



Changing Places Toilets Peterborough City Centre 2022-2023.

This report has been kindly produced by Alpha Autism working with FVP in a SEND consultancy capacity. The report details the findings of a coproduced survey seeking the views of parent carers about Changing Places.

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Introduction

The aim behind this survey was to develop an insight into public understanding of Changing places toilets.

Why are Changing Places toilets important?



Thousands of people with profound and multiple learning disabilities, as well other disabilities that severely limit mobility, cannot use standard accessible toilets. People may be limited in their own mobility so need equipment to help them or may need support from one or two carers to either get on the toilet or to have their continence pad changed.



Standard accessible toilets (or "disabled toilets") do not provide changing benches or hoists, and most are too small to accommodate more than one person.

Without Changing Places toilets, the person with disabilities is put at risk, and families are forced to risk their own health and safety by changing their loved one on a toilet floor. It is now accepted and expected that everyone has a right to live in the community, to move around within it and access all its facilities. Government policy promotes the idea of "community participation" and "active citizenship," but for some people with disabilities the lack of a fully accessible toilet is denying them this right. Providing these toilets in public places would make a dramatic difference to the lives

of thousands of people who desperately need these facilities. At Peterborough city centre we have one changing places toilet facility based at the Car Haven Car Park.

Our aim was to gather data to develop a better understanding of local needs and views on Changing Places toilets. Data was gathered from various sources including social media platforms and face to face interactions.

We had twenty respondents, the overall range of child disabilities included autism, learning disabilities, Down's syndrome, vision impairment, global development delay and microduplication. This includes children and adults with ages ranging from 3 to 32 years of age. 68.4% of the respondents identified themselves as white British, followed by 10.5% stating any other white background.

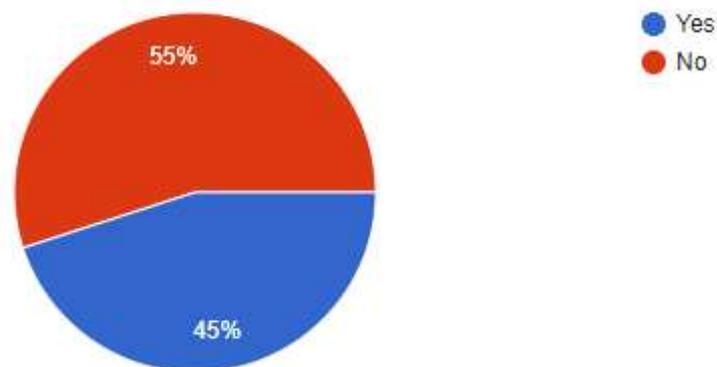
Findings

Lack of Awareness

Half of all respondents stated that they a little awareness of what a changing places toilet looks like. 85% of the respondents stated that they are unaware of the location of the current Changing Places toilet locations suggestive of a general lack of awareness which may impact how people use the changing places toilets which are currently located Car haven car park in Peterborough. Nearly all of the respondents who are aware of the current location for the changing places toilets stated that they are dissatisfied with the location.

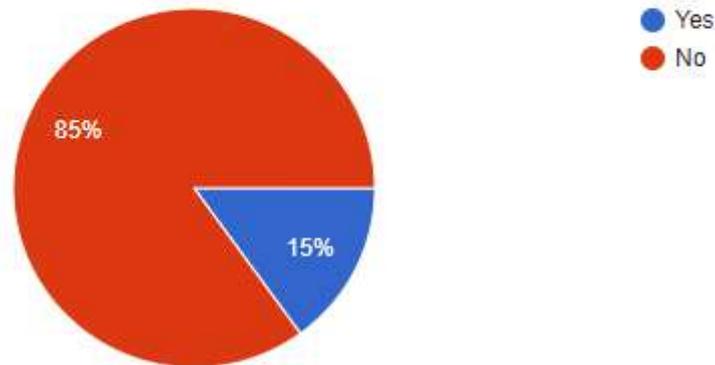
Do you know what a Changing Places toilet looks like?

20 responses



Do you know where the current Changing Places Toilet location is?

20 responses



Is Peterborough City a disability friendly place?

Many respondents stated that they avoid the city centre and provided the following statements as the rationale for not visiting the city centre. The general themes, as highlighted in blue, pink, and grey suggest that accessibility and amenities are key issue preventing disabled children and adults in enjoying Peterborough city centre. Furthermore, many respondents stated that there is a need for more toilets in addition to accessible changing places toilets.

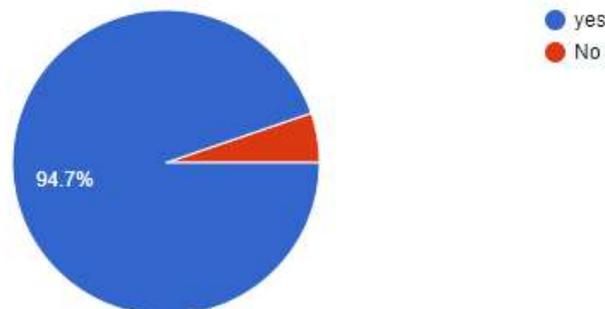
Lack of asc awareness

- **Lack of toilets** for disabled patrons, not just those in wheelchairs, accessibility to them, sometimes they can be locked, so unable to open with the radar key.
- The toilets there is are **so spaced apart**, there is one behind town hall but only open till a certain time then its locked so if late night shopping you have **no chance...** then have to try and manage M and s queues for 'normal' disabled toilets as normal people also use the disabled, or McDonald's where you just simply cant get to due to the amount of people in ordering food or even go all round and through Queensgate to go down in a lift, which you have to wait, what seems like hours, especially when needing toilet to sometimes find they are locked or out of order.
- Apart from one toilet, there isn't a special **fully kitted** out toilet. Needs **to be more** disabled facilities.
- Because of **access** and ease of **amenities**
- no easily accessible toilets
- Lack of accessible toilets and parking.
- Is I of **facilities**
- There are many reasons
- No easily accessible and clean disabled toilets.
- This is one of the reasons but also shop access for disabled people always **cluttered** but also **lack of shops**
- **Lack of toilets** and have bladder and ibs issues also the lack if shops but the ones we do have are **cluttered**
- Hardly anything **decent**

