

# Cross Party Group for Changing Places Toilets

Wednesday 17 May 2023

Minute

Present

MSP Members

Paul O’Kane MSP  
Jeremy Balfour MSP

Invited Guests

Carl Smith, Head of Changing Places Programmes for MDUK  
Councillor Lois Speed

Non-MSP Group Members

Angela Dulley (Secretariat)  
Patricia Ferguson  
Jill Clark  
Cameron Smith  
Cara Devaney  
Robert Dick  
Sarah Heward  
Jenny Miller  
Karen Procek  
Janet MacLughash  
Fiona Souter  
Linda Riley  
Dr Caroline Gould  
Alex Davey  
Paul Hanlon  
Jan Kerr

## Apologies

Jackie Baillie MSP  
Katy Clark MSP  
Colette Stevenson MSP  
Martin Robertson  
Lorna Fillingham  
Laura Rutherford  
Craig McEwen  
Ellen Starkey (Scottish Government)  
Arron Ashton (Scottish Government)  
Libby Herbert  
David Paterson

## Agenda 1: Welcome from the Chair

Paul O’Kane MSP welcomed all members to the group.

Paul began by saying since we last met in February 2023, there have been a number of developments, not least a new Government in the form of a new First Minister and new Ministerial team, so that has provided us with challenge and opportunity; obviously we had been working with Kevin Stewart’s office; he had attended the CPG, we had tried to receive a number of updates with Kevin and commitments in terms of the CPT fund and the work ongoing. Kevin was, personally, very committed to this and now we have a change in Minister; Kevin is off to be Transport Minister so we now have in place – Maree Todd MSP, who will now be responsible for moving forward the £10 million pounds fund, which was pledged in 2021 as part of the Programme for Government. We will be seeking progress on this. The secretariat had invited Maree but unfortunately, was not able to attend.

“I think it would be useful if the Cross Party Group were to write to Maree Todd, outlining the work we have done already with Kevin and the real need for some speed and action or at least some sort of engagement with us, whether that is with a formal cross party group meeting or maybe with myself and the secretariat of the Group have an opportunity to meet with her and flesh out some of these issues and get back to the Group, if everyone is happy with that.”

Paul went through the apologies of this evening – Rob Burley from MDUK, who was due to present to us this evening. We have Rob's representative with us, who I will introduce after the apologies. Jackie Baillie MSP, Katy Clark MSP, Colette Stevenson MSP, Laura Rutherford (PAMIS), Lorna Fillingham, Libby Herbert (Colostomy UK).

## Agenda 2: Minutes and Matters Arising

Minutes from previous meeting and matters arising. Proposed by Cameron Smith (SCLD) and seconded by Sarah Heward (Real Food Café).

Matters arising – Jeremy Balfour MSP had lodged a Parliamentary question to push forward the issue about the £10 million pound fund and tried to receive an update on terms of timescales; Jeremy had asked how much had been distributed already, breaking it down to each local authority area. Kevin Stewart MSP, who was the Minister at the time of the Parliamentary Question been lodged stated "The Government is still committed to investing in Changing Places Toilets in the parliamentary term and to increasing the facilities and to allow easier access. Mr Stewart referenced the CPT Planning Guide but did not give any specific detail on any money spent or any future plans. This is the holding position that we have had and we have had when he was Minister so I think that with the letter to Maree Todd MSP we need to point out that we are now two years along the road and we want to see that level of engagement.

No other matters arising.

Paul explained how tonight's meeting will progress.

This evening we were due to hear Rob Burley from MDUK but unfortunately, he was not able to attend; in Rob's place we have his colleague Carl Smith, who is Head of Changing Places Programmes for MDUK. He is going to speak about the £30 million funding programme for Changing Places toilets in England and what lessons were learned from the roll out of the fund.

We will then hear from Councillor Lois Speed from Arbroath talking about her own journey as a campaigner and her work to support authorities with installing Changing Places toilets.

We will have our update from PAMIS.

Sarah Heward would also like to give us an update on her CPT project.

Paul and Jenny Miller from PAMIS had an informal chat earlier that day about the future funding rollout and asking questions of the new Minister about getting this right; to learn tonight from others about pitfalls they have experienced so we can move forward.

Agenda 3: Carl Smith, MDUK

Carl Smith from MD UK – I would like to thank you for inviting me and for Jenny suggesting that MDUK should be here to talk a little bit about our experiences and some of the key lessons we've learned from administering the various programs that we've been involved in. So, my name is Carl Smith and I've been with Muscular Dystrophy UK since the summer of 2021, but have been a supporter of the charity for a considerable amount of time and as you probably already aware, MDUK are co-chairs of the Changing Places Consortium.

In terms of what I do, I basically programme manage the programs that we are involved in, but also provide the strategic oversight for the programs to see the leadership team and the board of trustees within MDUK. I'm from an operational facilities and properties background, so I kind of understand all the various buttons that need to be pressed to make a Changing Places Toilet installation happen.

I spent quite several years in the charity sector work in both with commercial, private, and public sector. So quite a bit of experience there. I'm part of a team of seven. We're all pretty much part time and some of us have multiple responsibilities within the charity. This includes Rob Burley, who's the Director of Care and Support Campaign and support for which this department links him with.

Essentially, we've got three key aims for our programs. One is to significantly boost the number of Changing Places Toilets. The other one is to address the geographical spread, if you like, but also targeting zero and poor provision. So those have always been very much within our chief aims in terms of how the programs work. So, as I said, we manage multiple programs.

We've got four programs that we work with; the Department of Transport and with the DLUC; three with Department for Transport and the one

with the DLUC. They're administrated differently. The program for the Department for Transport, we fully administer those programs; So, we essentially hold the funds and distribute the funds. The other one with the DLUC; essentially, we provide the advice of support whilst the DLUC provide that the administration of the fund.

