

# Cross-Party Group on Changing Places Toilets

1 June 2022 | 6pm to 8pm

## Present

MSPs

Paul O’Kane MSP

Jeremy Balfour MSP

## Non-MSP Group Members

Angela Dulley (Secretary), Jenny Whinnett, Diana Winfield (Inclusion Shetland), Jenny Miller (PAMIS), Fiona Souter (PAMIS), Lorna Fillingham, Laura Rutherford, Lois Speed, Sarah Heward, Cameron Smith (SCLD), Dr Caroline Gould, Jan MacLugash, Arron Ashton (Scottish Government), Claire D’All ( Euan’s Guide), Linda Riley, Kim Kemp (HD Scotland), Martin Robertson, Jill Clark, Robert Dick, Pat Graham, Jan Kerr, Craig McEwan.

## Apologies

Elena Witham MSP, Jackie Baillie MSP, Pam Duncan-Glancy MSP, Alexander Stewart MSP, Kate Lock Capability Scotland, Kerry McPhee, Patricia Ferguson, Cara Devaney, Gary McLean.

## Welcome

Paul O’Kane welcomed the group; to date there are 240 Changing Places Toilets in Scotland.

### 1. Minutes and Matters Arising

- a. Accuracy - Diana Winfield (Inclusion Shetland) contacted with points that she wished to state so they were highlighted in red on the minutes received along with this Agenda.

Everyone agreed they were happy with the minutes

- b. Matters arising: Only one piece of correspondence – a letter from Kevin Stewart MSP, The Minister for Mental Wellbeing and Social Care to Paul. Copy of this letter was emailed with the Agenda.

Paul stated that, unfortunately, Mr Stewart had a previous engagement this evening to attend this meeting, but he does have a face to face appointment with the Minister towards the end of June.

“We have three presentations this evening. After the contributors have presented there will be an opportunity to ask questions.

Jeremy Balfour MSP – presentation on his proposed Private Member’s Bill for a Disability Commissioner for Scotland. Jeremy is here this evening to present to you and Angela included with the invitation email, a Word document from Jeremy explaining his Bill and a link to a short recording of Jeremy explaining his proposal. Jeremy would appreciate, if possible, if you could take part in the survey he will speaking of and there will be time for questions to Jeremy after his presentation.”

Jeremy began by stating that he launched his consultation for a Disability Commissioner for Scotland. “We have a Children’s Commissioner, we have a Commissioner for Human Rights and we have different number of commissioners, but nothing takes in the responsibility of disability. It was clear for me, that we needed someone to be a champion for disabled issues. The Disability Commissioner will encompass all disabilities; physical, mental, hidden, and fluctuating conditions as per the definition set out in the Equality Act 2010 Section 6 to ensure no-one is left behind or excluded from seeking assistance and support.

It is a tick box exercise, it will ask you quite a lot of questions; you don't have to answer them all, you can choose many or as few as you think is appropriate to you.

The Deadline date is 3<sup>rd</sup> of August 2022. Thank you and I welcome any questions.”

The consultation is on the Parliament website and on Jeremy’s website.

[A Disability Commissioner for Scotland | Jeremy Balfour](#)

Martin Robertson: “I used to work on the shop floor of \*name of company given\*, and the lack of respect and dignity happened, daily, and I mean daily; two carers were assisting someone and would talk over that person and ignore them; it’s a major issue. To be clear, I didn't feel secure enough and not long enough in my job to complain to anyone.

I'm on a Human Rights Logistic Panel with the Bill anyway, what I think to be noted somewhere in the Bill is the right of the whistle blower to have privacy when the whistle has been blown. There were plenty of times I would have liked to whistle blow - the worst example I'll give is, on the second day of my job, they tied someone to a chair to eat. I just knew instinctively that it was wrong but equally, I knew that the second day of me on the job, with no job security, I would have been out the

door.

So, I think it is great to have someone as a Disability Rights Commissioner but also must be further down the chain, the rights for invisibility for the whistle-blower.”

Jeremy stated he understood, and mentioned that one newspaper, The Sunday Post has written articles, in the past two weeks, about people who live with autism who have been restrained inappropriately. “You are correct Martin, there needs to be a method of being able to feel safe and report incidents, either a whistle blower or a different method but people need to have that confidence.”

Caroline Gould stated that she was wondering if the Bill to appoint a Disability Commissioner would also include elderly people because many elderly people become disabled through aging processes. “I'm finding that the NHS and other organizations, just think *they're elderly*, they don't actually understand that they do qualify under the Equality Act as having a definition that means they are disabled, and many disabled people don't understand that either so they don't get the rights. I'm also in a situation here, where Humza Yousaf MSP officially opened our new local hospital for Skye, in Broadford last Friday.

So far, as a disabled person who uses a very large wheelchair with a very large turning circle, I haven't found a single, sanitary facility, inpatient or outpatient that I can use. I am absolutely horrified, and I did have a meeting after the opening ceremony, which I protested outside the hospital with placards rather than attend as, invited. I had a meeting with Humza Yousaf, and he has now declared that he thinks there's a systemic problem within NHS Highland estate, and we've said, there's a systemic problem within NHS Scotland estate.

