



Changing Places Toilets

What people told us and what we will do



This document was written by the Welsh Government. It is an easy read version of '**Changing Places Toilets - Summary of Responses and Government Response**'.

October 2022

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 34**.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means the **Welsh Government**. For more information contact:

Address: Building Regulations
Welsh Government
Cathays Park, Cardiff
CF10 3NQ

E-mail: enquiries.brconstruction@gov.wales

Phone: 0300 062 8144



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Introduction



In 2021 we asked people what they thought about our ideas for:

- **Changing Places Toilets**
- and **Baby Nappy Changing Places.**



[You can find out more about this work and what we asked on our website.](#)



This document is about what people said and the answers they gave to our questions.



This document only includes the answers that are about **Changing Places Toilets.**



We will make another document about the **Baby Nappy Changing Places** soon.



We have looked carefully at the answers. We have used what people said to make changes.



90 people or organisations answered the questions. Including lots of parents and carers, people who use Changing Places Toilets and professionals.

Replies to our questions

Question 1.

We asked: Do you agree that we should have more **Changing Places Toilets** in public places?



Everyone said yes.

People said:



- There are not enough Changing Places Toilets. They are small and not laid out well for a wheelchair.



- They are not well looked after or cleaned well enough.



- Providing Changing Places Toilets is important for the health of everyone. We should support equal access in all parts of Wales.



- Having Changing Places Toilets is part of important laws like the **United Nations Convention on the Rights of Persons with Disabilities** and the **Equality Act 2010**.



- The Equality Act talks about the equal rights of all disabled people to join in with the community.



- Having more Changing Places Toilets would improve the lives of disabled people. The toilets would be a safe space. It would help them to visit different places and be part of their community.



- In Wales by the year 2034 there will be more older people. Over 1 million people will be over 50 years old. Older people are more likely to need Changing Places Toilets, so we will need more of them for the future.



- Changing Places Toilets should follow the standards in the guide called **BS8300: Design of an accessible and inclusive built environment Part 2: Buildings: 2018.**

Accessible means making something easier to use by more people.

Question 2.



We asked: Do you think we should change the **building regulations** guidance, to make sure builders and planners think about **Changing Places Toilets**?

Building regulations are rules to make sure people are healthy and safe in and around buildings.



Most people said yes.

People who said yes told us:



- Changing **building regulations** guidance is the only way to make sure changes happen. Builders and planners know they **must** follow the guidance.



- It will help us follow Planning Policy Wales. It could give good guidance on the best way to fit the Changing Places Toilets.



- New guidance would need to give lots of details.



- A few people told us that the toilets must include electrical **adjustable beds**. These are beds you can move up and down to change the way someone is laying or sitting.

People who said no or were unsure told us:



- More types of buildings should have Changing Places Toilets. If we only include large buildings that can fit a lot of people in, then that would only be a few buildings.



- One person asked if we should change different guidance. They asked if changes could be made to other parts of the buildings.

Question 3.



We asked: Do you think we should use **Planning Policy Wales** to help local authorities make sure there are enough **Changing Places Toilets** in their areas?

Planning Policy Wales is a document. It says what people need to think about when planning changes to public spaces in Wales.



Most people said yes.

People who said yes told us:



- It is good to know that a building needs a Changing Places Toilet before building starts. It gives a chance for better design.



- It is cheaper to build Changing Places Toilets at the beginning of building. It costs more money to fit one after the building is finished.



- Local authorities should see that Changing Places Toilets are important in places like bus stations and train stations.



- Planners might need extra training to learn about Changing Places Toilets so that they know the best places to put them. Planners should work with toilet users to make sure the Changing Places Toilets are good enough.

People who said no told us:



- It could be confusing if we changed both **building regulations** guidance and **Planning Policy Wales**.



- We would need to think about how to tell the **Building Control Body** about the changes. Building Control Bodies are organisations that check building work to make sure it follows the rules and laws.



- One person said that we should look at each building. We should decide whether it is fair to need to include a Changing Places Toilet.

Question 4.

We asked: Do you agree that the types of buildings listed in **BOX A** should have a Changing Places Toilet?



BOX A

We want **Changing Places toilets** in places like:

- shopping centres
- sports and leisure centres
- hospitals where there are other public areas, like waiting rooms and canteens
- buildings used for entertainment or meetings
- a hotel that is opened to public events
- schools that are open to the community



Most people said yes.



Most people said that our list of buildings should include more types of buildings.