As you are aware, that is a £30 million fund. It has been quite an interesting journey that we've had certainly with what was once the MHCLG, I might say. Now the DLUC over the last few years we're very much seen as partners and as I say, providing advice and support on the design and installation of Changing Places toilets; our key role is, if you like, to promote the planning, receive plans and ensure a completion and compliance. If you like, to again, checklist the things that you find in the practical guide which you mentioned earlier.

We also provide technical support. That technical support also comes from one of the consortium partners from CAE. Importantly, at the end of that, is that we register and promote a new Changing Places, we do that as part of the consortium's work, so we jointly provide those across one particular platform.

I have to say with, I think one and a half million impressions over the last 12 months, it has considerable reach and that's down to both members of the team in the MDUK and the PAMIS as well. In terms of people and specifically the DLUHC program, which I know you're particularly interested in, we have a core team of four individuals.

Outside of the core team, we have Director and Rob Lee, Program management and strategic oversight. In terms of my work, and then we have a communication lead as well. For all four programs in particularly with the DLUHC, we had an insight phase. This was about gathering information in terms of understanding where CPTS were most required, the best place to put them and so forth.

I will mention that in a moment and certainly with the DLUHC funding, that was split into two, so initially was not fully subscribed. The £30 million pounds fund wasn't fully allocated. We went out and, effectively through a roadshow activity, which has been very apparent across social media and across the consortium's network and supported by all of us. We managed to instigate a second phase of funding, the first one being opt in and the second one being limited call because there's obviously a limited value there.

The great news and with the great support of Lorna Fillingham who I think is on the call as well, that helped promote the funds we saw that allocated to 221 of England's local authorities with an expectation that we will see the installation of over 600 Changing Places toilets from this program. So, it's been fantastic, and those installations must be delivered by March 2024.

So, MDUK and PAMIS collectively and with the consortium very much work together and promote each and every one of these new facilities. One of the key things for us was the roadshow activity, the consortium supported and presented right at the very outset and for further phases, that really look to address that zero provision and those areas where there was very little provision.

The power of social media was such that we had a massive, massive uptake on that. So, in terms of our experience and then I've gone to lessons learned, we and some of these cut across each other, the insight gathering phases of the programs, all of them were absolutely invaluable in terms of knowing where we'd be, what workspaces would be targeted and where risk to use is most valuable, and ultimately where people want to see provision.

People use this, their families and so forth. They it's no good having the CPT in a place where it's not valuable and where people don't want to see it. There were expressions of interest processes that supported this. They were an MDUK were very much involved in elements of the assessments in order to achieve a list of CPT's that would be built across all those local authorities.

What I can say is over the two phases, we managed to fully subscribe the fund, the team itself, in terms of our experience, it's pretty vast. We have a mix of campaigners; we have users of Changing Places toilets that have a knowledge of muscle wasting conditions. They have administrative responsibilities and experience, but also coupled to that, there's a lot of operational experience too, of managing the programs and fully understanding the technical aspects of what's required from a building regulations perspective and from British Standards.

Putting all that together with that with the whole team and then couple that to the further support available from the consortium. Pretty convincing in terms of what we're able to do. We have both mentioned the practical guide. I mentioned the practical guide that we had one that was essentially particularly focused on England.

I know you are looking at the Scottish equivalents as well. Again, Paul you've mentioned that also, and I think it's absolutely key to making sure that exists. It's up to date and allows signposting; both to surveyors, builders, architects, local authorities, anybody that's involved in the design placement and installation of Changing Places toilets. I mentioned insights earlier on, in terms of getting that insight, gathering pace right.

It is essential to understand where best to place a Changing Places toilet. I think, what I've learned, and what I've heard in terms of way where they work best, either next to existing toilets, is one area. Locations that have car parks, playgrounds with parking, markets, bus stations and ultimately anywhere that's outside in public spaces.

I want to say these are really based certainly on my two years attached to the programs, the consortium's wider experience and members of the team that have been involved.

From an MDUK perspective, from their involvement with the Department for Transport as well, one of the key things for us was around people and having a dedicated support officer provision. It's been key and we've got three of those attached to this particular program and that was something that certainly before my time, the certainly MDUK recognized has been a requirement just on the basis that the amount of activity and workload that was likely to come their way from the size of the fund that was being administered, the officers along with the wider team as I say, provide help and advice and a lot signposted.

In terms of signposted suppliers, signposting to the practical guidance, signposting to specific elements of a build or an installation that you'll find in amongst that as well. One of the key things for me was, and always has been, about issues or recurring issues. So things that you see from CPT to another, it's really about capturing those and what do you do proactively to stop it happening again, ultimately you find yourself in the same place week in, week out of addressing the similar issues and I've got to say, it doesn't matter how much training you do, how much sharing of information you do, people still get it wrong.

It's human nature but what you have to do is very much get involved right from the outset with reviewing of Changing Places toilet plans, and that it ultimately is like the commence in terms of that build is making sure that that what is built is, is still the same as what was proposed.

I think there are other aspects that we certainly learn from and have learned, is the sharing of case studies, sharing testimonials, sharing best practices. These are absolutely key. The building of networks and connecting people; connecting the stakeholders; connecting users and making sure the users of Changing Places toilets, families and carers are all connected.

To try and influence 1/ the position and 2/ what they look like and how they were constructed to make sure that the absolutely fit for purpose for everybody that uses them.

My colleague Karen Ho who, I'm not sure she's been to one of these groups previously, has always told me to use those exemplary local authorities to promote the work the people have done outside of this funded without the footprint and albeit, additional funding might be available to them and to share what they've encountered as well.

