

PUBLIC IN-CONVENIENCES

A practical guide to improving standards

THIRD EDITION 2015

SUSAN CUNNINGHAM

With a foreword by

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www.PublicInConveniences.org.uk

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Foreword

It is over 20 years since the first edition of Public In-Conveniences and there has been some progress in the provision of public toilets in the UK. In particular, newly constructed or refurbished buildings are tending to have better toilet provision, both in quality and quantity, than previously. Electronic media have become the norm and toilet maps accessible from a mobile phone are reality. And people are (slowly in many cases) more willing to talk about this previously hidden topic. Around the world there is also increasing interest in toilet provision.

But sadly this document is still needed as we remain far short of optimum provision. Many facilities are sub-standard or lacking altogether. In times of strained public finances, provision of public conveniences is seen as an easy target for expenditure cuts. This leaves many, many people feeling vulnerable if they have an unpredictable bladder or bowel, or reluctant to venture out into public 'just in case'.

There are millions of people in the UK feeling the impact if we do not pay adequate attention to supplying public toilets. This practical guide is intended to provide an overview of issues to consider when planning and implementing provision, as well as links to sources of more detailed information. I strongly recommend this excellent guide to anyone with an interest in improving public toilet provision.

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Public In-Conveniences

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PromoCon www.disabledliving.co.uk

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Introduction

The purpose of this guide is to suggest ways of improving standards of 'away from home' toilets and to promulgate good practice. It is aimed at a wide range of organisations with a special interest in toilet provision. These may include:

- Local Authorities
- Planners
- Designers
- Architects
- Charities e.g. those representing older people, carers, families, people with bladder and bowel conditions
- Environmentalists
- Educationalists
- Tourist associations
- Retailers

The guide is a simple, factual introduction to providing 'away from home' toilets. For those providers who require more detailed, specific information it incorporates two sections 'Further Reading' and 'Sources of Further Information' which include details of current [at the time of going press] legislation and British Standards.

Susan Cunningham

Honorary Member, The British Toilet Association

Founder of ALL MOD CONS (1985) which became The British Toilet Association (1999)

No loos is bad news!

Public concern

There is a great deal of public concern about the lack of publicly available toilets and the condition of those that are provided. Particularly poorly served are:

- bus and railway stations and other travel centres
- council buildings, including libraries
- recreation grounds
- car parks
- some tourist attractions
- stretches of motorway
- some service stations
- retail outlets

Insufficient provision

Even where toilets are provided, these are often insufficient, especially for women. This applies in:

- theatres, concert halls and cinemas
- department stores and shopping malls
- sport and leisure facilities. Sports stadia are used to stage concerts and special events, and the provision made for women is frequently inadequate

Sometimes women have to queue for 10 minutes to use the toilet; even longer at peak times or major events. The flushing mechanisms often cease to function at times of peak demand, so cubicles rapidly become unusable, even for the most desperate. This increases the length of queues, causing anxiety and distress.

Groups with particular needs

Children and parents

Young children, especially when first toilet trained, often cannot hold on for very long – and should not be expected to do so [1]. When they need a toilet, they need it NOW! Not being able to find one quickly is very upsetting for the child and the parent. Most young children need an adult in the cubicle with them.

Menstruation

On average women menstruate for about 40 years from around 11 until 50-55 years old. The average age of menopause is 51 years in the UK. Each period lasts for approximately 5 days in each 28 (65 days per year), meaning that about one in six women between these ages has a period at any one time [2]. Women who are menstruating often need urgent access to toilets and they require disposal facilities within those toilets.

Pregnancy

Many pregnant women need to use a toilet more frequently and urgently, either because of hormonal changes, or because of increased pressure on the bladder.

Women

Anatomical differences mean that women have to remove clothing and sit to pass urine, whereas men can stand and simply adjust their clothing. All the available research shows that women take longer than men to use the toilet [3]. When additional factors such as menstruation are taken into consideration, it is clear that there should be twice as many cubicles in a facility for females as there are cubicles and urinals (the combined total) in a facility for males. This is very seldom the case – hence the inevitable queues with which women are all too familiar.

