



**CORNWALL
COUNCIL**
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Changing Places Toilets Guidance

Planning and Sustainable Development



“We want to make Cornwall as accessible as possible to everyone. Cornwall Council is encouraging Changing Places Toilets in all appropriate destinations and developments as they transform experiences for many residents, visitors and their families.”

**Councillor Sally Hawken,
Portfolio Holder for Children & Wellbeing**

Background

It is important that people with profound, complex and multiple disabilities and impairments are able to safely, comfortably and hygienically spend time away from their home. Changing Places Toilets (CPTs) support this by providing sanitary facilities, with extra space and equipment, that can be used by people who require the assistance of one or two carers/companions. As they are designed for assisted use they should supplement, not replace, standard unisex accessible toilets. They are not appropriate for bariatric use¹ and are not baby changing facilities.



Changing Places Toilets symbol

What is a Changing Places Toilet?

CPTs have a floor area of at least 3x4 metres with a ceiling height of 2.4 metres and provide a range of features including:

- Tracking hoist covering the whole room
- Adult changing bench which is adjustable and easy to clean
- Toilet with drop down support rails and 1m clearance each side (from centre of pan)
- (Optional) adjustable shower (hose to reach centre of bench)
- Adjustable height sink
- Privacy curtain/screen
- Alarm pull cords and reset button
- Comfortable temperature for undressing
- Welcoming and interesting decoration with visual contrast to highlight equipment, door frames and door handles

¹ The room structure, track, hoist and changing bench should operate at a safe working load of 200kg

For the full specifications of a CPT see [Changing Places](#) and British Standard [BS 8300-2:2018](#). If you do not have access to the British Standard please see the example layout at Appendix 1. These features are in addition to requirements in [Part M of the Building Regulations](#).

In some cases facilities that don't meet all of the minimum specifications in the British Standards can be registered as a CPT but you should bear in mind that these cannot be used by as many people.

What are the benefits of a CPT?

CPTs enable people with profound, complex and multiple disabilities and impairments, and their families to access every day places and stay away from home for longer.

“Changing Places Toilets make the difference between visiting somewhere for a couple of hours and being able to stay for a day or until the end of an event.”

Emily Hudson, parent

CPTs can also help providers by demonstrating a clear commitment to being inclusive and welcoming, enhancing public safety, attracting the “purple pound” and as an example of a “reasonable adjustment” under the Equality Act 2010.

Where should CPTs be provided?

Many types of places may be able to accommodate a CPT. They are most needed in every day locations where people pass through or spend time. Locally adapted from BS 8300-2:2018², Cornwall Council is seeking the inclusion of a CPT in largescale public developments such as:

- a. major transport terminals and interchanges, e.g. large railway stations and airports
- b. roadside service stations
- c. sport and leisure facilities, including large hotels
- d. cultural centres, e.g. museums, concert halls and art galleries, and faith centres
- e. stadiums and large auditoriums
- f. large commercial retail premises and shopping centres
- g. key buildings within town centres, e.g. town halls, civic centres and main public libraries
- h. educational establishments
- i. health facilities, such as hospitals, health centres and community practices
- j. other visitor attractions, such as theme parks, monitored beaches and parks

² Permission to reproduce extracts from British Standards is granted by BSI Standards Limited (BSI). No other use of this material is permitted. British Standards can be obtained in PDF or hard copy formats from the BSI online shop: <https://shop.bsigroup.com/>

How do I install and manage a CPT?

The CPT Consortium sets out [advice for installation](#). In addition to Building Regulations consent, you may also require planning permission and/or listed building consent to install a CPT; Cornwall Council offers a [checking service if you are unsure](#).

Careful consideration should be given to the location of your CPT in relation to disabled persons' parking, co-location with other visitor facilities and the avoidance of physical barriers, e.g. uneven surfacing, steep slopes and multiple doors. Locating a CPT before any ticket barriers will maximise the number of people who can benefit from the facility.

The appropriate management arrangements will depend on the location, opening hours and likely usage of your CPT. Typically access is freely available within public buildings and visitor complexes where there is surveillance by staff, or via a more managed [locking system](#) appropriate to the level of security risk where CPTs are in less observed locations.

As with all public toilets, CPTs should be regularly monitored and cleaned to ensure they are kept to a good standard. Venue staff should be familiar with the CPT but are not expected to help visitors use the facilities as assistance will be provided by carers/companions.

How much will a CPT cost?

Installation costs will vary depending on the specifications of the equipment being installed and whether the CPT is being installed in an existing building, will form a new extension or is being designed into a new building.

As a guide, adapting a suitably sized room to a full CPT will cost from around £15,000. There are lots of variables with new builds; our advice is that you look at installing a CPT as early as possible in the design process so that it can be factored into the space, building schedule and budget. It is worth checking whether you are eligible for [funding](#).