There was no equality impact assessment done, there was no inclusive design strategy followed, the design brief wasn't followed, the design statement wasn't followed and I am dicing with death every time I even attempt to get out of my six meter long wheelchair accessible vehicle in a space, designed for cars, not a huge wheelchair accessible vehicle and I need four meters at the back, which I have to do crossing two lanes of moving traffic. Wednesday of last week I nearly got hit by a vehicle, and I have approached NHS Highland about it. I have advised them and I have given them a 64 page report which I'd be happy to send to you on accessible accessibility issues, and having attended the program board meeting yesterday about the hospital, they've basically told me that all the advice I gave them from wheelchair, accessible wheelchair lifts for wheelchair accessible vehicles that they contacted the firm's themselves, and were told completely opposite from me and completely opposite from the information in the instruction manual I've been given with my wheelchair accessible vehicle.

Disabled people's rights are being absolutely rubbished, and I made that clear to Humza Yousaf.”

Caroline states that Mr Yousaf was only interested in everything I was saying, post pandemic, and we said no, this has been going on for 20 plus years - it needs to be addressed.

“There's a huge problem out there for disabled people. I'm talking from the perspective of an independent wheelchair user who actually changed the repeatable room designs used throughout the UK by challenging them getting them access ordered, and they were changed, two additional rooms have to be provided for independent wheelchair users and NHS Highland said *oh but we never get independent wheelchair users* - that was the easy option. Caroline states this is going on all the time, across Scotland. “I am a qualified access auditor who got the highest grades ever recorded that Heriot Watt University on the course I completed. I was asked on to the National Access survey team; as soon as it set itself up, the Scottish Government stopped funding for it, and the course at Heriot Watt University.”

“So, one must wonder when disabled people get an opportunity to speak up for themselves and tell people what is required, why are we being shut down by the Scottish Government, constantly?”

Jeremy stated there are several issues. “I mean, firstly, and in regard to your first point, old people will not be definitely, wouldn't be automatically within the definition, but all people who have a disability, as you said within the definition of ECHR would absolutely be within that definition.”

Caroline reported “I have had NHS Highland staff tell me those people are old they're not disabled.”

Jeremy commented that the group may want to come back to this and Paul agreed that this is a necessary conversation.

Caroline stated that this new hospital does have a Changing Places toilet.

“It's actually referred to as the large accessible toilet and three different members of staff on one visit have told me to go and use it; I cannot use this as the corner layout is needed, the style with the wash basin that I can access from the toilet and they only put in the accessible layout.

They only put in accessible toilets with the minimum 1.5 meter turning circle. When we have people with up to 2.2 meter turning circles locally, but they didn't do an equality impact assessment, they didn't do an inclusive design strategy to check it

out. They even ignored the advice given by Susan Grant, the Principal Architect for Health Facility Scotland; they must do local mock ups, and that they complete a 3D mock up, inviting people with different mobility aids and different sized wheelchairs that manoeuvre differently before they decide on the dimensions of the hospital. The dimensions in our hospital are even smaller than the dimensions in Strathspey Hospital, Aviemore.”

Jeremy stated he would be more than happy to speak with anyone offline and Angela will share Jeremy’s contact details. Caroline stated she is happy for anyone who wishes to speak with her, that her contact details are available to them too,

Kim Kemp stated that she knew of a friend that went to the Liverpool v Real Madrid, in Paris and there is an area of 550 wheelchair bays and only 38 were allocated, because the Press were put in there. “A Commissioner is needed to stand up for the rights of disabled people as disabled people want to be treated like everyone else.”

Lois Speed asked for clarity as she is aware that over the last few years there's been a call for a Disability and Autism Commissioner; she has previously raised on three different platforms whether that would be considered, or is this just physical disability?

Lois continued “that you can have a physical disability and not necessarily autism or a learning disability, or you could have a combination of complex needs so just a bit of clarity around this please? Would there be a separate Disability Commissioner, or all forms of disability combined?”

Jeremy answered that, as good as the question is, we would have to wait and see. The Scottish Government promised, and every political party published within their manifesto that a Neurological and Autism Commissioner be put in place within the five years of the Parliament. Jeremy’s understanding is, after meeting with the Government Civil Servants, “they are doing a further scoping exercise for this Bill. They would then do a further consultation towards the end of this year, possibly the beginning of next year and then they are going to have a view on it.” Jeremy is happy that if a separate Commissioner is required and requested because of the consultation, he and others will take a view on that. His concern is that the Scottish Government are taking a very long time with this and Jeremy doesn’t want to end up with nothing at all.

