



WHITE PAPER
Changing Places Accessible Toilet Facilities
Introduction & Considerations



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*In the UK, there are over **11million** disabled people and over **230,000** people need personal assistance to use the toilet.*

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

11.4million people in the UK (around 1 in 5 people or 19% of the population) are disabled peopleⁱ 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

Visit England commissioned research with the intention of helping us to understand the value and volume of the accessible tourism market in the UKⁱⁱⁱ. The results of this research highlighted a clear business case for providing inclusive tourism experiences which are accessible to all and the following was revealed,

Total expenditure of people with health conditions and impairments – and their travelling companions – on tourism in England is £12.1billion a year

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

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

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

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

This could become a thing of the past with solutions to becoming more inclusive and accessible such as 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 for people with disabilities. They are too small and do not have the appropriate required equipment and 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.

Changing Places are large toilet areas with room for up to 2 carers and have an adult size changing bench and hoist system. 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 March 2016 the total number of publically accessible Changing Places across the whole of the UK reached **814**.

The number of people who benefit from Changing Places toilets includes,

- 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
- in 10 people have either bladder or bowel incontinence
- 1.5million people use a wheelchair

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 many 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 OpeMed 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 demonstrates business growth potential as a result of Changing Places.

Changing Places Specification

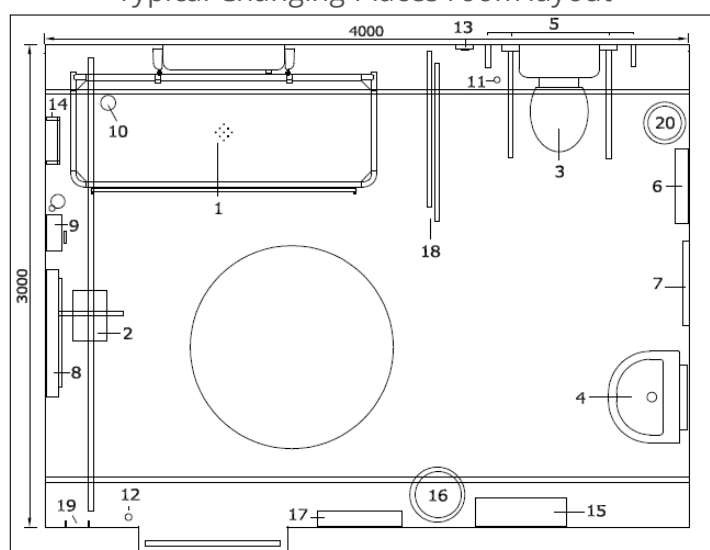
Changing Places aim to meet the needs of people who need extra care and assistance, and should be provided in addition to accessible WC and baby changing facilities.

These rooms are 12m² which gives enough space to maneuver a disabled person and up to two carers. They are designed for people who need this additional space, equipment, extra time and assistance to use the toilet safely and with dignity.

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

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

Typical Changing Places room layout



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.



OpeMed (Europe) Ltd and Changing Places



Aveso was created as a joint venture between [OpeMed](#) and [Astor-Bannerman](#), both industry leaders with over 20 years' experience in specialist hoisting and changing equipment. Created to provide a complete quality service and package for Changing Places facilities, Aveso offer consultations, site surveys and equipment supply and installation. We are the proud official sponsor of the prestigious Changing Places campaign since 2013.

Experienced working with architects, contractors, Local Authorities and venues directly, we are proud to work with the [Changing Places consortium](#). We manufacture, supply and install Ceiling Hoists, Changing Tables and Height Adjustable Wash Basins which allow venues to conform to the official Changing Places standard and registration requirements as well as to BS 8300:2009.

Our services include:

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

OpeMed (Aveso) have worked with many significant organisations and installed Changing Places at location such as:

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

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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