People who said yes told us:



- Changing Places Toilets should be in any building of any size that is for the public to use. This includes hotels, cinemas, colleges, and universities.



- We should include buildings to do with transport. This includes bus stations, train stations, service stations and airports.



- All schools should have a Changing Places Toilet.



- **Tourist** areas should have more Changing Places Toilets. **Tourists** are people who are travelling or visiting places, usually on holiday.

Some people said:



- Any new building should have a Changing Places Toilet if the building is over:
 - 2500 square metres in size
 - or can have at least 500 people inside.



- The 5000 square metres size should include the inside and outside areas of a building.



- We need to be clearer in our wording and to provide more details.

Question 5.



We asked: Do you think any different types of schools should have **Changing Places Toilets**?



Most people said yes.

People who said yes told us:



- This would match government policy for treating people fairly in education. It would help disabled students, teachers, and parents.

People who said no told us:



- It could be difficult for all schools to offer Changing Places Toilets. We could check which schools needed one before putting one in all schools.



- Special schools would already have Changing Places Toilets for their pupils.



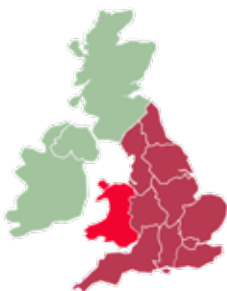
- We should include smaller schools.



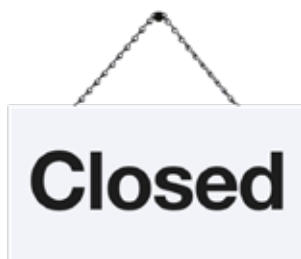
- One person wanted us to be clearer in our wording and to provide more details. We used the word school. They said we should include schools, colleges, and universities.



- We should not look at the size of a school to decide if it should have a Changing Places Toilet. We should look at what the students, teachers, parents, and local community need.



- One person said that for Changing Places Toilets in Wales we should use the same rules as they use in England.



- Some people said that any school with Changing Places Toilets should let other people use the toilets when the school is closed.

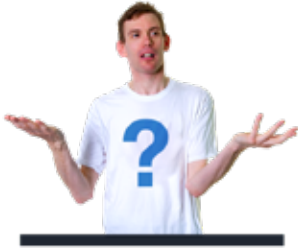


We also asked teachers and Local Authorities.



They said our ideas were a good start. They pointed out that our plans would not include primary schools.

They were worried about:



- Where the Changing Places Toilets would go within the school.



- Who would pay for looking after the toilet and things like light and heat and cleaning.

Question 6.

We asked: Do you agree that the following types of new buildings or existing buildings being extended should have Changing Places Toilets if:

- they are very large (over 5000 square metres in size)
- or they can have over 1,000 people in them?



- Shopping centres.
- Large shops.
- Sports and leisure centres.
- Hospitals and community care centres.
- Buildings used for entertainment or meetings.
- A hotel that is opened to public events.
- Schools that are open to the community.



Most people said yes.

People who said yes told us:



- They wanted us to be clearer in our wording and to provide more details.



- Local Authorities should say how many Changing Places Toilets are needed. They should include that in planning decisions.



- Guidance notes will be important. Guidance notes help to explain how to follow the rules.



- We have set the size of the buildings too high. Changing Places Toilets should also be in smaller buildings that can fit less people in.



- We should think about how many people visit the building, what the community needs and how people use the building.



- Guidance should be for all public buildings when they are being made larger or when they are first being built.



- All bus stations and train stations should have Changing Places Toilets.



- We should give Changing Places Toilets to hotels who provide public events.



- Assisted living places might not need a Changing Places Toilet. People living there might have the toilets they need in their rooms.



- Care homes look after people who might need a Changing Places Toilet. Many of the homes are small. In our plans they would not be big enough to have a Changing Places Toilet.



- Some people asked who will pay for the Changing Places Toilets.



- Most people said that builders should add a Changing Places Toilet when they make a building much larger.

Question 7.

We asked: Our idea is that certain buildings should have Changing Places Toilets when:

- They are very large (over 5000 square metres in size) **or**
- can hold 1000 people or more.

Do you think there are any other things that should trigger a building getting a Changing Places Toilet?
Do you think the size or number of people should be different?

Most people told us:



- We have set the size of the buildings too high. People said buildings should have to have Changing Places Toilets when:
 - they are quite large (over 1000 square metres in size)
 - or they can they hold 200 people or more.



- We should look at what toilet users need and want.



- We should think about adding Changing Places Toilets to public toilets when they are being changed.

