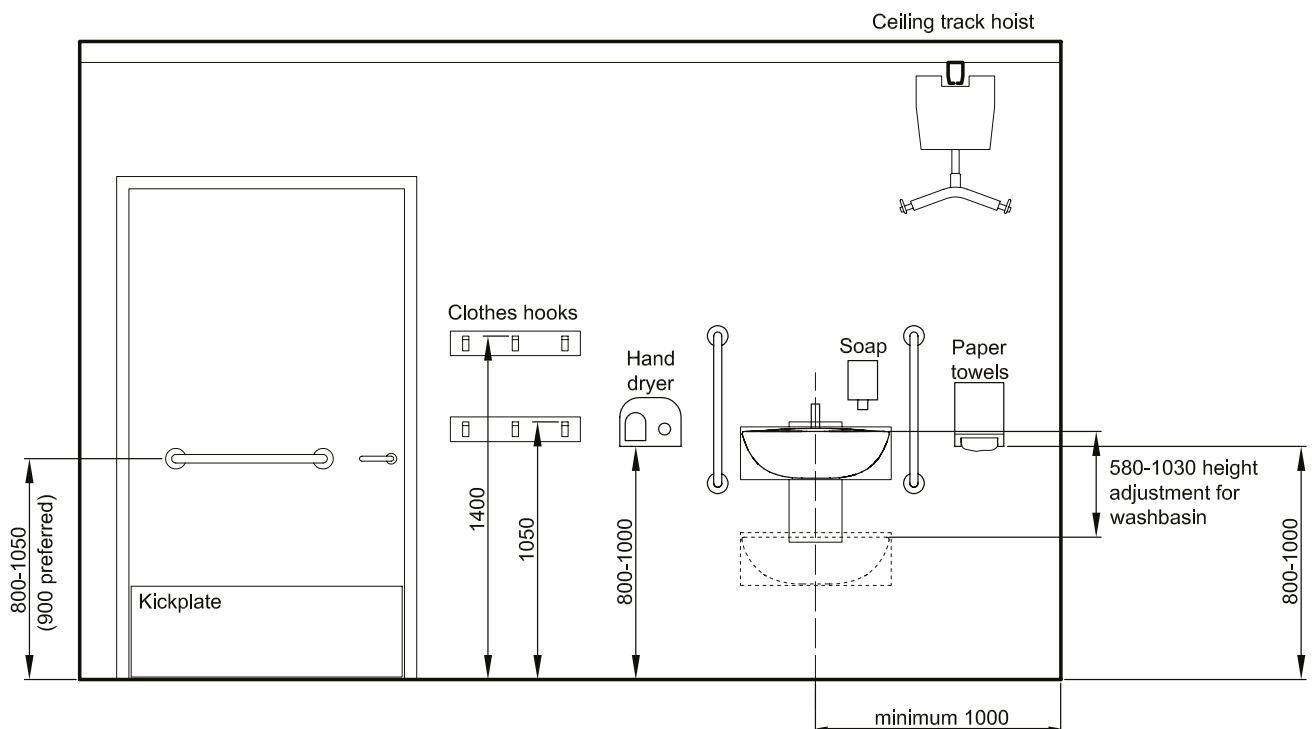
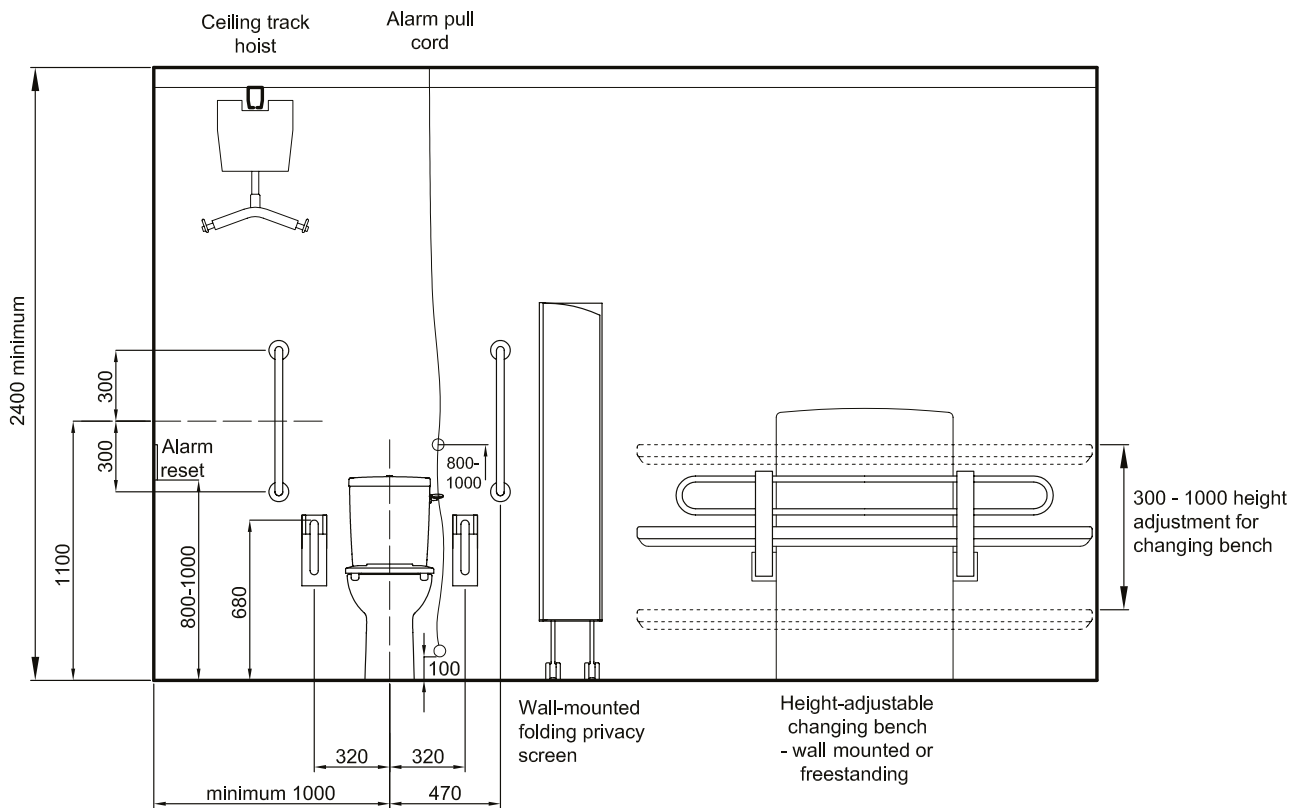
All dimensions in millimetres

Example design: Central door layout

- direct access between door and clear manoeuvring space
- shower and floor drain positioned away from door
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist

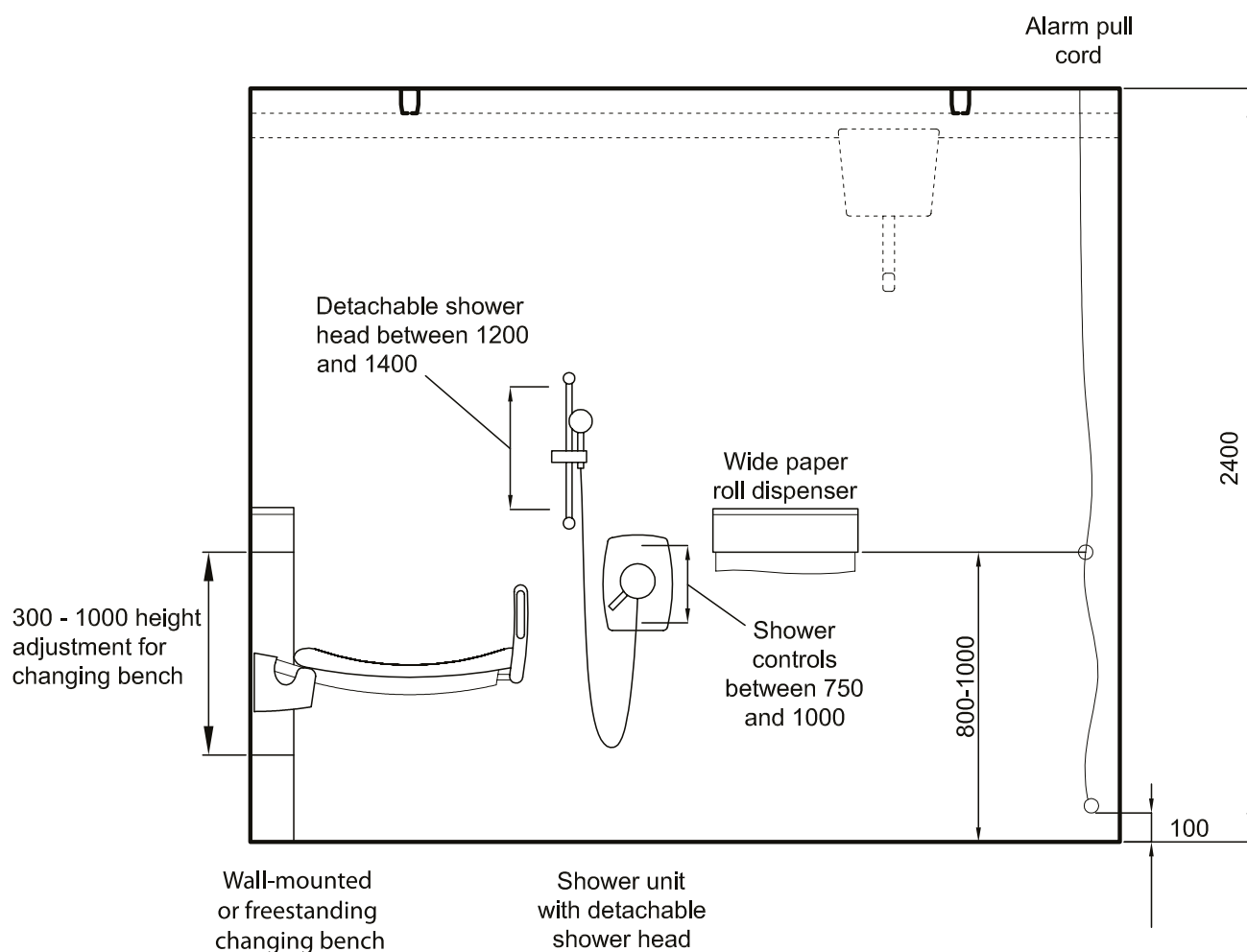


Design: Recommended heights for fittings



All dimensions in millimetres

Design: Recommended heights for shower area



All dimensions in millimetres

Recommendations on the design and installation of a shower area with shower seat can be found in Chapter 4, **Equipment and environment**.

Case study:

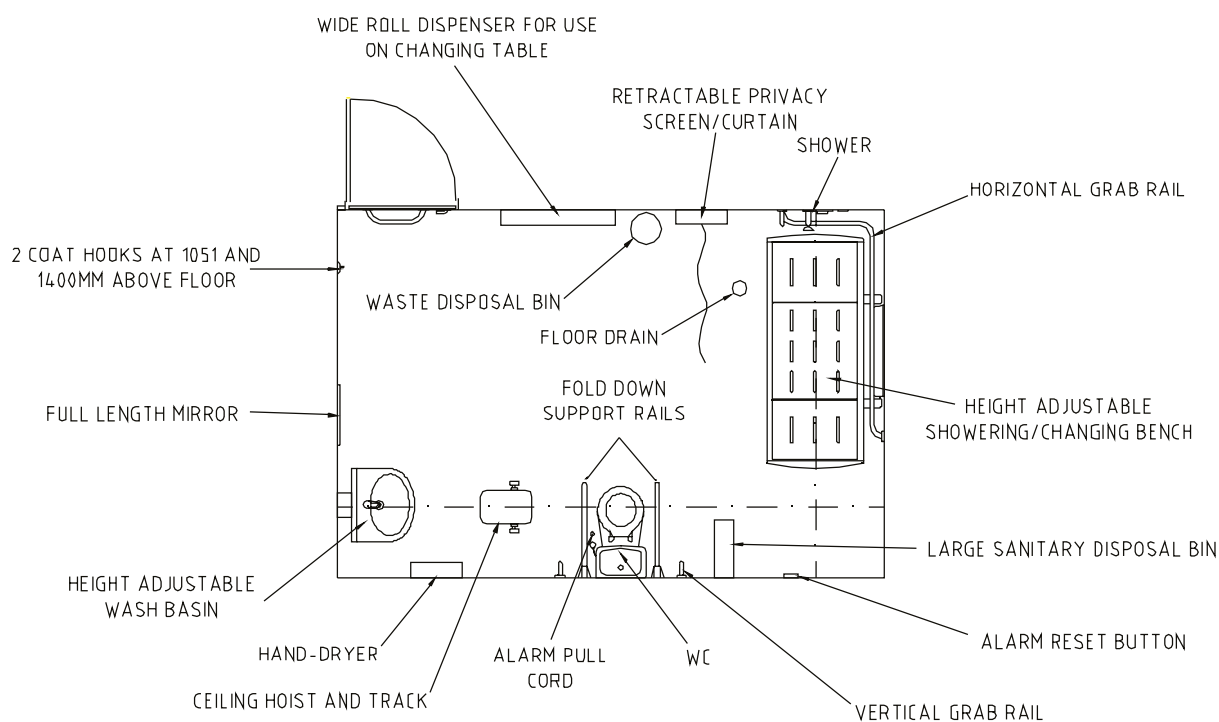
The Eden Project's CP facility design

The CP toilet at the Eden Project measures approx 4.5m by 3m providing a space of just over 13.5 sq m (square metres).

The interior decoration provides visual contrast, which helps to identify the equipment, as well as creating a welcoming environment.

“The main learning point for me is that, while it is crucial to ensure there is enough space to create an accessible environment, going the extra mile and getting the best equipment also makes a real difference to people’s lives.”

Andy Bruton, *The Eden Project*



Planning CP toilets in different venues

Large venues

In larger venues such as shopping centres, cultural sites and stadiums, CP toilets should be located in the same area as other WC facilities, clearly signed and near staffed information points. Information on CP facilities should be made available at reception areas, maps, directories and any local Shopmobility centres.

Public conveniences

In public conveniences with direct access from the street, security issues may be a concern – see also *Security* in Chapter 6, **Management and maintenance**. In some circumstances, a wall-mounted, fold-down, height-adjustable changing bench may be preferable to a mobile unit.

Clear street and building signage will help visitors to find the facilities. Hours of opening, management contact details and alternative CP toilet information should be provided.

Sports and leisure centres

CP toilets should be located close to changing areas, with direct access to the sports facilities. Accessible and dignified methods of transferring into swimming pools should be provided. Associated facilities such as lockers should be provided nearby and should be easily accessible.

The guidance in the Sport England publication *Accessible Sports Facilities*

requires a CP toilet to be provided in sports centres with a nine-court sports hall (or larger) and in swimming pools and leisure centres with a 25m (or longer) pool. It is also recommended for four-court and six-court sports halls and 20m swimming pools.



