

Changing Places Toilets Insights

Summary of survey findings England

17th May 2021

FINAL

RiDC

What we were trying to find out...

- 1. What were the levels of awareness of Changing Places Toilets (CPT)?**
- 2. What are the types of building where people most value the current provision of Changing Places toilets?**
- 3. What areas of society do Changing Places Toilet users feel least able to access because of a lack of provision?**
- 4. What types of buildings that people, who use or could use Changing Places toilets, would most like to see provision within?**



Our approach

1. Online survey

Survey details

- Overall surveys opened: 1,436
- Consent: 1,332 (no consent = 85)
- Completed: 1,085 (partial: 247)
- Completed England: 1,204 responses (965 complete; 239 partial)

Total valid responses: 1,204

Start: 30/03/21 (3pm)

Close: 23/04/21 (6pm)

RiDC Panel respondents: 633 (survey sent on 30/03/21 and reminder on 7/4/21)

Wider CPT community (social media) respondents: 801 (survey circulated 8/4/21)



2. Focus groups

Held between 26/4/21 and 29/4/21 via Zoom

Total participants = 21

- Four focus groups divided between current users (males and females), carers and future users. Each focus group lasted 90 minutes.
- Emerging findings from the survey were shared with participants

See accompanying slide pack for thematic analysis based on the outcomes of the focus groups.



Summary

1: Awareness

- **78% have heard of Changing Places Toilets**
- **83% would use a Changing Places Toilet if available.**
- **50% found it difficult to find out where CPTs are when planning a trip.**

2 & 3 Current use and value

- **Retail settings are the most common places where respondents have used a CPT.**
- **Having days out, taking part in/enjoy leisure/sport activities and going shopping are the three top activities that the presence of a CPT have allowed people to do.**
- **Respondents valued having days out most because of a CPT; one in five (21%) said that not having a CPT available made it impossible for them to have a day out.**

4: Future provision

- **Country parks/ open spaces, tourist attractions and transport networks are the top three locations respondents would like to see future provision.**
- **Beaches/seaside, motorway services and parks and gardens are the top three venues or places respondents would like to see CPTs in the future.**

Who responded to the survey

1,204 respondents (55% filled it in for themselves, 45% on behalf of someone else – 30% family member/carer, 7% as a professional providing care or support and 8% = other)

Demographics

Age

	n	%
Under 18	171	19.6%
18-40	133	15.2%
40-60	245	28.0%
60-80	290	33.2%
80 plus	35	4.0%

Region

	n	%
South East	190	19.5%
South West	122	12.5%
North West	115	11.8%
London	114	11.7%
East Midlands	104	10.7%
Yorkshire and Humberside	104	10.7%
East of England	95	9.7%
West Midlands	88	9.0%
North East	43	4.4%

Gender

	n	%
Female	601	61.3%
Male	357	36.4%
Prefer not to say	18	1.8%
Non-binary	4	0.4%

1: Awareness and use of CPTs

78% have heard of Changing Places Toilets

- 95% of current users of CPTs said they were aware of CPTs
- 45% of future users of CPTs are not aware of CPTs
- Highest levels of awareness reported in East Midlands (87%)
- Lowest levels of awareness reported in London (68%)

57% had used a Changing Places Toilet

- Highest CPT use was reported in Yorkshire and Humberside (68%); the lowest use was reported in London (52%)