Paul O’Kane declared an interest as the Convenor of the Cross-Party Group on Learning Disability; that this CPG has lobbied hard for a Commissioner for Learning Disability and Neurodiversity. Before Paul became an MSP, he worked for Enable Scotland so has been very close to that work. Paul stated that there shouldn’t be a competition for Commissioners and their work should complement each other; more advocates are needed to uphold human rights. Paul is keen to have Jeremy discuss his proposals with the partners round the table at the Learning Disability CPG. Paul confirms the Government has been slow to bring proposals and ideas forward and engage.

Laura Rutherford stated to Jeremy that she fully supports his Bill but states it is really important to ensure the Disabled community is as represented as widely possible; with different forums such as a regular focus group and/or consultations or even employing people to work with the Commissioner. She also agreed with Martin about his point of fear of speaking out without losing services.

Jeremy Balfour confirmed this would be a discussion down the line and he would welcome to meet with any individual by Zoom or face to face - emailing him at Parliament (Jeremy.balfour.msp@parliament.scot) and he has two round tables with some of the larger charities taking place this month including Enable Scotland. He encourages passing his consultation to others that may require this Commissioner.

The second presentation is from Claire D'all from Euan's Guide to discuss their disabled access review website and again, there will be time for questions and answers with Claire.

Claire shared her screen and stated she is a Reviewer Engagement and Outreach Coordinator for Euan's Guide.

Euan's Guide has a review facility and asks people to get involved. They also have a map of Changing Places Toilets.

Claire gave a background to the charity: Euan has MND and he and his sister Kiki started Euan's Guide in 2013 after they discovered how the lack of disabled access information made everyday experiences stressful. They would collect information in a folder and pass the information to anyone who needed it. This led to Euan's Guide being born.

Euan's Guide was started after discovering that other disabled people experienced the same challenges.

"We like to think we are like TripAdvisor but for people with disabilities."

"We are ten years old this year. We are based in Edinburgh but have worldwide information – over fifty countries and we have reviewers all over the world.

The reviewers share their experiences and not all reviews are from wheelchair users; we have reviews from people with visual and hearing impairments – reviews can be for the same venues but each user may have different requirements with their disability so the reviews can give a wide range of experience.

Each review can give examples of how close the disabled parking is? How accessible is the venue; How close is the nearest bus stop or nearest train station? Was its level access? Is there a ramp available? Can you open the door yourself? If you are visiting a café – is there room for wheelchairs to move freely around, how close is the disabled seating?

The most important review, we find, from our users is the toilets and accessibility. Euan's Guide receives many photographs of toilets – transfer space and cleanliness are huge topics. Also, staff attitudes of the venues – for example, if the venue

employees talk over the wheelchair user to the person assisting them rather than directly to them.

All the information that is entered into a review is shared with the venue – they receive an email informing them that a review has been left for their establishment; it means they can learn from the reviewers experience and help them going forward.

The reviews left are mainly positive reviews on Euan's Guide. Sometimes there are negative reviews but Claire herself, when leaving a review, will give some positivity and give suggestion on improvement.

They also have a campaign called the "Red Cord Card"; cards that anyone can apply for. Euan's Guide website states "Red emergency cords in accessible toilets are far too often cut short, not present, out of reach or tied up. This means somebody in distress or in an emergency might not be able to use the cord to raise the alarm to ask for assistance. Some people can end up stuck for extended periods of time without any other way of asking for help.

Red emergency cords are designed to be a way for someone to safely and easily alert people outside the facilities that their assistance is required. The cord needs to be easy to reach for someone sitting on the toilet or by someone lying on the floor.

These pocket-sized, splash-proof notices in easy-to-read font raise awareness of safety in accessible toilets and slide easily onto red emergency cords. With your help, we're aiming to make every accessible loo safer.

The card reads: 'This red emergency cord must hang freely to the floor. If it does not, it may prevent a disabled person from asking for help.'

Euan's Guide Access Survey will be running again this year, the website states:

"The Euan's Guide Access Survey is the longest running survey of its kind in the UK. Every autumn and winter, we ask disabled people what's good and not so good about disabled access at the places they visit.

Over 2400 disabled people, families, friends, and carers shared their opinions on disabled access and two years to the day since the UK went into lockdown for the first time, we revealed the results of our research:

59% of disabled people believe that COVID has made disabled access worse and their biggest COVID concerns when visiting venues are:

- Places and spaces are people not respecting social distancing (75%)
- People not wearing masks (68%)
- Toilets being shut (68%)

Again, Euan's Guide relies on participants for the Survey and Claire asks if we can all get involved.

You can search for a venue or category anywhere in the world. Filters and drop boxes are easily accessible on the website. They show Changing Places Toilets and there is a badge logo icon giving instant viewing where there is one available.

When writing a review, a CPT badge can be added by the reviewer to assist anyone viewing this venue in the future.

Claire also gives her contact details for anyone who wants to get in touch.

[Claire.dall@euansguide.com](mailto:Claire.dall@euansguide.com)

Paul thanked Claire and mentioned that he had seen one of the Red Cord cards on the Changing Places Toilet in the Scottish Parliament.

