



White Paper
Changing Places Accessible Toilet Facilities
Introduction & Considerations



Changing Places – Changing Lives

Standard accessible ‘disabled’ toilets do not meet the needs of 230,000 people in the UK

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In the UK, there are **11.4million** disabled peopleⁱ making up around 1 in 5 people or 19% of the population and over **230,000** people need personal assistance to use the toilet or change continence pads.

Disabled people account for 20% of the customer base of the average UK business and households with a **disabled person have a combined income of £212billion** after housing costs.ⁱⁱ

In 2013, Visit England commissioned research to help understand the volume and value of the UK accessible tourism marketⁱⁱⁱ. The findings highlighted a strong business case for providing inclusive tourism experiences that are accessible to all.

- In 2014, one in five (20%) of tourism day trips in England were taken by people with an impairment and their travelling companions, spending **£9.1billion**
- In 2014, 14 per cent of all overnight trips by British residents in England were taken by those with an impairment and their travelling companions, worth **£2.7billion**
- Total expenditure of people with health conditions and impairments – and their travelling companions – on tourism in England is **£12.1billion** a year
- **83% of disabled people ‘walked away’ from inaccessible or unwelcoming businesses**, or made a conscious decision not to visit somewhere if they believed there were not suitable, clean toilet facilities for them

A lack of clean and adequate disabled toilet and changing facilities creates a barrier to participating in social and community life^{iv} and another report by Contact a Family^v showed that **65% of families with disabled children reported feeling isolated** frequently or all of the time.

However, there are solutions to becoming more inclusive and accessible. One such example is the provision of Changing Places toilet facilities.

Changing Places

Changing Places toilets are life changing accessible toilet facilities which allow many thousands of people with profound and multiple learning disabilities as well as those with

other serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury to use the toilet comfortably and with dignity.

Standard accessible or disabled (DocM) toilets are often unsuitable, being too small, or not having appropriate equipment. Changing Places are large toilet areas with room for up to 2 carers featuring an adult size changing bench. They are a safe place for severely disabled people to be changed and cared for with dignity and reduce the risk of back strain for the care giver(s).

As of 1st February 2016 the total number of publically accessible Changing Places across the whole of the UK reached **806**.

The number of people who would benefit from a Changing Places toilet can be broken down as follows,

- 130,000 older people
- 40,000 people with profound and multiple learning disabilities
- 30,000 people with Cerebral Palsy
- 13,000 people with an acquired brain injury
- 8,500 people with Multiple Sclerosis
- 8,000 people with Spin Bifida
- 500 people with Motor Neurone Disease

In addition,

- At least 56% of all disabled people have an impairment relating to mobility^{vi}
- 1.5million people use a wheelchair
- 1 in 10 people have either bladder or bowel incontinence

The provision of Changing Places at tourist attractions, shopping centres, supermarkets, transport hubs, Hospitals, Stadia and other public places means that many more people can enjoy the activities so many people take for granted.

Without Changing Places, loved ones are often cared for on dirty toilet floors, backs of cars or inappropriate and unsafe baby change areas. The alternative is to stay at home.

Public toilets hold an average of 77,000 germs and viruses!

Business benefits are clearly demonstrated by Sandcastle Water Park in Blackpool who told Astor-Bannerman that since embarking on their journey to being more accessible, the number of **disabled visitors has increased by 115%** and a 90% increase of guests with disabilities since installing their Changing Places in June 2013.