If you look at places like Leeds, for example, there has been built, from memory, 42 Changing Places toilets across the city before the £30 million fund have surfaced. It's invaluable to look at their lessons learned as well. But I think, for me, it was about linking in different people to share their own experiences and where they got it wrong and where they particularly got it right.

I have assumed, in the past, when somebody shared the plan with you, that what you say is the finished article is what you what you end up with – that clearly doesn't always happen. We spend a lot of time correcting installations. Initially, some of these things as I say, related to the program but probably relating to all Changing Places installations to be fair in they might sound fairly basic and obvious, but have been massive in terms of the workload.

There's probably five or six of the points I just want to make. We do this with PAMIS and the wider consortium very well, and that's using social media to prove to promote new venues, new registrations tell in the community that the Changing Places installations that they're open and attract people that have never visited the sites and have been able to in the past.

This opens up a whole new world to a whole group of new users and their families. I think one of the key things for me and for the program was the provision of training. This has been delivered well, but offering technical training, what it is like, what an installation needs to look like,



the building regs said it needs to conform to the British Standards and all of the other regularity requirements is absolutely key.

Once you've got all the technicalities, when you've installed the Changing Places toilets, don't stop there. You've got to then move on to venue training and actually teach in venue operators and venue management. What a Changing Places is. Tell them about your new customer base; tell them why the customer base, that maybe never been supported before and what that might mean; It's also about safeguarding the installations and making sure it's secure, which for me, is another massive consideration for any new Changing Places toilet.

Two key points for me, for any program of work, it doesn't matter whether it's, the £10 million Scottish fund, or the DULHC program, is making sure that whatever is being proposed is fit for purpose. In the case of our work with the DULHC, we make sure that the plans are compliant.

With advice on installations, we try to have one single point of contact, whether that's possible, and we work with that person through regular updates up until the point when the Changing Places is installed and, and then connects us to venue management for that installation.

Hopefully that gives you a little flavour of our experience. Clearly, I've not gone into specific detail of how the programs are administered because that's not appropriate. But certainly, for me, our experience and lessons learned is fairly invaluable. What I would say is if anybody does want to reach out to us, then perhaps through Jenny Miller at PAMIS, that could be something that we can jointly look to link in with yourself.

If there are questions, and if time doesn't allow tonight, then as I say, they can be redirected to me by Jenny and collectively as the consortium we can respond.

Thank you for listening.

Paul O'Kane MSP: Thank you very much, Carl, and thank you for that offer. I'm going to offer 10 minutes for questions, if that's okay with everyone?

Robert Dick: Can you please advise what cost that you project for, for CPT's when people apply for them?

Carl Smith:

So, we don't actually suggest what they would cost at all. The way it works when a local authority, let's say in this particular instance has applied for funding, they will have reached out to perhaps one of our signposted installers and already done that work, in terms of establishing the cost, I think what we've certainly understood is that the price of installing the CPT, can range anything from, let's say £40K at the very minimum to buildings that are protected in protected status to well over £200K. I think that that proves quite difficult for us to suggest.

Jenny Miller:

I just wondered whether you could talk about how much, because I know that there was a finite amount of funding for the local authorities, that I think has come up in the question from Sarah as well. When people were applying for the fund, they couldn't apply for, you know, it wasn't the whole cost, was it? Could you tell us about that?

Carl Smith:

Absolutely. What is generally happens and not just for this program, for other programs, there's an expectation of match funding. So, if you have match funding, you are likely to end up with a better assessment score, if you like. If indeed you wanted to set up your fund in that particular way. So, we've seen lots of match funding.

So, you know, we talk of a £30 million fund, but it's a lot. The investment is much, much higher than that because of the people have invested monies in that, but it does vary. So, you know, a lot of people have looked at modular units where there's constraints internally. But internally, as we know, if you've got a building that has protected status and asbestos and all the other challenges with services, it becomes quite extensive.

Well, one thing I will say Robert, the one thing that we were always worried about, that people would look at converting existing accessible toilets and then all most do away with that provision have a great CPT but then have an accessible toilet that wasn't fit for purpose. That was a way of people perhaps using existing services to make it make it work for them.

So, I've kind of answered your question in part, but I'm probably throwing in a few extras in there as well. Does that help?

Robert Dick:

It does; one of the CPT's that we did was £95k through the council? I do know that, I think the UK government is looking to reduce the cost of CPT's because they think that will allow you to generate more. I mean, have you been involved in that area at all?

Carl Smith:

I've not been involved at all, Robert, but maybe the principle of looking for match funding in addition to that funding means that that automatically brings the price down but that's the way it could be perhaps seen and taken on board, I'm not sure.

But I can ask the whether the WHCA happy for us to do that and say they're happy for us to share in this group that that insight gives you also sorts of suggestions of where a CPT location would work well, but it is based on insight gathering in England only but I think that could be quite useful.

The cost piece, I think as I've touched on it as well. Yeah. Interested in the 600 x CPT's = £30 million so £50k if I only work with the extra funding which I'd prefer.

Sarah Heyward:

So how do you know how much you budget or how much on average it costs to maintain and manage a Changing Places Toilet facility?

Carl Smith:

It depends really. Again, we don't do that but what we did ask, as part of the work that we do on the programs, is for anybody nominating or requesting funding, they suggest that the costs of doing so and how they would cover them. As you know, some of them will manage in-house and will do with a third party facilities provider costs to do that are considerably different from what I've seen from one provider, from one provider to another, and not just for this program across all the programs as well, including the stuff that we do for some of the Department for Transport. So no, I can't give you a distinct cost.

Sarah Heyward:

It would be quite interesting to have a get a spread and maybe some benchmarks, you know, if it's possible for me to kind of get in touch with you and just get some benchmarks for that for my project.

Carl Smith:

Would need to ask permission for the data to be shared but will check.

