

2021

pamis

promoting a more inclusive society

Changing Places Toilet Provision in Scotland Annual Report



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Introduction

PAMIS is co-chair of the UK Changing Places toilet consortium, which was established in 2006. The consortium campaigns throughout the UK and beyond for Changing Places toilets to be provided in all public places, including city centres, shopping centres, railway stations, airports and leisure complexes.

Changing Places toilets should be 12m², have a peninsular (centrally placed) toilet, a ceiling track hoist and an adult-sized, height-adjustable changing bench. They are essential for approximately ¼ million disabled people in the UK who are unable to use standard or accessible toilets, as well as their carers and families. There are a wide range of Changing Places toilet users, from people with Profound and Multiple Learning Disabilities (PMLD) and muscle-wasting diseases to people with dementia.

To date, there are a total of 1724 Changing Places toilets in the UK and 246 in Scotland. PAMIS believes that venues are beginning to truly understand the benefits of being inclusive. Not only is it the right thing to do morally but is crucial for public image and can increase revenue by attracting more visitors and increasing dwell time. The 'purple pound', the collective spending power of disabled people, is worth £249bn to the UK economy. Who wouldn't want to reap the benefits of this untapped market?

In 2019, the Scottish Non-Domestic Technical Handbook was amended and a new clause was added to ensure provision of Changing Places toilets is mandatory in larger, new public buildings. Further to this, in May 2020 changes were made to the Planning (Scotland) Act so that planning applications for large, public buildings in Scotland are now required to include a Changing Places toilet based on regulations laid before the Scottish Parliament on the 6th March 2020. The Town and Country Planning (Changing Places Toilet Facilities) (Scotland) Regulations 2020 amend section 41B(2) of the Town and Country Planning (Scotland) Act 1997 and include the following types of development:

- (a) as a school, college or university,
- (b) as a community centre, sports and leisure centre, or similar public building,
- (c) as a hospital or other facility for the provision of health services,
- (d) as a retail outlet,
- (e) as a cultural centre, such as a museum, concert hall or art gallery,
- (f) as a stadium or large auditorium,

(g) as a major transport terminus or interchange,

(h) as a motorway service facility,

(i) as a conference or exhibition centre,

(j) as a restaurant or café,

(k) as a public house or nightclub

Following these welcomed changes to legislation, it was anticipated that there would be an increase in the provision of Changing Places toilets in Scotland. However, 2020 saw the outbreak of global pandemic - COVID-19. This has had a significant impact on businesses globally and in Scotland and has caused delays with building works and the installation of Changing Places toilets. As a result, PAMIS has not yet seen the true impact of the amendment to date as COVID-19 has affected the number of Changing Places toilets installed and registered in 2020 and 2021. We hope to see the benefits of this amendment as Scotland comes out of national lockdown and businesses restart full operations.

A new fund was launched in England to address the lack of provision nationally and as Consortium Co – Chairs, PAMIS has supported the initial research and insight phase which involved commissioning a UK wide survey with consortium co-chairs Muscular Dystrophy UK. The survey outcomes and documentation for the English fund are available on the Local Authority Funding page of the [Changing Places toilets website](#).

PAMIS welcomed the news from the Scottish Government of a £10million dedicated fund towards Changing Places toilets in the 2021/2022 [Programme for Government](#) and will continue to liaise with the Scottish Government regarding how this will be rolled out in Scotland. PAMIS are keen to share our detailed knowledge and expertise to ensure any national rollout considers existing gaps in provision are addressed. The data in this report provides some insight of provision across the country. PAMIS have been engaged in a series of national engagement workshops looking at provision across transport hubs and the West coast of Scotland including islands served by CalMac ferries. We are also reviewing the [Official Changing Places Toilets Practical Guide Publication](#) and have an equipment and technical focus group established. These resources will be vital in supporting local authorities, venues and community groups in installing a Changing Places toilet should they be successful in applying to the fund.

Despite the huge progress in terms of campaign visibility and legislation changes the fact remains that there is still a huge lack of these much-needed facilities throughout Scotland and the UK particularly in existing buildings. Without access to an appropriate toilet facility, hundreds of thousands of disabled people, as well as their carers and families, are isolated from their community and unable to travel. Recent legislative changes do not address the need for appropriate toilet facilities in existing buildings. In order to go out, carers are often forced to change their loved ones in unsafe, unhygienic and undignified places such as car boots or worse – public toilet floors.

Going to the toilet is a basic human right. PAMIS and campaigners around the country are working hard to make Scotland inclusive for all. By providing a Changing Places toilet, venues are ensuring that Scotland becomes a global leader in accessibility and inclusion.

