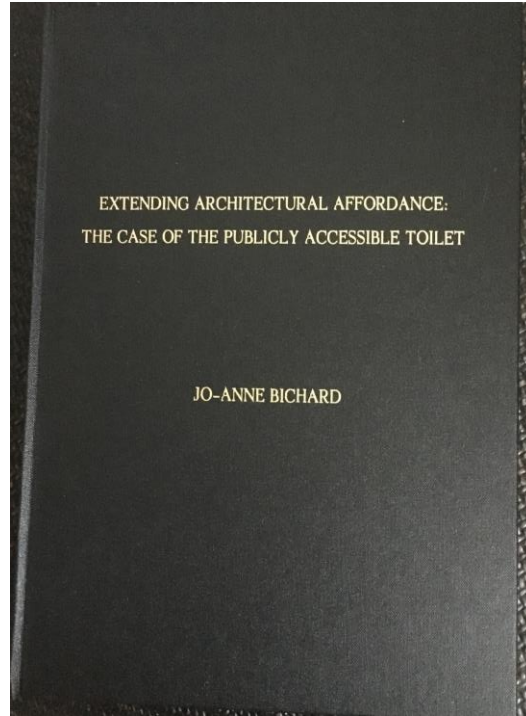


The case of the Publicly Accessible Toilet



Royal College of Art
**THE HELEN HAMLYN
CENTRE FOR DESIGN**

Dr Jo-Anne Bichard
Senior Research Fellow

Holistic perspective – need to use the toilet the minute one leaves the home



VivaCity 2020

The Inclusive Design of Public Toilets in City Centres 2003-2006



**“As far as I’m
concerned it’s
neither public
nor convenient.”**



TACT³

Promoting Ageing Continence

Challenging Environmental Barriers to Continence 2007-2010



Royal College of Art
**THE HELEN HAMLYN
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E · S · R · C
ECONOMIC
& SOCIAL
RESEARCH
COUNCIL