The public toilets in Nottingham City Centre offer one main entrance to the separate toilets, promoting social inclusion, access and increasing public visibility and convenience

Schools

Appropriate storage should be provided, as is the case for residential and day-centre environments. A lockable cabinet for medicines and dressings may also be necessary and a floor-mounted sluice is usually required. In schools, CP toilets are commonly named 'hygiene rooms'. Special schools are likely to require more than one CP toilet, with the number of rooms

being determined by the students' needs. *Building Bulletin 104: Area Guidelines for SEND and alternative provision.*

Universities

Access to a Changing Places toilet on campus in central location(s) will benefit disabled students and staff. As university campuses can be large and complex, it is essential to consider the best location in terms of accessible routes and provide clear signage guiding users to the facilities.

The University of Manchester installed a CP toilet in the Stopford Building, which is in the centre of the campus. They have provided detailed access guides for all of their buildings including photos of the equipment available in the CP facility.



Changing Places at Burnley Park

Modular Changing Places toilets

The general principle should be to incorporate CP toilets within a building for all to access. However, in some locations this may not be possible, and a CP toilet will be a standalone unit. An

external Modular CP toilet may also be suitable at some coastal beaches, lakes, country parks, and places where there is a seasonal high footfall for a given period of time. The Modular options provide the required space and specialist equipment to register as a Changing Places toilet with each facility built off site and installed once completed.

Mobile Changing Places toilets

A mobile CP toilet should only be considered if there is a short term need for a given period such as at festivals, carnivals, sports events etc where it is not practical to install a permanent CP toilet. If the event is a regular occurrence then the long-term focus should always be to provide a permanent CP toilet as part of the event's toilet provision.

The standalone CP toilet should incorporate the following features:

- Where practically possible the mobile CP toilet to be located, and positioned adjacent to other toilets.
- Any maps or diagrams of the estate or site to clearly show the location and distance of the remote CP toilet facility, and where possible the map to be tactile-embossed.
- Accessible signage to and from the CP toilet.
- Clear accessible symbol sign at the CP toilet entrance.
- Accessible signage in reception or entrance of main building, identifying the location and distance to the CP toilet.

- The route to the CP toilet should be accessible; that is width of route, levels, gradients, and surfaces. Level access is preferable but if there is a need for ramp access should conform to guidance within Approved Document 'M' of the Building Regulations or BS8300:2018 as regards the gradients, landings, handrails, etc.
- Where possible, the access route to the CP toilet to be weatherproof and under cover. This could be open sided with a weatherproof canopy or roof or alternatively, be fully enclosed with appropriate glazing/sheeting.
- The entrance to the CP toilet should be weatherproof. This could be open sided with a weatherproof canopy/ roof or be fully enclosed.
- On exposed sites adding a robust weatherproof enclosed cover will minimise impact of weather.
- The route to the CP toilet to be illuminated by artificial lighting in the hours of darkness to a level of at least 100 lux minimum, at paving surface level.
- At, or close to the entrance to the CP toilet there should be a dropped kerb and a drop-off point for a vehicle to allow a wheelchair or van with a trolley to stop to allow the person or persons to stop for drop-off and access the facility.
- An alarm for a person in distress to be an audio-visual indicator located externally near the entrance door.
- The entrance to the CP toilet to have sufficient physical space, to turn and manoeuvre wheelchairs, mobility-chairs/trolleys with disabled persons

and carers to access the toilet safely.

- An alert system for security staff/ reception that the alarm has been triggered. For out of hours, then the management will need to have provisions in place to respond.
- Ensure maintenance and cleaning regime for the facility to be no less frequent or rigorous than if the CP toilet were within the principal or main building on the site. Good practice is to keep a record to be kept in, or just outside the toilet to show when it was cleaned/inspected.
- Any 'Out of Order' signage due to faulty equipment or similar, to indicate where alternative CP facilities can be located within the local area.
- Any fire-escape routes to be clearly marked with appropriate standard symbol-signage. Directions to emergency Assembly points on the site should be provided.
- CP toilets with shower facilities need extra frequent cleaning and maintenance due to slip risk, and regular soiling of water. Users coming into a wet CP toilet will dry down and often leave extra paper toweling.
- Where possible, the unit should be connected to the mains water supply and waste drainage system.



Mobile CP toilet available to hire from Leeds City Council for temporary events

Accessible routes

CP toilets should be located within easy access of the building entrance. Wherever practicable, a CP toilet should be located close to managed facilities, such as in a staffed suite of public conveniences or close to a reception desk.

The routes between the building entrance, CP toilet and other key facilities should all be accessible, direct and free from obstructions. In situations in which a CP toilet is being provided in an existing building, alterations may be required to improve access between the building entrance and the CP toilet. These may include widening doors, eliminating steps, providing powered door-opening devices and improving surface finishes and lighting. All such improvements, many of which will likely require statutory consent, should be undertaken with reference to the guidance in BS 8300 and relevant technical documents under the building regulations, see Chapter 2, **Legislative background**.

Signage and wayfinding

All Changing Places toilets should be registered on the Changing Places website at www.Changing-Places.org, once registered you will be sent logos and signage files, which are only available post-registration and are approved by Changing Places Consortium. The Changing Places Logo is trademarked and carries accreditation of meeting BS8300 standards upon registration.

CP toilets should be clearly identified using the CP symbol, as shown below.

CP toilets displaying the symbol are required to meet the minimum standards set out by the CP Consortium. These standards can be achieved by following the guidance in this document.

The CP symbol should be used on directional wayfinding signage as well as on the door to the toilet. It is important to create a clear accessible route with signage at regular intervals from the entrance(s) of the venue to the CP facility. Larger venues with greater numbers of visitors should locate signage so that it is visible when crowds fill the area.

The CP symbol can also be used on leaflets, maps and guides, websites and other promotional material relating to the venue or area. Use of the symbol and 'Changing Places' wording will help people to identify the availability and whereabouts of facilities that meet their needs.

Changing Places signage: the journey approach

If a CP facility is used by people who do not require the specialist equipment, they may be preventing others from using it when they need it. Signage should be provided adjacent to a CP toilet to direct people to the nearest unisex accessible toilet and baby changing facilities.

Many people (including potential users) may not know what a CP toilet is. It is a good idea to promote the availability of the facility once it has been installed. A brief explanation of what a CP toilet is, provided on signage outside the facility, will help to advertise its availability to people in the vicinity.

Here is some suggested wording for the signage for an open access facility:

If the CP facility is not open access, information about how to gain access must be provided.



Visually contrasting symbols and non-reflective signage at Newark town centre's public toilet facilities. Opening hours are extended to cater for events

Guidance should be provided within the Changing Places toilets, stating the manufacturer's maximum weight limit for the hoist and bench, along with any necessary instructions.



Brighton's CP street signage is clearly visible above the crowds



Clear directional signage for the CP facility and other toilet types should be provided in prominent locations



Overhead signage indicating step-free routes and lift access will help users find CP facilities at large venues



For more information about
Changing Places facilities, visit:
www.changing-places.org



Planning and design checklist

Strategic planning to identify appropriate venue(s) and location	<input type="checkbox"/>
Space at least 3m by 4m (12 sq m) available for the CP facility	<input type="checkbox"/>
Consult relevant stakeholders (including local disability and access groups)	<input type="checkbox"/>
Consult architect and access consultant	<input type="checkbox"/>
Obtain relevant statutory consents	<input type="checkbox"/>
Design appropriate to the context developed in consultation with stakeholders	<input type="checkbox"/>
Room layout:	
Direct access from the door into the manoeuvring space	<input type="checkbox"/>
Equipment positioned to maximise manoeuvring space	<input type="checkbox"/>
Easy and direct transfer using hoist between different areas	<input type="checkbox"/>
Sufficient room for an assistant on either side of the WC	<input type="checkbox"/>
Shower unit close to head of changing bench	<input type="checkbox"/>
Floor drain positioned to prevent water flowing across room	<input type="checkbox"/>
Privacy curtain or screen	<input type="checkbox"/>
Reference made to Changing Places layout and guidance	<input type="checkbox"/>
Accessible routes to the facility	<input type="checkbox"/>
Clear signage indicating the CP toilet's location	<input type="checkbox"/>
Clear information about access arrangements and guidance for use including sling compatibility	<input type="checkbox"/>
Additional information explaining the CP facility's purpose	<input type="checkbox"/>
CP Consortium informed about the new facility	<input type="checkbox"/>

4 Equipment and environment

This section looks in detail at each element of a Changing Places (CP) toilet, including door features, surface finishes, environmental services, equipment and fixtures. It covers the need for each element, how features are used, their layout and position.

In addition to using the guidance here, consultation with local groups and individuals is essential to help focus provision and meet the needs of the existing local population (see *Consultation* in Chapter 3, **Planning and design**).

Doors

The door to a CP toilet should provide easy access into and out of the room, be clearly visible and easy to operate.

- The door should open outwards wherever possible (so it does not obstruct manoeuvring space within the room), and comprise a single door leaf.
- The door should provide an effective clear width of 1000mm.
- The door threshold should be level. Any change in floor finish along the line of the door should be bridged with a securely fixed low-profile threshold plate.
- An easy-action lever handle at 900mm height and / or a vertical pull handle with bottom end 700-1000mm and top end no lower than 1300mm above floor level should be provided.

- Outward-opening doors should have a horizontal rail on the inside face at a height of 900mm. This makes it easier for people to close the door behind them as they enter the room.
- Outward-opening doors should not obstruct any emergency escape route. Sliding doors, including pocket doors, should only be installed following consultation with the local building inspector and fire officer.
- Colours and surface finishes should be selected to optimise visual contrast between the door and adjacent wall surfaces, and between the door face and any handles, locks and horizontal rails. This helps people with visual impairments to differentiate between surfaces and fixtures.
- The door should have an unobstructed space next to the leading edge of the opening face of the door of at least 300mm. This space is not necessary where an automatic door is installed.
- Automatic doors should be considered where possible, because opening a door while guiding a wheelchair and carrying equipment can be difficult. Controls for automatic doors should be easy to use and should contrast visually with their background.

Guidance documents including AD M, Technical Handbooks and BS 8300 provide further information and detail on doors.

For relevant standards, see *Building regulations* in Chapter 2, **Legislative background**.



Marwell Zoo's CP toilet has a dark wooden door and frame, which contrast against the brick wall

Alternative door designs

Wherever possible, the toilet door should be outward opening. However, where there is insufficient space for an outward-opening door, such as where a CP toilet is being installed in an existing building, the following alternatives could be considered:

Reduced-swing door – This operates with a sliding folding mechanism and requires a special track and suspension system. The area taken up by the door swing is much less than a conventional swing door.

Sliding door – This requires an overhead track which is fixed to the surface of the wall and can be concealed in a pelmet. A clear length of wall is required to one side for the door leaf to slide across. A disadvantage of sliding doors is that they provide minimal sound insulation, compromising privacy.

They should only be used where the installation of single-swing or reduced-swing doors is impractical.

'Pocket' sliding door – This incorporates a door leaf which slides into a specialist steel frame set inside a partition wall. Pocket doors provide improved sound resistance, and therefore better privacy. Pocket doors are not recommended where the door is immediately adjacent to a shower area due to potential corrosion of the steel frame.

Double swing double door – This is useful in situations in which the ceiling track for a hoist extends from the CP toilet to a poolside or other area. The centre of the door should be aligned with the ceiling track and the doors should swing in both directions.

It is important with all door types that a minimum effective clear width of 1000mm is maintained.

Door locks

All CP toilet doors require a privacy lock on the inside. Some CP toilets also require a security lock to prevent unauthorised access and to safeguard the facility when not in use. Whether a door is kept locked when not in use will depend on the location of the CP toilet, the proximity of building management staff, and the management policy for that facility (see *Security* in Chapter 6, **Management and maintenance**). The points below refer to privacy locks only.

- An easy-to-operate privacy lock which incorporates a red / white (occupied / vacant) visual indicator should be provided.

- Privacy locks should incorporate a mechanism that allows the door to be opened from the outside in an emergency.

WC

The WC in a CP toilet should be provided in a peninsular arrangement (away from the walls) to allow sufficient space for an assistant on each side.

The WC should also be positioned to allow convenient transfer directly from a wheelchair or using the ceiling track hoist.

- The WC pan should be at least 1000mm from the nearest wall.
- The WC should have a seat height of 480mm to facilitate transfer from a wheelchair.
- The WC seat and its fixings should be sufficiently robust to support someone during transfer and their weight when seated. Stainless steel seat fixings are preferred and they should be positioned directly into the top of the WC rim.
- Seats with a gap at the front should not be used. This style of seat can make it difficult for people to transfer, and the gap is a potential leg trap.
- Seat covers can obstruct transfer when raised unless they are well designed and fixed to serve as a comfortable backrest.
- The use of close-coupled WCs is generally preferred. This style of WC provides an integral backrest and, as long as the cistern has a flat top, also provides a shelf for colostomy bags.
- If low- or high-level cisterns are used, a padded backrest and a wall-mounted colostomy shelf should be provided.
- Back rests should be placed on accessible WC. These should be designed to be comfortable, adjustable with no raised edges, and sufficiently strong to provide back support.
- A shelf for colostomy bags 100mm to 150mm deep and at least 400mm wide should be fitted 950mm above floor level. The shelf should be positioned where it will not obstruct wall-mounted handrails or other equipment, within reach for the user.
- Toilet tissue should be positioned where it can be reached easily by an assistant and also by a person seated on the WC. A wall-mounted dispenser could be provided as well for the convenience of an assistant. Consultation with user groups will help decide whether a sheet dispenser or a toilet roll is more appropriate.
- Automatic 'wash and dry' toilets are not a Changing Places requirement. They should be considered in regularly managed sites in consultation with user-groups.
- Sanitaryware to comply with BS6465 -3:2020 or equal approved standard.
- Automatic toilets will require specific maintenance, and instructions for use.
- Toilet brush location should be away from transfer-areas, but otherwise readily accessible and cleaned frequently.

Grabrails and drop-down support rails

Wall-mounted vertical grabrails (fixed-position handrails) and drop-down support rails should be provided to both sides of the WC to offer support to people while transferring and while seated. The wall-

mounted vertical grabrails assist people adopting a frontal transfer and people who are able to stand while using the WC.

Drop-down rails can be lowered to assist during transfer or to provide support to a person while seated on the WC. They should be raised when not in use so they do not obstruct transfer using a hoist.

It is essential that grabrails, support-rail fixings and the structure on which they are fitted are strong enough to support the weight of a person.

- All fixed grabrails should be tubular in cross-section, 32mm to 35mm in diameter, minimum 600mm long and with a clearance of 50mm to 60mm between the wall surface and the grabrails.
- Vertical grabrails should be positioned with the centre line 1100mm above floor level.
- All grabrails and drop-down support rails should contrast visually with the surface they are mounted on so that they are easy to identify.
- Grabrails and drop-down support rails should be made of a material that is easy to grip and that does not become slippery when wet.
- Wherever possible, drop-down support rails should be height adjustable as these offer greater flexibility and improve safety. Where fixed-height drop-down rails are provided, the upper rail should be 680mm above floor level when in the horizontal position.
- All drop-down support rails should be firmly held when folded up against the walls, but must be easy to release when required.
- Drop-down support rails should be positioned 320mm either side of the

centre line of the WC and project 50mm to 100mm beyond the front of the WC when horizontal.