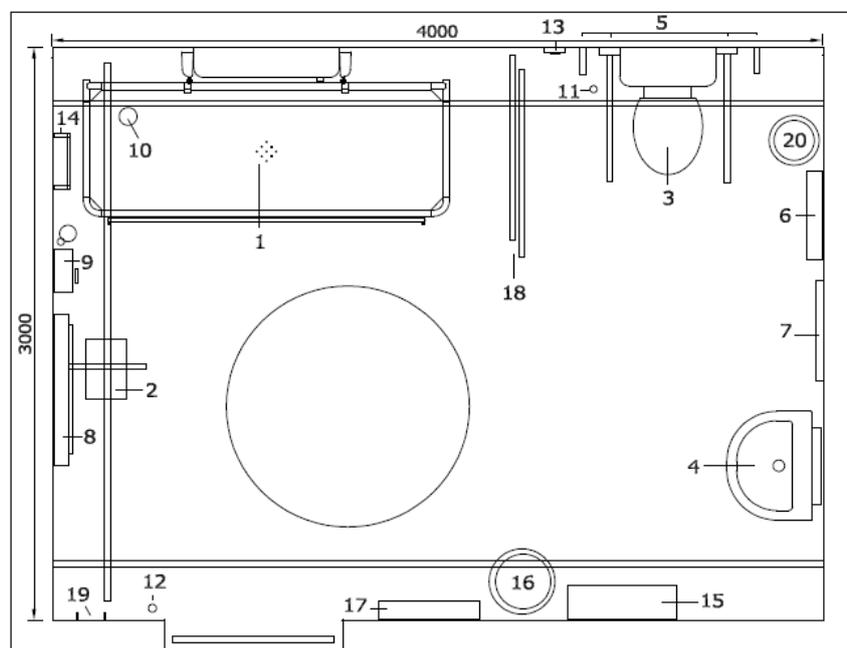
Sandcastle Water Park also confirmed that **over £100,000 in revenue has been generated since the launch of their Changing Places facility**. This clearly demonstrated business growth potential associated with Changing Places.

Changing Places Specification

Standard accessible toilets are designed for independent use and include grab rails which aid self-transfer from a standard wheelchair and do not always accommodate a specialist or powered wheelchair.

A Changing Places toilet facility aims to meet the needs of people who need extra care and assistance, and should be provided in addition to accessible WC and baby changing facilities. These rooms are 12m² which gives enough space to manoeuvre a disabled person and up to two carers. They are designed for people who need this additional space, specific equipment, extra time and assistance to use the toilet safely and with dignity.

An example of a typical Changing Places room layout



Equipment provided in a Changing Places facility, as shown on the above diagram, to allow the required level of care is as follows,

1. Height adjustable changing table (1800mm min)
(Supplied by Astor-Bannerman Medical Ltd)
2. XY Ceiling track hoist
(Supplied by Astor-Bannerman Medical Ltd)
3. Peninsular WC
4. Wash basin (preferably height adjustable)
(Supplied by Astor-Bannerman Medical Ltd)
5. Drop down support arms & vertical grab rails
6. Large sanitary disposal bin
7. Full length mirror
8. Large paper roll dispenser
9. Shower (optional)
10. Shower floor drain (if shower is present)
11. Emergency alarm pull cord
12. Emergency alarm pull cord
13. Emergency alarm reset button
14. Horizontal grab rails
15. Hand dryer
16. Waste bin
17. Paper towel dispenser
18. Privacy screen / curtain
(Supplied by Astor-Bannerman Medical Ltd)
19. Coat hooks
20. Sanitary disposal bin

Equality Act 2010

The Equality Act 2010 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 as the 'protected characteristics' of race, disability, gender, gender identity, religion and belief, pregnancy and maternity, sexual orientation and age. The Equality Act 2010 replaces the Disability Discrimination Acts 1995 and 2005.

The Equality Act 2010 sets out duties requiring service providers to make reasonable changes wherever disabled customers or potential customers would otherwise be at a substantial disadvantage compared with non-disabled people. It requires that service providers must think ahead and take steps to address barriers that impede disabled people and they should not wait until a disabled person experiences difficulties using a service, as this may make it too late to make the necessary adjustment.^{vii}

Under it, service providers are required to make reasonable changes – including to the built environment – where a disabled customer or potential customer would otherwise be at a substantial disadvantage; previously, such changes were only required if it would have been impossible or unreasonably difficult for the person to access or use the service.

Building Regulations

The design of all new buildings and the majority of alterations to existing premises are controlled by the Building Regulations system in England, Wales, Scotland and Northern Ireland. The Building Regulations include a series of requirements to ensure that buildings are safe, healthy, sustainable and convenient for everyone to access and use.