Questions to Claire:

Caroline Gould asked “At the start of my question, I would like to apologise profusely as I will sound like I am criticizing Euan’s Guide but my local access panel and I both contacted Euan’s Guide asking why the reviews are always positive and very little negative reviews.

We were told by Euan’s Guide that they only want to promote positive reviews. I have looked up Euan’s Guide and where I live, the Isle of Skye, and I have to say the Guide only has reviewed urban areas and not remote areas, there are only four reviews, none of which, as a qualified access auditor, actually follow the minimum sizing of accessible toilets so people are completing reviews to their specific personal needs and what is needed is a wide range of views; for example Martin has mentioned the problem with mirrors for people who live with dementia, but accessible toilets that are approved don’t meet with current standards in reviews for Skye are giving false information and letting people think that everything is fine. Most of these toilets were built in the 1960’s/1970’s and standards have changed and wheelchairs have been growing over time, not like the latest technology which is making things smaller; wheelchairs are becoming larger and larger with inadequate turning circles. As people live longer with the improvement of medical science, they need larger wheelchairs and equipment. For independent wheelchair users a lot of these areas are not accessible to people and I would like Euan’s Guide to start picking up on this and understanding that. I am really sorry, I don’t want to criticize Euan’s Guide and all the valuable work you do but I have too as they have told us several times they will not accept negative reviews and I feel they are not doing justice for disabled people in the UK and the rest of the world.”

Claire thanked Caroline and said she would take back her comments to her management of Euan’s Guide.

Diana Winfield said “I think my comment is like Caroline’s comment – I think it would be good for Euan’s Guide to meet with myself and Caroline as Scottish Island people. I have had a similar situation when I have emailed and not received any feedback. We are going to have to complete our own toilet guide; What we are finding is people need to know if they have a left hand transfer or a right hand transfer, whether they have 1.2 metres or 1.5 metres to turn their wheelchair. Shetland have an incredible number of accessible signage on toilets, I know less than five toilets that meets Scottish Building standards and its lovely having the feedback icon but people need to know whether they will get stuck in the toilet or if this one is ok to use and it would be lovely if Euan’s Guide had a one click stop on



the website for that. You have an incredibly powerful website and are a good organisation, but I think it needs to have the practical advice as well. I love the feedback and the photographs you have on the reviews, but I would like to see that people don't get stuck in a toilet as a lot of rural ones don't have the measurement advice. My chair has got stuck in an Edinburgh toilet and in a Shetland toilet as an example. I would also like to meet up online with Euan's Guide."

Claire thanked Diana and, again, will take the feedback to her management.

Kim Kemp said to Claire "I think Euan's Guide is great and I put on reviews as well; What I would like to say is a lot of places with Changing Places Toilets data is with Euan's Guide and if this data could be shared with the Scottish Government as they need to see how necessary there are."

Claire will speak with her colleagues.

Angela thanked Claire for her presentation and reminded all our group members that Claire is a volunteer for Euan's Guide as well as a member of our Group. Claire does not make decisions for Euan's Guide and will take the comments back to her management team.

Angela will share Caroline and Diana's email addresses for Claire to take to Euan's Guide management as they requested.

Linda Riley asked "I like to build things up rather than tear things down. I like to use cafes and restaurants and when I ask them if they have an accessible toilet, they say yes and when I go to use them, they are in in-accessible places and they are installed as a tick box exercise. I also find that having waited some time for the accessible toilet, an able-bodied person comes out of the toilet".

Paul stated that "we must remember that some disabilities are a non-visible disability or a health condition that is not immediately obvious. We have to trust that person's judgement to be the right one but takes on board the comment that Linda has made"

Our next presentation is the monthly update from PAMIS and this evening we hear from Fiona Souter, Information, and Inclusive Communities Director.

Fiona stated "PAMIS as you probably know, are the lead organization in Scotland for the Changing Places toilets campaign and all the issues that are surrounding that, and we are the co-chairs of the UK Changing Places toilet consortium, along with Muscular Dystrophy UK so MDUK lead in England, and PAMIS lead in Scotland.

Our last meeting in March, I gave a presentation around our role and involvement with the Changing Places toilets work and a bit of our history to the campaign, Tonight I want to talk to you about some of the work that we are involved with at the moment around equipment and the importance around this - standards and design of a Changing Places toilet. The questions in the chat function during Claire's presentation has been useful. I have made notes and have taken lots of feedback from it.

There has been a good understanding and practical knowledge around the equipment and so I'm wondering if you might want to get involved in something that we're working on just now?

The Changing Places toilet consortium provide a free guide which I really wanted to get the word out; for anybody who might be involved in either the design or planning of a new Changing Places toilet or retrofitting Changing Places toilets in their community, or if they are campaigning, or are really trying to maybe persuade a venue to install a changing places toilet.

The practical guide publication is really what we would say is like the key document that people would need to design and plan a gold standard Changing Places toilet so I think this evening's chat has been documenting a minimum standard, and that's what we have been working really hard to move away from so that we can get a really high standard of Changing Places toilets. There's a lot of issues around the consistency of those toilets right now; they can be a bit sporadic in the layout of the equipment or the type of equipment that's installed.