- *If with children I tend to avoid*
- *I can't always find a disabled toilet*
- *Very busy, lack of facilities*
- *Challenging Behaviour*
- *No toilets other than McDonald's or the sensory room which isn't always open*
- *Disabled toilets are very far and few in-between. You have 1 at carpark. One in Queens Gate. And sometimes one near natwest bank. But it is often very smelly.*
- *Lack of toilets can be noisy and crowded*
- *As above - locations, access to them,*
- *Location, space and cleanliness / hygiene*
- *They are often in the men's or women's. As a female carer with a male who needs support, it makes access difficult.*
- *none about*
- *Very few of them in Peterborough.*
- *Lack of them*
- *Not easy to access*
- *Finding one that is within easy reach. It's a constant worry that prevents going out.*
- *Just finding one is enough to be difficult*
- *Just accessing any*
- *No changing place for teenagers/adults*
- *Not accessible*
- *Anxiety,*
- *Don't know where they are*
- *No one to unlock them can't find staff no changing facilities to change a older child there not that clean can't use them as got told if not a customer can't use them hard to find no signs of where they are out of order or no one knows where there is a toilet as all closed because of covid 19*
- *Too few toilets near other shops I don't like queengate. They are all a trek to get too. If you forget your radar key it's complicated to get one. The ones in shops tend to be difficult to get to as isles are over stocked and you can't get a wheelchair around.*
- *Don't know where they are*

Do you avoid visiting Peterborough City Centre?

19 responses

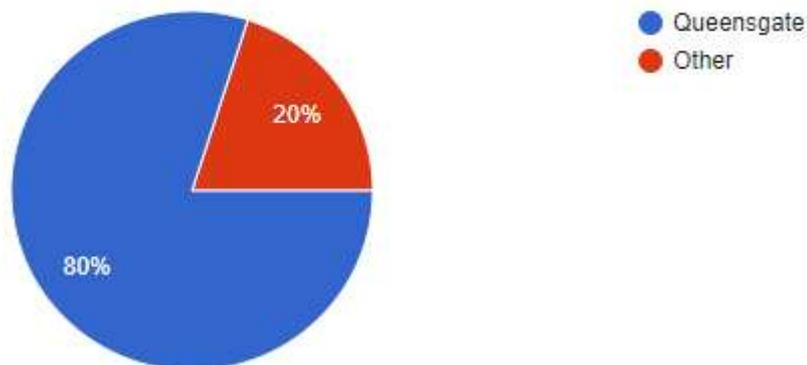


Suggestions

Majority of the respondents suggested that Queensgate as a better location for Changing places toilets.

What would be your preferred location for a Changing Places Toilet?

20 responses



Key themes identified in suggestions includes hygiene checks, maintenance, and accessibility. Respondents have all to degree suggested that more toilets are required generally across Peterborough however majority have stated that disabled toilets should be closer to shops in support of Queensgate as the most suitable location for Changing Places Toilets.

- Need to have more disabled toilet access available 24/7 or at least till about 1-2 hours after shops have closed to allow users to leave
- More regular hygiene checks
- If successful, have them placed throughout the city centre - not just in Queensgate or just outside Queensgate. The city centre is quite a vast area, and to get from one side to the other with limited mobility can be exhausting (especially if it is busy).
- They can make nearer to the shop
- No
- We need more public toilets including disabled toilets that are clean
- More disability toilets more older children facilities to change nappys cleaner toilets
- Bring back a toilet near where the market was. Bring back a toilet in the center near St Andrews Church. . And one outside the library area. One in the area near asda.so you do not have to always enter a shop. Or a ground floor disabled toilet
- bay where clintons cards was. This will then give total staggered disabled toilet coverage. All across the city centre. And other shops . It will also create more work. For someone to keep them monitored and clean. And it will encourage more people to use all of Peterborough centre and outside shops.

- *The council and larger shops should ensure they provide toilets and clean accessible safe spaces for families and children and adults who need this provision*

Limitations of Results

The number of participants is low therefore generalisation is somewhat weak however the range of disabilities highlighted by the respondents, offers rich qualitative data. Many respondents identified themselves as white therefore the data is somewhat limited in terms of representing the diverse communities living in Peterborough.

Summary

Overall, the data suggests that there is a lack of awareness specifically regarding Changing Places toilets. The lack awareness related to the current location of the Changing places toilets may explain why families are avoiding Peterborough City centre but there are other reasons highlighted by the respondents which relate to amenities and accessibility. The location of the current Changing places toilets is not meeting the needs of the families who are caring disabled children and adults. They have suggested that a more central location based at the Queensgate shopping centre is a far better option. In terms of priorities families have highlighted that cleanliness and general maintenance will help maintain dignity and increase accessibility.

For further information on Changing place see link below.

<https://www.changing-places.org/>