Height-adjustable washbasin

Ideally a washbasin that is height adjustable should be provided to allow people to use it from either a seated or standing position. The washbasin should be positioned at a height at which a wheelchair user can easily reach the taps and use the bowl. To prevent back strain or injury, it should be possible to raise it to a suitable height so that the assistant can use it when standing.

- The washbasin should have a large bowl, but not so large that it will be difficult to reach the taps or a wall-mounted soap dispenser.
- Level areas at either side of the washbasin, provided with most height-adjustable units, can provide forearm support.
- The washbasin should provide a clear knee space below the bowl and should not have a pedestal. All supply and waste pipes should be neatly positioned to avoid obstructing the knee space.
- The washbasin should be adjustable in height if possible. The majority of commercially available washbasins allow height adjustment within the range of 580mm to 1030mm above floor level.
- The height-adjustment mechanism should be power assisted (either electrical or hydraulic). Instructions and controls for adjusting the height should be clearly visible and easy to follow.
- The height-adjustment mechanism should have a pressure-sensitive safety override to prevent the washbasin from lowering if there is any obstruction underneath.



Height adjustable washbasin with flat sides to rest arms and a lever tap in a CP facility

- Height-adjustable washbasins require flexible tap and waste pipe connectors to enable the washbasin to be raised and lowered to its maximum extent. These connectors are enclosed or concealed behind a rear panel in most models.
- If it is not possible to provide the height-adjustable facility, the washbasin should be installed at a height accessible to a wheelchair user (720-740mm from floor).

Taps

Washbasin taps should be easy to operate and adjust, and water temperature should be controlled to avoid the risk of injury. Mixer taps should be provided wherever possible. Infrared touch-free taps are beneficial to some users, as long as they are suitably responsive, but they can be confusing to some people and may not always offer the best solution. Again, it is important to consult potential users to determine the most appropriate fittings (see *Consultation* in Chapter 3, **Planning and design**).

- Where manually-operated taps are provided, they should be lever mixer taps. Mixer taps should be positioned centrally, with a single lever to adjust water flow.
- Where infrared touch-free taps are provided, the sensor eye should be positioned in line with the water outlet.
- Where it is not possible to provide a mixer tap, individual hot and cold water taps should be operated by a lever which requires no more than a quarter turn.
- Where individual taps are used, the convention for hot to be positioned on the left and cold on the right should be used. This is particularly beneficial for visually impaired people. Clear colour-coding and lettering will also aid identification.
- The hot water supplied to washbasin taps should not exceed 43°C (degrees Celsius) at the outlet. Temperatures higher than this present a risk of injury.
- Hot water circulating inside pipework should be at least 60°C to avoid risk of legionella.

Soap dispenser

- A soap dispenser should be wall mounted directly above the washbasin. It should be within reach of a person seated in a wheelchair, with the underside between 800-1000mm above floor level.
- The dispenser should be positioned to allow room for it to be operated when the washbasin is at its highest position.
- The dispenser should be easy to operate with one hand.

Hand drying

A means of drying hands should be provided close to the washbasin. Wherever possible, paper towels should be provided in addition to a hot-air hand dryer. Hand dryers requiring users to put their hands into a limited space

at the top of a hand dryer should not be installed. Some 'ultrarapid' hand dryers can be too loud, causing discomfort for some users, including people with sensory impairments and people with dementia.

- A paper-towel dispenser should be wall mounted close to the washbasin, with the lower edge positioned 800mm to 1000mm above floor level. The dispenser should be a type that can be used easily with one hand.
- A hot-air hand dryer should be provided on the door side of the washbasin, positioned with the underside 800mm to 1000mm above floor level.
- Hand-drying facilities and any controls should contrast clearly against their backgrounds. Polished metal finishes should be avoided as reflective surfaces are more difficult to see.



Example of a ceiling track hoist in a CP toilet

Ceiling track hoist

A ceiling track hoist which covers the whole room should be provided to enable a person to be transferred between their wheelchair, the changing bench, WC and washbasin. Such hoists are sometimes referred to as an X-Y system or H-system hoist. A single-track hoist is not recommended as a linear route may limit movement within a room.

Mobile hoists are not recommended. They reduce manoeuvring space, and may require an alternative space outside the toilet for charging. They are also liable to being removed, and may cause manual handling issues for assistants.



Ceiling track hoist in a CP toilet

- Hoists should conform to BS EN ISO 10535 (Chapter 7, **Sources of further information**). The safe working load of any hoist should be at least 200kg (440lbs) and the structure of the walls and ceiling should be sufficient to support this. The safe working load and clear, easy-to-read instructions should be clearly displayed.
- The ceiling height should be at least 2.4m. There should be sufficient space for the hoist track, motor and supporting arms above the working area.
- All other ceiling-mounted fixtures such as lights and alarms should be shallow or recessed and positioned away from

the ceiling track to avoid causing an obstruction to the hoist.

- The hoist sling connectors should offer the broadest possible compatibility with different types of sling, including those by other manufacturers.
- Hoists should incorporate the following features:
 - easy-to-use handset controls
 - auxiliary controls on the motor unit
 - soft-start and soft-stop motor control
 - convenient location for hoist motor to be parked for battery charging
 - return-to-charge feature to ensure that the hoist motor is regularly charged
 - emergency-lowering and emergency-stopping device
 - optimum compatibility with a range of sling types and manufacturers.

Hoists must be regularly inspected, serviced and maintained in order to ensure safe, effective use. Hoists are subject to the Lifting Operations and Lifting Equipment Regulations 1998 (see *Health and safety legislation* in Chapter 2, **Legislative background** and *Equipment tests and maintenance* in Chapter 6, **Management and maintenance**).

Specialist advice should be sought when selecting a hoist for installation in a CP toilet. Possible sources of advice include occupational therapists, the Changing Places Consortium and Assist UK.



CP toilet with ceiling track hoist

Hoist slings

A sling is used in conjunction with the ceiling hoist to enable its user to be transferred between the facilities in a CP toilet. **Slings are not expected to be provided within a CP toilet.** Slings are assessed to meet individual needs and are intended for personal use only. It is common practice for individuals to have their own slings and to carry them for use outside their home. There are currently two main types of sling attachments to hoists available: loop and click. Loop attachments potentially provide the greatest compatibility compared to click attachments, which can only be used with a limited range of specific sling types. It is essential to consult potential local and regular users to ascertain the most suitable hoist system. The compatibility of the hoist should be clearly advertised so that users can bring the correct slings for use.

Information relating to the type of hoist should be readily available in advance so that visitors can bring compatible slings. For example, it should be listed on the venue's website, the Changing Places Consortium website, on any visitor information and on printed / online fact sheets available from the venue. It is also important to confirm that slings will not be provided. See *Information management* in Chapter 6, **Management and maintenance** for further details.

Privacy screen

A curtain or screen should be provided between the toilet and the rest of the room. This provides privacy for people who, having been assisted into position on the toilet, are then able to use it unaided. It also allows an assistant to use the toilet in privacy if it is not appropriate for the person they are accompanying to be left alone

outside the room. accompanying to be left alone outside the room.

- Wall-mounted retractable screens or free-standing folding screens are preferred as they take up minimal space when fully retracted but provide the necessary privacy when extended.
- When retracted, wall-mounted screens should not obstruct the space to the side of the WC.



A folding screen provides privacy for CP users and assistants and should be provided in all CP facilities

Height-adjustable changing bench

An adult-sized changing bench should be provided to enable people who are unable to sit on the toilet or shower seat to lie down while being changed or showered. Height adjustment enables the bench level to be lowered to a suitable height for self-transfer from a wheelchair or assisted transfer using

a hoist, and then raised to a working height for one or more assistants.

- The changing bench should be either freestanding or wall-mounted. It should be at least 1800mm long and 800mm wide (as a minimum) and adjustable in height, usually within the range 300mm to 1000mm above floor level.
- A changing bench with a minimum safe working load of 200kg (440lbs) is recommended - a higher capacity is preferred for use by a greater range of users. The safe working load of the equipment should be clearly displayed.
- The height-adjustment mechanism for wall-mounted benches should be mains powered. If freestanding benches are battery powered, they will need regular charging and management. The controls should be easy to operate using a handheld unit, which should either have a wander lead or be a remote-control device. Instructions for adjusting the height and activating safety mechanisms should be clearly visible and easy to follow.
- The changing bench should have a comfortable surface that is suitable for changing and showering, such as perforated netting, and must be easy to clean.
- If a showering facility is provided within the CP toilet, the bench should have an integral water collection tray, also known as a water catchment tray, with a waste outlet and hose.
- Some models of changing bench offer an adjustable backrest at one or both ends which can improve comfort.
- Safety rails should be provided on the changing bench so that assistants can choose to use them when appropriate and under supervision.

There are advantages and disadvantages to both freestanding and wall-mounted benches, as set out in the table below. Selection of the most appropriate type of changing bench should be carefully considered, taking into account the needs of people consulted during the planning stage of the project (see *Consultation* in Chapter 3, **Planning and design**).

Register
your
CP toilet
at

www.changing-places.org





Hadley in a CP toilet

Advantages and disadvantages of freestanding and wall-mounted changing benches

Advantages	Disadvantages
Freestanding	
<ul style="list-style-type: none"> ● A freestanding bench can be moved, offering greater flexibility and a range of transfer positions. ● The shower can be used in conjunction with a shower seat if the bench can be moved away from the shower area. ● Assistants are able to access both sides to assist with manual handling. ● Battery-operated benches offer easy height adjustment. Hydraulic benches can be manually adjusted. 	<ul style="list-style-type: none"> ● The bench may be taken out of the room, with the result that it is unavailable when required. ● Freestanding benches typically take up more space than wall-mounted benches that fold flat against a wall. ● If the bench is battery powered it will require regular recharging and maintenance checks.
Wall-mounted	
<ul style="list-style-type: none"> ● It may be possible to fold the bench up against the wall when not in use, increasing clear floor space. ● The bench cannot be removed or taken out of the room and stored elsewhere. ● Assistants can only stand on one side, restricting manual handling. 	<ul style="list-style-type: none"> ● The bench position is fixed, limiting flexibility of use and transfer options. ● There is a slight reduction in space in the shower area when the bench is folded up against the wall.



A wall-mounted changing bench at Cherwell Valley Moto Services. It is height adjustable, with maximum-load capacity and instructions clearly on display



The freestanding changing bench at the Brighton Colonnade public toilets allows flexible use of space

Wide paper roll dispenser

A dispenser with a wide paper roll (sometimes referred to as a couch roll) should be provided adjacent to the changing bench. This allows assistants to place paper over the changing bench surface to promote good hygiene and to aid the changing and cleansing process.

- The dispenser should be wall mounted. It should be adjacent to the head of the changing bench and within easy reach of the assistant, although not too close to the shower.
- The dispenser should be positioned with the underside between 800mm and 1000mm above floor level.

Shower

shower is not required for all CP toilets. “A shower is not required for all CP toilets . The reason being carers require a dry facility to actually change someone, using a shower will require staff to dry the room immediately after use ready for the next user. However a shower should be included in managed buildings where there is a specific need for a shower for that venue such as leisure centres, travel hubs etc.

The preferred area for the shower is in a corner of the room where it can be used in conjunction with the changing bench or shower seat. It is best if the shower area can be positioned away from the door so that the floor surface in this area does not become unnecessarily wet.

- The floor in a CP toilet should be designed as a wetroom floor. A continuous waterproof non-slip floor surface should cover the whole room and have an integral waterproof skirting (also called a coved skirting).
- The shower area should provide step-free access to facilitate easy transfer from a wheelchair, and unimpeded movement for a freestanding changing bench or shower seat.
- The floor in the shower area should be very slightly sloped, with a gradient no greater than 1:50, to enable water to drain towards a floor outlet.

- The outlet should be recessed into the floor structure and have a cover flush with the floor surface. Ideally a floor drain would be placed adjacent to a wall or in a corner away from main activity / turning space.
- The shower unit should be wall-mounted adjacent to the changing bench where it can be easily reached and operated by an assistant or by a person seated on a shower seat.
- The shower controls should be easy to read and operate, and should be positioned between 750mm and 1000mm above floor level.
- The shower head should be detachable and mounted on a flexible hose. The hose should be of sufficient length for users to be showered on the changing bench or in a shower seat. A hose length of 2000mm is suggested, depending on layout.
- A vertical mounting bar and adjustable bracket should be provided to enable the shower head to be positioned within the range 1200mm to 1400mm above floor level. The vertical bar can extend from 1050-1800mm to allow more flexible use but shower head must always be within reach at the lower level.
- The water temperature for the shower should be adjustable, but should not exceed 43°C at the outlet.
- The water temperature in the pipework should be at least 60°C to avoid the risk of legionella.
- Where appropriate, such as in hotels and selected leisure environments, a supply of clean towels should be provided.
- In certain environments, such as in hospitals and day-care facilities, a low-height sluice outlet should be provided in the shower area.

Shower seat

It is good practice to offer a range of facilities. A shower seat, provided in addition to a changing bench, allows users to shower in a seated upright position.

- The shower seat should be slip resistant and wall-mounted, and a backrest and support handrails should be provided.
- Fold-down or tip-down seats provide more space when not in use, but these should not be spring loaded.
- The seat should preferably be height adjustable, or 480mm from floor level. The edge of the seat should be at least 650mm from the mounted wall. Larger seats allow use by a wider range of people.
- The seat should be able to support a weight of at least 200kg (440lbs).