Older men

Most men over the age of 50 years have some enlargement of the prostate gland. This causes troublesome symptoms in about 1 in 3 men e.g. having to wait a long time for the flow to start, taking a very long time to empty the bladder and dribbling afterwards [4]. Many men with prostate enlargement also need to use the toilet very often and urgently.

Fluid intake

Many people do not drink enough fluids for optimum health because not only are they afraid of being unable to find a public toilet when they are away from home but also because of the unhygienic conditions they might find in the facilities that are provided. A low fluid intake can contribute to problems such as:

- constipation
- cystitis [bladder infection]
- dehydration

Bladder and bowel problems

It is estimated that up to 14 million people in the UK have a bladder problem [5]. It is not known how many have a bowel problem, but about 1 in 5 have Irritable Bowel Syndrome [IBS] [6] which can be unpredictable and over 300,000 have Inflammatory Bowel Disease [IBD] [7] with bouts of often severe diarrhoea.

- Urgency is having to find a toilet in a hurry and affects people with, for example: an overactive bladder, IBS, IBD or cystitis (bladder infection)
- Bladder frequency is needing to pass urine very often. Most people pass urine 6-7 times per day [8] Those with frequency may need to go at least hourly. This especially affects pregnant women, men with prostate problems and some older people
- Incontinence (loss of bladder or bowel control) is estimated to affect 3 -6 million adults in the UK [9]
- Bowel frequency is needing to pass stool more often than usual, often related to experiencing soft or loose stool. We are encouraged to eat more dietary fibre for good health. This increases the frequency and the urgency of the need to defaecate

Without adequate public toilet provision many people with bladder or bowel problems become virtually housebound – fearful to go anywhere new where the facilities are unknown, unable to go to places with no public toilets. The lives and activities of many of our citizens are restricted by inadequate, basic facilities.

People with disabilities

Many people with disabilities will also have a bladder or bowel problem. Many can use toilet facilities independently, as long as facilities are fully accessible. Others may need the assistance of 1 or 2 carers or personal assistants who may not be of the same sex as the disabled person. If people with disabilities are to be enabled to lead a full and active life, it is essential that fully accessible unisex cubicles, large enough to admit 1 or 2 carers plus a walking frame or wheelchair are provided. Space to allow sideways transfer from a wheelchair will help many to use the facility independently.

The Changing Places Toilet Campaign [10]

TIP

A Changing Places toilet has additional space and special facilities such as a hoist and a height adjustable changing bench. Having access to a Changing Places toilet enables people with profound and multiple learning disabilities, their carers, and others who need support with their personal needs, to go out and about and enjoy activities the rest of us take for granted. The Changing Places Consortium is campaigning for more of these facilities across the UK so that disabled people can have their personal needs met in a dignified way instead of on a dirty floor. The Changing Places website includes a toilet map showing all the available Changing Places facilities in the UK.

RADAR National Key Scheme [11]

TIP

A RADAR key allows a disabled person access to locked RADAR accessible toilets throughout the UK. Having a RADAR key enables anyone with an access need, disability or health condition – visible or invisible – to use the additional facilities offered in an ‘access toilet’ which include extra space, a shelf, rails, wash basin and disposal facilities. RADAR keys can open toilets in, for example, shopping malls, bus and railway stations thus offering the user priority access and more independence. RADAR keys may be obtained from a variety of sources. Visit www.disabilityrightsuk.org to find out more

Policy issues

Siting of public toilets [12]

There is concern about the siting of public conveniences. Here are some problems and solutions for consideration:

Problem

Toilet block located away from public thoroughfares

Solution

Locate toilet blocks where there is a high level of footfall to increase natural surveillance and limit opportunities for misuse; have the entrances facing the pavement, car park or road