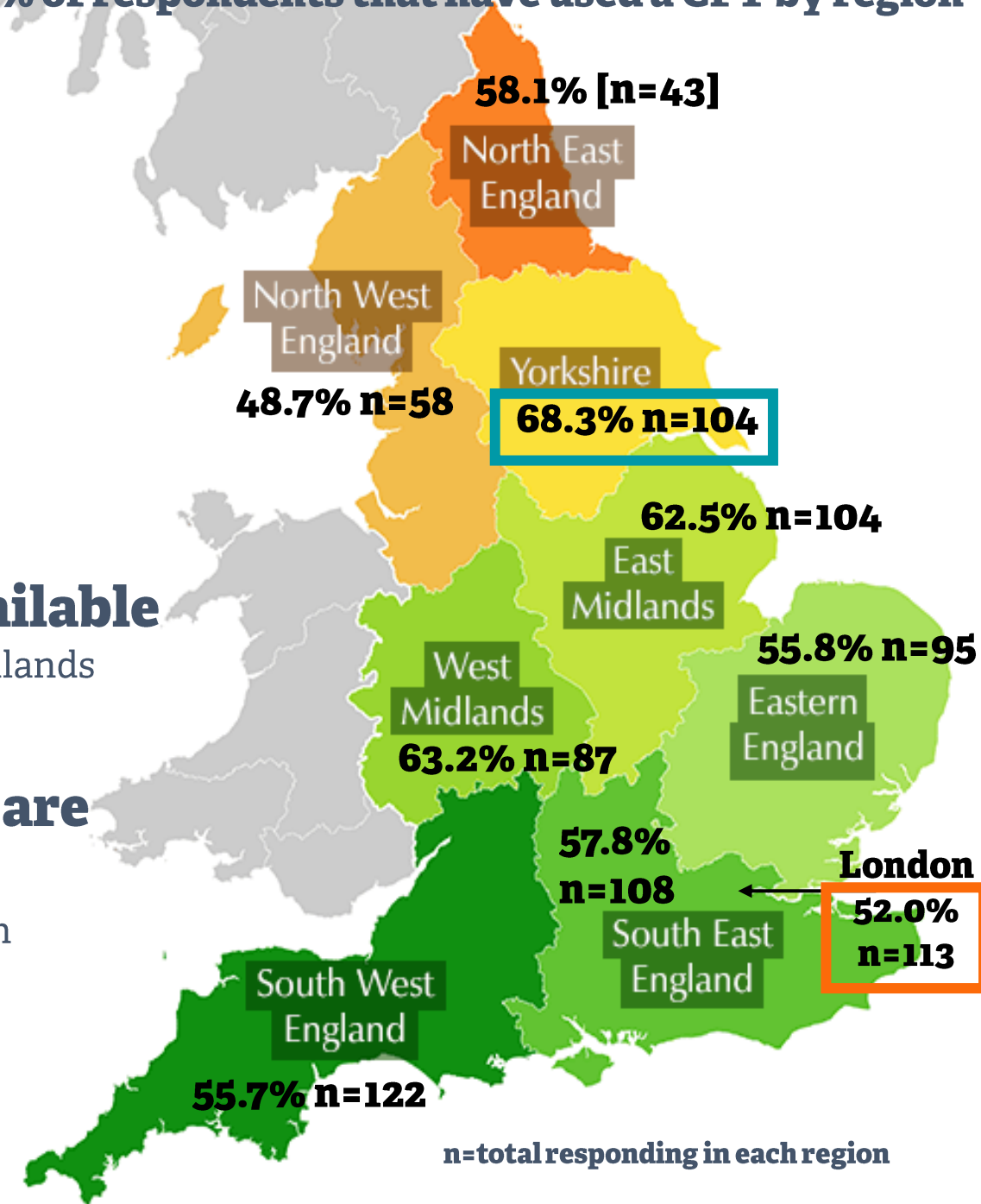
83% would use a Changing Places Toilet if available

- 91% of respondents in Yorkshire and Humberside and the West Midlands would use a CPT if available.

51% found it difficult to find out where CPTs are when planning a trip

- 39% of current users of CPTs said it was easy to find information on CPTs, compared with 28% overall.
- Respondents in the East Midlands (58%) found it most difficult to find information
- Whereas respondents in the West Midlands (28%) found it most easy to find information

% of respondents that have used a CPT by region



2: Types of buildings where people use and value CPTs

- 1. Retail setting
- 2. Healthcare / hospital setting
- 3. Tourist attractions
- 4. Leisure / sport setting
- 5. Transport network

Choice	%	n	Sample Size
Retail	54.3%	346	637
Healthcare buildings	39.2%	250	637
Tourist attractions	38.0%	242	637
Leisure / sport venues	33.9%	216	637
Transport networks (including motorway services)	33.0%	210	637
Country parks / open spaces / seaside	31.6%	201	637
Public buildings / libraries / places of worship	26.1%	166	637
Hospitality	13.2%	84	637
Entertainment	11.1%	71	637
Other	10.2%	65	637