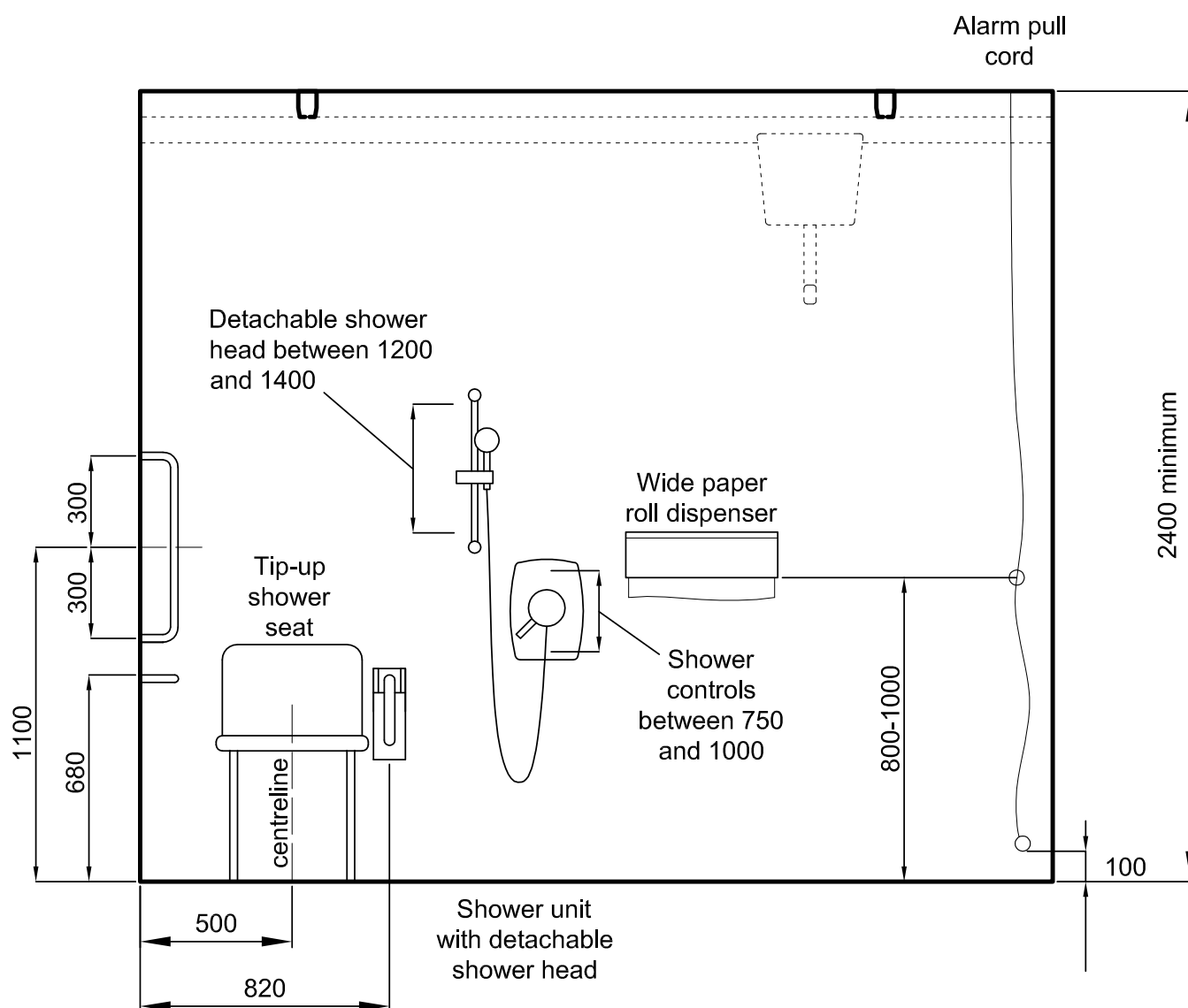


The CP facility at Ken Martin Leisure Centre in Nottingham includes a shower seat with a backrest and drop-down arm supports



This CP facility includes a back rest and wide paper roll dispenser.

Recommended heights for shower area with shower seat



All dimensions in millimetres

Waste bins

Adequate receptacles for waste, including separate bins for general waste and personal hygiene products, should be provided, and must be emptied regularly. See *Day-to-day management* in Chapter 6, **Management and maintenance** for more information.

- The sanitary-disposal bin should be large enough to accommodate adult-sized incontinence pads. It should be positioned within easy reach of the WC, but not where it will obstruct access.
- A disposal bin for general waste should be positioned where it can be reached easily from the clear manoeuvring space. In facilities that provide paper towels, the bin should not be far from the paper towel dispenser.
- The disposal unit and general waste bin should be recessed into the wall. This maximises space and reduces the risk of the bin obstructing movement or equipment. A waste bin could shatter and cause damage if it is stored underneath the height-adjustable bench.

Mirror

A full-length mirror with unobstructed access should be provided within a CP toilet to enable people to view themselves and to adjust their clothing.

- A wall-mounted mirror should be provided, 600mm wide and at least 1000mm tall, positioned with the lower edge no higher than 600mm above the floor.
- Mirrors should not extend to floor level as this can create a false impression of being a door or wall opening.

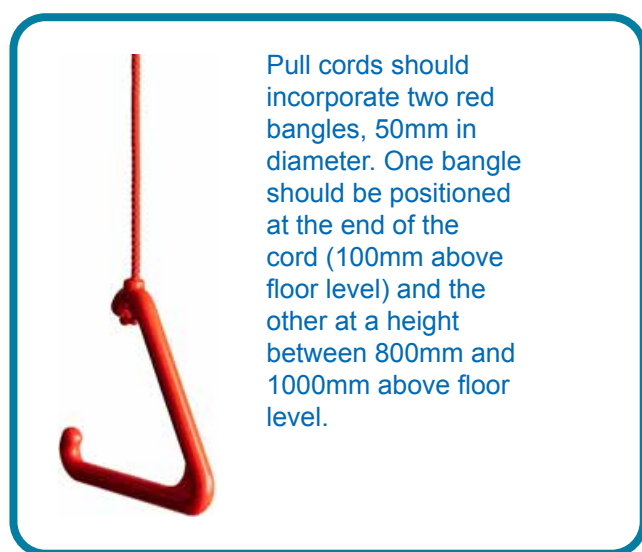
Assistance alarm

An assistance alarm should be provided to enable a disabled person or their assistant to summon assistance. This should incorporate visual and audio indicators which differ from those of the fire alarm system to avoid confusion.

Emergency alarm alerts should be positioned in areas which are permanently staffed, and staff must be trained in providing appropriate assistance. See *Staff training* in Chapter 6, **Management and maintenance**.

- The alarm system should comprise two alarm pull cords and a reset button within the room.
- One alarm pull cord should be positioned adjacent to the toilet where it can be reached from the toilet.
- A further alarm pull cord should be positioned near to the door, but not where it will be confused with the light pull cord.
- Alarm pull cords should be coloured red and extend down to within 100mm of the floor. This is so that they can be reached easily in the event of a user falling to the floor.
- The pull cords should incorporate two red bangles, 50mm in diameter. One bangle should be positioned at the end of the cord (100mm above floor level) and the other at a height between 800mm and 1000mm above floor level.
- An alarm reset button should be positioned within the room, preferably close to the toilet, at a height between 800mm and 1000mm above floor level.
- The reset control, a button or switch, should be easy to identify and operate.

- The system should incorporate an indication that the alarm has been raised as this will reassure users that assistance is on its way.
- Above the door on the outside of the room, an alarm indicator should be provided, incorporating both a light and sounder.
- Pull cords should be accessible, see diagram below as an example;.



Coat hooks

Sufficient coat hooks should be provided to enable a CP user and two assistants to hang their coats and bags. Coat hooks should be positioned at two different heights – 1050mm and 1400mm above floor level – to meet the needs of people of different heights and with a different reach range.

Sanitary-towel dispensers

Installing a vending machine dispensing sanitary and hygiene products is recommended, and it should be easy to reach and operate. Wherever possible, a recessed or slimline unit should be selected so that

it does not reduce and encroach into the useable floor space or present an obstruction. Controls, coin slots and the dispensing drawer should be positioned at a height between 750mm and 1200mm.

Heating

CP toilets should be heated to maintain a comfortable temperature when they are available for use. The room temperature should take account of the fact that many people using the facilities may be undressed for an extended period, such as while being changed or showered.

- Underfloor heating is recommended wherever it is practical to install, such as in new-build CP toilets or where the room is being substantially renovated. Underfloor heating is ideal for CP toilets as:
 - it provides a consistent room temperature
 - it provides a warm floor surface, which improves comfort and ensures that the floor surface dries faster
 - it ensures greater floor space as it avoids the need for wall-mounted radiators which may reduce the useable floor space.
- If radiators are provided, they should be carefully positioned so as not to obstruct access to and use of any equipment. They should have a maximum surface temperature of 43°C. Radiator pipes should also be fully concealed or guarded.
- Convection and fan-type heaters should be avoided as they can create draughts and cause discomfort. Fan heaters also generate background noise which can impair communications and create an unpleasant environment.

Water supply

Hot water in pipes supplying washbasins and showers is required to be at least 60°C in order to avoid the risk of legionella. However, thermostatic valves should be used to ensure that the water temperature at the point of supply is much lower.

- At the point of supply, water temperature should not exceed 43°C.
- Water supply pipes should be concealed or boxed in to avoid the risk of injury.

Ventilation

CP toilets should be adequately ventilated to provide fresh air and to remove moisture after showering, where applicable. The ventilation system should be designed to meet the requirements of the relevant building regulations.

- The operation of the mechanical ventilation system could be linked to use of the lights. This could incorporate, for example, a 15-minute overrun once the lights have been switched off.
- Mechanical ventilation and extract systems should be as quiet as possible as the noise generated by certain systems can be distressing to some people. Regular cleaning and maintenance can greatly reduce noise levels.
- Supplementary natural ventilation via windows may be desirable in some circumstances. Where windows that can be opened are provided, they should be carefully positioned to maintain comfort and privacy.
- Handles and opening mechanisms for windows should be easy and safe to use,

and should contrast visually with their background.

- Where high-level windows that can be opened are provided, either a lower-level winding handle or remote-control device for electrical operation should be provided between 800mm and 1000mm above floor level.

Lighting and décor

It is important to ensure that the décor creates strong visual contrast between the fittings and their background. A warm, welcoming environment should be created. The facility should be as pleasant as possible as users may spend considerable periods of time there.

Artificial lighting should be provided to achieve an even level of illumination throughout the room. Given the size of the room, it is likely that more than one light fitting will be required. Light fittings controlled by a timer should be avoided because an assistant may have to move away from the CP user in order to reactivate the light, and this could compromise safety.

The use of ultraviolet light, which is used in some public conveniences to deter drug use, should not be used in CP toilets. Ultraviolet light reduces visual contrast between surfaces and fittings and is also known to induce seizures.

- Matt surfaces should be used to avoid glare.
- Pale tones for walls and ceilings help to reflect light more evenly.
- The floor finish and the door should contrast with the walls so that they can be easily identified.

- Fittings such as grabrails, dispensers, pull cords and switches should also contrast with their surroundings.
- Artificial lighting should provide an even level of illumination of 300 lux at the height of the changing bench.
- The position of lights should not create strong contrasts between light and shade or cause glare or reflections.
- Light fittings should be shallow or recessed and positioned away from the ceiling track to avoid causing an obstruction to the hoist.
- Uplighters may be appropriate next to a changing bench to avoid users having to look directly at an overhead light source while lying down. Lights should be of a type suitable for use in wet rooms.
- Light switches should be a pull cord type positioned 150mm from the leading edge of the door. The pull cord should extend to between 900mm and 1000mm above floor level.
- Although the light pull cord fitting should contrast in colour with the adjacent wall surface, it should not be red in colour as it may be mistaken for an emergency assistance pull cord.
- Flooring to be non-slip, and to take into account that water may lay on floor surfaces, particularly near shower and basin areas, which may further increase slippery areas. Shower areas, and areas directly adjoining showers may require particular attention in the floor specification.

Note: There is also some technical information on slip-resistance in BS8300-2:2018. Annex C Informative. C2 Slip Resistance.

The design of the CP toilet at City Hall was based on consultation with staff and regular visitors, which resulted in an attractive facility with good visual contrast. The Access Consultant for this facility, Ann Sawyer, said:

“The appearance was considered carefully, in order to ensure the fittings and finishes specified would look good as well as work well. As they say, however, ‘the devil is in the detail’; a great deal of time was spent trying to find the most suitable tap, soap dispenser and so on.”



The fittings at the CP facility at City Hall, London, contrast visually with their background

Equipment and environment checklist

Pre-visit information:

Location and how to access the facility

☐

Working capacity of the hoist and changing bench

☐

Hoist compatibility with sling types

☐

Confirm that slings are not provided

☐

Availability of shower facilities

☐

Above information available on venue website, publicity, leaflets and from staff

☐

Door:

Visually contrasting frame, handle and lock with clear CP signage

☐

If locked, access instructions provided outside

☐

Minimum of 1000mm effective clear width, outward opening if possible

☐

Horizontal pull bar at 900mm height on inside of the door

☐

Easy-to-use privacy lock

☐

Coat hooks on the inside at two heights, 1050mm and 1400mm

☐

WC:

Peninsular (space both sides) at least 1000mm from the wall

☐

Seat height 480mm from floor

☐

Comfortable back rest

☐

Toilet paper within reach

☐

Retractable wall-mounted / freestanding folding screen

☐

Colostomy shelf fixed within reach of the WC 950mm from floor

☐

Grabrails / Drop-down support rails:

Contrast visually with background

☐

Drop-down support rails 320mm either side, upper rail 680mm above the floor when in horizontal position

☐

Vertical grabrails with centre at 1100mm height

☐

Easy to grip, minimum 600mm long, 32-35mm diameter

☐

Washbasin:

Height adjustable (usual range 580-1030mm) with safety stop or positioned at 720-740mm from floor (if fixed)

☐

Clear knee space underneath (700mm from floor)

☐

Large bowl but taps still within reach

☐

Level surface either side for arm rests

☐

Lever mixer tap

☐

Soap dispenser above, easy to use and well within reach

☐

Hand drying:

Automatic hand dryer near basin

☐

Paper towels supplied in addition

☐

Hand-drying facilities contrast against surroundings without having reflective surfaces, 800mm -1000mm from floor

☐

Ceiling-track hoist:

Full room coverage

☐

Minimum 200kg – greater capacity recommended

☐

Minimum ceiling height 2.4m

☐

Ceiling lights and alarms recessed

☐

Sling compatibility information provided

☐

Instructions and working load clearly visible and easy to understand

☐

Emergency lower / stop

☐

Return-to-charge feature and charging location instructions

☐

Changing bench:

Freestanding or wall-mounted

☐

Minimum 1800mm long and 800mm wide

☐

Adjustable in height 300mm-1000mm from floor level

☐

Minimum working load 200kg (higher recommended)

☐

Instructions for use and working load clearly displayed

☐

Comfortable surface for changing or showering

☐

Wide paper roll dispenser provided by bench, 800-1000mm from floor

☐

Privacy Screen:

Freestanding or wall-mounted screen provided

☐

Folds away without obstructing other equipment

☐

Shower:	
Non-slip, wetroom floor design	<input type="checkbox"/>
Step-free access, maximum slope 1:50 for water drainage	<input type="checkbox"/>
Shower unit with detachable head, located next to changing bench	<input type="checkbox"/>
Shower seat (if provided)	
Shower seat with backrest and supporting grabrail	<input type="checkbox"/>
Adjustable height or 480mm from floor, seat edge 650mm from wall (min)	<input type="checkbox"/>
Minimum safe working load 200kg, higher capacity recommended	<input type="checkbox"/>
Bins:	
Large sanitary disposal bin (not narrow type)	<input type="checkbox"/>
Recessed where possible, not under changing bench or in transfer space	<input type="checkbox"/>
Separate bins for general waste and paper towels	<input type="checkbox"/>
Alarm system:	
Audible and with indicator light, linked to staffed area	<input type="checkbox"/>
Alarm pull cords should be red and have bangles at two heights: 100mm and 800-1000mm from the floor	<input type="checkbox"/>
Alarm should have at least two pull cords, one that can be reached from the WC, the other by the door (based on BS8300 layout)	<input type="checkbox"/>
Pull cords should not obstruct hoist movement or other equipment	<input type="checkbox"/>
Contrasting reset button located near alarm and easy to find	<input type="checkbox"/>

Mirror:	
Full-length, minimum 600mm wide and 1000mm tall	<input type="checkbox"/>
Lower edge should not start at floor level but should not be higher than 600mm	<input type="checkbox"/>
Environment check points:	
Comfortable and welcoming	<input type="checkbox"/>
Visually contrasting fittings	<input type="checkbox"/>
Clear instructions and signage	<input type="checkbox"/>
Appropriate heating	<input type="checkbox"/>
Even lighting	<input type="checkbox"/>
Water temperatures meet safety standards	<input type="checkbox"/>
Good ventilation	<input type="checkbox"/>
Non-slip flooring	<input type="checkbox"/>

The Equipment and environment checklist is most effective when used in conjunction with the detailed layouts in Chapter 3, **Planning and design**

5 Case Studies

Making a business case for a Changing Places toilet in existing sites

Installation of Changing Places toilets is an equitable right for over a quarter of million people but does require funding and resources. For many businesses and organisations, the desire to install a CP toilet is often a given but there may be barriers such as financial, space or other issues. A business case may have to be made to support the reasoning behind an installation of a CP toilet. A compelling case can be made for a return on investment. This can be based upon a combination of factors:

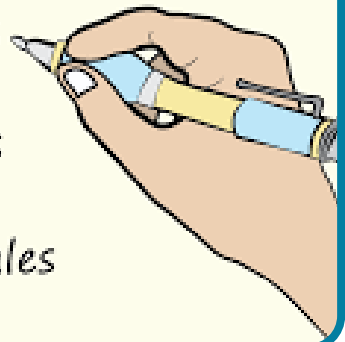
- **Legal duty** underpinned by The Equality Act 2010
- **Missed opportunities.** In the UK, there are an estimated 12 million disabled people or 20% of the population. In a recent survey of Changing Places Insights, 2021 by MDUK reported that 83% of disabled people would use a Changing Places Toilet if available. Furthermore a survey by VisitBritain showed 83% of disabled people have made a conscious decision not to visit an unwelcoming or inaccessible business — particularly those with no suitable, clean toilet facilities. Many venues have reported

an uptake in visitors since installing a CP toilet , for example Sandcastle Water Park in Blackpool reported the number of disabled visitors has increased by 115% and a 90% increase of guests with disabilities since installing their Changing Places.