Sarah Heyward:

Wh you're remote, it's obviously going to cost more.

Paul O'Kane MSP: I think we have a future conversation here. It's been really, really helpful. I'm going to take that final question from the comments: about how long did the insight phase take to complete and how?

Carl Smith:

Well, we've done it four times now, different pieces. But for the DLUHC piece, we engaged with a whole raft of users and campaigners, in fact I think Lorna Fillingham was involved in that as well before my time, she had been involved in that as well. There are a lot of companies there's about a thousand people were involved in it launches campaign the consortium had ever undertaken it cross this this program but I believe it took from start to finish and compiling it around six months.

Paul O'Kane MSP:

I am going to move on to next because I think actually the points are made about locations and maintenance and monitoring of that which were made by Robert and Caroline made a point. I think we can maybe cover in the next speaker because we're going to hear about a journey, if you like, of a Changing Places toilet currently without the government funding and also from a local authority perspective, some might be useful to think about how your local authorities can play a role in all of this as well.

Agenda 4: Councillor Lois Speed, Angus Council

I'm delighted that we have Councillor Lois Speed with us tonight. Lois is a councillor in Angus and as I say, has been on something of a journey and is going to kind of share that with us today and hopefully generate some sort of discussion afterwards.

Councillor Lois Speed:

Hi to everyone tonight. My journey and my family's journey, my family started over ten years ago, at least when they were kind of approaching end of their secondary school years and becoming teenagers. So yeah, it started with two beautiful children and a cry from me as a single parent saying, to those that that were supporting us in our school social work

find us a place to pee because it was just become an increasing more and more difficult to go anywhere, to do anything, but ultimately to even just be able to go out and shop or attend one of the many hospital appointments that my two now adult children at that time needed to access very regularly. That is where the journey started and an answer to that cry for help along came PAMIS and really it just was I probably looking back now I don't know how it felt for them but for me looking back, I probably just kind of fell into their arms in terms of first and foremost, just the initial emotional support.

Of being so stuck and isolated at home and in the house that wasn't barrier free had its own challenges. We were currently waiting on a move. Both my children at that time, their physical mobility was progressively becoming worse and they were losing the ability to walk. They were becoming bigger and harder to carry around.

It just wasn't possible to lift them on and off the toilet, as I'd been doing, because they were, by this time in wheelchairs and PAMIS were there just to kind of scoop us up. It just was like such a relief to realize that we were not the only ones in this situation.

At times it felt like a very lonely, isolated journey. PAMIS were there and from then just really gave me and my children the kind of the courage and the inspiration to raise awareness and to challenge some of the experiences that we were having, whether that be within NHS buildings, hospitals or concert events, arenas, or indeed our local authority and schools and leisure centres. PAMIS were there to guide us and to help us to become more socially included and were able to help signpost us to you know we could they helped us to map out our journey and really from there we went on to doing a lot of campaigning and awareness raising - sponsored cycle rides; My brother was a cyclist, so we were looking at, you know, what can we do to raise money to get our local authority, our council at that time, this was way before becoming elected as a local councillor, and lobbying them to install Changing Places Toilets.

We came to an agreement of them. We didn't expect them to do it all; we identified to unit, at our seafront and a building that was a council run building. At the visitor centre, there was a space there to convert and adapt. Myself and my family and friends, we got on more bikes like I said my brother was a keen cyclist, so he came up with the idea of La Tour de Britain and am started off, I think the La Tour de France that year and from I think it was York. He cycled all the way up and lots of us including

lots of wonderful PAMIS people and volunteers, met us in Edinburgh and we cycled to Arbroath, my hometown and we raised £10,000.

The council matched that I think, possibly more actually, and that we managed to secure the first install of a Changing Places in Arbroath in the sports centre and school where, well, not quite sure that they were at that time they were changing places spec but certainly where they did have a toilet and a hoist and a changing bed. From then on to raise awareness of; If there was bad experiences which, there often were, we would write off afterwards, whether it be NHS or whether it be a kind of well-recognised venue and explained just any opportunity were looking to speak with management teams, whoever was responsible for the building or the event that that wasn't able to accommodate someone that needs a CP toilet. We would be with the support of PAMIS write to them to explain what they were missing out on as much as we were, but how they could really make their event much more inclusive and help everybody if they had a Changing Places.

Some of those journeys were quite traumatic for my children, especially my daughter, who often, as some of you on the call will be aware, when you go out and aren't able to access a Changing Places is just such a traumatic journey, especially when you're in some place like a hospital building, which is where some of our most traumatic experiences have been or a railway station or wherever, it can be really, really difficult.

And I think for me as fantastic that there's obviously this Scottish Government monies and funds and how that is all going to look. Obviously, it's really important that we kind of learn from some of the experiences on the call tonight, but also I think don't get to, you know, I think governments and local authorities things can take a while. Those with lived experience that can be the looking out to where there's a community group that's taken over a building or wherever there's an opportunity to install.

I thought that's where we should focus our attention also as well as kind of this bit of work that we're here to talk about. I think in many ways what some of the other projects that I've been involved in have been we are community groups have taken over ownership of a building, you know, so groups that have charitable status are able apply for funds for their project, whether it be a conversion or even a new build.

When I hear about things that are happening like that, I kind of just make sure I pop along other usually they'll have like a community public

consultation event and that's what I would pop up and mention Changing Places. It's often easier in some respects for charitable groups to be able to apply for that bit of funding and more so than, than perhaps local authorities are able to do.

I believe we've come so far. I was really pleased to be part of the hundredth Changing Places toilet in Murrayfield, which was a few years ago now. It does demonstrate how far we've come. With the change in building regulations as well and some ways we should have that piece of mind and that security that lots of venues that fit those building regs, we need to make sure that those people that are building know about Changing Places, well they do know about it because it will be in the building requirements and the conditions.