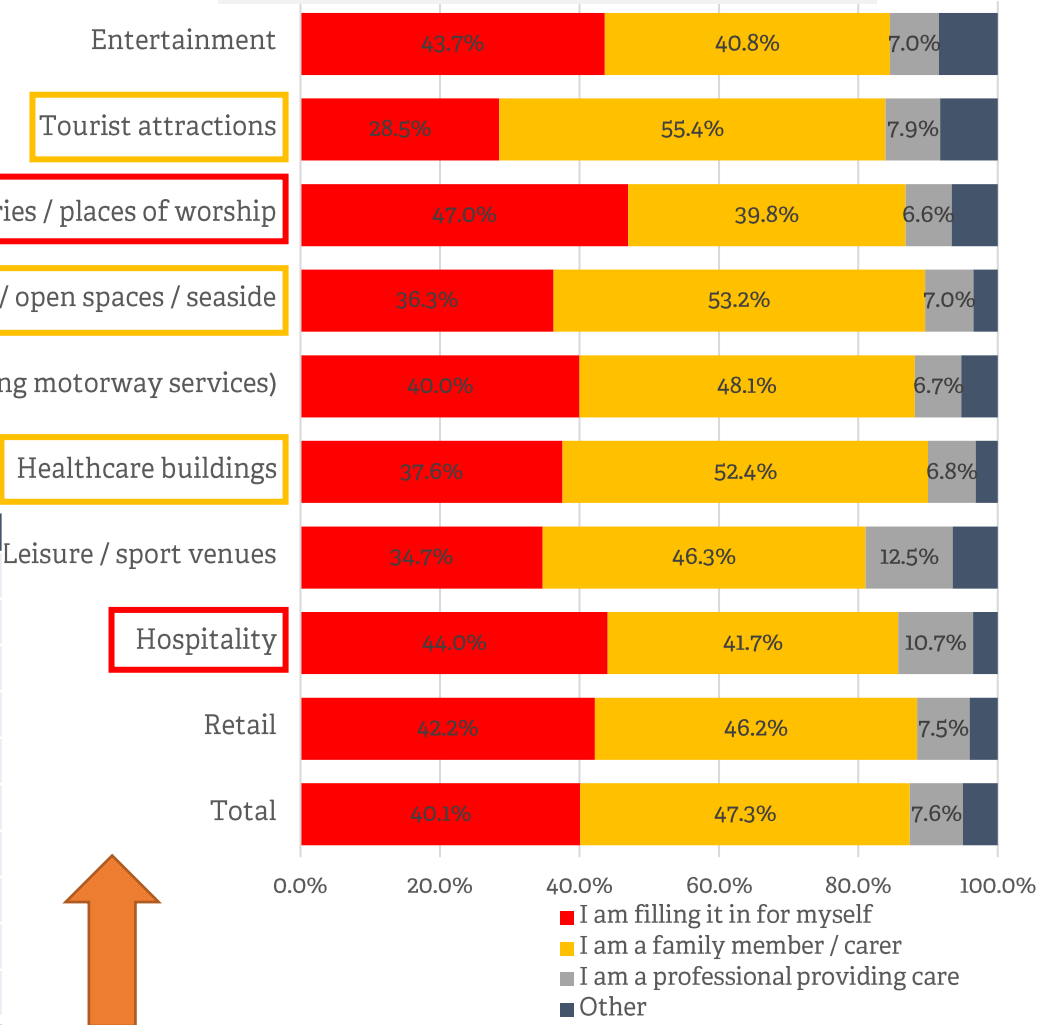
Regional variations

Yorkshire and Humberside have the highest proportion of people using CPTs in healthcare buildings and country/parks

West Midlands has the highest proportion of people using CPTs in retail settings and leisure/sports venues, tourist attractions and public buildings

East of England has the highest proportion of people using CPTs in transport hubs/networks