- **Spending power.** VisitBritain reported the total expenditure generated by people with a disability or those travelling within a group with a disabled member is estimated to be £15.3 billion.
- **Best Practice.** Having a CP toilet meets Best Practice technical standards for access and inclusion.
- **Social impact.** Having a CP toilet installed demonstrates a desire to to increase diversify of staff, customers, and visitors to the site. Many venues have fed back the additional marketing opportunities for showcasing their CP toilet.
- **Cost.** In addition to the above compelling business case for a CP toilet there may be additional grants or subsidies available via funding bodies to support the cost.

Business case

- Reasons
- Options
- Benefits
- Costs
- Timescales
- Risks





CP toilet at Yorkshire Wildlife Park*

Case study:

Yorkshire Wildlife Park

This safari park has a wide variety of buildings, communal spaces and an expanse of outdoor space set across a large area, suited to families and attracts and welcomes thousands of visitors from all places, of all ages.

The park wanted to invest in a project which would break down the barriers that disabled visitors might face, and become a public attraction that is all-inclusive to everyone; hence the exciting idea to install a Changing Places facility within the family attraction.

Yorkshire Wildlife Park learnt about the number of successful Changing Places and of the vast benefits that the facilities achieved for customers and businesses. Their research showed that around 75% of disabled people decide against visits to venues which have poor disability access. The Park wanted to put a stamp on the Changing Places Map and become a disability-friendly venue; attracting more visitors from the disabled community.

What were the challenges to making the site accessible and how were they overcome?

The main challenge for the Park's Changing Places installation was deciding the best location for it to be based within the Park. It was essential to ensure that the location was right, considering the large expanse of the Park spread out across a wide area. The central courtyard was decided as the best location, positioning the facility near to the Park's restaurant and main Park attraction areas.

** note the CP accessible WC should include a back rest*

What was the impact on customers or employees?

The Changing Places facility has unlocked a new customer base for the park, as well as the potential revenue that can be achieved from making a venue disability-friendly. Hence, the park employees were very excited to open their gates to the public once again, with the added benefit of appealing to an even wider customer base as a disability friendly public attraction. The venue are so pleased with the installation and its benefits for visitors, that a second Changing Places facility is being planned for the new entertainment show area that is in being built.

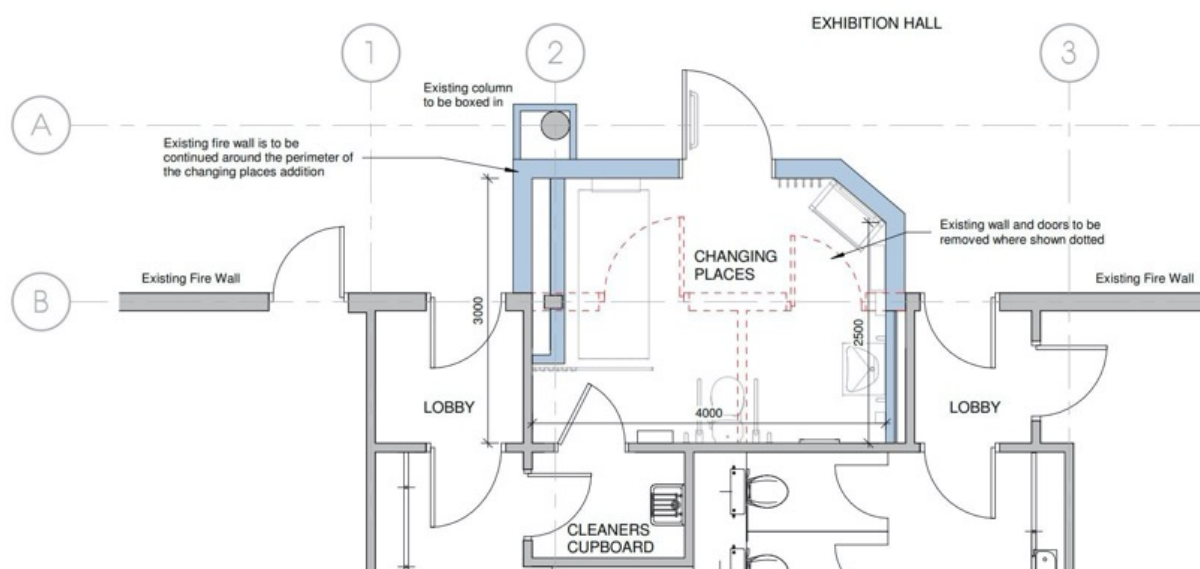
Case study:

The National Space Centre (NSC)

The NSC is a museum and educational resource whose vision was to enhance accessibility across the site and enable profoundly disabled visitors – and their families/ carers – to fully access and enjoy The National Space Centre.

For the NSC a key challenge was to find a suitable location for the CP toilet with limited internal space. The solution was to build a new room within a room, providing the 12m² required internally to be fully compliant. The build and design included a redesign of existing disabled WC and baby change facility, (these were relocated), to create a new timber superstructure to form new 12m² internal space. Works were completed within a three-week period.

Whilst the facility remains in its infancy, there has been a great buzz on social media. Having recently completed a Changing Places training session with the supplier 'Rise Adaptations', the Space Centre crew understand the practicalities and importance of their facility, and the difference it will make to new visitors.





CP toilet installed by Kingkraft Ltd at Yorkshire Wildlife Park

“Changing Places are like keys that open the door to wonderful places like The National Space Centre. Our CP facility isn’t just a toilet – it’s an enabling tool for a large segment of society who previously couldn’t enjoy our centre.”

Graham Law, Chief Engineer, The National Space Centre

Case study:

National Maritime Museum

The National Maritime Museum wished to invest in a project which would break down the barriers that disabled visitors might face, and become a public attraction that is all-inclusive. The museum sought the help of a project-management team to redesign an existing room within the building.



CP toilet installed by Kingkraft Ltd

** note the CP accessible WC should include a back rest*

The museum aimed to become a venue that provides equal accessibility to all visitors and become a disability-friendly venue. With the help of a specialist supplier, the venue successfully installed a superb Changing Places facility which provides specialist changing and toileting facilities that promote dignity, privacy and comfort for disabled visitors. The museum now features on the Changing Places Venue Listing Map, and is much more likely to be visited and enjoyed by the disabled community. The Changing Places facility has further unlocked a new customer base for the attraction, as well as the potential revenue that can be achieved from making a venue disability-friendly.

What were the challenges to making the site accessible and how were they overcome?

The main challenge for the museum's installation was deciding the location for the Changing Places toilet, in order to ensure that it adhered to all requirements necessary to be an official Changing Place, and could be formally listed as such. The minimum room area of 3m x 4m, and with space being a premium within such a venue, the location needed to be well considered. It was decided that a pre-existing room, previously used as a First-Aid room, would be ideal for the installation. This ensured that all required specifications were met, whilst ensuring that the Changing Places facilities were in the best location to make the most effective impact for disabled visitors. The chosen room was located centrally within the museum, close to the restaurant facilities, ensuring good and convenient accessibility.

What was the impact on customers or employees?

The Changing Places facility is a recent addition to the museum and was installed during the Covid-19 pandemic lockdown restrictions. Hence, the museum employees were very excited to open their doors to the public once again, with the added benefit of appealing to an even wider customer base as a disability-friendly public attraction. The venue expects positive feedback from members of the public once reopening in mid-2021.

What are the stand-out points about this installation?

The project involved extensive installation of a variety of specialist equipment, including a room-cover system hoist, height adjustable changing bed and wash basin, and a peninsular toilet. Electric and plumbing services works were also required. All of this was achieved within the existing space. The project completion was to a high standard.

The installation of the Changing Places facility was a particularly positive achievement to come out the other side of lockdown with. The Museum looks forward to welcoming more of the disabled community to visit and enjoy this educational attraction.

Case study:

Goldsmiths University, London

The university's strategic driver was driven by feedback from a new student (wheelchair-user) who had requested that they create such a facility for use by their disabled students. The student had specific input into the design, choosing a wash-dry WC and a specific changing bench, which worked well for them. The final design was signed off by the student and her occupational therapist. This facility will encourage more disabled students to choose this university when considering their choices.

What were the challenges to making the site accessible and how were they overcome?

The space identified was a combination of two toilet cubicles. The access corridor had a step in it which had to be ramped to enable safe access to the room. The space was inside part of an old building, and had a complex building envelope with walls that had to be strengthened to take the equipment, and the ceiling was deemed non-structural. In addition, the project had to be undertaken during a holiday to minimise impact on teaching, but they worked as a team to ensure that the project was completed in record time, and ready to hand over before the new term started.



CP toilet at Goldsmiths University

** note the CP accessible WC should include a back rest*

Case study:

(Everyone Active) Porchester Leisure Centre



This leisure centre responded to feedback from a local user-group which had made specific representation for the need for a Changing Places facility.

Although the challenges included an old building with heritage in Turkish baths and a spa, they were able to make space by combining a storeroom and an existing shower room adjacent to the pool. The aesthetic of the room was to be sympathetic to the existing décor, and to make use of existing drainage points, to minimise disruption to the building.

What was the impact on customers or employees?

The local disabled user community can now have confidence in attending the leisure centre. The employees seem thrilled at having the new facility, and the finished facility looks great with the natural light coming through the high-level windows – not something you often see in a Changing places toilet.

** note the CP accessible WC should include a back rest*



Case study:

Membership scheme with personal fobs

Middlesbrough Bus Station

The first CP facility to be built in Middlesbrough is located at the bus station. An unused room located here was an ideal choice for a new CP toilet, because it was sufficiently spacious, council owned, and situated in the town centre. The most challenging issue when planning the facility was management, particularly as there was no bus station manager at the time.

The cleaning, management and ongoing costs associated with the provision of the facility were eventually resolved by the council. However, the bus station continues to experience significant problems relating to antisocial behaviour. Therefore the CP steering group opted to run a membership scheme for the toilet, to ensure that it would be accessed only by the people who really need it.

Middlesbrough Shopmobility offered to operate the membership scheme, while the CP steering group devised a welcome pack for new members. This contains membership information, an application form, frequently asked questions, a disclaimer and information about the operation and safe working load of the equipment. On completion of the application form, all members are provided with a fob which allows them to access the facility. Details of the membership scheme are clearly displayed outside the facility.

The vandal-resistant fob system was installed following consultation with the council's Security Officer. All fobs are numbered and, once issued to members, members' contact details are kept securely at Middlesbrough Shopmobility. The fob system provides data which can be reviewed to show frequency of use. Fobs can also be instantly deactivated if they are lost, or if anybody is found to be abusing the facility.

The fobs are brightly coloured, with contrasting stickers displaying their numbers. To ensure easy access for all users, they are held in front of the reader rather than needing to be swiped.



Case study:

Open access

Kent Gateway services

The majority of CP toilets in Kent are installed within a Gateway, a centre offering public and voluntary services in an accessible town centre or high street location. Kent County Council has at least one CP toilet available in every Gateway location.

A CP Working Group, supported by the Gateway Programme Board, meets every six months to review implementation of proposals and to improve access to the facilities even further.

The group's activities include:

- promoting the facilities through leaflets, newsletters, access guides and local networks
- 'mystery shopping' visits to the toilets to check ongoing access, management and maintenance
- picking up on specific management and maintenance issues as they arise
- sharing knowledge of CP users and families.

The Tonbridge and Malling, Maidstone and Tunbridge Wells CP facilities were originally locked toilets. However, it was later decided to remove the locks, making the facility more accessible to all members of the community.

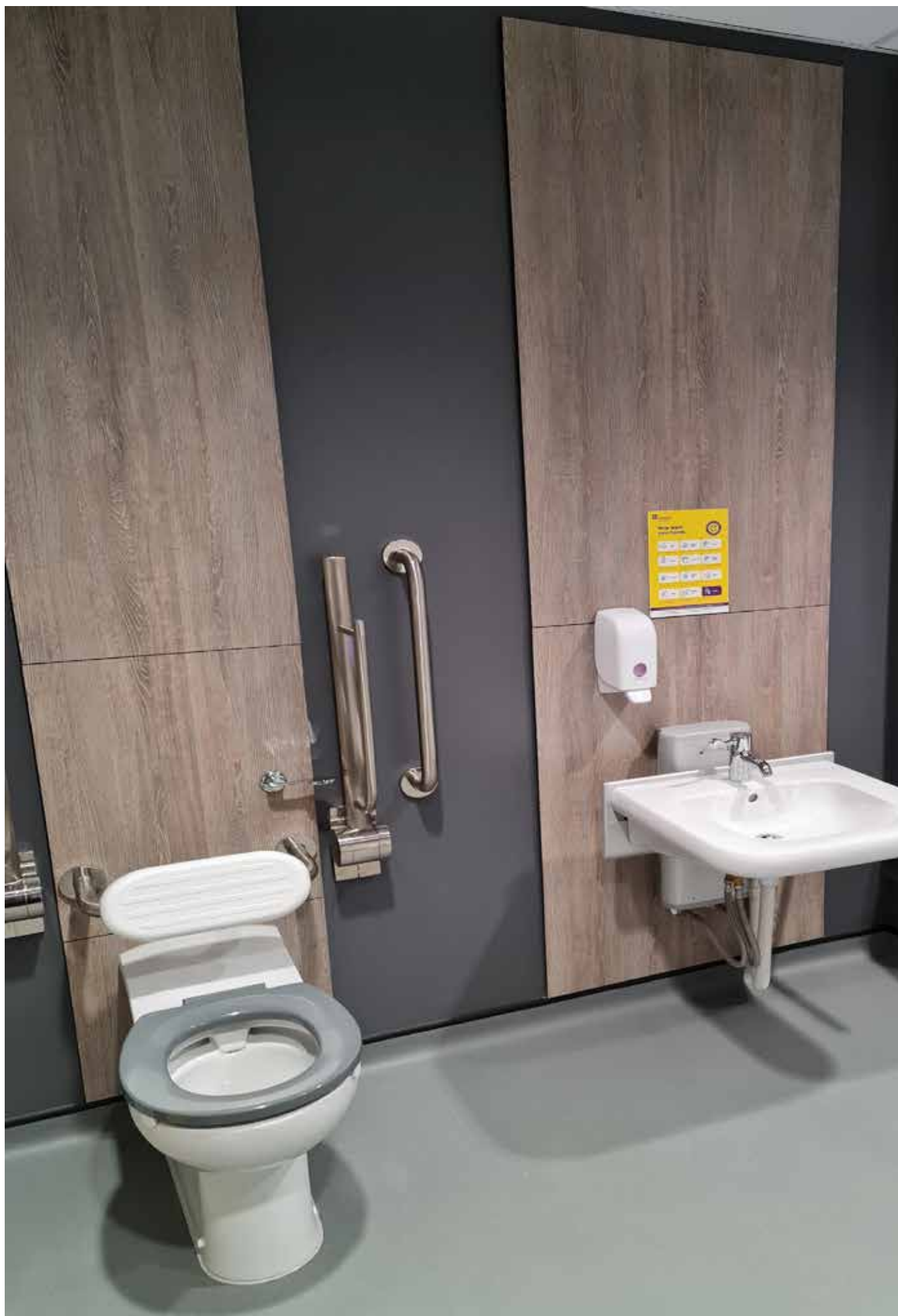
The open sites are well managed and frequently used by a range of people, including people with learning disabilities, older people, people living with stroke and families.