nda
PROGRAMME

new dynamics of ageing
a cross-council research programme

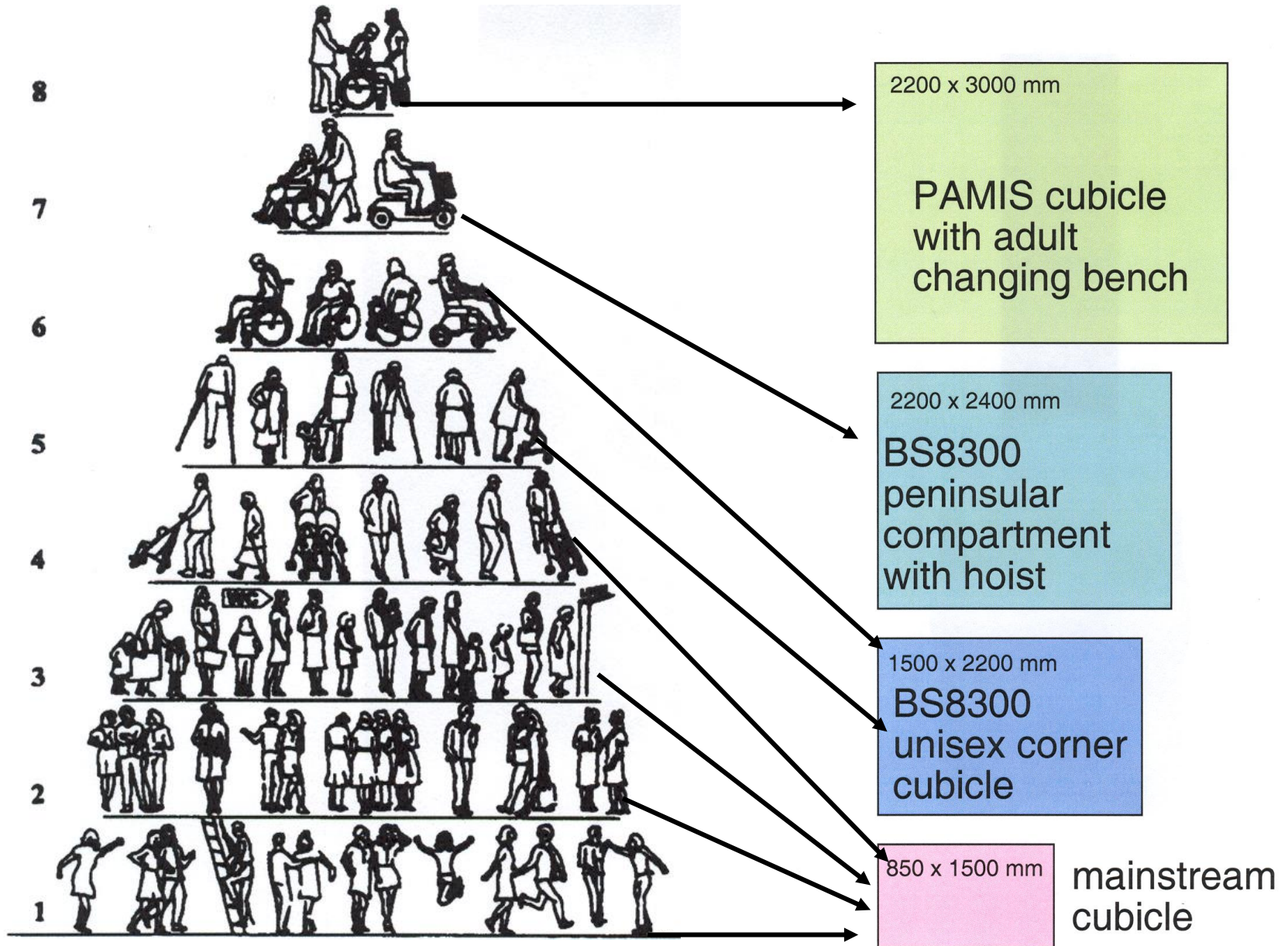
Unisex Accessible Cubicle



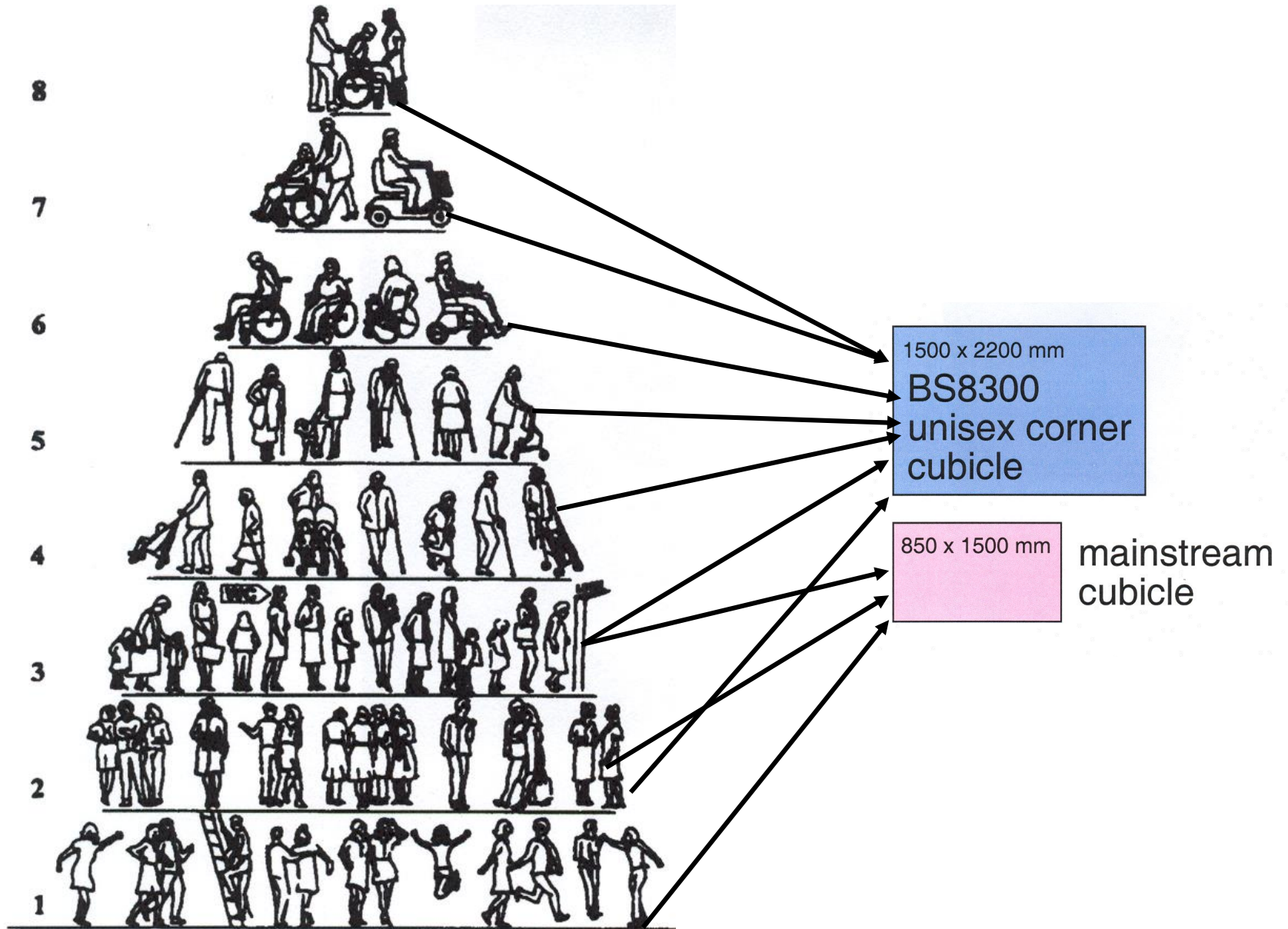
Standard Gendered Cubicle



Size Matters – Population Pressures Goldsmith 2000



Size Matters – Population Pressures

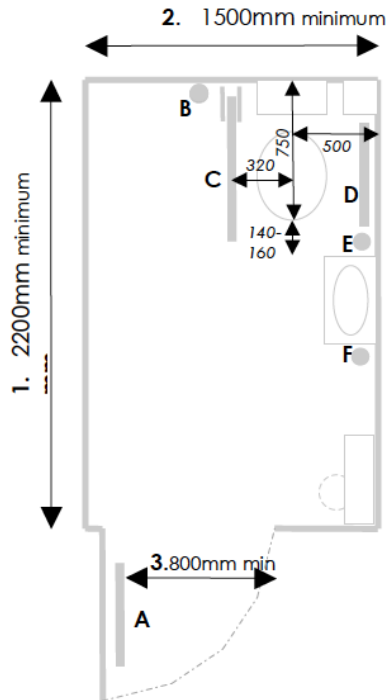


Toilet Audit Tool – 50 Design Features

Place:

Date:

Auditor name:



Dimensions:

1. **Depth** 2200mm min y/n? _____
2. **Width** 1500mm min y/n? _____
3. **Door** 800mm min y/n? _____

4. Grab rail heights:

- A (horiz. Door) 680mm y/n? _____
- B (vertical) 800mm y/n? _____
- C (drop down) 680mm y/n? _____
- D (horizontal) 680mm y/n? _____
- E (vertical) 800mm y/n? _____
- F (vertical) 800mm y/n? _____