The publication should keep any planners, or designers on the right lines; it's got CAD drawings in there and it has a whole chapter on equipment choices on how to select the right equipment.

There's a chapter on maintenance and management. On the other side of opening a Changing Places toilet. Basically, it's the one stop shop so I just really wanted to let the group know about that publication - it's on the UK Changing Places toilet website.

We've got some info about Changing Places toilets on the PAMIS website, but on the actual UK Consortium official website, there's a whole set of resources there under planning a Changing Places toilet and we've put on lots of helpful resources.

What we want to do now is update that guide; it's old and the legislation has changed, and what I'm hearing tonight, kind of reflects a lot of the conversations that we've been happening for quite some time now around what people find really challenging when using a Changing Places toilet but also accessible toilets and what we want to do is update the practical guide, but we do it in conjunction with people who are using Changing Places toilets, so we can get what the all the feedback about what works best for you and what doesn't work.

I would like to give you a summary of some of the issues have been cropping up so far.

There is discussion around equipment like the changing bench - what type of changing bench is used. A lot of feedback on the practical guide as it stands now, it is recommended that the changing bench in the Changing Places toilet is wall mounted.

But, you know, this group, some of you who are Changing Places toilet users or know people who use some might actually prefer a free standing changing bench so we know we've had a lot of feedback that users prefer the free standing changing

bench, and that's something that we want to explore more and include in the update to this practical guide.

A lot of the conversation tonight has been about turning space, having that space so we definitely want to make sure that we're not compromising on the size of the Changing Places toilet at all, that the Changing Places toilet is installed in a venue, alongside an accessible toilet so not, you know, having them both not one or the other kind of option.

Some of the conversation that Caroline's touched on this evening is important, the issues that she mentioned on Skye is a huge issue - minimum space, the minimum turning circles present a huge problem for a lot of people.

Mirrors have come up repeatedly, Laura deals with a lot of the registration side of things. When a Changing Place's toilet opens (a new one), PAMIS have an admin function around that so we will send the venue a registration form, and they complete that they sent it back to us with some pictures. We're looking to standardize (the registration form) because quite a bit feedback we received is the pictures can be totally hit or miss.

We want to try and standardize the pictures that the venues are providing and give them a bit more guidance on that. We registered one recently which I won't name; it was brilliant, brand new great equipment overall was good, but the mirror! There was a sort of ceiling to floor mirror right at the end of the changing bench. So, effectively, if you are being changed you can see yourself in the mirror and nobody wants that.

Mirrors are a huge problem for people and especially people with dementia, so we've been involved in a lot of research projects recently one in conjunction with Edinburgh University.

Martin, who is here tonight was involved in that project. Angela circulated the details of the project with the minutes on the link for tonight's meeting, and you know a lot of information came out in that research report; around the equipment taps, certain types of taps and also, hand dryers. Hand dryers are incredibly noisy. My youngest child is autistic and just cannot stand certain types of hand dryers. Certain lighting is an issue and grab rails.

What we're doing as part of the project plan to update the Changing Places toilet Practical Guide and put together the second edition is, we've started holding some small focus groups.

We had our initial focus group in January of this year. Then we produced a report on the back of that. The next stage of the project plan is to have developed the focus group questions into a survey that we can put out, so my first ask was that we almost have the survey finished; We've just got to do a little pilot, and then I wonder if it might be possible if the Group were interested, responding to the Survey or even share the Survey link? We want to get the link out to a widest group of people as we can, and we want to get all that feedback and to have that time to consider

feeding that into the practical guide and making sure that it is future proofed, and user led.

It must be about people who are using Changing Places toilets and what they would expect their ideal Changing Places toilet to be if you could have anything - your dream toilet.

We also want to take on board international work because some other countries are doing some really great work around the design and the equipment in theirs so there's a sort of international element for PAMIS filtering into that. I wondered if anybody that is in this group might be interested in joining a focus group? What I've heard this evening is a lot of expertise, we really want to take on board; so that PAMIS gets this right and improves the situation for everybody. So, a couple of asks there, if that's okay?"

Caroline Gould asked on the chat facility "Do you have a qualified access auditor working on this project?"

Fiona replied "Yes, we will have an element in the Consortium and in the technical sub-group but I am sure Jenny would chime in and say we are open to receive any knowledge and feedback on that?"

Jenny stated "Absolutely, I think, you know, there is such a movement in the equipment provision as well as how people are doing there, and transferring as well for example, so yes I need any support and advice and Caroline you'll definitely be a go to person but also on the Consortium, we have the Centre for Accessible Environments, so they were involved in the English review, but we felt that was far too quick a review, and we really wanted to do a far wider scope because I think as Fiona said, it's important, to future proof it as well. So yeah, Carolyn be great to come back to you. Who knows what might evolve out of that as well?"