“We manage use carefully and priority is always given to disabled people. We have had no queues and no problems with vandalism. The cleaners service the CP toilet regularly as part of the usual contract, and we didn't need to change our insurance cover.”

Tina Levett, Gateway Manager



Information signs in the Tonbridge CP facility provide clear diagrams and instructions for using the equipment



Durham University CP toilet

6 Management and maintenance

Efficient management and maintenance of Changing Places (CP) toilets is essential to their day-to-day operation and ongoing viability. Good management involves the provision of relevant staff training, and effective and appropriate communications. Regular cleaning and servicing are also essential.

Ensuring good practice in management and maintenance can also safeguard the providers of CP toilets by demonstrating that risks are well managed. Keeping accurate records of daily activities, such as cleaning and equipment inspections, and of annual servicing of hoists and benches will provide evidence of good management practice. See Chapter 2, **Legislative background**, for further information on risk management.

The provision of a new CP toilet in a building must be accompanied by training which is a most important part of the installation of this new facility. It is essential that staff who manage a CP toilet are trained on disability awareness and an understanding of how people use the equipment is very important. However, staff do not require manual handling training themselves as they are not expected to provide personal assistance to people using the facility. Check the Changing Places Consortium website for information for approved training providers.

In a CP toilet used predominantly by visitors, assistants are less likely to be familiar with the particular items of equipment or individual controls. Providing clearly visible instructions that are easy to follow, and

frequent checks by management staff between users, such as checking that the hoist is returned to the charging station, will help ensure that equipment is ready for the next user.

“It is important that staff receive training on Changing Places to understand why they are needed, the equipment and how it all works. It is a chance to clarify what is and isn’t their responsibility. They will play a vital role which includes providing information about the CP toilet, as well as promoting its availability to potential users.”

Ann Sawyer, *Access Consultant*



Changing Places toilet at Morrison's, Dalton Park..



Watchpoints

The organisation providing a CP toilet is responsible for:

- undertaking a full risk assessment of the facility and managing risk
- displaying clear instructions and relevant information regarding the equipment provided
- providing accurate information on the availability and location of facilities
- checking all equipment daily to ensure it is clean, charged and ready for use
- ensuring that all equipment is regularly maintained and inspected in accordance with manufacturers' recommendations and relevant legislation.

The organisation and its staff are not responsible for:

- undertaking a risk assessment for **individual** disabled people and their assistants
- providing physical assistance to a disabled person using the CP facilities
- providing slings for use with the hoist.

Staff training

The provision of a new CP toilet in a building should be accompanied by training. This will ensure that relevant staff members are aware of the new facility and prepared for any responsibilities relating to its management.

- Disability awareness training should be supplemented with training on why people need CP toilets and how they are used.
- It can be beneficial to provide all staff with basic equipment training, such as safely returning the hoist motor to the charging station, and recognising the controls for the release and power cord, to help them answer basic queries.
- Customer-service staff should be aware of what type of equipment is provided. They should understand the importance of providing visitors with access information in advance and promoting the facility to potential users.
- Cleaning and caretaking staff should understand the importance of meticulous hygiene and why the position of items within the room is critical. For example, if an alarm pull cord is tied up, it will not be possible for a user to reach it from the floor in an emergency.
- Suitable cleaning products should be used to clean the equipment following the manufacturer's instructions.
- Building-maintenance staff should be familiar with the operation and maintenance of all items of equipment.

- Caretakers, building managers and maintenance staff should be trained in operating and maintaining equipment and troubleshooting common problems. This should include an understanding of the hoist system's basic functions, limitations and maintenance requirements.
- A contingency plan in the event of a power cut should be drafted.

Security

The level of security required for a CP toilet will vary depending on where it is situated and how it is managed. In all cases, instructions explaining how to gain access should be displayed on signage outside the toilet and in any information about the facility, such as on the venue's website. Where open access is not provided, it is essential that arrangements are put in place to manage the situation should somebody urgently require access to the CP toilet. Clear signage explaining how to gain emergency access should be displayed outside the toilet. Ideally, CP toilets should be kept unlocked so that users have quick, easy and independent access to the facility. However, if there is a risk of a facility being mistreated by other people in the building, managers may have to consider options that provide better security. The benefits and drawbacks to different security arrangements are outlined below.

Open access

Where a CP toilet is located in a staffed facility, it is preferable to keep it unlocked when not in use. Operating a well-managed open site means that the CP toilet is available when required and allows visitors to access it immediately without having to request access or register. It also prevents staff time being taken up by giving out keys,

unlocking the facility or registering users.

Key schemes

Where a CP toilet is remotely managed, or is at risk of being misused and damaged, it should be kept locked when not in use. This may be the case in situations where access is directly from a public space.

Uncontrolled access by key

In some cases, those wishing to use a CP facility may need to request a key from the reception. RADAR key access to CP toilets are used, these were previously part of the National Key Scheme (RADAR) and restrict entry to the facilities to those users who have a RADAR key. Check any access requirements ahead of visiting on the Changing Places website which will have information of registered CP toilets and access measures.

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Controlled access by venue-specific key

Restricting access by locking the facility with a key or key input code allows the venue greater control over who uses it. Visitors can request the key or code from a member of staff, usually someone at reception. Although this will increase the time it takes for users to access the toilet, and relies on a staff member being available at all times.

Membership schemes

Organisations may wish to operate a membership scheme for regular users. Registering the assistant, rather than the disabled user of the toilet, allows a safeguard to be added by asking them to confirm that they know how to use the equipment. This type of scheme is not suitable for venues that are not regularly visited by the same people.

Membership card systems

Assistants complete a registration form before using the facility for the first time. They are then provided with a membership card, which is shown to a member of staff who will either unlock the toilet or provide a key. It is preferable for visitors to have the option of registration on arrival, for example at an information point or with the toilet attendant. The CP website has an example Guidance for Use form which can be used as a template.

Member keys / fobs for individual use

To allow regular users flexibility, membership schemes can provide assistants with their own keys or electronic access fobs. This means that members can access the CP toilet independently at any time. Electronic systems may allow the venue to record access. They will need to be linked to a control centre, such as a local Shopmobility centre.

“We didn’t want to create any barriers to access. We took the lock off so the facility is open to visitors and is being used all the time.”

Tina Levett, Gateway Manager, Kent



Tonbridge Gateway provides open access to their managed CP facilities

Information management

Any information about the venue, such as its website, should make specific reference to the CP facility. It is also very important to advertise CP facilities to potential users at the venue itself, and staff should be trained so that they can direct visitors to the facility.

If people are not aware that the facility exists, it will be underused and therefore will not benefit the people who need it.

Clear, accurate, up-to-date and easily accessible information about the facility should be provided through a variety of media so that journeys and visits can be planned. Knowing what facilities are available, their location, opening times, whether a key is required and the type of equipment provided will reassure people that their proposed journey is viable.

Spreading the message

Changing Places Awareness Day

The Changing Places campaign was officially launched in July 2006. In celebration, the Consortium have an annual awareness day for the campaign. Changing Places Awareness day is all about celebrating all that the campaign has achieved to date thanks to the dedicated support of all campaigners. It is also an opportunity to help raise more vital awareness of the life changing difference Changing Places toilets make to peoples lives - not just in the UK but around the world!

If you are organising an event or celebrating a new CP toilet installation let the CP Consortium know on the website to register or by email Changingplaces@musculardystrophyuk.org and we can showcase this on the CP Awareness day.



Leeds City Council Changing Places Awareness Day 2019

“Since 2011 Leeds City Council has steadily delivered changing places toilets throughout the city. This commitment has also allowed us to make the case for large bussiness in the city to follow, examples being new shopping centres and cinemas. Our Changing Places users have told us how these facilities allow them to go and enjoys our Parks and spend time in parts of the city away from their homes. Our Mobile Changing Places unit makes events such as the Ice Cube Rink every February in Millennium Square accessible to many families.”

Bairbre McKendrick, Access Officer City Development Leeds City Council

The following information should be readily accessible and up-to-date:

- location
- opening hours
- access and security arrangements
- equipment and hoist sling compatibility (see *Hoist slings* in Chapter 4, **Equipment**).

This information should be provided through a variety of media including:

- visitor information leaflets
- websites
- signage
- telephone and textphone enquiries
- staff reception desks
- alternative formats.

Operating instructions for the hoist, height-adjustable changing bench and height-adjustable washbasin should be displayed inside the CP toilet.

It is a good idea to provide a brief explanation of what a CP toilet is outside the facility itself. This should reduce misuse of the facility, and will also promote its availability to potential users who are unaware of the CP scheme.

For suggested wording for such a sign, see *Signage and wayfinding* in Chapter 3, **Planning and design**.

Signage should be also provided to direct people to alternative toilet facilities such as:

- unisex accessible toilets
- single-sex sanitary facilities
- baby changing facilities.

This will help to ensure that CP toilets are not used by people who are able to access other facilities. See *Signage and wayfinding* in Chapter 3, **Planning and design**.

The use of the CP facility should be monitored. Customer feedback should be encouraged and a dialogue with users should be established. This will help organisations meet the needs of users. It should also highlight potential problems at an early stage, enabling a prompt response and appropriate rectification work if necessary.



The Changing Places website provides details on all registered CP toilets and includes photographs, equipment and access information shared by service providers



Kent County Council have created a map of Changing Places facilities available across the county

Equipment testing and maintenance

Certain regulations govern the frequency and type of regular maintenance. Hoists need to be serviced and maintained in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. For more information, see *Health and safety legislation* in Chapter 2, **Legislative background**). It is the responsibility of the building management to ensure this takes place.

- A programme of regular inspections, maintenance and servicing of all moveable and motorised equipment should be implemented.
- Accurate records of all equipment tests, inspections and servicing should be kept.



Clear signage will help direct visitors to the CP facility

Day-to-day management

Many tasks need to be undertaken daily. In situations where a CP toilet is used repeatedly throughout the day, such as in a healthcare facility, more frequent checks and cleaning will be required. Management and maintenance staff should ensure the

CP toilet is cleaned and restocked, and that batteries are fully charged, on a daily basis, or more often if required.

- **Routes** – Staff should ensure that all routes, including entrances, lobbies, corridors, steps and ramps, are clean, free of obstructions and well lit. External routes should be kept clear of fallen leaves, snow and ice.
- **Signage** – Directional signage should be clearly visible at all times and not obscured by temporary notices, posters, furniture or other items. Signage should be kept clean.
- **Door and ironmongery** – The toilet door should be maintained so that it does not become stiff or heavy to operate. Door handles and locks should be checked to ensure they are fully operable.
- **Equipment** – All items of equipment should be inspected regularly to ensure they remain in good condition, are positioned correctly and are ready for use. In CP toilets with mobile changing benches, the bench should be returned to its designated position. Freestanding waste bins should be returned to their designated locations so they do not obstruct access and are ready for the next user. The overhead hoist motor should be returned to its charging unit.
- **Batteries** – Equipment powered by batteries should be fully recharged overnight. Equipment should also be returned to its charging position between users during the day.
- **Supplies** – Items such as toilet paper, soap, hand towels and paper roll should be checked and restocked daily. If the facility is in continuous use during the day, more frequent checks should be made to ensure there are sufficient supplies for every user.

- **Cleanliness** – Thorough daily cleaning of all surfaces and equipment is essential. Spot-checks throughout the day are also advised, particularly if the facility is in continuous use. Regular flushing of water outlets is recommended to reduce the risk of legionella.
- **Assistance alarm** – Pull cords and reset buttons should be tested regularly to ensure they are easy to operate and fully functional. Checks should also be made to ensure that audible and visual alarms, including those positioned immediately outside the room and those positioned remotely (such as at a reception or service desk), are fully functional and tested for response.
- **Fire alarm** – Whenever the building's fire alarm is tested, a check should be made to ensure that the visual alarm within the CP toilet is activated and that the sound level of the audible alarm is adequate.
- **Heating** – The room temperature should be checked regularly and monitored to ensure the required temperature is maintained. Zone and control settings should be carefully checked to ensure that heating in the CP toilet is maintained at times when heating is switched off elsewhere in the building.
- **Lighting** – Lights should be checked regularly within the CP toilet and along access routes. Any non-functioning light bulbs should be replaced immediately. In situations in which light switching is centrally controlled, lights along access routes and in the CP toilet should be activated at any time whenever the facility is available for use.

For more information visit:

www.Changing-Places.org

“We wanted to make the building as inclusive and accessible as possible for all the residents of Warminster and visitors to the town. We are delighted that with the support of Wiltshire Council we have been able to include a Changing Places toilet in our new facilities, giving us state-of-the-art provision for all those who visit the Civic Centre.”

Heather, *Warminster Town Clerk*



Management checklist

Staff trained and aware of facilities	<input type="checkbox"/>
Emergency egress, alarm and power cut response policies	<input type="checkbox"/>
Pre-visit information on website and leaflets	<input type="checkbox"/>
Access routes clean and free of obstructions	<input type="checkbox"/>
Signage on routes and facility clearly visible	<input type="checkbox"/>
Door handles and locks fully operable	<input type="checkbox"/>
Changing bench in correct position	<input type="checkbox"/>
Waste bin checked (not obstructing equipment or transfer space)	<input type="checkbox"/>
Hoist motor and changing bench returned to charging position / batteries charged	<input type="checkbox"/>
Supplies fully stocked:	
Toilet paper	<input type="checkbox"/>
Soap	<input type="checkbox"/>
Hand towels	<input type="checkbox"/>
Paper roll	<input type="checkbox"/>
Sanitary dispenser	<input type="checkbox"/>
All surfaces and equipment thoroughly cleaned using appropriate cleaning products and regularly checked	<input type="checkbox"/>
Water outlets including showers and sinks, are flushed regularly in line with risk assessment	<input type="checkbox"/>
Alarm at full length, not tied up or on top of other equipment	<input type="checkbox"/>
Alarms tested to ensure audiovisual signals work and receive a response	<input type="checkbox"/>
Regular equipment tests, inspections and servicing, records kept	<input type="checkbox"/>
All lights working, temperature correct	<input type="checkbox"/>

7. FAQ's answers

FAQ and answers

1. Why do we need

Changing Places toilets?