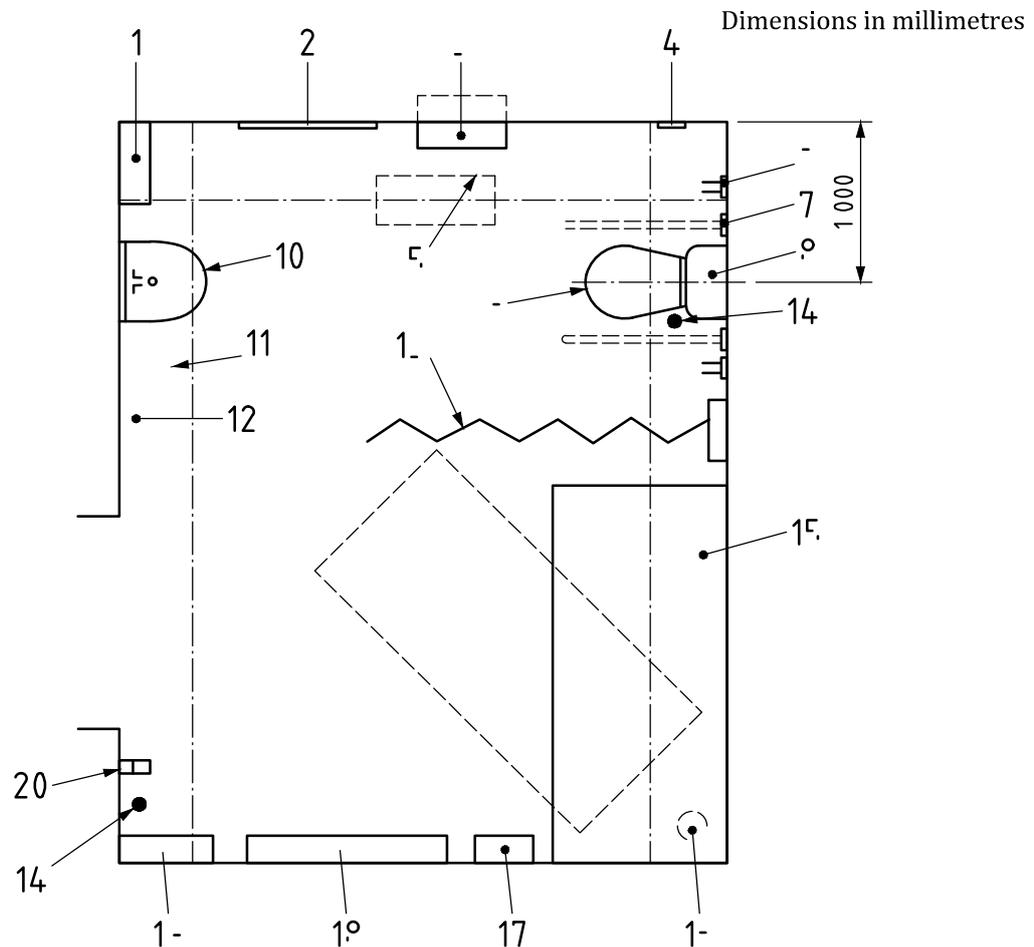
Publicise and celebrate your CPT!

CPT providers tell us they take pride in their facilities. Make the most of your CPT by following these tips:

- Display [CPT signage](#) plus clear signs for other toilet / baby changing facilities so that people use the most appropriate facilities
- Register your facility on the [CPT website](#) with accurate details such as opening times, precise location and whether a key or coins are needed
- Tell your customers by updating your website and social media, host a media launch and have fun with the [CPT selfie kit](#)
- Let Cornwall Council know by emailing us using the address below
- Enter to win [Loo of the Year](#)

Appendix 1: Example of fittings and accessories in a changing places toilet

Extract from British Standard BS 8300-2:2018²



Key

- | | | | |
|----|---|----|---|
| 1 | Paper towel dispenser | 11 | Waste disposal bin |
| 2 | Full length mirror | 12 | Manually-operated low-noise hand dryer (see Note 2 to 18.5.6.1) |
| 3 | Large sanitary disposal bin, if possible recessed into the wall | 13 | Retractable privacy curtain/screen |
| 4 | Alarm reset button | 14 | Alarm pull cord |
| 5 | Full room cover tracked hoist system | 15 | Height-adjustable showering/changing bench, min. 1 800 mm long |
| 6 | Vertical grab rail | 16 | Floor drain |
| 7 | Drop-down support rails with toilet paper dispensers | 17 | Optional shower unit with hose long enough to reach the centre of the bench, for personal hygiene purposes |
| 8 | Flat-topped close-coupled cistern providing a back rest and a colostomy bag changing surface for standing users ^{A)} | 18 | Wide paper roll dispenser for use on the changing bench |
| 9 | Peninsular WC (see Figure 45 for the location of associated fittings) | 19 | Sanitary towel dispenser |
| 10 | Large power-assisted height-adjustable washbasin | 20 | Two clothes hooks, one at 1 050 mm and the other at 1 400 mm above the floor |

NOTE 1 Details of common features of sanitary accommodation are described in 18.1 and accessories related to toilets in 18.5.6. Advice on particular products is available from the Changing Places Consortium (see Commentary on 18.6).

NOTE 2 Provision of a wash/dry type WC can enable greater independence and dignity for users.

NOTE 3 Provision of a shelf can be beneficial for users.

^{A)} Where high or low level or reduced flush cisterns are used, a rail with a padded back rest and a separate colostomy bag

If you would like this information
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