But we need to make sure like I think said, that those architects and designers know what it is that they are actually doing. And I guess, you know, in Scotland, we are lucky because we have PAMIS and like I say, for me they are the pioneers and the experts, and we've got that template there.

I think in terms of local authorities, if they're building a new school or a leisure centre, then again, Changing Places funding should just be for excellence coming out of that project's capital spend. I think it has to be a multifaceted approach. And there's also, you know, there's opportunities happen also much more hopefully with this additional money that's coming from government.

So yeah, I mean not that long ago I was involved in another CPT opening up in Arbroath. So yeah, for me and for Angus as I'm kind of quite proud and it wouldn't have been possible by the support from PAMIS really, from my early part of the journey and then even more recently, as well in terms of guiding the local authority as to what their how to do it successfully. I've even been involved, and I have had to lobby them too, because they've gotten the Changing Places in the design not quite right for those users. It's crucial that you get it right from the beginning. It is definitely much more cost effective, but yeah, that's kind of been my journey.

I think Scotland we're very lucky that we have got PAMIS and that template is already there and yeah, as good to see the map and those dots appear in more regular now. And I think like we said earlier, I think location and where we install CP really important and I think that can only really be led by the users and by the people on a community level.

I'm involved in now since being elected that as a local councillor as you know the community, if you engage with them and if you go to them because it's not always possible, especially I guess for those that do require a Changing Places toilet, they're not all not necessarily going to be just popping up a kind of engagement event. That's where I probably leave it is that it kind of has to community lined up as best I think for and Scotland, in terms of where we are, I think, you know, we obviously have the wonderful PAMIS and your template and the guides and all your expertise but I think what I was finishing on was just that, you know, our communities and those were kind of left experience and most those that are living with this journey will be the best place to tell us we are where Changing Places are needed. I think the map is there as a guide and very useful and shows where there are gaps. But yeah, I think it's our communities and those that are living this this journey that will be able to guide us, guide us best. And I think what I was trying as well as this funding from government is really important.

And, you know, hopefully we'll in time we'll be able to see just what a difference has made. But I think it's about working with everyone and still kind of continuing in the same thing. Those building regs will, you know, I've seen that locally spring into action where there was a planning application for new retail park in Angus and because of those changes to the building regs, the planning conditions where to get them as long as you build a Changing Places was one of the conditions.

So that was amazing to see those years of campaigning and of lobbying for changing the building regs, to see them actually spring into action and not to be having to try and find out who are the developers, and you know, that can often be really difficult. But we didn't even do any of that. It just this is within those planning conditions. So that was that was amazing to see. So yeah, I think that's by doing a bit of everything to grow our network of Changing Places.

Paul O'Kane MSP: thanks for your contribution there Lois. Does anyone have anything I'll maybe just pose one question to you then Lois, if that's okay. We did have a kind of comment made about, I suppose, ongoing maintenance and support, and you've seen that through the work you've done, but also said that we are council hat on.

So I just wondered if you had any reflections on how you to be make sure that these facilities are well supported and they are not treated as the wrong thing or, you know, things called messing or the use of



cupboards. And I mean, we have heard some horror stories on that. I just wonder if you wanted to share some insights on that.

Councillor Lois Speed:

I think for me, probably that is one of the most key, key aspects of the install of Changing Places. And from an opinion Cato point of view, that's great. I moment am you know it can be a mess now when you go right as to whether a venue, a facility or a change in places whether it's actually an order and working order, and we can unfortunately often have trips where, you know, twice maybe just as maybe simple as it's not being put back on charge, which then has such a huge knock on effect for those that turn up and can't use that, but also and should and that, you know, hoisted on equipment as a service and looked after. So that is really important that that is all in place and for of as to who and how it's going to be maintained. And I think like you were saying there as well, I mean certainly some of those kind of journalism projects I've been involved and I am as a parent carer and there has been resistance around to know well what as well as the Changing Places get damaged and vandalized.

What if somebody misuses the key? And I think, you know, as far as I'm aware, there's there's not any evidence to suggest the change in places get misused or abused any more than any other toilet. Obviously, there's equipment there that you know if it if it was to get vandalized, then it adds to that cost.

But certainly shouldn't be a barrier. And I'm probably I'm probably I'm saying all these things because that's what promises and I mean this in the nice, nice possible way. But when you are a parent carer and don't have a voice and you have people who are able to give you that voice, it makes such a difference. So yeah, I continue a challenge and it's kind of message negativity around why we shouldn't build a change in places toilet.

And since being elected because I've not really spoken about that part of the journey then you know I've continue to, to advocate and look to ensure that when our local authority area have been built and new leisure centres or schools, that they have change in places and if there's any other opportunities is becoming harder and harder for local authorities to perhaps do anything additional now.

But, you know, there's community groups and charitable organizations are, you know, through community empowerment and community asset

transfers. So, I've been involved in a number of projects. They are also local member. So still able to bring the change and places guy to the table at the early stages. Well and you know, I've even had a community allotments and gardeners coming to me to ask what they can do to make that allotment more accessible.

I've kind of given advice and I wouldn't say reluctantly and a garden, but, you know, no one knowing the cost. I think like you've touched on Paul but have still produced and there was one family who had a and allotment but also what a carer and on how someone who needs a Changing Places. And so now they're looking what they can, they're looking to install a change in places and their and their community allotment, which is just amazing.

Paul O'Kane MSP: So just to say thank you to Lois, I think that's really helpful. I think it's certainly something we want to keep on the agenda thinking about, which is I think absolutely where we get into place, where we're aspiring towards a new fund, most of what can be done right now and how can we work with local authorities as well and to drive forward some of this. Next item is our regular update from PAMIS in terms of Fair Work and what's going on. Then Jenny Miller is going to talk about PAMIS priorities after that. I'll maybe just hand over to Fiona and then question to Jenny.