Problem

Toilet facilities surrounded by bushes

Solution

Any bushes should be no higher than 1 metre and trees should have no foliage below 2 metres to ensure the building is visible to both users and passers-by whilst reducing places to hide [13]

Problem

Poor lighting

Solution

Lighting should be uniform in nature with no shadows and only be used when the toilets are open. Good lighting provides reassurance to the user and deters vandalism

Problem

Shabby appearance

Solution

A well maintained exterior to the toilet block makes it appear attractive and welcoming and less likely to be misused

Problem

Toilets below ground level – which may cause anxiety to potential users

Solution

The British Toilet Association and local Police Authorities [14] offer impartial advice on improving older toilet facilities

Other concerns include:

- Misuse: Some conveniences are frequented by people selling or using drugs or by those soliciting sexual partners. Increasing the visibility of public toilet blocks together with improved internal layouts not only reduces misuse but also reassures potential users that the facility is safe to use
- Parents and children: Many women are concerned about allowing their young sons to enter men's toilets alone. Likewise, fathers may not wish their young daughters to use ladies' facilities on their own. The availability of a family cubicle protects a child from unwanted attention and having families using facilities can reduce criminal damage

A separate unisex facility is required in order that carers can accompany people who need assistance.

Reducing vandalism

Vandalism is a common problem but the issues caused by possible criminal activity should not be used as an excuse for inadequate provision. It is good policy to gain the views of the local Police Authority when planning the layout and siting of public conveniences. [15]

In addition the presence of an attendant may prevent the misuse of facilities and help to reduce repair costs. In certain locations the use of surveillance cameras may be appropriate. Several companies are now producing or retailing 'vandal-resistant' toilets and in some instances they offer a specialised planning and design service to meet their customer's specific needs. Some of these toilets are traditionally built and some are automatic.

Automatic Public Conveniences

Automatic public conveniences (APCs) have certain advantages when compared with traditionally-built conveniences, e.g. 24 hour availability. Some models are designed to be readily accessible for pushchairs and for people with disabilities. Unfortunately many members of the public consider APCs to be 'user-unfriendly' and potentially embarrassing or dangerous. It is clear that more consideration needs to be given to their design and more positive publicity produced about their merits and how to use them. Due to the length of time taken for the automatic cleansing cycle process after each user vacates the APC, these conveniences are not suitable in areas of very frequent use and should not be regarded as an adequate replacement for larger, supervised facilities. They do provide a very useful facility in more isolated areas and as a 'back-up' to more traditional facilities, especially throughout the night.

Signposting

Public conveniences need better signposting. It is not sufficient for a sign to point in the general direction of a toilet location; some indication should be given of

- their distance from the sign
- facilities provided e.g. unisex baby / child care room, unisex room for disabled people

Signs need to be clear, bold and well-lit to assist people with visual impairment

Signposting is particularly important for:

- people with disabilities
- those who are pregnant or have young children
- older people
- tourists

Distance signage

In addition to the more usual signs, it has been suggested that small distance and direction signs could be placed on the front of litter bins positioned at regular intervals around built-up areas. This seems an inexpensive and unobtrusive solution and would be especially helpful to tourists

Toilet closure

If a public convenience is closed a sign should give clear directions to the nearest toilet and list its opening hours

Locating facilities

All areas should publicise the locations of toilets with 24 hour availability. Often these will be automatic public toilets. One suggestion is that retail chemists might be encouraged to display information on toilet locations in their shop window

Symbols

There should be very simple, clear symbols for the separate male, female and unisex facilities, to avoid embarrassment

Finding an 'away from home toilet'

TIP

The Great British Public Toilet Map [16]

This map shows toilets that the public can use. It provides an indication of the facilities available in locations throughout the country. It also offers the user or potential user the opportunity to add and edit toilets available to the public which helps to keep the map updated. In addition the user can set preferences suitable for their own toilet needs

Toilet Apps

TIP

There are a number of toilet apps available, many of them free. Increasingly, satellite navigation devices include information on toilet locations. Some also include public toilet facilities outside of the UK

Council information [17]

Council websites generally include public toilet locations. However, there are problems with this. The first difficulty is how to start the search due to the variety of terms used to describe the facilities e.g. 'convenience', 'toilet', 'WC'. Also, a list of public toilets may only include those looked after by one department and not include those in parks or transport hubs, or other publicly accessible toilets not provided by the council.

