

Let's Talk Toilets
Toilet Survey 2017

EUAN'S  GUIDE

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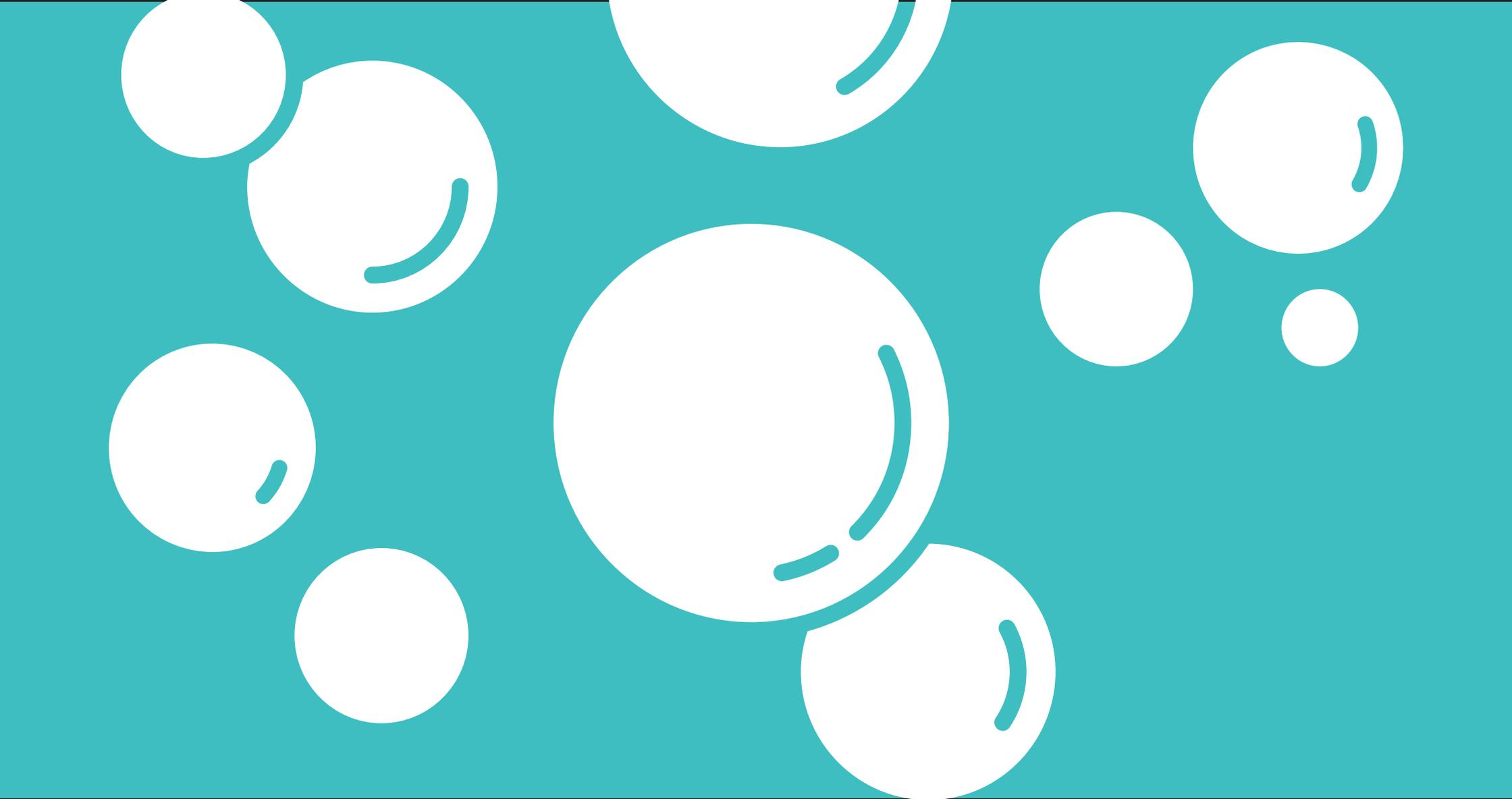
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Euan's Guide is the review website where disabled people, friends, family and carers find and share information on disabled access around the world.