Because the standard accessible toilet does not have the space and equipment for children and adults with complex care needs who need an assistant or carer support.

2. We have just finished refurbishing the events centre of our site before the Part 'M' Building Regulations amendment came in. Do we have to retrospectively make the change to incorporate a changing places toilet?

No. The law and regulations are not retrospective. However, you should still consider the requirements of the Equality Act 2010, and monitor the situation on your site, such as the use of the building. It is possible to bring in modular CP toilet or mobile changing places toilets for temporary events.

3. Who are the best people to train the staff in the use of the equipment in the C.P. toilet? Can anyone do this?

Contact the CP Consortium for advice on trainers on CP toilets. Your manufacturer of the CP toilet may also offer training as part of the install such as operation of hoists / changing bench. Site staff should not be involved in the actual use of equipment within the CP facility when there are persons using it. That is solely the responsibility of the customer/visitor.

4. Do CP toilets need to incorporate showers within them?

Not generally. Most CP toilets do not have

showers. However, accessible showers can be incorporated in some CP toilets in certain managed settings. This might be the case in certain sports venues, transport hubs, as examples. Carers nearly always need a dry facility so if the shower is used there needs to be a procedure for informing staff and immediately drying out the room ready for the next user. Communication and signage should ensure staff are informed immediately if the room becomes wet.

5. Is it best to have uncontrolled access for customers of CP toilets or should they be locked, and access controlled by management?

This decision depends on the site, use and type of building, and general matters on security and management. Some will work better if access is unfettered and does not require any keys. Some work well with RADAR keys, and others work better when the customer approaches a member of staff to open the facility. Accessible signage and information on the venue website is important as well as signage on the door, stating where to go if you do not have a RADAR key with you, or access is only by contacting staff on site. Note not all CP facilities will have RADAR key access, and the carer or assistant should check with the management in advance where possible.

6. Can I replace an existing standard wheelchair-accessible toilet in my building with a Changing Places toilet?

No. Changing Places toilets are in addition to standard accessible toilets as CP toilets are for users with complex care needs who need carer support whereas the standard

accessible toilet is for users who can use the toilet independently. A C.P. toilet is designed to provide the carer and user with the necessary support using the toilet, and the user requires support from either side, or being changed on the changing bench. The whole purpose of Changing Places toilets is to ensure there are increased facilities available for those in need.

7. How many CP toilets do I need on my site?

When considering the quantity of accessible toilet facilities on a site, one needs to refer to the Part M Building Regulation July 2020 Amendment, to look at the thresholds for use of the site/buildings and capacity of use. But one should also look pragmatically at the existing facilities and plan longer term, which might save money in the long run. One factor few people take into account, is that from time to time there are temporary closures of toilets, (for maintenance), and that will impact on those requiring an accessible toilet on the site, where there will be less choice, temporarily. For larger buildings or sites, ones should prepare a feasibility, reviewing use of the site, footfall / capacity, fluctuations, space available, local disabled group feedback, and other relevant factors.

8. Do I need to need log my visit to the C.P toilet?

That should not be necessary , most toilets do not require a sign in and CP toilets should be easily accessible without sign-in. You would not normally ask others for such information, and it might even be seen as discriminatory in some situations.

9. How can I be sure that the customer and carer is competent to operate the equipment?

A. You won't know that, but those requiring to use the equipment will have experience of using hoists in their own home/residential home/day service and their carer or

professional staff supporting them will be familiar with hoists. You may provide an information sheet/signage or signage which states clearly that access is permitted only on the basis that users are able to operate the specialist fittings such as hoists safely, and with care. You can't put customers on a course, but you may wish to show signage based on manufacturers advice as to how to use this particular model of hoist/changing bench as it may be a different model to that which the carer is familiar with. You may be asked on rare occasions to demonstrate aspects of the facility using trained staff, such as hoist operation controls, and height-adjustable wash-hand-basin controls, but your staff should not be involved in assisting a person to use the facilities.

10. Can Baby-change facilities like a baby change table be incorporated within a CP toilet?

A. This is not generally advised but might be considered in some exceptional circumstances. It is always preferable, where possible, to have separate baby-change rooms or areas separated from accessible toilets / C.P. toilets. BS8300 discourages baby-change facilities to be incorporated within accessible toilets.

11. CP toilets incorporate peninsular units for WC's i.e. in the middle of the wall rather than at one end, as in standard wheelchair-accessible toilets. Why is this?

A. Peninsular WC pan fittings are more appropriate where there are one or two assistants to support the disabled person using the C.P. toilet, as access could be from either side of the WC. A Peninsular toilet is also designed for those who can use a toilet but have balance issues.

Standard wheelchair-accessible toilets, by comparison, generally avoid peninsular WC's as they are much less likely to be

used with the aid of a carer. The risk to the customer/user, is that if they have access to a peninsular WC on their own, they are more at risk of falls and are unable to wash their hands whilst on the toilet. CP toilets should generally be used by at least two people, the main user and the carer or assistant.

12. Why is there a privacy screen in the C.P. toilet?

A. This is because the family carer or professional carer supporting the disabled user may also wish to use the toilet. This is something which they cannot do in the current public toilet provision. This screen enables the carer to use the toilet with dignity whilst keeping the wheelchair-user safe.

13. If there is an opportunity to enlarge the C.P. toilet further than the 3m x 4m size on plan, should we do so to create even more space?

A. The design has been developed with the largest wheelchair and number of carers required. There is no need to be any larger. If you do have additional space “consideration for a personal care room to accommodate use of equipment such as nebulisers or oxygen, allow tube feeding, administering medication or a quiet area for those who may need this.

14. Am I as an organisation, more exposed to legal claims from members of the public if I have a C.P. toilet in my premises, such as if accidents occur?

There is currently no evidence to support that accidents are any more frequent in CP toilets than elsewhere. It is the case that in C.P. facilities there are more complex fittings, such as hoists and height-adjustable equipment which may use power and moving parts. These will all need to be regularly inspected and maintained. A maintenance contract for the hoist and

changing bench should be in place. All organisations will require in place, public liability insurance to protect them. As with other facilities, a normal risk assessment should be undertaken, and appropriate plans made. One could also state that the provision of a well-managed and maintained C.P toilet on a site might reduce possible claims under the Equality Act 2010 overall, for the organisation, as there would be less opportunity to claim discrimination against disabled people with special and complex needs.

15. Should a member of my staff accompany disabled people and carers into the C.P toilet or let them get on with it? Any specific legal issues here?

A. Staff / management should only enter at the same time, if requested, for the purposes of demonstrating special equipment such as hoists or advising on a genuine query about the facility. Then it is appropriate to leave and let the carer and disabled person familiarise themselves with the equipment and layout, bearing in mind some will not have used a C.P toilet before, and others will be more familiar with them. There are no legal issues to be concerned about, It is about providing information to the customer/user and nothing more.

16. Should I include cleaning staff in CP training?

A. The cleaning management should ensure that the suppliers of the equipment advise on how to use the equipment and the materials needed to clean surfaces. This is important as some cleaning substances damage some changing benches. Management should be giving the training to their cleaning staff but may need to liaise with the site’s facilities manager in respect of cleaning hoists and so on. Please also consider cleaning materials will need to be wiped thoroughly off before use to avoid skin reactions to chemicals.

There is a health and safety at work aspect, whereby key information on H&S needs to be shared with others to avoid injury or problems. It is important that a large paper roll is placed on the changing bench before its use for hygiene purposes, but there could be bacteria on surfaces such as changing benches which may need special processes and procedures and human waste-disposal.

Like all toilets, regular monitoring and cleaning is necessary. A large sanitary waste bin for disposable pads must be provided. It is important to avoid bags of human waste or contaminated wipes or cloths being left outside or inside the C.P toilet for any period. Some users of the C.P facility may have low-immune systems and be more vulnerable and at risk from infection than others.

17. We have looked at our restricted site and cannot find anywhere to install a C.P. toilet of the required 3m x 4m size. What should we do if we cannot fit one in?

A. It may be that you have to consider taking some space away from part of the existing building layout to accommodate the CP toilet. This is where feasibility is necessary, and should involve an architect or chartered building surveyor, and possibly an access consultant. Whilst it is preferable to keep toilet facilities together, such as in a core of a building, it is not impossible to locate the CP toilet elsewhere remote from other toilets, providing there are adequate building services, and accessible signage available. Each case is different. Much like the principles of the original Disability Discrimination Act when it came in for reasonable adjustments, (Now The Equality Act 2010), physical space had to be found for wheelchair-accessible toilets, and ambulant accessible toilets.

18. I run a small venue open to the public and members, and whilst I already have a wheelchair-accessible toilet, I can't really cover the cost of a new CP toilet, which could be considerable, and take away essential table space for customers. What do you advise?

A. You must review the Building Regulation Criteria under the July 2020 Amendment to Part 'M' for both building use and capacity. If you are an existing facility, unless you are planning a significant refurbishment and alterations, then you are not obliged to have to install a C.P toilet. But it is worth looking ahead and having a feasibility carried out perhaps, so that when you eventually are refurbishing the premises in a couple of years or so, you can have the information to hand as to the space implications, costs, income, etc. It may be worthwhile looking at the capacity of use initially, to see if you did refurbish the premises, would you trigger the Part 'M' requirements for a C.P. toilet or not. Don't forget to talk this through with your landlord if it is a leased building.

19. In case of a fire alarm going off and there is someone in the CP toilet, how would that affect the means of escape procedures? how they would get out quickly?

A. As part of building management you are duty bound to comply with The Regulatory Reform Fire Safety Order 2005 and any amendments. That means you need to do risk assessments, including of disabled customers, staff and disabled persons entering your building, including visitors.

There are several Fire Safety Risk Assessment guides published by the government / Home Office and can be downloaded free of charge. One is a supplementary guide relevant to disabled persons and means of escape. (Purple Cover). There are special procedures

abbreviated GEEPS and PEEPS and may be appropriate to be considered for some visitors to your building or site. You are correct in being concerned as to the time delay that someone with complex and special needs may require to evacuate from the toilet, and building, particularly if they are using the powered hoist, when the emergency alarm goes off. There may be the need for a fire evacuation refuge, and other evacuation equipment such as evacuation chairs, but much depends on individuals and the situation, layout of the building, number of floors, etc. So, this is a very complex area, and the first step is to look at the relevant Fire Safety Risk guides together with your existing building emergency evacuation plan. You may need to seek specialist advice in some cases.

If in doubt seek advice from your fire officer or local fire service. The Fire Authority may be worthwhile contacting, or a specialist access/fire consultant for very complex sites.

20. I am in a leased building on a site in a town, and it is open to the public, and has events and conferences, meetings. However, the events are seasonal and not all year around. Will I need a Changing Places toilet if I extend the building temporarily for bigger capacity?

A. You may do. You should look at the Part M criteria to confirm your building use falls within the C.P criteria, and then look at the capacity of use, including the new extension. Don't forget to approach the landlord or managing agents on a possible licence for alterations and formal approvals by the landlord. Do this in good time. It does not matter if the events are seasonal or not. It is the building use and the capacity of use by the public, that are relevant.

21. Some of the specialist equipment within the new C.P toilet on my site have warranties in place. The terms in the warranties vary but some exclude covering malfunction where the use is excessive, such as with hoists. How can I determine if the use is 'excessive' or not?

A. The design of the equipment must be fit for purpose, and sufficiently robust to receive general wear and tear. It should not break down if a customer presses buttons or controls repeatedly. It is important to specify with supplier robust hoists which are intended for public use and are up to the job. It is also relevant that there could be long gaps in the hoist equipment being activated and used. Maintenance checks need to be done periodically and regularly, to ensure equipment is correctly operating, and faults dealt with promptly. We recommend 6 monthly service checks of hoists.

22. Will the requirement for CP toilets apply to open spaces such as beaches, country parks, etc., where the public have access to?

A. They could do, depending upon use and capacity of use. A recent survey by the Changing Places Consortium of users and their carers highlighted that beaches and country parks were the number one choice to enable users and their families to have a day out. The Building Regulation Part M Amendment and Approved Document talk of buildings and sites, open to the public '... for the purpose of assembly, recreation, or entertainment'. That would mean there should be a CP toilet provided by the organisation or authority in a strategic place on the site, for public access. Where there are other public toilets on the site provision should be considered for a CP toilet within that building, or adjacent to it.

23. Who should audit the CP toilet within our building?

A. The facility manager or building management staff to check for key issues in the CP toilet. This would be part of 'housekeeping', checking the area is clean, safe, that taps operate properly, the hoist controls operate properly, toilet pans flush, and the alarm reset button operates. The fixings of the grab rails need to be checked to ensure they are secure, otherwise injury could occur.

An access audit can also pick up areas other than toilets alone, such as visual contrast, lighting, floor and paving, signage, and many others. An access auditor, access consultant or person familiar with the CP technical standards can carry out the audit, contact the Changing Places Consortium for advice or Centre for Accessible Environments for more advice.

24. I don't have space in my existing building to practically achieve 3m x 4m internal space for a C.P toilet?

We recommend you work with your designer, architect and an access consultant who can consider best solutions and consider reconfiguring existing space. On some sites, where there is no available physical space or it is a listed building which may have specific limitations and restrictions, then the use of a modular CP toilet may be an option.

If footfall expands considerably due to seasonal fluctuations, such as for summer events and activities, then a mobile, or modular stand-alone building might be considered. Although less than ideal, positioning a C.P. toilet on an adjacent nearby site with the owner's permission and with a licence, might be possible in some cases.

Glossary

Access Officer: A person conversant with access and inclusive design, and the associated laws and regulations, often employed by a local authority. Alternatively, employed by an educational authority / organisation, charity, or other equivalent organisation. They review plans and drawings, and some may give technical advice as to compliance with regulations or adherence to relevant technical standards on access.

Access Consultant: A person conversant with access and inclusive design, and the associated laws and regulations. They may be sole practitioners in a commercial practice, or work as part of a larger organisation or multi-disciplinary practice. They may review plans and drawings, audit buildings and sites, and some may give technical advice as to compliance with regulations or technical standards. Some may provide a design service and /or contract administration to implement access-related works. The background may be architectural, building surveying, planning, occupational therapist, engineering or another professional discipline.

Access Association: A national organisation of access professionals from a variety of professional disciplines and backgrounds.

Access Audit: An inspection and report by an access professional on a building, part of a building or site. It makes reference to relevant regulations and best practice technical standards such as Approved Document M to the Building Regulations and BS8300, a British Standard on Access and Inclusive Design. Recommendations are made in the access audit, which may be accompanied with photographs for purposes of illustration.