All councils should provide basic details about their public toilets including locations and opening times.

It is good practice for Councils clearly to state all the facilities on offer e.g. accessible toilet [often referred to as a 'disabled toilet'] and baby changing; also whether a charge is made and who to contact if there is a problem.

Lighting

Good exterior lighting

- deters criminal activity
- helps safe access

Good interior lighting:

- helps people with visual impairments
- makes the facilities more welcoming

Non-existent or poor interior lighting

- makes even the cleanest conveniences appear shabby
- makes people apprehensive about entering cubicles
- makes it difficult for them to use the facilities
- may lead to accidents

Opening hours

Many people, especially tourists, express concern about the restricted opening hours of public toilets. This causes great distress, especially when people have travelled long distances to reach their destination. Opening hours should be extended at the very least to cover the time from an hour before major stores open in the morning until after pubs and nightclubs close at night. Ideally all communities, however small, should provide 24 hour facilities in at least one readily accessible location. This would be of great assistance to long-distance travellers and night-workers.

Attendants

Attendants take great pride in their facilities, an attitude which is appreciated by residents and visitors. The presence of an attendant has many benefits:

- helps to reduce vandalism – and with the assistance of a community police officer could help to reduce other kinds of criminal activity
- people feel safer
- facilities are kept cleaner – any defects in equipment are reported and repaired quickly

Health and quality of life

Attendants should be made fully aware of the importance of their work in improving the health and quality of life of a large proportion of the population and as part of the tourism industry.

Training

Attendants should receive a training programme on basic hygiene and simple first aid.

Attendant's room

Careful consideration must be given to the design of the attendant's room to ensure their security.

Support

Attendants need to be supported by a manager who values the service they provide.

Charges

The Public Health Act 1936 (Section 87, sub-section 3, part c) amended 2008:

- Authorities are now allowed to charge fees for the use of any public toilets i.e. for urinals and for cubicles.
- Women can no longer be charged for using toilets unless men are also charged.

Many people are willing to pay a reasonable sum if the facilities provided are clean and well maintained. However, an entry charge may be considered as penalising those with bladder and bowel problems who by their frequent use of toilet facilities will inevitably pay more.

The Public Lavatories (Turnstiles) Act 1963

- Required local authorities to remove turnstiles from public toilets
- Local authorities are not allowed to install turnstiles in any entrance to or exit from public toilets
- Only railways are, for no good reason, exempt from this legislation causing huge inconvenience for many travellers – especially those accompanied by children or luggage
- The Turnstiles Act no longer applies in London. It was removed by the London Local Authorities Act 2012. The argument was that paddle gates are a lot less restrictive than turnstiles and with separate baby changing and 'accessible' toilets, the two user types most affected now have easier access [18]

Responsibility for Conditions

- All publicly available toilets should display, in a prominent position, a vandal resistant sign giving the telephone number and address of the individual who accepts ultimate responsibility for the maintenance and cleanliness of the facilities
- All publicly available toilets which do not have a full-time attendant, should display a chart showing the times when the toilets are cleaned, signed by the cleaner
- Detailed records should be kept of the complaints and compliments received from members of the public
- Local Authorities should ensure that all publicly available toilets in their area are given unscheduled inspections at least twice a year. This will ensure that cubicles are not being used as store rooms, or being marked 'out of order' to reduce time spent on cleaning

Design issues

Access for all!

Greater consideration must be given to accessibility. There is a strong demand for public toilets to be situated at ground level.

Ideal location

In office blocks used by members of the public, libraries, retail outlets etc, they should ideally be provided on every floor, in central positions or at least on alternate floors.