#### Agenda 5: PAMIS update

Fiona Soutar: Hello. Thank you so much to both. Carl is constantly and I don't know whether he's left or he is still there and Lois, that was really helpful for both of you. Thank you. My question was really just picking up on some stuff that people have said in the chat tonight. I think Lois can probably see it was some of Karen's points mixed in with Caroline.

I just wondered if some of the change of polices team permits have just completed?

Well, it's been complete for a few weeks now. The annual report that we do every year, there is lots of stats and analysis and graphs around looking at the picture nationally across Scotland over the past years. So, it's 2022 and I just wondered if that's interesting for the group I can send over to Angela to share with you all if sense interest in the sorts of information.

They're like local authority, sort of comparison graphs, new change places, toilets have opened up in 2022 to the sort of venue categories and types of places where we're seeing new change in places, toilets emerging. And you can start seeing the change of building regs starting to come through now. So, there's also some information about our mobile change places toilet vehicle in there and the types of events of book.

And I think it might be interesting to some of the members of the script, so I'm happy to circulate that to you. And then my just my other point was just to let you know about some new registrations recently. So I was just going to literally go through a list of the new change places, toilets that have got in touch with PAMIS, because as I think I explained in some of our previous meetings and Carl touched on this quite a lot as our consortium co-chairs, both MDUK and PAMIS have an administrative role around registering new Changing Places toilets, promoting them, and then adding them to the UK wide interactive map, which there is a link to on the official Changing Places toilet website. So, we have been busy. The registrations are starting to pick up again this year because for anybody who reads the report, you will see that last year I think with Covid-19 and just the kind of delay in building works and construction, that it was a bit static last year in terms of registrations as it pretty much held on course with the number from the year previous to that.

This year is looking to be picking up quite a bit. So that's good news. So some of the new ones are Aden Country Park in Aberdeenshire, we've got Aberfoyle in the Trossachs Discovery Centre, Above Adventure in Kilmarnock, East Ayrshire, the Singleton of Glen Ord Distillery, Muir of Ord, Highlands, which is brilliant because part of being a distillery, and as a whisky fan, that's just a side note, as there aren't that many Changing Places toilets in that area. So, that was brilliant, and the staff have been to us as we deliver training to the staff around their Changing Places toilet. We have an awareness training course, so they took all that on board, which is brilliant.

Next one is Clarice Pears Building at Glasgow Uni, which is fantastic; the Atholl Centre in Pitlochry, Perth and Kinross; Blantyre Life in Blantyre, Lanarkshire and the new Social Security Scotland headquarters in Dundee, which I went to see last week and was so pleased that with the standard fit and the location of it and a lot of the feedback that our team gave with to the to their team, to their planning and design team, they've taken it all on board, which is, which was really

great to see and I'm really pleased with that one. The final one is Helensburgh Leisure Centre in Argyll and Bute. So, I thought that might be interesting for you guys to hear where we have some new CPT's, and that is actually all for me for tonight.

I'll pass over to Jenny to talk about some of the priorities of being working on around Changing Places toilets.

Jenny Miller: I promise to be brief as well. Thanks. I have to say, the Social Security building was really brilliant because we had almost put in a throwaway comment about having a "Gerber" toilet, which is, you know, one of those singing and dancing flushing toilets, which a number of users have said would be useful.

Down in fabulous Dumfries, they have the "Usual Place" and they have one of those in the toilet which they get their occupational therapist to come in and they use them to assess whether people actually want them in their own home. So, I've mentioned, I think both Fiona and I've mentioned that to Social Security Scotland, and I mean, they are such a proactive team.

I think they're really great examples of how they've tried so hard to get everything right in that building. Congratulations to them on that one; it's really good. I just wanted to very briefly and I don't want come over in a defensive way, but I guess we are quite a tiny team and I just wanted to share with you that we have three priorities going forward for the next the next 3 to 4 years and which are wider obviously than Changing Place toilets.

They're driven probably by the fact that our community of people with profound learning and multiple disabilities are still really in pretty dire straits, post-COVID. We were concentrating all of our efforts at looking at health inequalities. We are still promoting more inclusive society. So one of the key things will be about supporting people to feel valued and included in their communities and supporting communities and our other real focus at the moment is looking at how we provide family support across the whole of Scotland.

For a small organization that has only 19 members of staff to cover the whole Scotland is quite huge and our passion and our commitment to Changing Place toilets absolutely remains. I think what we've been trying to do is to be really realistic about what it is that we can do and I think what we the reason we wanted to share this with you is that really it is

family and family carers and they really direct where we go; but we were keen to just share with you what we felt our priorities would be, the Changing Place toilets, because we want to make sure we're doing what you also need us to do. Although we only work with people with profound learning, multiple disabilities, Changing Place toilets does so much more.

One of the key areas that we really want to work with was and I think Carl mentioned it is the Practical Guide. We met with MDUK several months ago to say actually we really do need to revamp the UK Practical Guide so that at some point people can just go to the Guide and get all the information.

For the last 20-odd years we've been providing advice and support to organizations, to architects, to building planners, to builders. I think we've all recognized that in a way that's unsustainable. What we need to do is to really look at updating the Guide so that it's a really easy to use Guide that will help deliver on that funding as well.

So that is something that we're really keen to move forward with. Unfortunately, what we've been having to do is relying quite heavily on the undergraduate students that we have on placements and we've got them; It's been a great learning experience for them, but what we've been getting physio and OTI students to do is to hold focus groups and to talk to users of the of the facilities to find out actually what we need to update around equipment because as we all know, equipment moves very fast and rapidly and evolving and there is some fabulous pieces of equipment out there that we maybe should be considering in in the new Guide.