Question 8a.

We asked: Do you agree that **Changing Places Toilets** in new buildings, should have the **equipment** listed below?

Equipment is things like benches, privacy screens, hoist and safety alarms.

Changing Places Toilets in new buildings should have:

- a **hoist**



A **hoist** is a piece of equipment that can be used to lift someone. For example, out of a wheelchair and onto the toilet.

- basin
- adult-sized changing table that you can move up and down
- shelves – For example, a shelf to use when changing colostomy bags
- safety rails





- a non-slip floor
- a track on the ceiling so carers can fit slings to the **hoist**, to lift the person around the room



- a shower if there is enough space
- paper towel dispenser



- full length mirror
- toilet that has a back rest.



Most people said yes.

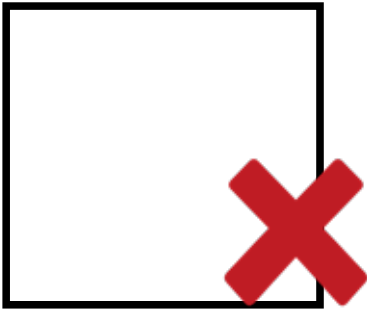
People who said no told us:



- Changing Places Toilets need enough space to fit wheelchairs and carers.



- It would be good to have a changing bed with wheels.



- We should not have all the equipment in the colour white.



- We should not have motion sensors as these often do not work. Motion sensors do things like switch the lights on when someone enters a room.



- A screen reader should be able to read all the guidance.



- The Changing Places Toilets should be warm.

People told us they would like to have this equipment:



- Adjustable beds.



- Screens, shelves, and cleaning supplies.

Question 8b.

We asked: If a Changing Places Toilet is being put in an existing building, where they may not be as much space, what kind of **equipment** do you think it should have?

People told us they would like to have this **equipment**:



- Adjustable beds and **equipment** that folds up to the wall.



- **Hoist**, basin, changing table, safety rails, non-slip floor.



- Screens, shelves, and cleaning supplies.



- Where the Changing Places Toilet is in the building must be easy to get into to.

Question 9.

We asked: If you want to say anything more about our ideas for having more **Changing Places Toilets**, including about how big they should be and what equipment they should have, please write here.

People told us:



- Changing Places Toilets must be big enough for people using wheelchairs to get in and move around.



- Providing cleaning supplies, electric sockets and an alarm pull cord is important.



- We should give better guidance on ceiling height and fitting a **hoist**.



- They were worried about who will look after the Changing Places Toilets to make sure they are clean and safe.

What we will do now

Question 1 and 2.



We will change the building regulations guidance, to make sure builders and planners think about Changing Places Toilets.

Question 3.



We will make it clear to local planning authorities that they can ask for more Changing Places Toilets if they can show that the toilets are needed.



We will include Changing Places Toilets in future changes to Planning Policy Wales.

Questions: 4, 5 and 6.



We spoke to more people about building types and sizes.



We have new rules about what buildings must have Changing Places Toilets.

There should be at least 1 Changing Places Toilet in new buildings that are:

- Very large shops or shopping centres (over 5000 square metres in size).
- Sports or leisure centres that can hold 10 thousand people or more.
- Zoos, theme parks and sports venues that can hold 2 thousand people or more.
- Cinemas, theatres, and concert halls that can hold 350 people or more.





- Large schools (over 4000 square metres in size) that are open to the community.



- Hospitals and health centres of any size. The toilets must be in areas that are open to the public.



- Sport and leisure buildings (over 4000 square metres in size).
- Hotels that are open to public events (over 4000 square metres in size).

Schools



To learn more, we asked teachers and Local Authorities for their views.



Our first plans did not include primary schools. We will now include smaller schools if they are open to the community.



We will look again at Changing Places Toilets in schools when we check school design standards.

Extensions



We have decided that right now Changing Places Toilets will not need to be added when a building is made larger.

Question 7.



We will recommend the **equipment** we listed in our plans. We will not include the extra **equipment** listed by people who filled in our form.

Question 8.



In the future we will look again at adding Changing Places Toilets to buildings when they are made larger or when they are used for something new.

Hard words

Accessible

Accessible means making something easier to use by more people.

Building regulations

Building regulations are rules to make sure people are healthy and safe in and around buildings.

Equipment

Equipment is things like benches, privacy screens, hoist and safety alarms.

Hoist

A hoist is a piece of equipment that can be used to lift someone. For example, out of a wheelchair and onto the toilet.