Peak periods

In all buildings, attention should be paid to exactly when and where peak demand occurs e.g. if banquets are held on upper floors in large civic buildings such as City Halls, extra provision should be made accordingly.

Steps

Steps should be rejected when planning access to publicly available toilets.

Steps make access difficult for some older people, parents with babies and young children, people carrying shopping and luggage and people with many different types of physical disabilities.

Changing Places Scheme ^[19]

TIP

To be a registered Changing Places facility, certain criteria have to be fulfilled. These can be found on the Changing Places website. They include room size and details of specialist equipment. If for any reason there are difficulties in meeting the room size criteria, the Changing Places Consortium recommends consulting them before planning any adaptations or renovations.

Cubicles

Numbers

At all venues, great care should be taken when estimating the proportion of male to female users. If the wrong estimate is used in calculations, there will be an under-provision of facilities, usually for women.

Ratios

- For many venues, an estimate of 50% males, 50% females will be appropriate
- In shopping malls the ratio may be 80% female, 20% male
- In venues such as sports stadia which are used to stage a variety of events, toilets should be designed so that they may be designated for use by either sex, as the occasion demands
- Research indicates that women require at least double the provision made for men; so if the provision for men is 10 facilities (the total number of urinals + WCs), the provision for an equal number of women should be 20 WCs

Peak demand

- In situations where there are regularly periods of peak demand such as theatres, cinemas, sporting events and pop concerts, greater provision should be made, in order to avoid long queues and to provide adequate customer service
- Some improvement could also be gained by increasing water pressure during periods of peak demand so that cisterns refill more rapidly and toilets do not become unusable

Size

- Most cubicles are too narrow. Combined with an inward opening door, many people find it very difficult to enter a cubicle
- There is often only a tiny gap between the edge of the open door and the bowl of the toilet
- A problem arises if a container for soiled sanitary products is placed on the floor in a narrow cubicle. The lack of space may cause unwanted contact with soiled surfaces, especially if the container is not emptied on a sufficiently regular basis
- A narrow cubicle causes special problems when a mother has to take 1 or 2 children into a cubicle as she cannot leave them outside in an unattended public toilet facility
- If access was improved and 'standard' facilities enlarged, a high proportion of people with disabilities would be able to cope in the 'standard' cubicle

Recommendations

- It is recommended that standard cubicles should not be less than 800mm wide and 1700mm long [20]
- All facilities should include at least one 'accessible' WC minimum 2200mm x1500mm as detailed in the approved document to part M of the building regulations [21]
- If only one such facility exists in a building advice should be sought as to whether a right hand or left hand transfer would be more appropriate [22]
- Large shopping centres should have a Changing Places facility [23]

Doors

- Most doors are inward opening. Many people find it difficult to squeeze around the door, especially if they are carrying shopping bags etc. If a person using a cubicle is taken ill, they tend to fall against the door, thus making it difficult for rescuers to gain access
- In some locations, architects may consider fitting outward opening doors which would allow more space within the cubicle and reduce the risk of potential problems
- It should be possible to open locks from the outside in an emergency with a special tool. The attendant [if there is one on site] and cleaning and maintenance staff should be briefed on this
- If an inward opening door is fitted to a 'standard' cubicle there should be manoeuvring space between the WC pan and the edge of the open door
- Wider corridors and lobby areas along with wider, well-spaced, outward opening doors to allow for modern wheelchairs and single or double pushchairs are needed

Other facilities

Hooks and Shelves

- Two hooks should be provided at different heights in cubicles for men and for women
- It is desirable to provide a shelf for shopping bags etc so that they do not have to be placed on the floor

Toilet paper dispensers

- Many toilet paper dispensers take up far too much space in the cubicle and it is difficult to remove paper from the drum in some types of dispenser, especially if the paper is too tightly packed
- The dispenser should be positioned so that paper is easy to reach when seated
- Ideally it should be easy to tear off paper with one hand, leaving the other hand free to hold clothing or maintain balance
- Single sheet dispensers may be easier to use for people with disabilities

Door Handles and Locks

- These must be easy to operate and be designed to cope with constant use
- The space between the floor and the lower edge of the partition must not encourage theft from cubicles – often people place bags on the floor to hold the door shut because the lock is broken

Height and seats

Greater provision should be made for children so that they may use toilets safely and hygienically. Some urinals should be placed at a lower height – this would meet the requirements of pre-teenage boys and men of shorter stature.