5. Grab rail lengths:

- A,B,D,E & F 600mm long y/n? _____

6. **WC pan height** (top of seat) 480mm

y/n? _____

7. **Basin height:** 720 – 740mm y/n? _____

8. **WC pan from side wall?** 500mm y/n? _____

9. **WC pan from back wall?** 750mm

y/n? _____

10. **Drop down to WC pan?** 320mm y/n? _____

11. **WC pan - basin** 140-160mm y/n? _____

12. **Height of basin mirror** 1600mm min (to top)

y/n? _____

13. **Height of wall mirror** 600mm – 1600mm

y/n? _____

Observations:

14. Suitable access route to WC? Y/N

15. Suitable signage to WC? Y/N

16. Is WC near to male and female WCs? Y/N

17. Doors on route easy to open? Y/N

18. WC door easy to open? Y/N

19. Outward opening door? Y/N

20. Lever type door lock? Y/N

21. Is there a colostomy shelf? Y/N

22. Is there a General use shelf? Y/N

23. Backrest/cistern to lean on? Y/N

24. Toilet paper single sheet dispenser? Y/N

25. Lever tap to basin? Y/N Automatic tap Y/N

26. Soap facilities within reach? Y/N

27. Paper towels within reach? Y/N

28. Grab rails appear grippable & sturdy? Y/N

29. Drop-down rail easy to use and sturdy? Y/N

30. Alarm system? Y/N

Cord to floor? Y/N

Reset button within reach of WC? Y/N

Audited 101 toilets in England



Audited 101 toilets in England



No 1 Toilet - 32 Points



No 101 Toilet – Nil Points



Toilet Audit Tool – No 1 feature



98% had lever taps

Toilet Audit Tool – No 50 Feature



3% had colostomy shelves

Flush Choice



43% had the wrong flush handle

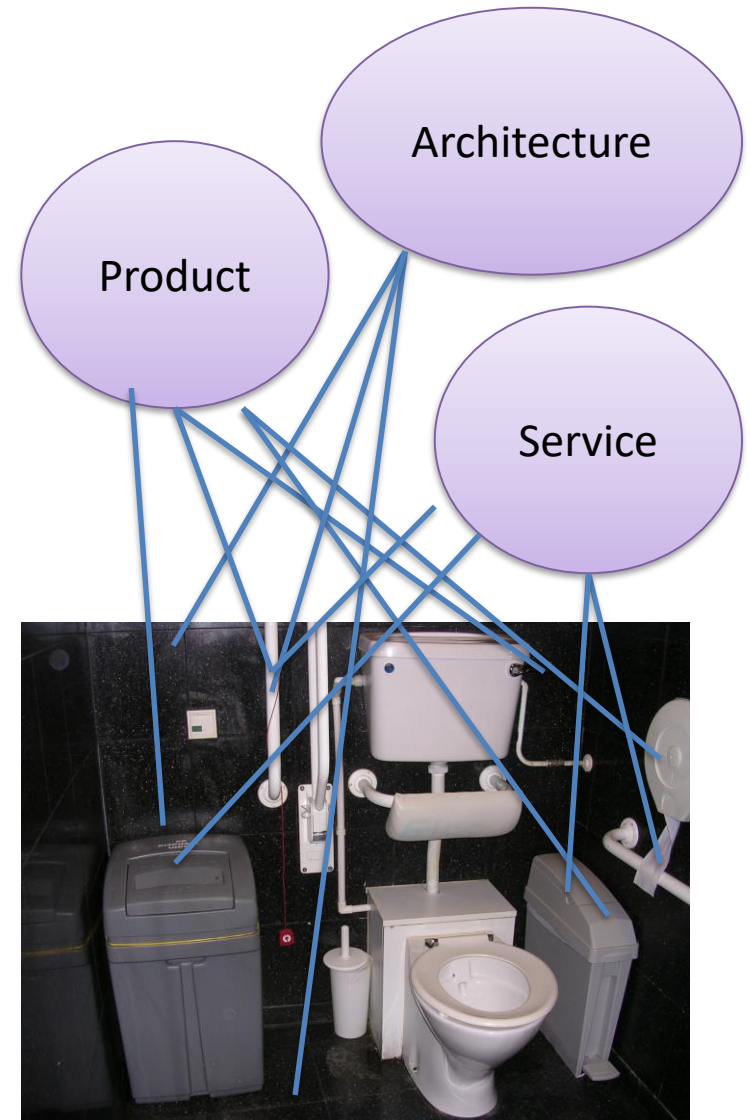
'In one place I had to go and tell someone I hadn't flushed it. Had to queue at customer services and then tell sales person and everyone not to use the toilet because I hadn't flushed. It was so humiliating, a loss of dignity. I had a choice of humiliating myself or leaving the toilet unflushed'.