Fiona commented "to finish up, from the initial focus group feedback that we've had it's apparent that the Changing Places toilet map is really important to people, so we've been applying for funding in the background with that because the map is in a pilot, it's been in pilot mode for quite some time, it was a pilot project. It needs quite significant amount of money to update it and move it to the next phase, all of this is really background work for the Scottish Government, funding the £10 million pounds funding stream that was announced last September, the practical guide is a key document around Changing Places toilets that needs to be updated so that we can have as much support for people that are applying.

The fund will bring a whole lot of new Changing Places toilets online so there'll be a lot of new toilets, potentially, it could double the provision possibly in Scotland of Changing Places toilets.

I have not worked out the full sums yet, but we need to make sure that the map on the website has been updated. The Changing Places toilets website is completely refreshed, and we need to make sure that all the systems that run behind the scenes, can cope with that volume of toilets, not only for Scotland, but England has their fund too so there'll be approximately 500 toilets. Lorna Fillingham is a key

campaigner in England that's been involved with that fund so I'm sure know that will contribute to a significant number of new toilets opening so there is plenty going on behind the scenes and PAMIS are hard at work, but it would be great if this group was interested in anyway if you have thoughts about or concerns or anything around Changing Places toilets; I know some of the issues tonight have been a bit broader around accessible toilets but sometimes those issues do overlap; PAMIS and the families we support with profound and multiple learning disabilities are coming up against a lot of the issues that have been discussed tonight so there's definitely an overlap there.”

Fiona can be contacted on [fiona.soutar@pamis.org.uk](mailto:fiona.soutar@pamis.org.uk)

Questions to Fiona:

Lorna Fillingham asked “to add to Fiona’s comments on the guidelines to Changing Places toilets – I live in North Lincolnshire and they have put in a clause to our own planning policy before England made it mandatory but we have actually changed the style of our Changing Places; I don’t know the full details but I know they are using wider plinths and benches and I wonder if that will be something that you might consider as our population is getting bigger in terms of bariatric and it is more of a confidence builder to have a wider bench than a narrow one for some people as they are being turned. I know there are arguments about wall mounted benches; I have always found that personally, that for a child it feels safer with a wall mounted one but I do realise if you need two carers then you need a free standing one that can be pulled away from the wall. To me, as long as it is of the style that it can be put against the wall and you have confidence that the person is secure.”

Jenny stated “Lorna that is a great comment and if I can add that the whole reason for having the twelve square metres, was future thinking with Jenny Whinnett, that having that space for wheelchairs and them getting bigger. It is always better to build for everyone.”

Lorna further commented “If you have got an older building then you can’t always meet the space; I wonder if there is a compromise made for older buildings? I know when you have a brand new building you can have the twelve square metres but it is a castle, for example, who has squeezed a CPT in, if there is compromises that can be made to meet as many needs as possible? It is about keeping people off floors and giving people a toileting space”

Cameron Smith asked “I have a question and a couple of comments please? Thank you for the Practical Guide as it is helpful, as part of my company’s potential office move they are potentially going to put in a Changing Places toilet; When are you expecting the updated version to come out?”

Fiona commented “The process is already underway; we want to get the survey out by the end of this month – almost ready to go. We need to receive the responses, have more focus group meetings. We are hoping to have the new edition published for January 2023. We want the bulk of this engagement completed by November or December at the latest.”

Cameron followed up “tonight has been a great discussion; we have a group that work for us that may be interested in taking part; they are having discussions with people on what Scotland means to them and what Scotland needs to do. I will link with Jenny and we are certainly happy to share the survey on our social media and our mailing list which is 1,500 strong.”

Sarah Heward, Chair of the Tyndrum Infrastructure Group asked the purpose of the Changing Place Toilets Cross Party Group and if it was useful to her cause. Sarah stated she is a very vigorous and pro-active campaigner for a Changing Places Toilet in Tyndrum. “Our group have worked hard for many years to secure a building for a Changing Places toilet in Tyndrum. Our group was specifically formed for this.

Our biggest problem at Tyndrum are unwilling landowners. Sarah was hoping by attend this Cross-Party Group, that we might get some assistance, some insight, some support into freeing up land. Sarah asks if she is in the right place and is it a legitimate question to table here or not?

Fiona asked if she could step in and ask “ I think that would be brilliant and Angela, I don’t know if that is possible, maybe when we are planning agendas going forward, if there are specific community groups because landownership is a huge issue. I know that in Tyndrum there is no public land available, there isn’t a public building. I would be keen that, if in future meetings, some of those issues are discussed because it is just not Tyndrum that is affected – would that be possible?”

Angela commented “Absolutely, when we started off this CPG, Paul has to go and stand in front of the Standards Committee and give a reason why our Group should exist. At the time Standards were not willing to give a CPG on CPT’s because it could be covered in the Disability CPG. We stated the case that, yes they are under the disability umbrella but we are aiming and individual group to challenge people and we didn’t want to become a small part of the Disability CPG agenda where we could be swallowed up in; our main aim is to have this fund; for groups to access this fund to install CPT’s. So, this fund is to help people like Sarah, to not have to fundraise, to do kiltwalks, and use up their time that they need to focus on the persons they are caring for.

