

A PUBLIC

INCONVENIENCE

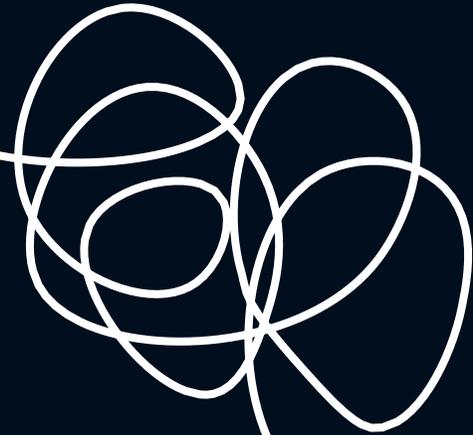
Better toilets for inclusive travel

Public Toilets that are

Easy to Find *and*
Simple to Use

Means

No Distress



Better toilets for inclusive travel

Introducing the co-researchers who worked on the research project and the key toilet provision issues they identified whilst out and about travelling in the community.

In partnership with:



THE UNIVERSITY of EDINBURGH
Edinburgh Centre for Research
on the Experience of Dementia





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Public Toilets that are Easy to Find and Simple to Use = No Distress



***“I don’t feel
comfortable here”***

“Had to fumble for light switch”

“Completely dark”

“Floor filthy”

“Do not feel safe”

Quote by Susan Burt



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Susan Burt

Fife

I am active in my community and a member of People First, promoting collective self-advocacy. I wanted to be part of the “A Public Inconvenience” project because I feel that all people should have the right to go to the toilet with dignity.” I like going to the theatre, the cinema, swimming and walking.

“If we can get toilets

right for Freya,

they can be right for

so many

more people”

Quote byCarolynne Hunter

Carolynne Hunter

*Dundee and Angus,
Edinburgh and the Lothians,
Fife*

I worked as a Software Engineer, but now work as a full-time carer for my daughter, Freya, who lives with Severe Cerebral Palsy. She has the most beautiful Smile that is mostly hidden because of very poor access to suitable toilets.

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“The toilet was dirty”

“There was an exit sign above the door which confused me”

“The hand dryer was small, but loud”

“It was crammed inside”

Quote by James McKillop



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James McKillop

***Glasgow and the Clyde Valley,
Ayrshire and Arran***

I developed prostate problems in my late forties and I also live with dementia. I dare not go to a strange area, as I don't know where the toilets are. When I travelled alone, I moved from toilet to toilet.

Naturally when I heard about this project, I recalled these experiences, so was happy to assist in whatever way I could. I hope this makes a difference to someone's life.

***“This was not a toilet I would use,
but I chose to observe it”***

“It felt unclean”

***“Disappointing to see
a red cord tied up”***

“Could have been better thought out”

***Quote by Laura
Rutherford***



Laura Rutherford

Edinburgh and the Lothians, Fife

I became involved in this project because using a toilet is a basic human right. Yet so many are unable 'to go' when travelling due to a lack of accessible toilets. My son Brody has an undiagnosed genetic syndrome. He is doubly-incontinent and finding toilets that meet his full needs can be extremely difficult. He requires toilets that he can be changed safely in and with dignity.

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***“Signs above the line of sight.
Poor Colour Contrast.
Small and difficult to read”***

“Lock broken. Lighting Poor”

“Toilets are so small. Impossible to get in with carer”

“Toilet smells. Floor wet and slippery”

“Nauseous”

“Staff didn’t want to know”

Quote by Martin Robertson



Martin Robertson

Aberdeenshire

I am 61, with Posterior Cortical Atrophy, as was Terry Pratchett, hence the hat! This means my senses (sight and hearing in particular) become easily overloaded. Bright colours, Muzak, or confusing visions such as mirrors in the wrong place throw me. My long vision is nearly non-existent so signage is confusing unless very clear, I am registered visually impaired so can relate to how those with no sight cope or not as the case maybe.

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“Main issue is gaining access”

“The toilet is unsigned”

“We ask for the Changing Places toilet.

The member of staff looks blank”

“A key appears. Staff are helpful”

“We are led to the toilet. It is far away”

“We feel conspicuous”

“Bewilderment. Frustration”

Quote by Susan Weir



Jason and Susan Weir

Dundee and Angus, Edinburgh and the Lothians, Fife

Susan's, Jason, is a brave and happy young man who loves to participate in everyday activities. The inability to access adequate toilet provision means, however, that Jason and his carers are often isolated at home or face undignified, unhygienic and unsafe toilet routines that compromise his health. Jason has profound and multiple learning disabilities and Crohn's disease. Meeting his basic needs is a constant struggle. Susan is involved with the project because Jason's basic needs should be met without her always having to fight for his rights.

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“Poor initial impact”

“Got Worse”

“Noisy hand-dryer, deafening to my ears - like nails across a scratched surface”

“Not good!”