Use of CPTs by location and user

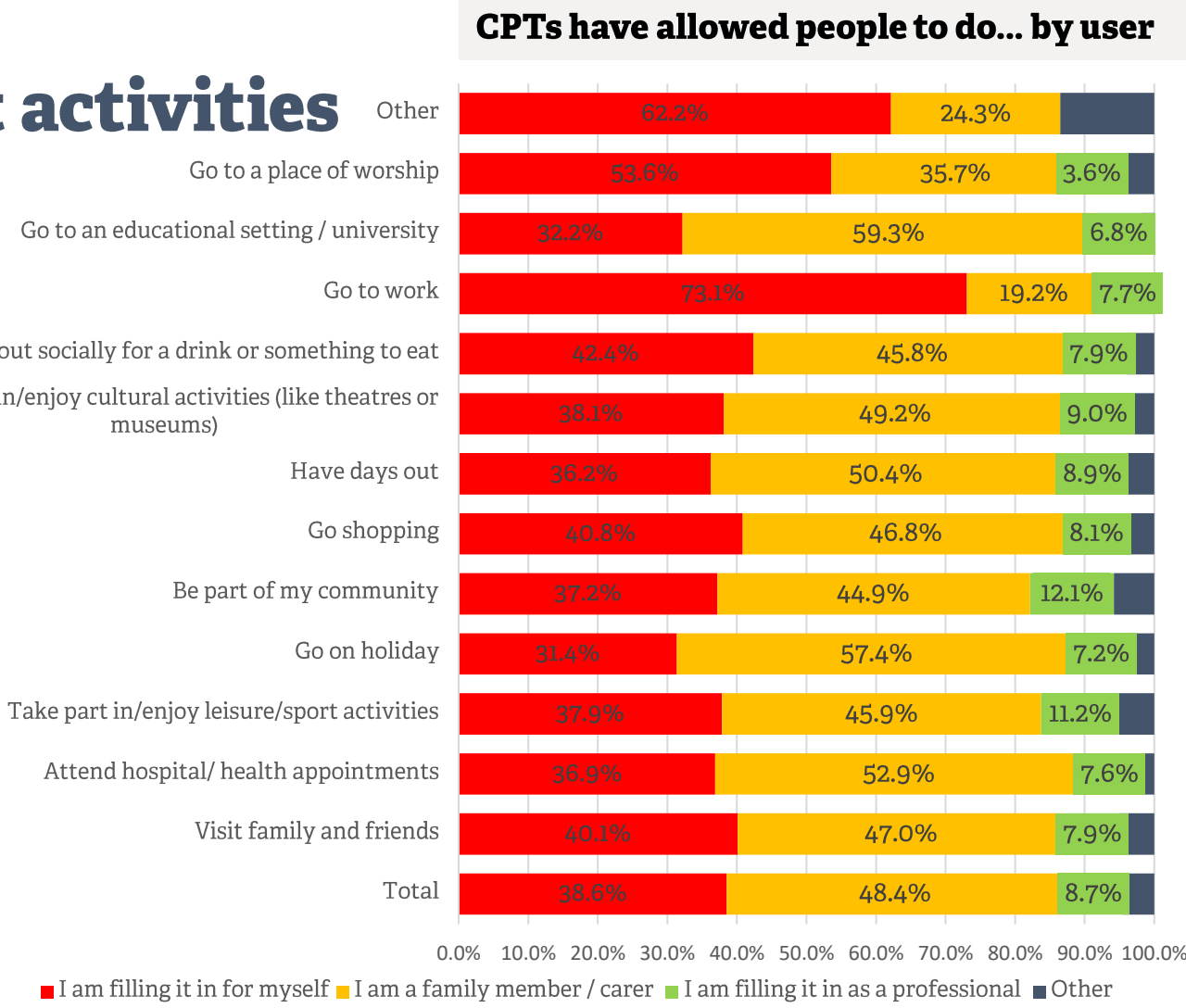


Respondents **completing the survey themselves** used CPTs more in public buildings (47%) and hospitality (44%) settings compared to those who are filling the survey in for someone else. Those filling it in **for someone they support** used CPTs more in tourist attractions (55%), country parks (53%) and healthcare (52%) compared to those filling the survey in themselves.

2: Where CPTs have been available it has allowed people to...

- 1. Have days out
- 2. Take part in/enjoy leisure/sport activities
- 3. Go shopping
- 4. Attend hospital
- 5. Go on holiday

	%	n	Sample size
Have days out	63.3%	403	637
Take part in/enjoy leisure/sport activities	53.1%	338	637
Go shopping	52.3%	333	637
Attend hospital/ health appointments	41.3%	263	637
Go on holiday	35.0%	223	637
Be part of my community	32.5%	207	637
Visit family and friends	31.7%	202	637
Take part in/enjoy cultural activities	29.7%	189	637
Go out socially for a drink or something to eat	27.8%	177	637
Go to an educational setting / university	9.3%	59	637
Other	5.8%	37	637
Go to work	4.4%	28	637
Go to a place of worship	4.1%	26	637



2: What people value most about being able to use a CPT

- 1. Have days out
- 2. Visit family and friends
- 3. Take part in/enjoy leisure/sport activities
- 4. Attend hospital/ health appointments
- 5. Be part of my community

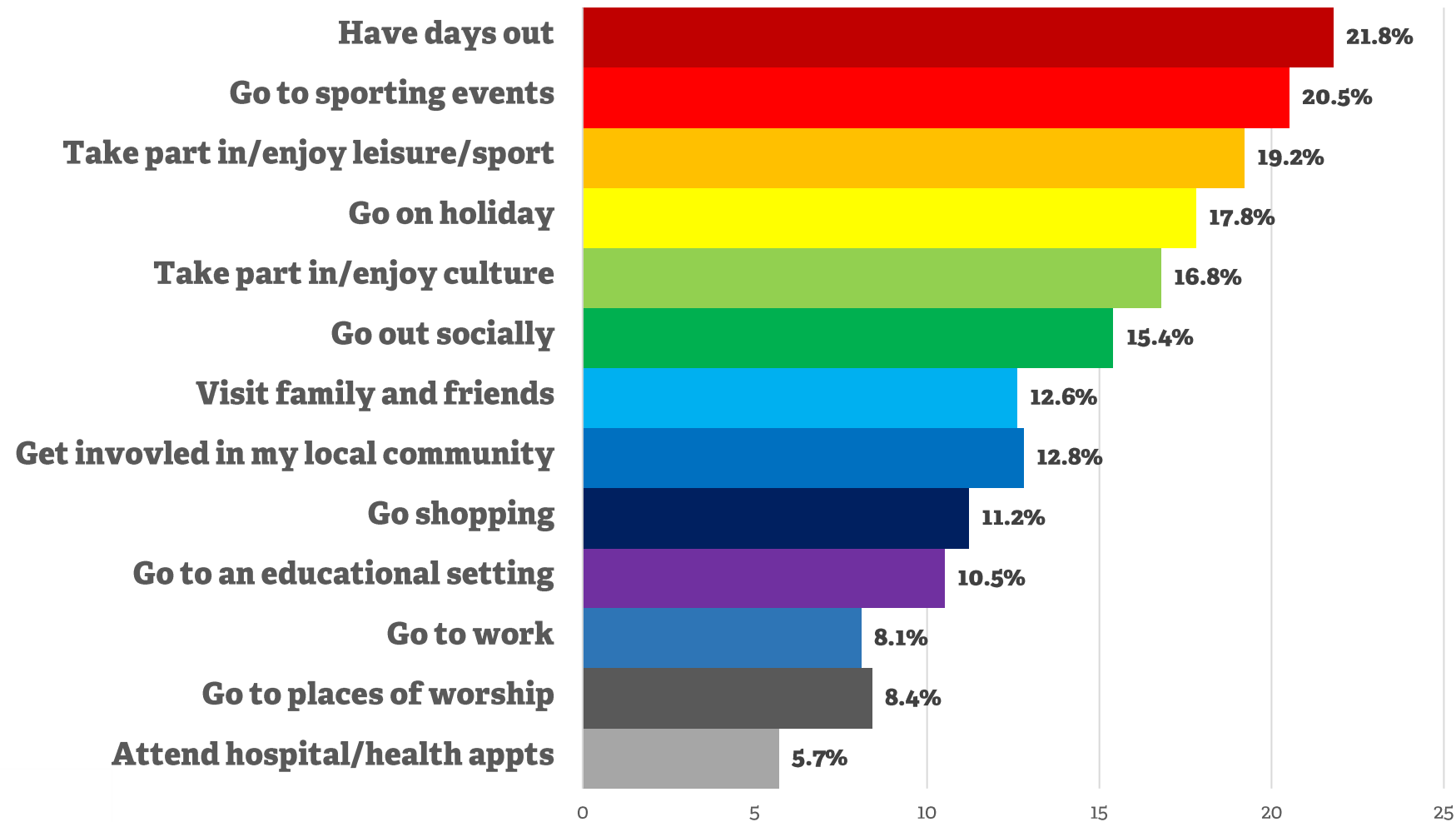
Of those who used toilets at...