So part of the Practical Guide publication is definitely underpinned by an equipment review and that is ongoing at the moment and we're really keen to look at how we can seek out extra funding to help move that forward a little bit quicker than is going at the moment. One of the other things, and I think Carl mentioned that as well was about the modular solutions.

There's a large number of those coming on but not all of them are mobile. We have been working with Shetland to look at how we develop a mobile solution so that local authorities could look at having their own mobile toilet and then "Pamiloo" won't have to go back. I'm sure at some point she'll be on her last legs and she's not the right size either.

But having a version that's on a trailer that local authorities could borrow the blueprint and make their own would mean that then every festival and Highland Games across Scotland would be able to provide Changing Place toilets and ones that could be more static. They could be flatter; it could be easier to get into and we are very keen to make them "green".

The reason we're doing it on Shetland is if it survives on Shetland, it will survive anywhere. So, we're having a look. We've even got the Environmental Agency looking at how we can make it as "green" as possible as well. So that is ongoing and as being one of the priorities and I'm not going to apologize, it has taken us a long time to get where we've got with it, but that's partly because we had to divert all of our services into supporting people during COVID, and it became impossible to move that forward.

We did wonder whether having a day in the life of the Changing Place toilets might be really useful because poor Fiona isn't supposed to just do Changing Place toilets, but most of her working life is taken up with fielding inquiries and working with people. We have some wonderful inquiries from children and young people, actually, and I think was somebody on the call today, I was so impressed with her son who's been in touch to talk about fundraising but is so interested in has some brilliant ideas about what we should be doing with Changing Place toilets.

But you know that's really important if we if we educate the next generation, people will grow up expecting Changing Place toilets and asking for them. I think there's nothing more powerful than a young man coming and talking really personally about the difference that it makes for his family. We did wonder about having a day in the life of the Changing Places team might be really useful and I think Laura and Fiona were quite keen that they might do that in the next session.

That whole idea about case studies and is so important promotional images and video guidance, examples of best practice, all of the things that Carl was talking about. I think if we can collaborate further those, it would be helpful. Those are our ideas about what we could take forward over the next year.

And what we'll do is put those in the minutes and share them with you, because it would just be really keen for you to have your input as well. As I say, we are led by Governors who, half of whom are family carers.

One of them is Jenny Whinnett, who obviously was the “Mother of Changing Place toilets” all those years ago.

But, to get your input into it would be, would be really great. And Karen, I can see now you should be very proud of your son. He's certainly touched our hearts.

Paul O’Kane MSP:

Thanks Jenny for that helpful overview. I think that if that sounds like a really good plan, if we can maybe circulate some of those ideas from policy point of view and people can maybe see then, if that's helpful. Just in terms of time, I think I'm going to do if it is OK, if people can hang onto their questions.

Agenda 6: Future Agenda setting meetings

No dates were given for Future Agenda setting meetings

Agenda 7: AOCB

We're hoping to meet again in September, which will be our kind of next quarterly meeting after the summer recess. We are very keen to try and get some answers from Maree Todd MSP about her thinking in this whole space. I said at the beginning of the meeting and see where we are with that £10 million commitment to hoping to have some further detail at that meeting.

As always, with these meetings, if you have suggestions and ideas about what sort of presentation or participation might be useful to us, and then certainly share them with Angela. When we come to any further contributions, maybe just share any ideas you have. I think that's everything, in terms of kind of future meetings, I think we've got some suggestions around updates about Maree Todd MSP, around maybe a day in the life of what PAMIS are doing and then maybe about some external speakers as well.

I am just going to bring in Sarah briefly for an update on her project.

Sarah Heyward:

Thanks very much, Paul. Thanks, Angela for squeezing me into the Agenda. The truth is that I actually want something from all of you. I'm happy to give you an update. You might be interested to know where we are with the project and Tyndrum. So before I make the ask of you, I'll

give you a couple of minutes run through of what's happening; so my day job, my living is that I own a cafe in Tyndrum, the Real Food Cafe, and I have so many years I've been passionate about building a Changing Places toilet in Tyndrum due to the fact that my dad was a user of Changing Places toilets. So I set up a charity in 2021 called the Tyndrum Infrastructure Group, which carried out a feasibility study, and we've just completed a development feasibility study on an actual site and we now have a costed plan and a draft legal agreement with the landowners and the kind of deal being, that the facility will be funded through fundraising, however we raise that money and they will maintain and manage the facility, keep it open to the public for 20 years.

That would be best themselves or their successors in title. The facility would be available for twenty years and it would be managed and maintained by the landowners. It's kind of quite a neat solution in lots of ways, I think potentially. We're now going for planning permission and are just getting our planning application together.

The next phase is that we need to start the fundraising in earnest. What we have prepared is a whole campaign and we are going to launch that campaign next Thursday, the 25th of May. When we launch it, we'd really like you guys to get behind it and share it as widely as possible.

The campaign has three main parts to it. We have lodged a petition. We are petitioning the Scottish Parliament to find out when the £10 million pot is going to open and how we apply for money from that pot. So that petition, I've been told by the petitions will go live either tomorrow or Friday or Monday or Tuesday next week.

When that petition goes live, although actually we only need one signature and when I submitted it, signed it, so we don't actually need the signatures. But I think our aims of our campaign are certainly to raise the money for to build our Changing Places toilet in Tyndrum. But secondly, it's also about informing the public; there's a massive void of them as well as a void in terms of Changing Places facilities in rural Scotland, there's actually a void in terms of the public understanding about what Changing Places toilet is.

I believe that hampers the development of Changing Places toilets, because people don't see a need, because they don't understand the need. So, the campaign is twofold. It's to help us raise our funds and it's to start to educate people or try and educate people about Changing Places toilets.