“Spray product floating down”

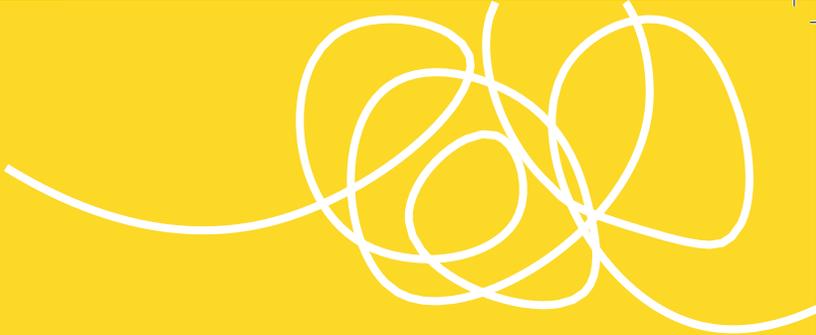
“Uncomfortable. Want to leave”

Quote by Steve McPhail

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Steve McPhail

Aberdeenshire

It is very important that Alzheimer sufferers (especially early onset like me) can benefit others who can hear these messages so that they can cope in later stages of the disease and for the dissemination of good learnings. This will help to perhaps craft an agenda that can help with future design-led activity from Alzheimer sufferer's experience.

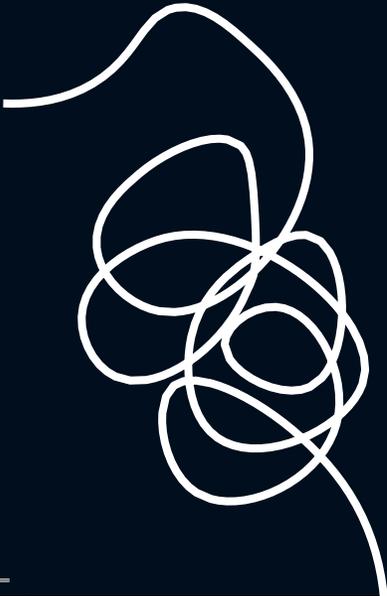
“I did not see any staff”

“Even at the train stations there were very few”

***“There are not enough
staff to find help”***

***“I cannot get my disabled
daughter on the train if we travel
alone”***

***Quote by Emma
Pauley***



Emma Pauley

Edinburgh and the Lothians, Fife

My daughter Millie is a whirlwind of joy who enjoys visiting swimming pools and parks. She lives with a learning disability and it's essential that we have an accessible toilet with a big changing space to enjoy a family day out. I want to provide best practice solutions to help ensure that disabled people and their families have their needs met in a dignified way. Could you go a full day without using the toilet?

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***“So difficult to turn to
lock the door”***

“This is a disgrace”

***“A wheelchair user can’t reach the basin,
let alone the taps or the soap”***

***“Doubtful if anyone on the toilet can reach the
toilet paper”***

Quote by Mike Harrison



Mike Harrison

***Edinburgh and the Lothians, Glasgow
and
the Clyde Valley, Scottish Borders***

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When out and about, I spend a lot of time thinking on issues which face the physically disabled when travelling as this is linked to my own needs. You can do without many things while travelling, but you can't do without a toilet. Any travel involves careful planning – you need to know where they are and whether they are suitable for your needs. It's surprising how many are described as 'accessible' which are not.

“The Changing Places toilet was not easy to find”

“I asked 2 members of the cleaning staff.

They had no idea what or where it was”

***“A member of the management team had to take me.
I would struggle to find it again ”***

“The signage is problematic”