- **Tourist Attractions**, 86% said it allowed them to have a day out
- **Country parks**, 83% said it allowed them to have a day out
- **Transport Networks**, 81% said it allowed them to have a day out

	n	Avg	RANK
Have days out	337	2.47	1
Visit family and friends	165	2.86	2
Take part in/enjoy leisure/sport activities	270	3.01	3
Attend hospital/ health appointments	201	3.06	4
Be part of my community	166	3.18	5
Go on holiday	176	3.57	6
Go shopping	248	3.65	7
Take part in/enjoy cultural activities	20	4.20	8
Go to work	157	4.22	9
Go out socially for a drink or something to eat	50	4.66	10
Go to an educational setting / university	147	4.69	11
Go to a place of worship	20	5.85	12

3: Things that a lack of CPT makes impossible to do...

It makes it impossible to...



Those completing the survey on behalf of someone else, reported...

55% stated without CPT provision it is impossible to **go to sporting events**: (37% of those filling the survey in themselves reported this)

53% stated without CPT provision it is impossible to **take part in/enjoy leisure/sport**: (39% of those filling the survey in themselves reported this)

52% stated without CPT provision it is impossible to **have days out**: (38% of those filling the survey in themselves reported this).

The above graph is based on a overall sample of 1,076. The results in the text box are based on the total number of respondents for each variable (i.e 817 responded to Have Days Out choice).

4. Places people would like to see CPTs provided...

- 1. Country parks / open spaces
- 2. Tourist attractions
- 3. Transport networks
- 4. Entertainment venues
- 5. Retail



	%	n
Country parks / open spaces / seaside	63.3%	762
Tourist attractions	59.9%	721
Transport networks	58.3%	702
Entertainment	53.4%	643
Retail	52.6%	633
Hospitality	50.8%	612
Healthcare buildings	48.9%	589
Leisure / sport venues	48.4%	583
Public buildings / libraries / places of worship	45.7%	550
Other	7.3%	88

The table is based on an overall sample of 1,204 (includes fully and partially completed responses).

4. Places people would like to see CPTs provided...

	Rank #1 Location	Rank #2 Location	Rank #3 Location
Retail	Shopping Centre	Supermarket	Garden Centre
Hospitality	Restaurant	Hotel/motel	Café/coffee shop
Leisure / sport venues	Leisure/recreation centre	Sports ground	Community Centre
Healthcare buildings	Hospital	GP Surgery	Health clinic
Transport networks	Motorway services	Airports	Railway stations
Country parks / open spaces / seaside	Beaches/seaside	Parks/gardens	Caravan park
Public buildings / libraries / places of worship	Council run toilets	Town hall/offices	Libraries
Tourist attractions	Visitor attractions	Zoos/safari parks	Museums/galleries
Entertainment	Theatres	Bowling alleys	Concert hall/stadium

Top five types of locations people would like to see future CPT provision (overall)

- 1: Beaches / seaside (Country parks / open spaces)
- 2: Parks and gardens (Country parks / open spaces)
- 3: Motorway services (Transport networks)
- 4: Visitor attractions (Tourist attractions)
- 5: : Zoos/safari parks (Tourist attractions)

1: Country park / open spaces



Choice	%	n	Sample Size
Beaches / seaside attractions	94.6%	721	762
Parks / gardens	89.1%	679	762
Caravan park	58.1%	443	762
Camp site	53.8%	410	762
Other	7.0%	53	762