Access Statement: A document prepared by a designer, sometimes with the assistance of an access consultant, outlining the methodology and approach by the design team on a building or site, as regards inclusive design and provision of accessible facilities. This is sometimes required as a supporting document when making formal applications for Building Regulations approval, planning approval, or for funding applications. The access statement makes specific reference to regulatory and best practice standards for access and inclusive design, under the framework of The Equality Act 2010. Reference also CABE: Access Statements - How to read, write, and use them.

Accessible Signage: Signage which is considered inclusive by way of its font, size, appearance, visual and tonal contrast, colour, and some other factors. There is reference to accessible signage in BS 8300:2018-2 as well as the Sign Design Guide, produced by JMU and The Sign Design Society.

Accessible Toilet: An ambulant –accessible toilet or a wheelchair-accessible toilet. Unless wheelchair-accessible toilet is specifically mentioned, some would assume ambulant-accessible, when mentioning this phrase. i.e. for persons that are ambulant and mobile but may still be disabled and require additional supporting grab-rails in the WC. See also Wheelchair-accessible toilet.

Accessible Website: An online website which adheres to certain specific technical standards and is considered 'inclusive'. There is an international standard referred to as WCAG (Web Content Accessibility Guidelines) 2.1 AA Accessibility Standard. NB Public Sector organisations may need to comply with Public Sector Bodies (Websites

and Mobile Applications) (No. 2) Regulations 2018.

Approved Document: A Guidance document which supports a relevant part of the Building Regulations of England. E.g. Part 'M' Approved Document. Approved Documents exist Parts A – R inclusive, under the Regulations as supporting documents.

Approved Inspector: A qualified building control inspector carrying out the duties as a private individual or within a private commercial firm, and with professional indemnity insurance as per the regulations. They carry out similar duties to a local authority building control inspector under The Building Regulations, but have no powers of enforcement, that remaining solely with the Local Authority.

BIM: Building Information Modelling: A set of procedures, protocols and sharing of technical information and drawings on construction projects, using modern technology. It tends to be used for larger scaled projects but can be used for both new-build and major refurbishment work.

Building Act 1984: The Act of parliament as primary legislation, which enables the Building Regulations in England to be enforced for building, and property-related construction work.

Building Regulations: Statutory regulations for construction work including new-build and certain types of alteration work, applying to England under The Building Act 1984. Other countries within the UK have their equivalent statutory building regulations. They are supported by guidance documents called Approved Documents. (A-R inclusive and one on materials and workmanship).

CAE: The Centre for Accessible Environments. A not for profit access consultancy which provides training and professional support services to clients and organisations. Part of Habinteg Housing Association.

CDM: The common abbreviation for The Construction (Design and Management) Regulations 2015, which is about Health and Safety in construction-related work. There are statutory duties in these regulations specifically applying to Clients, Designers, and Principal Contractors.

Disability-Awareness-Training: Training to enable staff to communicate more effectively with disabled persons and their carers/ assistants, when provide a service or a public function. The trainers will have a track-record or background in such training services. The training may also help reduce risk of legal claims against the organisation if they are better informed.

Drop-Rail: A hinged grab rail fixed to a wall or structure adjacent to a WC pan in either a wheelchair-accessible toilet or a Changing-Places toilet.

Emergency Egress: Required for all persons including disabled persons in case of an emergency such as fire. This may be to collect at an assembly point on site, or a refuge, in accordance with the fire plan. The legal duty to provide safe egress falls under The Regulatory Reform Fire Safety Order 2005. The practical side of emergency egress involves fire risk assessments, possibly PEEPS or Personal Emergency Evacuation Plans, accessible fire signage, appropriate emergency lighting, emergency alarms, refuges, assembly points, communication and management of the site.

Formal Approvals: These are consents from statutory authorities such as Building Regulation Approval, Planning Approval, Listed Building Consent. Some of these approvals may apply to installing a Changing Places toilet facility, to be obtained on behalf of the client before the building work commences. This term might also include contractual approvals on a leased building, such as a licence for alterations from the landlord/owner.

Height-adjustable changing bench: Within a Changing Places toilet a bench is provided to allow mobility-impaired disabled people to be assisted and enable changing of clothes or undergarments. The bench may also be in alignment with an electric hoist, which can allow the disabled person to be transferred to the WC or shower from the bench, via a carer or an assistant.

Height-adjustable washbasin: A washbasin usually within a wheelchair accessible toilet or a Changing Places toilet, which can be raised or lowered by the user or an assistant to an appropriate height. This usually requires electrical power to operate, and the controls must be accessible.

Inclusive Design: A term which indicates the concept of providing design suitable, appropriate, and accessible for everyone, regardless of age, ability, or other factors. Sometimes also known as 'Universal Design'. Access professionals have knowledge of 'inclusive design' to varying degrees, and many can give professional advice.

Licence for Alterations: A Contractual licence document to enable a leaseholder to carry out certain alterations and improvements to leased premises, with the owner's agreement. It is drawn up on behalf of the parties by either a solicitor / lawyer,

or a qualified property professional such as a chartered building surveyor. It may be required on leased buildings, if installing or altering a Changing Places toilet facility in a building or on a site.

Listed Building Consent: Formal statutory approval under the Planning (Listed Building and Conservation Areas) Act 1990, for buildings which may be listed for various reasons, such as of architectural or historic interest and value. This as an additional consent required in addition to other statutory approvals and is where the building is formally listed on a Local Authority register.

LRV: Abbreviation for Light Reflectance Value. A measure of visual and tonal contrast which is described in BS8300-2:2018, to compare different surfaces for visual contrast on a scale from 0 to 100. The relevance to fittings in a Changing Places toilet might be the measurable visual contrast between the fitting, say a WC pan, and the background wall and floor, so it can be located easily.

Lux: A light measurement value. Often used by access auditors, architects, and access consultants to communicate lighting levels in an environment or space.

Manoeuvring space: Space outside or inside a Changing Places toilet to enable a disabled person and carer or assistant to move around without impact from physical obstructions. The special needs of some disabled persons may require a wheeled trolley to be moved through an entrance door and into the Changing Places toilet, so adequate physical space and turning circles must be allowed for in the design. The standard internal layout of a CP toilet already makes provision for this. The designer needs to ensure the access route to the entrance is accessible, and free from obstructions.

Management of the facility also plays an important part in maintaining manoeuvring space.

NRAC: National Register of Access Consultants. A national professional body of Access Consultants, auditors and specialists in access and inclusive design.

Occupational Therapist: A specialist access person working with individuals and organisations assessing the special needs of individuals and recommending solutions to improve their daily lives at home and at work.

PEEPS: Personal Emergency Evacuation Plans, or a risk assessment for identifying evacuation processes to evacuate, in an emergency, a disabled person based upon their specific needs. Management may need to carry out PEEPS where specific disabled persons visit premises and sites, and they identify themselves to management as being disabled. An alternative is a GEEPS, or General emergency evacuation plan, which is not specific to a particular disabled individual person.

Peninsular Toilet: A WC fitting which is positioned mid-way along an accessible toilet wall or alternatively, is positioned asymmetrically, to enable safe access both sides by an assistant or carer. They are recommended in Changing Places toilets to aid carers and assistants.

Protected Characteristic: A term or phrase from The Equality Act 2010 identifying certain specific groups of people who are protected in law from discrimination, such as persons with a disability. Disability is one of eight 'protected characteristics' under the Act.

Public Sector Equality Duty: A legal duty for public bodies and local authorities

under The Equality Act 2010, and originally under The Disability Discrimination Act. This duty effectively requires public bodies and organisations to consider disabled people, engage with them and communicate effectively and in a timely manner, in order to make decisions which may affect them. The PSED applies to Local Authorities, Government departments, and other organisations where there is a degree of public service involved.

RRFSO: The Regulatory Reform Fire Safety Order 2005. Regulations under The Regulatory Reform Fire Safety Act 2005, for imposing statutory obligations on responsible persons who have control of the use of buildings and sites for means of escape, fire egress, and fire safety. The legislation and regulations are supported by a suite of Fire Safety Risk Assessment guidance documents, including one specifically on 'Fire Safety Risk Assessments - Means of Escape for Disabled People'.

Reasonable Adjustment: A term out of The Equality Act 2010, in respect of an alteration or change made on behalf of a disabled person or persons, with Disability as a 'protected characteristic' under Chapter 1 Section 4 of the Act. The Duty to make (reasonable) adjustments for disabled persons is under S20 of the Act.

Rectification Period: A term used in JCT Building contracts, (such as JCT Minor Building Works contracts), to identify a specific period whereby the contractor can come back to site to rectify faults and defects which have arisen, since the handover of the project to the client. It was previously called 'Defects Period' or 'Defects Liability Period', but those terms are no longer used.

Sensor tap: A tap or taps which respond with water flow and are activated usually through infra-red or a similar light beam being triggered by a user / customer, near the tap.

Service-Provider: A provider of services to the public. Service-providers may have legal obligations under Part 3 of The Equality Act 2010 as to how those services are delivered, such as to disabled people, and without discrimination. A service-provider may organise provision of a Changing Places toilet and be responsible for maintaining and managing it.

Snagging: A term used commonly in the construction industry for identifying and rectifying defects and faults prior to handover to the client on a building project. Standard JCT contracts tend to have a 'Rectification Period' written in of six months, twelve months, or more after the works have been certified as complete by the project manager on behalf of the client. This is not the same as 'snagging'. The contractor will be bound to rectify all faults and defects prior to handover. There is no formal obligation to provide 'snagging lists' of defects to contractors by the client representatives, but this is sometimes done to save time. (See also Rectification Period).

Specification: A written document produced by architects, building surveyors, quantity surveyors, interior designers, occupational therapists, or other designers, to describe the work as regards materials, components, and construction, often to support drawings and plans.

SPL: Sound Pressure Level. A term to aid measurement of sound or noise from a source such as an electrical hand-dryer. Measurement units may be in Decibels, dB. The term 'weighted' is often put in brackets

afterwards e.g. 65dBA (weighted), to indicate the adjustment for peculiarities of how the human ear responds to certain frequencies.

Symbol-Sign: Signage which graphically shows symbols for inclusive communication, such as a wheelchair-user symbol sign or a Changing Places toilet symbol sign.

Tactile-embossed: Information in respect of signage or information, which may benefit vision-impaired persons through tactile touch and feeling of raised dots or similar. Braille is a form of tactile -embossed communication as a language for vision-impaired persons.

Wheelchair-Accessible Toilet: An accessible toilet for disabled people and in some cases, for others who are not disabled, with a layout and fittings standardised based upon technical guidance documents such as BS8300:2: 2018, or Part 'M' Approved Document 'M' Building Regulations, Volume 2.





Changing Places toilet at London Zoo

8. Sources of further information

Organisations

Changing Places Consortium

For enquiries in England, Wales and Northern Ireland:

Telephone: 020 7696 6019

Email: ChangingPlaces@mencap.org.uk

Website: www.changingplaces.org

Muscular Dystrophy UK (MDUK)

www.musculardystrophyuk.org

E: changingplaces@musculardystrophyuk.org

Centre for Accessible Environments

Website: www.cae.org.uk

Telephone: 020 7822 8232

Access Association Website

Website: www.accessassociation.co.uk

Action on Hearing Loss

Website: www.actiononhearingloss.org.uk

Telephone: 0808 808 0123

Disability Rights UK

Website: www.disabilityrightsuk.org

Telephone: 020 7250 3222

Disabled Living Foundation

Website: www.dlf.org.uk

Telephone: 0300 999 0004

Equality and Human Rights Commission

Website: www.equalityhumanrights.com

Equality Commission for Northern Ireland

Telephone: 028 90 500 600

Textphone: 028 90 500 589

Email: information@equalityni.org

Website: www.equalityni.org

Business Disability Forum (formerly Employers' Forum on Disability)

Telephone: 020 7403 3020

Textphone: 020 7403 0040

Email:

enquiries@businessdisabilityforum.org.uk

Website: www.businessdisabilityforum.org.uk

Health and Safety Executive

Website: www.hse.gov.uk

Telephone: 0300 003 1747

Ministry for Housing, Communities and Local Government (MHCLG)

Provide advice on Part M, approved documents and building regulations.

Website <https://www.gov.uk/government/organisations/ministry-of-housingcommunities-and-local-government>

National Council for Voluntary Organisations

Website: www.ncvo-vol.org.uk

Telephone: 020 7713 6161

National Register of Access Consultants

Website: www.nrac.org.uk

Telephone: 020 7822 8282

RNIB

Website: www.rnib.org.uk

Telephone: 0303 123 9999

Royal National Institute for Deaf People (RNID)

Website: www.rnid.org.uk

Toilet Map UK

Database of publicly-accessible toilets,
Website: www.toiletmap.org.uk

Standards

Building standards

England

Building Regulations 2010

Approved Document M: Access to and use of buildings (2015 edition with July 2020 amendment)

Department for Communities and Local Government www.gov.uk

British Standards

BS 8300:2018 Design of an accessible and inclusive built environment– Code of practice.

BS 5827:1979 Specification for mobile, manually operated patient-lifting devices. The British Standards Institution

BS EN ISO 10535:2006 Hoists for the transfer of disabled persons. Requirements and test methods. The British Standards Institution

Changing Places Toilets: Estimates of potential users, report by Professor James Hogg, White Top Research Unit, University of Dundee, 2009

Designing for Accessibility, CAE / RIBA Publishing, 2012

Health Building Note 00-02: Sanitary spaces, Department for Health, 2013

Sign Design Guide, JMU Access Partnership and the Sign Design Society, 2000

Legal framework concerning provision of Changing Places public toilets, Changing Places Consortium factsheet available online from www.changingplaces.org

BB103 June 2014 Department of Education Area Guidelines for mainstream schools (Toilets and personal care Pages 31-32)

BB104 December 2015 Department of Education Area Guidelines for SEND and alternative provision including special schools, alternative provision, specially resourced provision, and units (Toilets and personal care Page 63)

Other publications

Access Audit Handbook, CAE / RIBA Publishing, 2013

Accessible Sports Facilities, Sport England 2010

Accessible train station design for disabled people: A code of practice, Department for Transport and Transport Scotland, 2011



Changing Places Toilets Consortium

This guide could not have been produced without the valuable support of members of the Changing Places Consortium, in particular Fara Muneer (CAE) and Ron Koorm (CAE), Karen Hoe (MDUK), Martin Jackaman and Jenny Miller (PAMIS).

The CP Consortium was formed in 2005 to develop the concept, design and campaign for Changing Places Toilets. Since then the consortium has worked strategically and practically to identify and maximise opportunities to improve current and future provision of Changing Places toilets. Current membership is made up of representatives from Muscular Dystrophy UK (MDUK), Promoting A More Inclusive Society (PAMIS), Centre for Accessible Environments (CAE) and Martin Jackaman, a founding member, advisor and campaigner.

In 2007 there were 30 Changing Places toilets in the UK, by 2019 there were just over 1,300 Changing Places toilets and this number is growing with approximately 100 Changing Places toilets being registered each year across the UK.

The CP Consortium has been integral in working with the British Standard's Institute to include a Changing Places toilet in BS 8300 and supported implementation of CP standards into Building regulations in England and Scotland.

The consortium will continue to promote best practice, raise awareness of Changing Places toilets, ensuring it remains rooted in individual and family experience and reflects their priorities.



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