Research has found that only 2% of women sit down (with direct skin contact) on toilet seats because of the unpleasant conditions in many public toilets [24]. To avoid making contact with the seat, some women choose to urinate in the crouching position and may retain urine in the bladder. The retained urine may result in urinary tract infections. For the sake of women's health they must be provided with well designed, unbroken toilet seats which can be easily cleaned by an attendant or cleaning operative. Also suitable materials either to wipe or to cover the seat before use could be made available to the public.

Disposal facilities

People need to be made aware that they should not flush soiled nappies, wipes, sanitary towels, tampons and continence aids down the toilet. They must be provided with readily accessible disposal facilities, including in men's toilets for continence products.

Provision of disposal facilities

- Disposal facilities should be provided for both men and women
- Bins should be emptied frequently. At present women may have to use bins which are dirty or actually overflowing with soiled sanitary products. This poses an unacceptable risk to health
- Disposal bins should not obstruct the useable floor space in cubicles
- Expert advice should be sought on the various methods of disposal

Flushing cisterns

- Attention must be given to the pressure and flow of the cold water supply
- Flushing troughs are useful at times of peak demand in places such theatres, cinemas, schools etc
- It may be more hygienic to provide a sensor- operated button flushing system in the cubicle

Wash basins

- Basins should be provided within a proportion of the cubicles available
- Consideration must be given to which is the most reliable and hygienic method of operating taps
- Lever taps and sensor controlled taps are preferable to taps which require direct hand contact
- The delivery of reliable, safe, warm water from a tap outlet on a washbasin is recommended. However, a reliable supply of soap and good hand drying facilities are also needed to make the hand washing process effective. Water supplied from 38° to 42°C would be acceptable, so 40° ± 2°C is suggested [25]
- Some basins should be provided at a lower height to encourage children to wash their hands

Hand drying

- The World Health Organisation recommends the use of paper towels in its poster on hand washing [26]
- Disposable towels use paper and must be disposed of. They can create a litter problem if not collected regularly
- Conventional warm air dryers require rubbing the hands together for a period of time which is likely to

lead to the transference of bacteria to other surfaces as many users fail to dry their hands completely and leave them damp [27]

- Air dryers which don't require rubbing the hands together are more hygienic [28]
- Many facilities now provide high air flow hand dryers which are much quicker and more effective
- Washable towels must be changed very often in order to remain hygienic and energy is used in collecting and laundering as well as water and detergent
- Drying facilities should also cater for children's needs. It is not acceptable for a parent to have to lift a child in order to wash and dry its hands

Facilities

Parents and children

Parent / baby rooms

- Due to social changes there is a clear demand for unisex parent / baby rooms in all large publicly available toilets
- There should be access for a double pushchair
- There should be access for parents with disabilities
- To obviate the necessity for a parent to send their children unescorted into adults' toilet areas, the unisex cubicle should contain a child-size toilet, low-level wash basin and a low-level hand drier / paper towel dispenser