wheelchair user

“An assault course”



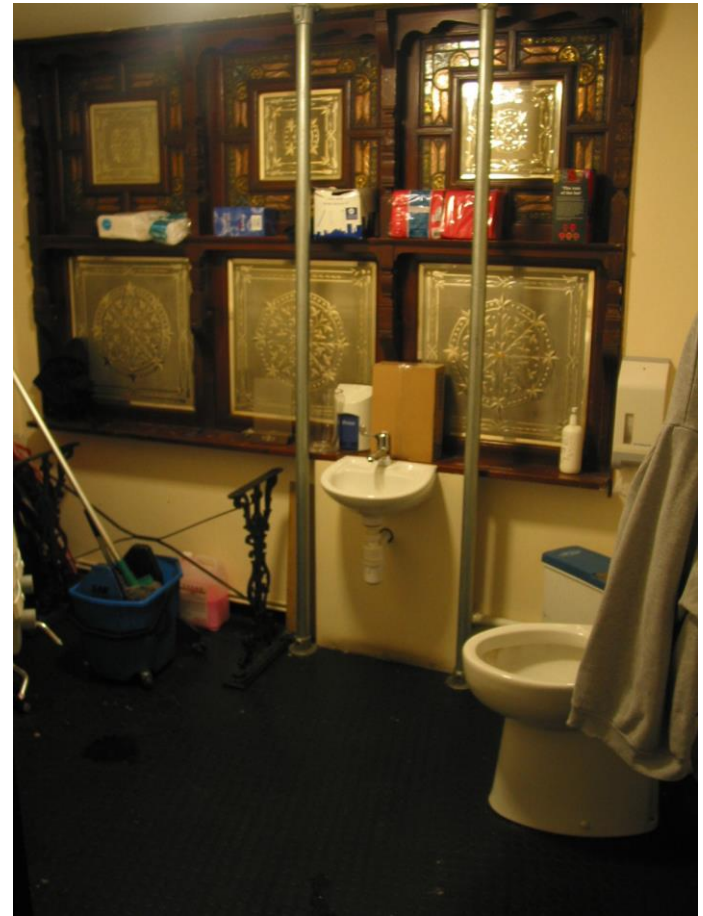
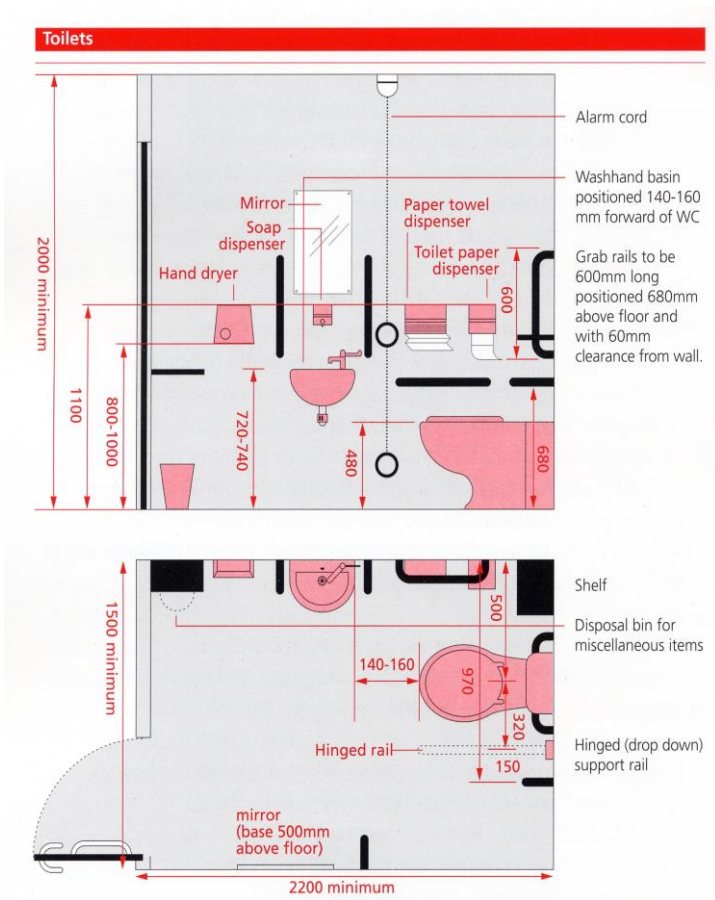
Fragmented Provision (Greed 2003) / Fragmented Design