***“Such a beautiful new building to
house design excellence but ...”***

Quote by Pat Graham

Pat Graham *Dundee and Angus, Edinburgh and the Lothians, Fife*

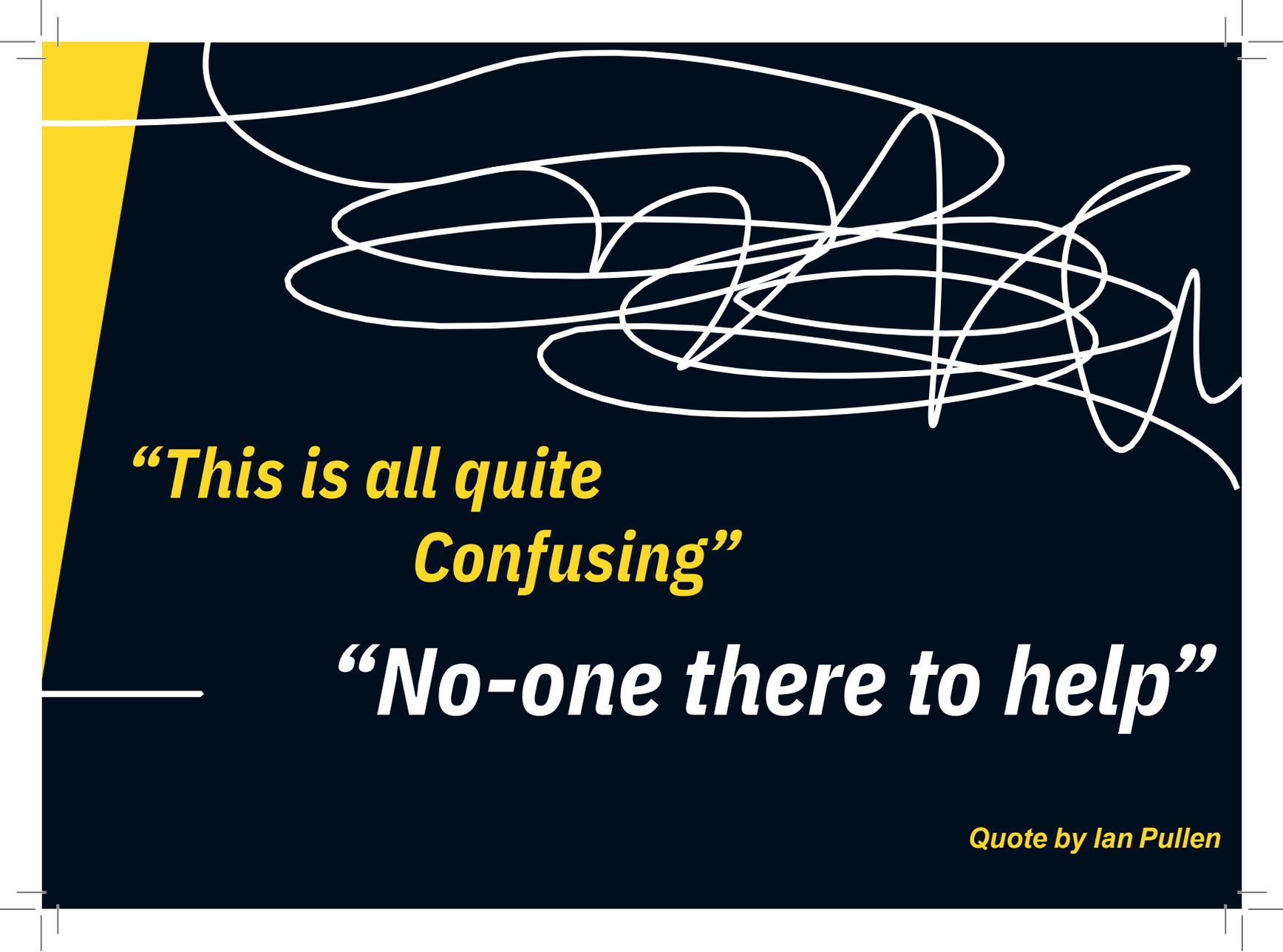
Lauren has a profound and multiple learning disability and complex epilepsy but has an enormous zest for life. Her greatest pleasure is to spend time on her swing and she also loves music, swimming and picture books. Lauren needs easy access to appropriate toilets so she can pursue the activities she loves. I became involved in this project to heighten awareness of the need for suitable, clean and hygienic toilets for people with a wide variety of disabilities to ensure that their right to have access to the wider community is not limited by the lack of appropriate toilets.

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***“This is all quite
Confusing”***

“No-one there to help”

Quote by Ian Pullen

Ian Pullen

***Edinburgh and the Lothians,
Scottish Borders***

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Key Messages

→ Many public toilets on common travel routes are not fit for use.

→ This is a disregard of Human Rights.

→ Standards and Regulations often don't reflect the ***Real Needs*** or ***Everyday Challenges*** faced by people with impairments.

→ There is substantial overlap in needs of people but there are a few unique requirements for specific disabilities that need attention.

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→ ***Public Toilets that are Easy to Find and Simple to Use = No Distress***

Recommendations

There is a vital need to:

→ Develop a well-planned brief for toilet provision when travelling.

→ Lay down common standards (subject to regulation) that are reviewed and sanctioned by people who represent the full range of access issues.

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Implications:

→ Access needs to be given priority, e.g. common principles for signage.

→ ***Ease of Use:*** Designs need to be reviewed and sanctioned by people who represent the full range of disability including those with invisible impairments such as dementia.

→ ***Distress:*** Promote greater public awareness of the emotional cost of inadequate toilets

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“Hated mirror placement”

“Sitting on toilet you see yourself”

“first glance it looked like someone else”

————— **“Patterned wallpaper”**

————— **“Upsetting”**

“Played havoc with my eyes.”

— **“Total confusion.”**

Quote by Martin Robertson

(Martin lives with an invisible disability - dementia)

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toiletsandjourneys.wordpress.com | g.mathews@ed.ac.uk