Accessible Toilet Provision

You are receiving this information because your accessible toilet facilities have recently failed to meet the needs of a disabled person or carer/assistant.

The information provided below, provides details about their experience so that you have an opportunity to respond directly and involve them in your plans on how things can be improved.

If you are providing accessible toilets they must meet the needs of disabled customers, staff and visitors - which means:

- meeting your Equality Act 2010 duties to prevent disability discrimination and remove barriers to accessing your services
- providing sanitation for disabled people as described in Approved Document (Part M) of the Building Regulations - as it applied at the time the toilet was completed.

The Equality Act 2010 does not recognise ‘minimum standards’. An individual disabled person or carer could argue that there has been no ‘reasonable adjustments’, as required by law, as it relates to them. Also, what is ‘reasonable’ changes over time and adjustment is an ongoing obligation.

For more information, please visit https://toiletaccess.wordpress.com where you will find the following information guides:

- “Guide to Accessible Toilet Standards and Equality Act Requirements”.
- “What makes a toilet accessible” - An introduction to the needs of disabled people and carers.
- “Guide to going beyond minimum requirements”

The World of Accessible Toilets is a volunteer project run by disabled people. We share our lived experiences and knowledge to promote equality of toilet access for disabled people in the UK.

One of the biggest restrictions in daily life, for disabled people and their families, focuses around the toilet. The aims of the project are to provide news, reviews, access, information & share disabled people’s experiences around finding or using accessible toilets, hygiene and equipment.
About my visit

My Name:

Please contact me in writing by e-mail/postal address:

I am a disabled person / carer / assistant.

Date of visit:

Location of toilet:

This toilet was a unisex toilet / cubicle

I enclose pictures:  Yes / No

I feel that I have experienced disability discrimination: Yes / No

I was able to use the toilet but saw something that might be a barrier to other disabled people. Yes / No

More information about my experience, how I felt and what I think could be improved:
Why I found using your toilets difficult

I have highlighted or marked all that apply.

Finding and entering the toilet area

• I couldn’t easily find the toilet (poor signage or visual contrast/lighting etc)
• Staff could not signpost me to accessible toilets.
• Staff prevented me using the toilet because I did not look disabled.
• The following was obstructing access to the toilet door:
  • The path / floor was too narrow or had a poor surface e.g. stones, wet
  • I couldn’t open doors leading to the toilet area.
  • The toilet was not unisex and my assistant/carer was the opposite sex.

Entering / securing the toilet room

• I couldn’t use the provided handle to open the toilet door.
• There was no level access (e.g. a step or ridge was present).
• The door was too heavy to open
• I couldn’t operate the lock or no lock was present.

Inside the toilet (Space, colours, lighting, equipment).

• The colour scheme made it difficult or impossible for me to see where things were (e.g no contrast of wall/floor colours or fixture and fittings).
• I couldn’t use the toilet because I needed a hoist or adult changing bench.
• The toilet was being used for other purposes:
  • As a baby changing / feeding area
  • As a store room
  • For activity unrelated to using the toilet (e.g. sex, drugs, ‘selfies’)
• The lighting was poor, too bright or was on a timer.
• The space was too small.
• For wheelchair users:
  • I could not turn around - obstacles in the turning circle space.
  • I use a wheelchair and the space was not clear to manoeuvre in (e.g. a heater, pipe work, bins were in the way)
  • There was no clear space to the side of the toilet, back to the wall.
Toilet / Bench / Hoist

- The toilet was not a usable height (not 480 mm to the seat).
- The toilet had a lid on it which I couldn’t lift up.
- The toilet had no seat.
- The toilet had a small or square seat which I could not sit on.
- The toilet position made it difficult or impossible for assistants to help.
- The urinal was too high.
- The adult changing bench was damaged.
- The hoist was not charged or was damaged.

Sink

- The sink was not reachable from the toilet.
- The sink had a central tap and could not be reached from the toilet.
- The sink was too high or too low or did not have rounded edges.

Accessories

- The toilet flush was not on the side of the toilet nearest the open space.
- The toilet flush was not usable (not a paddle/lever)
- The dryer was in a location that could not be used (too high or obstructed)
- The dryer was not automatic and I couldn’t activate the buttons.
- The paper towels could not be reached.
- The soap dispenser was too difficult to use.
- The toilet paper could not easily be torn with the use of one hand.
- There was no toilet role, on a holder, within reach (or it was absent).
- There was no shelf near the toilet for colostomy equipment or similar.
- There was no shelf near the door.
- There was no bin for continence pads.
- There were no clothes hooks.
- The mirror was not viewable (too high or too low).
- There were heaters or pipes that were hot to the touch.
- There was a baby changing unit present that obstructed the space.
**Horizontal Support rails**

- There was no support rail on the left side of the toilet.
- There was no support rail on the right side of the toilet.
- They were positioned too far away from the toilet to reach.
- They were too low or too high.
- They were not the same height on the left and right.
- They were broken.
- They were too short.

**Vertical Support rails**

- There was no support rail on the open side of the toilet
- The rails were not present on both sides of the sink (or were missing)
- The rails were too short.

**Emergency cord (applicable from 2004)**

- There was no emergency cord.
- The emergency cord could not be seen clearly or was the wrong colour.
- The emergency cord was tied up or cut short.
- The emergency cord could not be reached from the floor or toilet.
- The emergency cord did not have two bangles to pull on at the correct height.
- I pulled the cord but nobody came.
- I pulled the cord but the staff were not helpful.
- There was no auditory or visual alarm.

**Other**

- My privacy was compromised.
- The lighting / odour / scents / music in the toilet caused me distress.
- The music in the toilet was too loud to communicate with carers/assistants or call out to them.
- The toilet floor was too slippery to stand (either dry or wet).
- The toilet area was not cleaned properly and I couldn’t notify anyone.
- Some fixtures or fittings were broken.
- I was not aware of the different layouts of other accessible toilets in the building that might have met my needs better.