Approved Document M - Access to and use of buildings (AD M 2013)

Stating the specific requirements for accessible (disabled) toilets and that reasonable provision shall be made for people to gain access to; and use the building and its facilities, Document M specifically outlines the following,

5.1 Suitable sanitary accommodation should be available to everybody, including sanitary accommodation designed for wheelchair users^{viii}

5.6 In large building developments, separate facilities for baby changing and an enlarged unisex toilet incorporating an adult changing table are desirable. (Changing Places facility)

5.9 Some disabled people need to use a toilet more frequently than other users. The time needed to reach a wheelchair-accessible toilet should therefore be kept to a minimum when considering the location of unisex toilet accommodation.

5.17 In large building complexes, such as retail parks and large sports centres, there should be one wheelchair-accessible unisex toilet capable of including an adult changing table. (Changing Places facility)

British Standard BS8300:2009 - Design of buildings and their approaches to meet the needs of disabled people

The British Standard BS 8300:2009 provides guidance for those involved in accessible building design of new buildings and adaptation or improvements of existing facilities. It recommends that Changing Places should be provided in all new publically accessible buildings and complexes such as transport hubs, shopping centres, concert halls, hospitals, church halls, educational facilities, residential establishments, civic centres, arenas and stadia. These should be quickly and easily accessible to disabled visitors who may be expected to spend long periods of time at a particular venue.

Changing Places should be included in addition to standard accessible toilets and baby changing facilities and the team at Astor-Bannerman are always on hand to guide you through every step of the way from the planning stage through to installation and maintenance.



Astor-Bannerman and Changing Places



Established in 1993, Astor-Bannerman are co-sponsors of the Changing Places campaign (Aveso Ltd) and one of the leading UK manufacturers and providers of disability care solutions, specialising in paediatric care equipment for people with various disabilities, mobility impairments and physical limitations.

Astor-Bannerman have built an excellent reputation for offering expert advice and support to ensure disabled people across the UK can enjoy a fuller and more independent lifestyle through use of the best quality range of disability equipment.

Astor-Bannerman aim to go the extra mile; offering a range of products, services and free honest advice to ease suppliers through the purchase and on-going use of specialist Changing Places equipment. The whole process is designed, quite simply, to make the lives of people with physical limitations across the UK more comfortable and stress-free.

Just a few of the Changing Places services provided by Astor-Bannerman includes

- Equipment Specification
- Quotations
- Design & Site Surveys
- Installation
- Service
- Staff Training
- Registration & Signage
- Promotion

Astor-Bannerman have worked with many important organisations and installed Changing Places facilities at prestigious and high profile venues including

- Tesco Extra
- National Trust
- Arsenal FC, Liverpool FC and Manchester United
- Welcome Break
- Network Rail
- Wetherspoons
- Stansted Airport
- Arndale Shopping Centre
- Cabot Circus
- Alder Hey Hospital and Sheffield Hospital

At Astor-Bannerman, we believe that Changing Places really can changing lives



ⁱ Office for National Statistics: Key Statistics and Quick Statistics for local authorities in the UK
<http://www.ons.gov.uk/ons/rel/census/2011-census/key-statistics-and-quick-statistics-for-local-authorities-in-the-united-kingdom---part-1/stb-key-statistics-for-local-authorities-in-the-uk.html>

ⁱⁱ GOV.UK The Accessible Britain Challenge
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/360577/case-for-accessible-communities.pdf

ⁱⁱⁱ Visit England: Understanding the Accessible Tourism Market
www.visitengland.com/access

^{iv} OPM: Removing barriers, raising disabled people's living standards, 2014
<http://www.opm.co.uk/wp-content/uploads/2014/05/Removing-barriers-raising-living-standards.pdf>

^v Contact a Family: Forgotten Families – The impact of isolation on families with disabled children across the UK
http://www.cafamily.org.uk/media/381636/forgotten_isolation_report.pdf

^{vi} GOV.UK Official Statistics: Disability Facts and Figures
<https://www.gov.uk/government/publications/disability-facts-and-figures/disability-facts-and-figures>

^{vii} Government Equalities Office: Equality Act 2010: What Do I Need To Know? Disability Quick Start Guide
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/85011/disability.pdf

^{viii} HM Government: The Building Regulations 2010 – Approved Document M, Access to and use of buildings
http://www.planningportal.gov.uk/uploads/br/BR_PDF_ADM_2004.pdf



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