Since the Group started, it has shown us there is so much more that we need to be looking at and it is not the case of having a fund, everyone applying and then they get their toilet. Since having conversations with everyone last meeting and this evening, it is highlighting that a lot more needs to be done. With the land issue, this could be discussed at the planning agenda meeting that Paul briefly mentioned at the end of the last meeting. I asked if there was anyone wishing to join; I received eight responses from Group members to be involved. I am putting the message out again this evening, if anyone who wishes to consider take part and I will ask again in the email with these minutes. If that is what Sarah is willing to do, we would welcome your presence”

Sarah commented “she wants to be where she is most use. She is looking to PAMIS to guide me and hold my hand to make sure I build the gold standard.

I formed a charity, so when we do acquire the land, we have a vehicle for the funding etc. We have identified a piece of land for this toilet that is owned by the Scottish Government. We have support from Alyn Smith MP and Evelyn Tweed MSP.

We are having difficulty gaining an opportunity to speak with Mairi Gougeon MP and for her to engage with us and with our MP and MSP to help us acquire this land. It will open up Tyndrum and the north end of the Loch Lomond and Trossachs National Park for day trippers across the Central belt. To date, they have no toilet to go to.

We have been waiting months and because of this are missing funding opportunities. This is exactly what the CPG should be looking at. Can the CPG become somewhat more structured to help with this?"

Angela replied "this is something I will take advice on and let Sarah know. Our aim is to have Kevin Stewart at a meeting. Paul and I are meeting with him at the end of June. This is what the Minister needs to hear, and your voice will be valuable for this. There are strict guidelines by the Standards Committee that we need to follow. As a new group there is so many areas we are learning about, that the original idea for the Group being about the fund and raising awareness brief may need to be revisited."

Robert asked "I am from the Stirling area Access Panel and we have been involved with the Changing Places toilets since 2012. We are very familiar with them. One of the developments that is ongoing at the moment and I think you should know about it is the UK Government has spent more than a year investigating reducing the cost of a Changing Places toilet and probably part of it will be reducing the size of Changing Places toilets and some of the equipment, We will learn shortly about their findings when they have completed the report. Another point I would like to mention is the current specification for designers and that includes the Changing Places Consortium booklet, which is 102 pages long, I personally think it is far too long. Developers, designers and architects just don't spend the time to what is an excellent document, and end up making so many mistakes. Personally, I think there should be a separate document for designers, something which is less than 20 pages long. It also needs to highlight items like drainage, which is one of the major costs for a Changing Places toilet and drainage if you have a shower fitted. Another expensive element is having supporting walls to have the 200kg hoist. There is not a very good source, I mean BS8000300 is good, but it is not specific enough and the Changing Places Consortium document is good bit too lengthy, so I think we need something in the middle. I have reviewed three designs, for separate Changing Places Toilets and not one of them had a soap dispenser. It is in BS8000300 but not noticeable, you must search for it. These are things I am quite passionate about; designing Changing Places Toilets is not easy; the last one I was involved in we had to have six revisions of the layout; it is not just something you can pick out of a book and create. It takes a lot of work. Fiona speaks of a "Gold Standard" – we have architects that unfortunately, don't understand what is needed. The first thing I say to someone who wants to have a CPT is to go find one that is in existence and get a feeling for it – the good points and the bad points and take it from there."

Fiona commented “I agree with everything you have said there Robert and before you mentioned it, I was going to bring up the inclusive design element of it that is something that is coming up time and time again – a real challenge of architects knowledge of inclusive design. New people coming into the profession are given really limited learning time on disability and inclusive design training. We hope that will improve over time but if this is their first project, we can provide free, formal feedback on designs, but we don’t know about every design and it can easily go wrong. I agree the Practical Guide is lengthy and we have had that feedback before, and we are looking at this update. I do like having that condensed version on the planning and design element. This is the exact type of feedback that we are looking for while we are going through this process.”

Linda Riley wanted to say “I wanted to encourage you all before we leave tonight – I have experience since 1970 as a support worker for children and adults. I went onto to do that for 35 years. I am now 72 years young and I reminisce that when we took children out for the day or half a day there was no where to take them for toileting. When we took teenagers out to experience what teenagers liked to do there was no where for them at all. We had to go to the back of a vehicle or under a tree. There was nothing. Also, there was obstacles like turnstiles in those days. Children and young adults were uncomfortable – there were internal catheters, the rest of it you can image what we had to do. It was the only way they ever had access outside in the community. Although we think that we haven’t got things right, we should look at how far we have come from then.”