Introduction

In the summer of 2017, we launched the first 'Let's Talk Toilets' survey to find out what disabled people think about accessible toilets. The survey was created for anybody who has ever used an accessible toilet, and the responses revealed the good, the bad, and often bewildering situations that arise when using public toilets as a disabled person.

While many of the responses suggested areas for improvement, there were an encouraging number of people sharing their experiences of excellent accessible toilets.

We hope that the findings of this survey will help to raise awareness of the importance of accessible toilets, and the ways in which they can be made better.

Thank you to everybody who took part in the 'Let's Talk Toilets' survey this year!

Euan and the team

Key Findings

68%

Say accessible toilets are too small.

51%

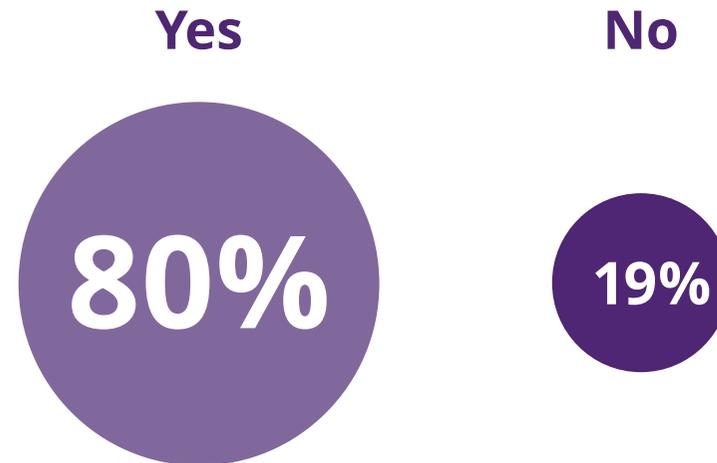
Say tied up emergency red cords are a problem.

89%

Have avoided going somewhere because it didn't have an accessible toilet.

We asked...

Have you ever left somewhere because it didn't provide an accessible loo?



Have you ever avoided going somewhere because you knew it didn't have an accessible toilet?

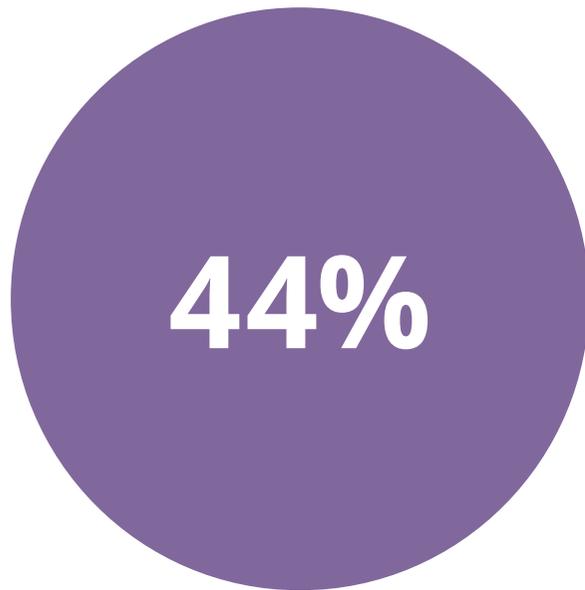


Have you ever used a pop-up accessible toilet or Changing Places Toilet at an event?



We asked...