2: Tourist attractions



Choice	%	n	Sample Size
Visitor attractions (e.g. aquariums)	88.6%	639	721
Zoos and safari parks	88.3%	637	721
Museums and galleries	83.2%	600	721
National Trust properties e.g. stately homes	82.5%	595	721
Theme parks	77.1%	556	721
Historic buildings (e.g. castles)	71.2%	513	721
Other	7.4%	53	721

3: Transport networks



Choice	%	n	Sample Size
Motorway service areas	95.0%	667	702
Airports	85.5%	600	702
Railway stations	83.3%	585	702
Bus and coach stations	72.1%	506	702
Ferry ports	71.8%	504	702
Ferries	70.8%	497	702
Other	6.1%	43	702

4: Entertainment venues



Choice	%	n	Sample Size
Theatres	86.5%	556	643
Bowling alleys	86.0%	553	643
Concert/stadiums and exhibition halls	72.6%	467	643
Bingo halls	63.9%	411	643
Cinema	44.0%	283	643

5: Retail



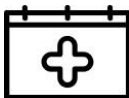
Choice	%	n	Sample Size
Shopping centres	95.7%	606	633
Supermarkets	76.0%	481	633
Garden centres	67.1%	425	633
Department stores	62.6%	396	633
Other	12.2%	77	633

6: Hospitality



Choice	%	n	Sample Size
Restaurants	88.4%	541	612
Hotels and motels	80.9%	495	612
Cafes and coffee shops	71.9%	440	612
Pubs and wine bars	66.5%	370	612
Night clubs	29.6%	181	612
Other	8.0%	49	612

7: Healthcare buildings



Choice	%	n	Sample Size
Hospitals	95.4%	562	589
GP surgeries	74.4%	438	589
Health clinics	74.2%	437	589
Day centres	70.5%	415	589
Nursing and residential homes	60.4%	356	589
Other	5.4%	32	589

8: Leisure / sports venues



Choice	%	n	Sample Size
Leisure and recreation centres	91.9%	536	583
Community centres	77.2%	450	583
Sports grounds or stadia	76.5%	446	583
Sports facilities	73.6%	429	583
Other	7.5%	44	583

9: Public buildings



Choice	%	n	Sample Size
Council run public toilets	87.6%	482	550
Town Hall / public buildings	77.5%	426	550
Libraries	76.2%	419	550
Government offices	62.0%	341	550
Places of worship and halls	59.5%	327	550
Cemeteries and crematorium	6.5%	36	550

Regional variations

	#1 Tourist Attraction	#1 Open Spaces	#1 Transport
London	Museums and galleries	Beaches and seaside	Motorway services
East Midlands	Zoos and safari parks	Parks/gardens + beaches	Motorway services
West Midlands	Visitor attractions	Beaches and seaside	Motorway services
South West	Zoos and safari parks	Beaches and seaside	Motorway services
South East	Visitor attractions	Beaches and seaside	Motorway services
North East	National Trust properties	Parks/gardens + beaches	Motorway services
North West	Zoos and safari parks	Beaches and seaside	Motorway services
Yorkshire & Humberside	Visitor attractions	Beaches and seaside	Motorway services
East of England	Zoos and safari parks	Parks/gardens + beaches	Motorway services

Opened-ended questions

We carried out a content analysis of all the open-ended questions and created several themes. The themes were applied to each of the four open-ended questions. People’s responses are grouped around their experiences, expectations and impact on them personally.

3.1 What difference would having access to Changing Places toilets make to your life?

%	n	Theme	Content search terms
56%	82	Going out	Confidence Peace Stress Anxiety Enjoy Freedom Spontaneous Out Independence Control
37%	54	Specifications	Room Large Space Access Security Chang Hoists Small Navigate Tiny Wheelchair Scooter Audio Facilities Table Safe Transfer Privacy
33%	48	Journey	Plan Venue Spur Drive Distance Long Visit Day Trip
26%	38	Awareness	Know Where Information Reassurance Availability
21%	31	Difference to me	Dignity Dignified Uncomfortable Embarrassment Accident Life Depressed Happy Happier Hygiene Fear

Selected comments

“Confidence to go out with family and not have to worry all the time about incontinence issues.”

“Having access to hoists would give me peace of mind knowing I will not fall whilst transferring. I could have a carer with me where as some accessible toilets are too small and have no room to change clothes if accidents have occurred.”

“Not being as anxious about travelling. Knowing a place was available to access with ease with great facilities.”

“I could attend hospital appointments without having to go several hours without access to a toilet. I would be able to visit my daughter in Cornwall (which is a six hour drive away) if there were Changing Place toilets at the Motorway services en route. I would be able to drive more than two hours away for a holiday. I could enjoy a meal out at a restaurant without having to hurry home to use the loo. I could go to the theatre, cinema, evening classes, go shopping - I could have a life!”

“I would be able to leave the house more and live more of a life, I use a mobility scooter and when I have shopping etc and am on my own I have to be able to use somewhere that has plenty of room for a bulky scooter and give me space to move freely as well.”