Diana asked about the guides “ English building standards, I know it makes a very brief remark about accessible toilets but the Scottish building standards plan is different from the English one; I know they have some issues with it as I have been chatting with them about it, it would be really good if the picture and the reference to the size of the toilet – if you look at the Scottish building standards plan it is not 1.5 x 2 metres. She was advised it must be at least 1.7 metres and if you work out the length it would be at least 2.25 metres from his measurements but, in practise it is more, so he is investigating that. The guide that refers to general accessible toilets, it is only a brief reference. I can’t send this out to people as it doesn’t fit with us in Scotland.

Secondly, we also discussed and I discussed this with the head of our Council on both Changing Places and accessible toilets, is the building standards diagram doesn’t include items like the paper dispenser, its got the bed right in the corner, it doesn’t have the extra half metre of space, it has designed everything to fit in a 3 x 4 metres space and it looks fantastic until you realise it is missing a clinical waste bin and a regular bin. Its missing a sharps bin, it is missing a paper dispenser which may not always be wall mounted. We have been drawing one with the Council for one of our venues and I have been asked to do an accessible toilet one as well to give to developers as what their preferred standard is. When we have looked at ours, we’ve found a 4 x 4 metres (16 metres squared) and 3.5 x 3 metres for an



accessible is what is required to fit all items in, and it is a bigger space. If we are going to build new ones rather than refurbish in existing buildings were, they might have to be small then the new ones need to fit everybody from transfer to toilet, to bigger wheelchair users. 2 metre wheelchairs for one of our hoist users, two people either side. Little sinks going in on practice, but the bigger sinks are better for peninsular sinks. It really needs a 16-metre squared Changing Place and the accessible ones need to be bigger. I went round Lothian and apparently it is a rural problem where we have kids changing tables in accessible toilets but every single Edinburgh accessible toilet has a kids changing table; I had to pull a red cord as I couldn't get out of one."

Fiona thanked Diana and asked if she could join her focus group.

Angela Dulley discussed the Results of the Local Authorities' Freedom of Information questions she had contacted them with.

Angela contacted all 32 local authorities with an F.O.I. containing five key questions:

- How many Changing Places Toilets does your Local Authority have and where are they located?
- Does your Local Authority receive requests by Community groups to ask the Local Authority to install a Changing Places Toilet in their facility? If so, how many have you received in the last five years?
- Does the Local Authority have any Changing Places Toilets applications going through the planning process at the date of this communication?
- Have any planning applications been altered to include a Changing Places Toilets due to the amendment of the Planning (Scotland) Act 2019?
- Does your Local Authority contract the services of an Inclusive Design Advisor to overlook planning applications before they are heard by your Planning Board?

Five Local Authorities, unfortunately, failed to respond. The main consensus collated is planning applications are rare for Changing Places Toilets and the awareness of CPT's within local authorities are not widely known and/or not a priority with only one Council aware of Inclusive Design Advisors.

Now that the election is over and the new appointment of Councillor Shona Morrison as President of COSLA has been published, Angela will invite Ms Morrison to attend our Group meeting.

COSLA state on their website: we are a councillor-led, cross-party organisation who champions councils' vital work to secure the resources and powers they need. We work on councils' behalf to focus on the challenges and opportunities they face, and to engage positively with governments and others on policy, funding, and legislation.

Angela Dulley mentioned the "Setting the Agenda" Meeting – After this was briefly mentioned towards the end of the last CPG, we had 8 members request to join. When the minutes of this meeting are published and distributed, Angela will include a reminder if anyone wants to join. The meeting date: Wednesday 17<sup>th</sup> of August at 10am.

Caroline Gould said “that when you mentioned about getting Council involved. I am a member of Skye and Lochalsh Access Panel and there is a written agreement that Highland’s Council planning department will consult with Access panels on planning and building warrant applications. I would say when we spend days looking at plans, using our qualified access auditor knowledge it gets completely ignored.”

Caroline continued: “D.E.S. said they were attempting to get the Scottish Government to have Access Auditors and Access Panels have equal say with community council representatives as official consultees, however the D.E.S submission to the Scottish Government failed to tell them that there are a lot of disabled people with lived experience who are actual Access Auditors that have studied at University to gain this qualification, They failed to mention them in their submission as the D.E..S want to train their own auditors on a two hour course. Humza Yousaf MSP told Caroline he met an Access Auditor and Caroline stated they are not qualified to the three-year University course that she attended. There is a huge derailing and it needs to be addressed with the Scottish Government.”

## **AOB**

### **Actions**

- Angela to share Jeremy Balfour’s contact details
- Angela to share the comments made to Euan’s Guide with Claire D’All and share the two members contact details, who requested a meeting with Euan’s Guide management
- Angela to share the comments section to PAMIS with reference to the Guide
- Angela to invite members to join Agenda working subgroup
- Angela to invite COSLA President now election has happened
- Angela to invite Susan Grant, Principal Architect for NHS Scotland for future meeting

Angela thanked the Group for attending and stated that Zoom seemed successful for this meeting and we shall resume on this.

### **Date of next meeting**

Wednesday 14<sup>th</sup> of September 2022 at 6pm on Zoom

Meeting closed at 8pm