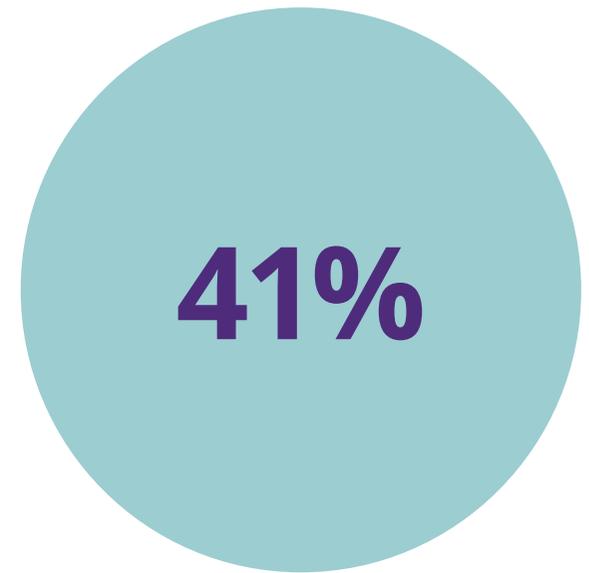
In your opinion, has accessible toilet provision gotten better or worse in the last five years?



Better

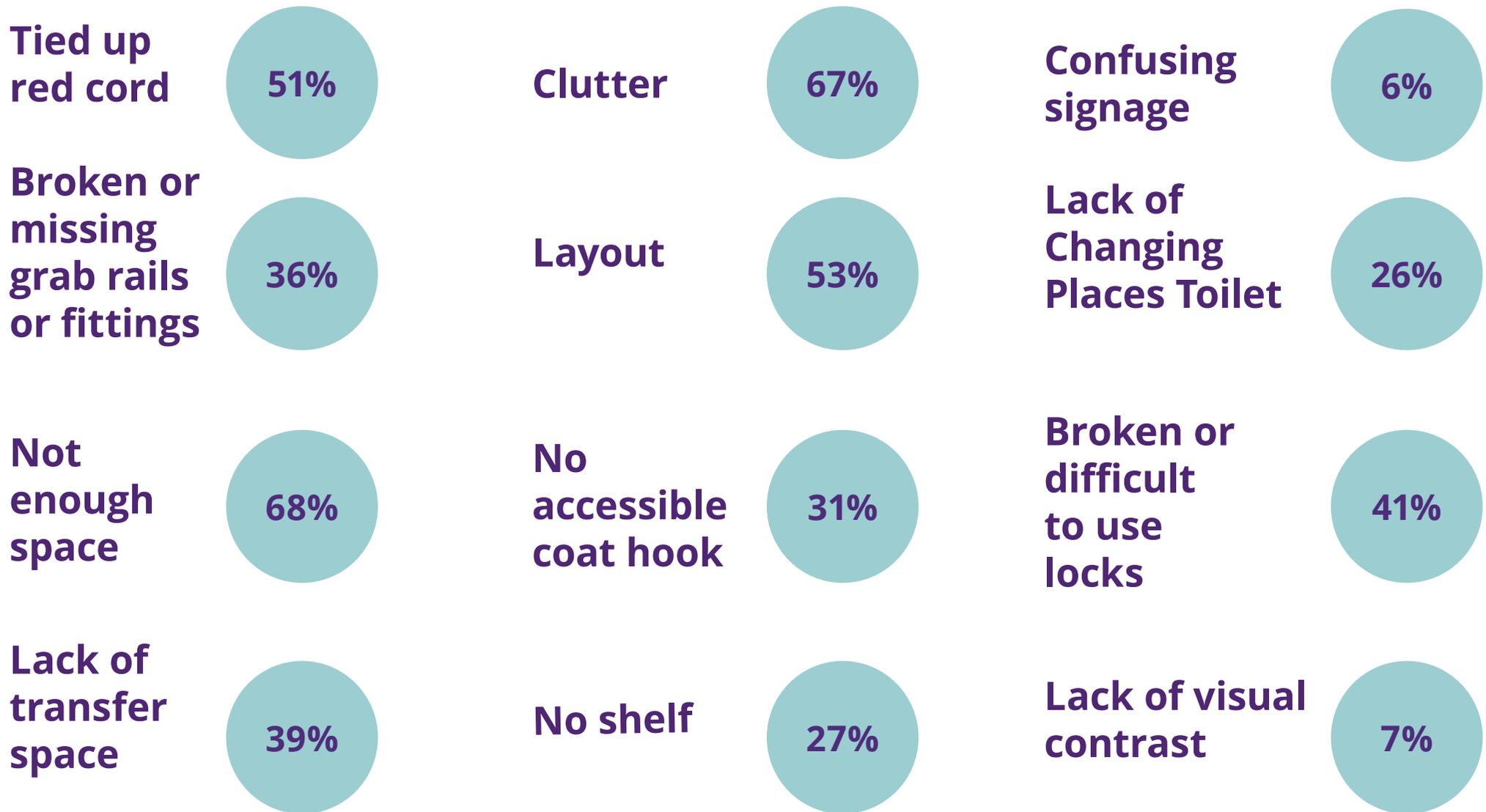


Worse



No change

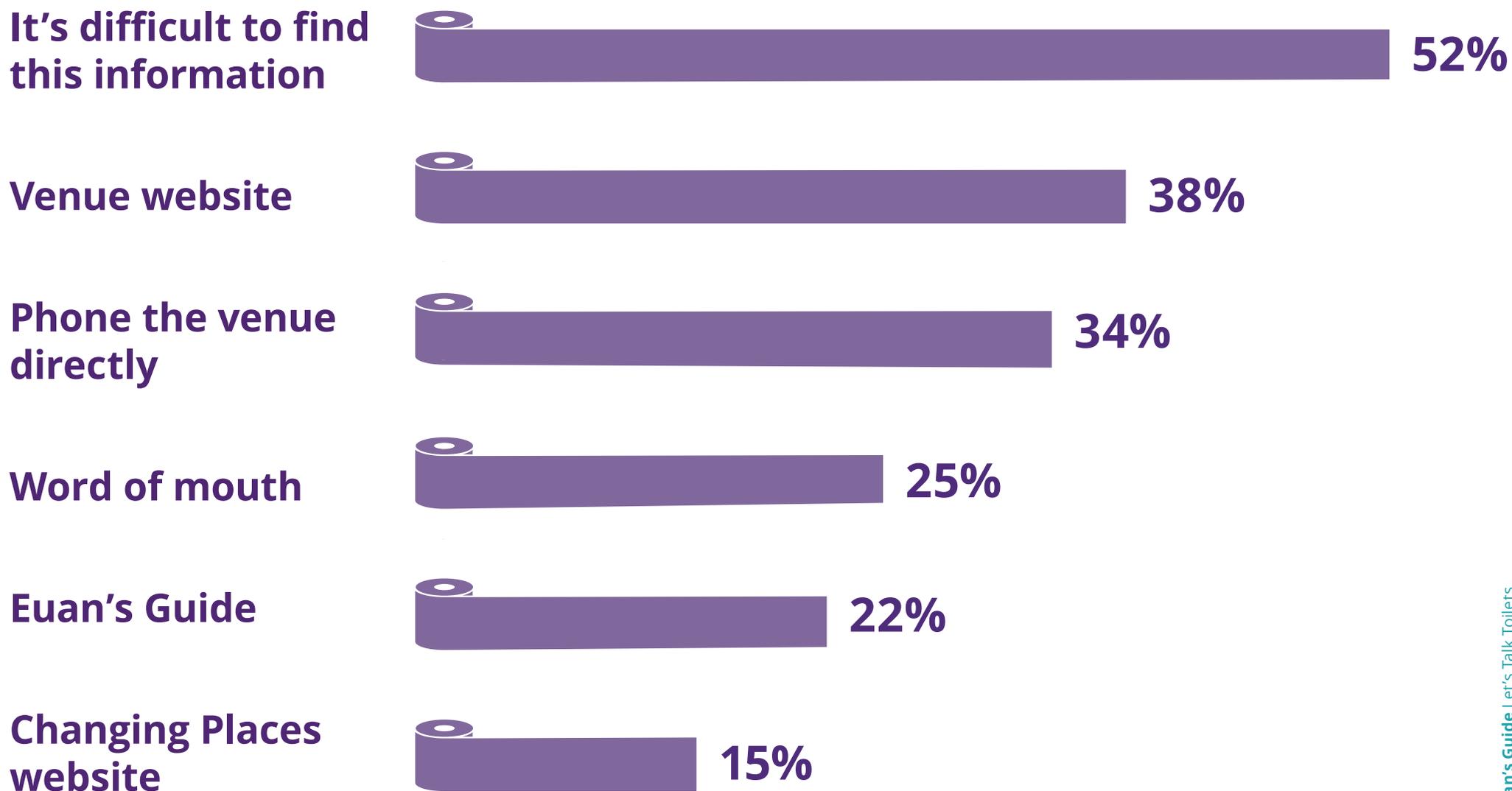
What lets accessible toilets down?