Nappy changing area

- Very special consideration must be given to the nappy-changing area.
- Soiled nappies can pose risks to health. Enteric pathogens can be transmitted through faeces in nappies as half the dry weight of faeces is bacteria. Accidental ingestion of faeces through contamination of the hands or lack of hand washing, carries the risk of contracting diseases and the spread of bacteria such as E. coli, Hepatitis A, Hepatitis E, Shigella, pneumonia, polio (after vaccination). There may also be a risk of spreading intestinal parasites. Person-to-person transmission of illness through faeces is well-known. Wet nappies are less of a risk but should still be wrapped and disposed of carefully. There is also, of course, an unpleasant smell associated with poor disposal of nappies [29]
- The surface on which a nappy is changed should be safe and easily cleaned
- It needs to be adjustable in height so that it can be used by parents with disabilities
- Disposable covers or wipes may be provided for the surface
- Adequate hand washing facilities must be in very close proximity to the changing area
- A suitable receptacle must be provided for the safe disposal of soiled nappies and should be emptied at frequent intervals

Conclusion

The lack of proper publicly available toilet facilities has a deleterious effect on the health, dignity and lifestyle of a very substantial proportion of the UK population. This Guide summarises the views expressed in reports, research and information received from experts who support the aims of this Guide. It is hoped that this Guide will encourage anyone involved with publicly available toilet facilities to promote and provide the best facilities they can.

References

- [1] "There is some evidence to say that if children are encouraged to 'hold on' too long on a regular basis it may cause problems in the future with poor bladder emptying (Yang & Chang, 2008) and this leads to an increased risk of urine infections and dysfunctional voiding (problems emptying the bladder)" 'The Right to Go': A Guide to helping early years settings and schools manage continence', Chapter 2: Childhood Development and Continence p4 www.eric.org.uk/Campaigns/TheRightToGo
- [2] <http://www.nhs.uk/Conditions/periods/Pages/Introduction.aspx>
- [3] The average time a woman spends in a WC is 90 seconds. The average time a man spends in a WC is 210 seconds. The average time a man spends at a urinal is 35 seconds. Average overall time for a man to use the gents is 45 seconds. Therefore, the average time a person takes to use the facilities should be taken as 1.5 minutes for a woman and 0.75 minutes for a man BS6465 – Part 4 11.2.3.4.2; 11.2.3.4.3
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- [15] Publicly Available Toilets: Problem Reduction Guide, Third edition 2010, Hertfordshire Constabulary Prevention Design Service & The British Toilet Association
- [16] <http://greatbritishpublictoiletmap.rca.ac.uk/> This map was created by researchers at The Royal College of Art
- [17] Gail Ramster, Research Associate, The Helen Hamlyn Centre for Design
- [18] Michelle Barkley, Technical Director, Chapman Taylor Architects
- [19] www.changing-places.org
- [20] British Standards Institute: Code of Practice BS6465-4 19.8 Cubicles
- [21] HM Government: The Building Regulations 2010 Access to and use of buildings Part M1/M3 Section 5: Sanitary accommodation in buildings other than dwellings www.planningportal.gov.uk
- [22] Centre for Accessible Environments www.cae.org.uk. Additional information can be found in BS8300
- [23] Centre for Accessible Environments www.cae.org.uk. Additional information can be found in BS8300
- [24] Inclusive Urban Design: Public Toilets Clara Greed, Architectural Press, 2003 p106
- [25] John Griggs BSc MSc FCIPHE - Chairman of BSI committee responsible for BS 6465 and Secretary of the CIPHE Hertfordshire Branch
- [26] "Expert Consensus Statement finds paper towels the most hygienic way to dry hands" The Cleanzine 4 June 2015
- [27] "Comparative evaluation of the hygienic efficacy of an ultra-rapid hand dryer vs conventional warm air hand dryers" A M Snelling, T Saville, D Stevens, CB Beggs Journal of Applied Microbiology 2011 Jan; 110(1): 19-26 [Archive - 2010 University of Bradford]
- [28] "Comparative evaluation of the hygienic efficacy of an ultra-rapid hand dryer vs conventional warm air hand dryers" A M Snelling, T Saville, D Stevens, CB Beggs Journal of Applied Microbiology 2011 Jan; 110(1): 19-26 [Archive -2010 University of Bradford]
- [29] Information on the dangers of soiled nappies provided by National Childbirth Trust www.nct.org.uk