“As a totally blind person in his 80s, having access to Changing Places toilets would make a significant difference in my life, and also in that of my sighted wife who is in her late 70s. Provided sufficient advance information about such toilets were easily available and accessible, it would allow us to plan our day-to-day lives, and our social, recreational and travel experiences with confidence, and there fore give us greater peace of mind and security in living our lives to the full.”

3.2 What difference would having access to Changing Places toilets make to you as a family member or as a professional carer/supporter?

%	n	Theme	Content search terms
61%	38	Going out	Confidence Peace Stress Anxiety Enjoy Freedom Spontaneous Out Independence Control
45%	28	Specifications	Room Large Space Access Security Chang Hoists Small Navigate Tiny Wheelchair Scooter Audio Facilities Table Safe Transfer Privacy
44%	27	Journey	Plan Venue Spur Drive Distance Long Visit Day Trip
11%	7	Awareness	Know Where Information Reassurance Availability
56%	35	Difference to them	Dignity Dignified Uncomfortable Embarrassment Accident Life Depressed Happy Happier Hygiene Fear Young Family Daughter Son Child Degrading

Selected comments

Life changing. My son is 5 and full care, non mobile and nonverbal. We currently struggle to use nappy changing tables still, but this won't be possible much longer. Not being able to safely change him in a clean and appropriate environment will limit our life immeasurably."

"We could go further afield without having to have already scoped out the area in advance, the disabled toilets don't allow him to lie down so that he can be changed which means that we often can't go. Also staff need to be thoroughly trained to understand the difference between a disabled toilet and a Changing Place toilet"

"At the present time I can only be within a short distance and time frame from home so I can use my own toilet facility, often shops etc and hospitals have disabled toilets but there is never enough room for me my wheelchair and carer. They are often toilet cubicles that are just a fraction larger than normal spaces, not ideal even at the local hospital the door to the disabled toilet is too narrow for me to navigate through and have a turning circle to enable me to shut/exit the door."

"As a primary carer to my disabled son I can categorically say we do not go to many places that don't offer suitable changing facilities. We spend most of our time at home quite frankly or out in our very local area. We would definitely be more inclined to visit places and attractions if we knew there was a suitable place to change our son."

"All the difference, it's stressful for everyone involved when the person you care for doesn't have a safe clean place to deal with personal care and is soiled embarrassed and upset. It would give us all a better quality."

It would allow us to stay out longer and not need two of us to lift and change my son on bathroom floors as it's disgusting, degrading and unsanitary. This is the reason all our activities are close to home. "

Q3.3 What does having access to a Changing Places toilets mean to you?

%	n	Theme	Content search terms
59%	130	Going out	Confidence Peace Stress Anxiety Enjoy Freedom Spontaneous Out Independence Control
43%	93	Specifications	Room Large Space Access Security Chang Hoists Small Navigate Tiny Wheelchair Scooter Audio Facilities Table Safe Transfer Privacy
41%	63	Journey	Plan Venue Spur Drive Distance Long Visit Day Trip
23%	35	Awareness	Know Where Information Reassurance Availability
70%	48	Difference to me	Dignity Dignified Uncomfortable Embarrassment Accident Life Depressed Happy Happier Hygiene Fear

Selected comments

“It means not having the constant worry of whether I would actually be able to have adequate space to transfer safely. It would mean that I am able to go out more, instead of having to limit my fluid intake.”

“Improves ease of access to places that I go to. Helps anyone assisting me. Gives peace of mind knowing that proper facilities are available. Space is very helpful.”

“I can now go into the nearest large town to access shopping social and community events and library/learning. Of the three differently located hospitals I regularly attend only ONE hospital has changing places. When I was an inpatient where no Changing Places, and no accessible toilet in the area, I had to use a commode in the ward, and staff were too busy to immediately empty it. Extremely distressing, and DIS-ABLING.”

“It allows me to get out and about knowing that I can access facilities that I might need if I have an accident. Unfortunately due to my own disability there are times when I lose control of both my bladder and Bowels which means I am in soiled clothes. This attracts attention from people who stare and maybe even point you out to others. These facilities allow me to get cleaned up and in to fresh clothes that I take with me when going out.”

“Access to CPT means that I can travel, can work, see my friends, go to conferences, have a meal without needing to be in an embarrassing situation. I need regular hoisting as well, which is impossible at a normal toilet and it is easier to undress and dress on the bench. I really have to take my time, so there is really a need of far more of CPTs, make that the new standard of disabled toilet.”

“I can go to the toilet when I need to when I am not at home. I can't take a mobile hoist with me everywhere so unless a venue has a CPT I have to wait and hold the urge to go. I can't transfer from my wheelchair without a hoist. Even "disabled" toilets are useless for me. Often too small even if i had a mobile hoist to get my wheelchair and hoist and carer in at the same time.”

“It means fairness and being included. I went to see Les Miserables at Mayflower theatre. We had 3 seats (for Carers) and a space for me. So we spent a lot of money but having a changing places toilet meant we could spend that money, have a nice time and enjoy a show I've always wanted to see. I felt I mattered to the venue and the venue got more money so everyone benefits. I had an amazing time and I could toilet with dignity.”