Design Fail



Architecture



Product



Service



Trinity of Design

Architecture + Product + Service
= inclusive design?



Embodiment





74,7%



**appreciates a seperate toilet
for men and woman**

Legitimate Access

'The biggest issue is the abuse of toilets by non-disabled people' – Wheelchair user

Accessible *to* not Accessible *for*

Correlation between sign and user?



Legitimate Access?

‘I’ve been challenged coming out of the disabled loo, they just don’t realise I need the loo as much as them, I just don’t look disabled” – managing stoma

“If I’m desperate I will use the disabled toilet and it’s so much better. The grab rails really help and sometimes the toilet is higher. But I’m always worried that someone whose worse off than me may want to use it – older user

Access Denied

I was in the queue in the ladies and there was a disabled toilet in there but it was locked. I asked the attendant for the key as I could feel my bag filling up, but she said I wasn't disabled and wouldn't give it to me. I knew I was going to have an accident and of course eventually my bag overflowed. The attendant then handed me a mop and bucket and told me to clean it up. I was so upset (Focus group of 'colostomates')

Legitimate Access

“I was in a bad mood one day and I saw a man come out of the disabled toilet with his young daughter, I had a right go at him, but I did feel bad later when I realised there’s no where for him to take her” - wheelchair user

“if there isn’t a disabled toilet I’m stuck as I can’t get the pushchair into the cubicle” - mother of twins

“I feel guilty using the disabled toilet, but there’s no-where else I can go to change my son” father of daughter

More than just Access

Dignity

“ It’s always embarrassing trying to do ablution in public toilets, that’s why the disabled cubicle is so good as it’s spacious and not embarrassing, as it’s not in full view of everyone.

Privacy

“I like using the disabled facilities to make wudhu as there is greater privacy, but mostly now they are locked and you need a key”.

Comfort

“Disabled toilets are good because they are private and quite roomy with the washbasin next to the toilet”

The Bladders Leash

Kitchin & Law

The Socio-spatial Construction of (In)accessible Public Toilets (2001)

‘I sometimes feel like a little animal,
always following the same path’
(amputee)

‘there’s a shop I like to go to but I
have to catch a train. I don’t go
there anymore as they closed the
toilets in the train station...
I can’t wait’ (septuagenarian)



Inclusive Design Vs Design Out Crime



Extending Provision?



Inclusion?



**Toilet facilities are
only for customers
with disability**



Changing
Places Toilet



EMERGENCY
NO PARKING
YELLOW HAZARD
AREA
VEHICLES WILL
TOWED AWAY



Changing
Places Toilet



Thank you