We want people to sign a petition. We want to try and get as many signatures we can on our petition. We have created a video which has been made by one of our trustees, Kim Kemp. She is herself a Changing Places toilet user, and she speaks very passionately, and I think very effectively about the situation in rural Scotland and the lack of Changing Places toilets.

I think she makes a very powerful and compelling message, and I hope you'll agree when you see it, and we want to share that as widely as we can as well. Lastly, we've launched a crowdfunding page. So, our three asks are to share, share, share our post; to sign a petition; and finally, if you want to spend a penny, the campaign is called Spend a Penny Scotland.

If you want to spend a penny, sign up at our crowdfunding page. All of that is going live towards the end of next week. Obviously, we're pretty excited that after such a long, long journey, our whole vision is kind of coming to life now. We really hope that you will support us and get behind it.

Robert Dick:

Just a comment; it's not just PAMIS that are involved in Changing Places toilets; access panels are also heavily involved. We, actually, with another access panel were involved for over a year with the build the Social Security Scotland building in Dundee. It was actually our design which was taken forward in the eventual construction of the Changing Places toilet.

One of the problems we encountered was that the floor couldn't be managed for a shower which we had asked for. We suggested the "Gerber" toilet and we do understand that it is a successful solution. A second point very quickly, about Cornton Vale prison. The female prison has opened a Changing Places toilet there and hopefully the public will be able to use it as well. Thank you

Paul O'Kane MSP: Thanks Robert for that; it is useful to know about Corton Vale and thanks for highlighting the kind of the team approach taken and I hope tonight shows the different areas of work that have been undertaken and certainly Sarah explaining a good example of a community led project as well. Also, maybe for a future meeting we can think about and look at access panels as well and the work that they do. I think that's definitely worthwhile.

Hearing about what's going on across the country with them, so very helpful. And I'm going to bring Lois in and just to have the kind of last word and then I'll reflect on what's in the chat and then we'll will close the meeting.

Councillor Lois Speed:

Yeah, I was just going to just on the back of when Jenny was speaking. What I found is it can be quite difficult for like private businesses to find the monies, even if they identify a space within their business where they can install a Changing Places toilet, but might just not have that kind of couple monies they are ready to spend on something like a CPT although they are really willing. I think that's a bit of an issue for kind of private businesses and also with regards to like NHS buildings, like hospitals and that there is definitely still issues there. It's ironic because that's, you know, you would think of everywhere, you know, a health building would be able to accommodate and I just wondered if there was any movement with the NHS?

I think the feedback and experiences, I have from my own family and from others is obviously to know to want to be kind of spending time in hospitals anymore, any more than we need to. But when we are at so crucial that we are so from a public space within a hospital setting and towards is just really, really poor. I just wanted to if there was an update?

Paul O'Kane MSP:

Thanks Lois. Yes, I think the important points there and particularly on the health one I think again and perhaps in my letter the Minister, it would be useful to point some of this given that she's a Health Minister as well and works directly to Michael Mathieson MSP, the new Health Secretary. I think it would be good to try and push on this.

Jenny has made a good suggestion in the chat that it might be good to have a health facility along to a meeting around that. So I suppose it would be maybe Services Scotland who is the National Board responsible for a lot of it, although I appreciate the individual boards have responsibility for their estate and that perhaps, if we have some suggestions on how maybe did a bit of a health focus for a future meeting, I think that would be useful, but I'm certainly happy to incorporate that into my letter to Maree Todd, just to point out that this as an issue, and I think we've heard across all of our meetings, people having issues at hospitals, GP surgeries, health centres about access, and these are the sorts of places where you would really expect, there to

be this sort of facility. So, Jenny's saying in the chat that she's had a previous meeting with Health Facility Scotland, so we can maybe pick that up with Angela and just get maybe get a contribution at a future meeting. If that sounds like a good idea?

Before I close meeting, I just want to invite a couple of comments in the chat and just an ask there from Patricia Ferguson to pop in the details of Sarah's work and on the ongoing asks into the minutes I think would be helpful and just so everyone can reflect if they're ready by the time the minutes come on they want to move forward with that.

I think some support there certainly for looking at health as a future focus as well. I think that could be really rich and really, really helpful. Karen was just saying in the chat that Michael Mathieson MSP is actually her constituency, MSP as well. He's been very aware because you've been on his case for six years and you are just letting him ease into his role before you speak to him again.

I think the more we can do it, the better. So certainly, it might be useful, for you speak with him now he has been in this role for awhile and again raise those issues. So, really all I want to say is just to thank everyone for being here, but to thank also our speakers this evening.

Carl - I thought that was a really useful perspective and I think gives us a lot of food for thought. And we will certainly, I know a number of people on tonight's call will want to be in touch with you, so we can certainly provide those details and hopefully you'll be able to share some information from what's happening in England. Thank you to Lois for coming along and sharing her experiences and her story about what's been happening in Angus and her own life.

Thanks, as always, to Angela for her sterling Secretariat efforts and to PAMIS as well, who are now collaborating in supporting that work and for their updates as always. Essentially, I think in between meetings if there is anything at all that you can share, and we can think about it going forward.

But I think crucially, now, we want to try and get somebody to have that conversation ongoing. PAMIS are keen everyone to be able to influence their priorities, and really Sarah has got her campaign on the go as well. So, I think there's a lot of going on in between times and I hope everyone can contribute to those pieces of work in some way.

## Agenda 8: Date of next meeting

I think that brings us to this evening's conclusion. I think it's been a good meeting and I'm glad everyone was able to come along and we really hope we'll see you on Wednesday 20<sup>th</sup> of September to continue the conversation. Thank you everyone.

Meeting closed: 7:30pm