Q3.4 What does having access to a Changing Places toilets mean to you as a family member or as a professional carer/supporter?

Open-ended questions response rates
Q3.4 Total responses = 256

%	n	Theme	Content search terms
59%	148	Going out	Confidence Peace Stress Anxiety Enjoy Freedom Spontaneous Out Independence Control
43%	109	Specifications	Room Large Space Access Security Chang Hoists Small Navigate Tiny Wheelchair Scooter Audio Facilities Table Safe Transfer Privacy
41%	106	Journey	Plan Venue Spur Drive Distance Long Visit Day Trip
23%	58	Awareness	Know Where Information Reassurance Availability
70%	179	Difference to them	Dignity Dignified Uncomfortable Embarrassment Accident Life Depressed Happy Happier Hygiene Fear Young Family Daughter Son Child Degrading

Selected comments

Without Changing Places toilets I could not take people from the day centre out for more than a couple of hours as we would need to return to the centre to toilet them. It means they and I as a professional carer can use the toilet whilst we are out in open spaces and visiting shops, cafes etc We can also book to go to the theatre and concerts as they have a Changing Places toilet. The privacy screens are great for us as we can use the loo in private whilst keeping the person safe.”

“It would mean that in the future my child will not be limited in being able to access different areas...it’ll mean that I don’t have to tell him ‘no’ all the time and he will be able to go and enjoy life how he wants to spend it. It would be completely life changing (and life enhancing) to not be limited due to the lack of a clean, safe and accessible toilet.”

“It means we can all go out more often rather than staying at home. It means our daughter can experience the world without us all rushing home or her staying in a wet or soiled pad. It means that we can reposition our daughter if she gets uncomfortable in her wheelchair or needs a bit of a stretch/time out. It means that we only need one carer to take our daughter out. It means we can spend time together and venture further afield as a family including going on holiday. It takes away the stress.”

“That I can maintain my daughters dignity and comfort- the alternative is to change her on the floor of our van or the floor of a disabled toilet! Also an alternative could be found in mobile units available for hire from toilet hire companies at a reduced rate. These would be useful at music festivals, county shows and other outdoor events also for campsites.”

“The ease of keeping our daughters dignity in a safe environment with suitable aids to carry out personal care. It would allow us as a family to explore other parts of the uk and have fun together without the stress of changing our daughter on a public toilet floor space or use the mobility car to carry out personal care such pad changes. A changing place will prevent us from having to limit our time, access beaches, public transport shopping centres.”

“We have had to stop going out for longer than an hour or two due to not having access. Any days out have to be carefully planned to include facilities so we are really restricted where we can go. I can't take my kids out like a normal parent. I feel completely depressed about this, we are basically expected to stay at home. We have bought a mobile hoist for holidays and visiting family but many can't afford that.”

“It would mean my husband and I could go out if we knew there was a Changing Places toilet available, now, we do not go out in case he needs to use a toilet, even some disabled access toilets aren't large enough to manoeuvre the wheelchair.”

Comment

To date, CPTs have been used most often in retail settings and in hospitals / healthcare buildings. Overall, this has allowed people to have days out, take part in or enjoy leisure/sporting activities and go shopping. However, the things that people rated most valuable in terms of what having access to a CPT allowed them to do: are having days out; visiting family and friends; and, taking part in/or enjoying leisure/sporting activities. Interestingly what people find valuable about CPTs is also what a lack of provision makes impossible for them to do (have days out, attend sporting events and enjoy leisure activities). There does seem to be a stronger opinion amongst those people who filled the survey in on behalf of someone else what the activities that a lack of CPT provision made impossible.

Where people would like to see CPTs in the future provides some interesting insights. People currently use the toilets in locations that could be generally classed as 'local' (such as shopping or going to a healthcare setting). However, in the future people would like to see CPTs in country parks/open spaces, tourist attractions and transport networks. This suggests that users and those who support people who need CPTs want to travel further distances to do more recreational activities that non-disabled people take for granted (i.e, not just the every day, like shopping or the necessary, like attending hospital).

The top three places people would like to see CPTs **in the future are either destinations that are not 'local' or are in places that enable someone to travel longer distances.** Not only is the provision of a CPT important at the destination, but access on route to the destination appears to be equally as important.

Many of the comments from respondents mention the current provision of CPTs limits the distance they can travel or their ability to plan trips. Many respondents talked about the dignity, confidence and freedom a CPT does or could provide them.

The user journey encompassing the emotional and the practical has been uncovered in this research. For people to have a day out they need to have confidence and knowledge that a CPT will be available, and they won't have to curtail their activities as a result. This impacts an individual's sense of control and independent mobility. Respondents talked about being spontaneous and the freedom that would be afforded to them if CPTs were more widely available. The specifications of the toilet, hygiene and privacy were all important factors for respondents. Raising awareness of CPTs and the development of route planning capabilities that show the location (and specification/access) of CPTs would appear to be important enabling factors in the future provision of CPTs.



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Comments

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RiDC