How do places compare?

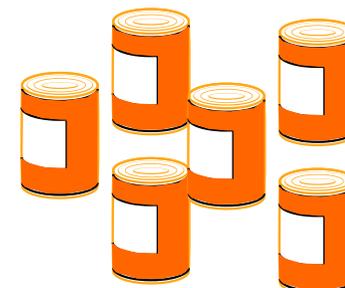
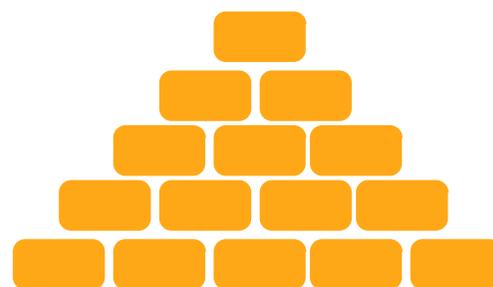


How do people find information about accessible toilets?



Unusual things found in accessible toilets

- Traffic cones
- Bags of unshredded confidential documents
- Bricks
- Surfboard
- Motorbike
- Old mattresses
- A singing mirror
- Junk for sale
- A kitchen sink
- Tinned tomatoes
- Games machine
- Mannequins
- Washing machine
- Kitchen staff uniforms
- Champagne buckets



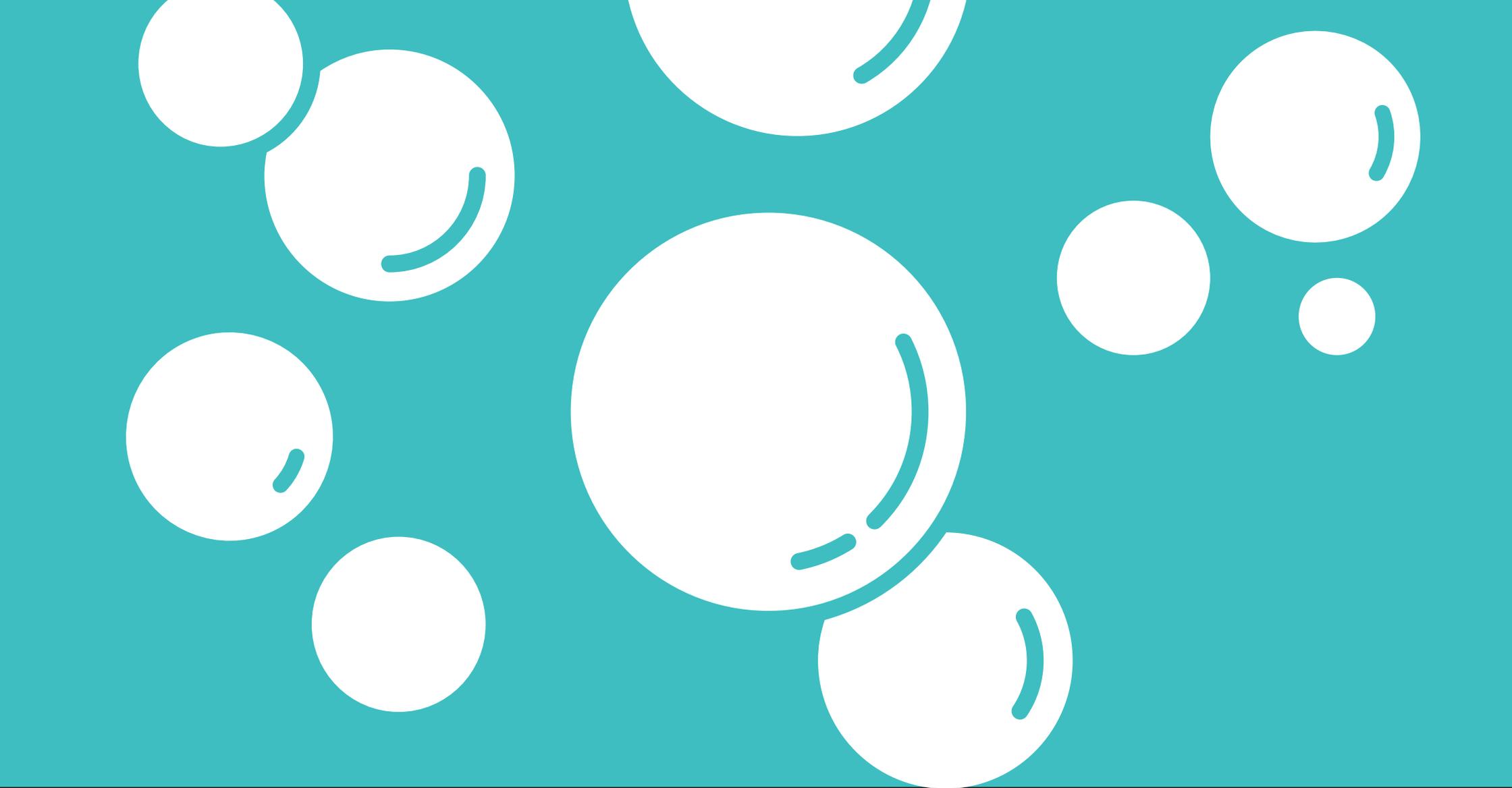
People also told us...

- 💧 “Most common problem I have encountered is disabled toilet being used by those who don’t need it and leaving it dirty with wet floors which have become slippery for me to navigate.”
- 💧 “I don’t think they ask any disabled people to test drive their designs. They may pass building regulations, but they are not functional for the disabled person from many perspectives, usually size and transfer space being the main issues for me.”
- 💧 “Big issue of accessible toilet doubling up as a baby changing unit.”
- 💧 “They have become increasingly difficult to get into as Radar locks installed when they were new and shiny deteriorate and a second bolt is fitted, a cheaper lock is substituted.”

- 💧 “Very few have Braille. Always different layout and no tactile guidance.”
- 💧 “Very often the accessible toilet is just a larger cubical within the general toilets and actually getting into those toilets nearly always involves getting through two doors within close proximity to each other - almost impossible when in a wheelchair.”
- 💧 “What’s most annoying is when there actually is an accessible toilet but it’s being used for storage!”
- 💧 “It is fantastic that we are seeing more Changing Places, however the normal standard accessibility toilets have not improved and are often the last on the list to be improved.”
- 💧 “I am unable to use toilet roll holders. The dispensers need to be much easier to use.”

About Euan's Guide

- Euan's Guide is the disabled access review website.
- Reviews are written by disabled people, their families, friends and carers.
- The site was founded by Euan MacDonald and his sister Kiki.
- Euan is a powerchair user and wanted to hear from other disabled people about accessible places to go.
- The site went live on 1st November 2013 and now has thousands of disabled access reviews for places in the UK and beyond.
- Euan's Guide is endorsed by Professor Stephen Hawking and JK Rowling.



The 'Let's Talk Toilets' survey was carried out by Euan's Guide between July and September 2017. 429 disabled people, their families and friends shared their opinions in this survey.

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