Useful resources

- ACPO Secured by Design, New Homes 2010 www.securedbydesign.com
- British Standards Institute:
 - BS 6465-1: 2006 + Amendment 1:2009 Sanitary installations. Code of practice for the design of sanitary facilities and scales of provision of sanitary and associated appliances
 - BS 6465-2: 1996 Sanitary installations. Code of practice for space requirements for sanitary appliances
 - BS 6465-3: 2006 Sanitary installations. Code of practice for the selection, installation and maintenance of sanitary and associated appliances
 - BS 6465-4: 2010 Sanitary installations. Code of practice for the provision of public toilets
 - BS 8300:2009 + Amendment 1:2010 Code of practice for the design of buildings and their approaches to meet the needs of disabled people
- British Toilet Association www.britloos.co.uk
- Centre for Accessible Environments www.cae.org.uk
- Comparative evaluation of the hygienic efficacy of an ultra-rapid hand dryer vs conventional warm air hand dryers A M Snelling, T Saville, D Stevens, CB Beggs. Journal of Applied Microbiology 2011 Jan; 110(1): 19-26
- Disability Rights UK www.disabilityrightsuk.org
- Education and Resources for Improving Childhood Continence www.eric.org.uk
- Great British Public Toilet Map <http://greatbritishpublictoiletmap.rca.ac.uk/> created by researchers at The Royal College of Art
- HM Government: The Building Regulations 2010 Access to and use of buildings Part M1/M3 Section 5> Sanitary accommodation in buildings other than dwellings www.planningportal.gov.uk
- Inclusive Urban Design: Public Toilets Clara Greed, Architectural Press, 2003
- Loo of the Year Awards www.loo.co.uk
- The Cleanzine cleaning and hygiene news www.thecleanzine.com
- Part M (Access to and Use of Buildings) of the Building Regulations
- Publicly Available Toilets: Problem Reduction Guide www.britloos.co.uk
- Guidance for Police, Architects, Local Authorities and any organisation involved with the design, construction, operation or management of publicly available toilets. Third edition,2010. Hertfordshire Constabulary Prevention Design Service & The British Toilet Association [originally authored by Staffordshire Police Crime Reduction and Community Safety Unit]
- The Changing Places Toilet Campaign www.changing-places.org

Additional useful organisations

- Action on Bladder Cancer www.actiononbladdercancer.org
- Age UK www.ageuk.org.uk
- Anxiety UK www.anxietyuk.org.uk
- Association for Continence Advice www.aca.uk.com
- Beating Bowel Cancer www.beatingbowelcancer.org
- Bladder and Bowel Foundation www.bladderandbowelfoundation.org
- Campaign to Protect Rural England www.cpre.org.uk
- Changing Places www.changing-places.org
- Core [gut & liver disease research] www.corecharity.org.uk
- Crohns and Colitis UK www.crohnsandcolitis.org.uk
- Cystitis and Overactive Bladder Foundation www.cobfoundation.org
- Carers UK www.carersuk.org
- Diabetes Research & Wellness Foundation www.drwf.org.uk
- Disability Rights UK www.disabilityrightsuk.org
- Education and Resources for Improving Childhood Continence [ERIC] www.eric.org.uk
- Gingerbread www.gingerbread.org.uk
- Meningitis Now www.MeningitisNow.org
- National Childbirth Trust (NCT) www.nct.org.uk
- National Kidney Foundation www.kidney.org.uk
- NHS Choice www.nhs.uk
- Scope www.scope.org.uk
- Shine (Spina bifida, Hydrocephalus) www.shinecharity.org.uk
- Spinal Injuries Association www.spinal.co.uk
- Sport England www.sportengland.org
- Stroke Association www.stroke.org.uk
- The Colostomy Association www.colostomyassociation.org.uk
- The IBS Network www.theibsnetwork.org
- UK Paruresis Trust www.ukpt.org.uk
- Urinary Tract Infections - (PKD) Charity UK www.pkdcharity.org.uk