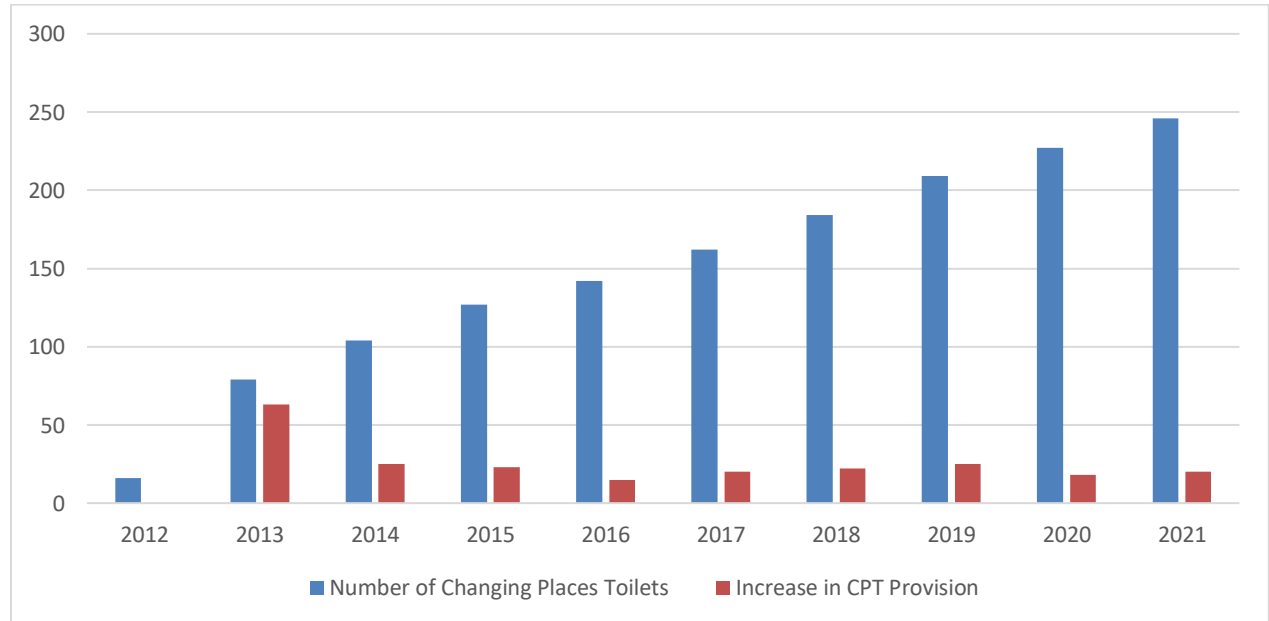
Changing Places Provision in Scotland in 2021

Table 1 (appendix 1) shows the number of Changing Places toilets registered in Scotland each calendar year since records began. It also shows the annual increment of Changing Places toilet provision year on year.

In 2021, PAMIS registered a total of 19 Changing Places toilets. This was an increase from the previous year, which saw 18 Changing Places toilets registered. PAMIS believes that the COVID-19 pandemic had an impact on the number of facilities registered in both 2020 and 2021 and is hopeful that the new clause in the Non-Domestic Technical Handbook will mean continued growth in Scottish provision.

This data is reflected in the graph below.

Graph 1: The Number of Changing Places Toilets Registered in Scotland and the Annual Increase in Provision



Scottish Local Authority Changing Places Toilet Provision

Table 2 (appendix 2) shows the total number of Changing Places toilets in each Scottish local authority as well as the number of facilities registered in each local authority in 2021. This data is reflected in a graph overleaf.

The local authority with the highest number of Changing Places toilets continues to be Fife, which has a total of 28 facilities. Fife registered one new facility in 2021 (Bruce Embankment public toilet), however, it also deregistered one facility in a building that no longer exists (the Dalgairn Centre). This means that the number of facilities in Fife remains the same as it was in 2020.

Fife Council's Access Officer role has had a positive impact on Changing Places toilet provision in the local authority. Mark Rochford (the current Access Officer) and his predecessor (Robert Ferguson) have helped to embed the need for Changing Places toilets into the local authority. As such, senior management are aware of the need for such facilities. By implementing a Changing Places toilet strategy, the local authority continually review potential venues (council-owned buildings) and any projects with costs over £400,000 have an obligation to explore installing a Changing Places toilet. Similarly, East Ayrshire council have retained an inclusive design advisor role ensuring accessibility is prioritized.

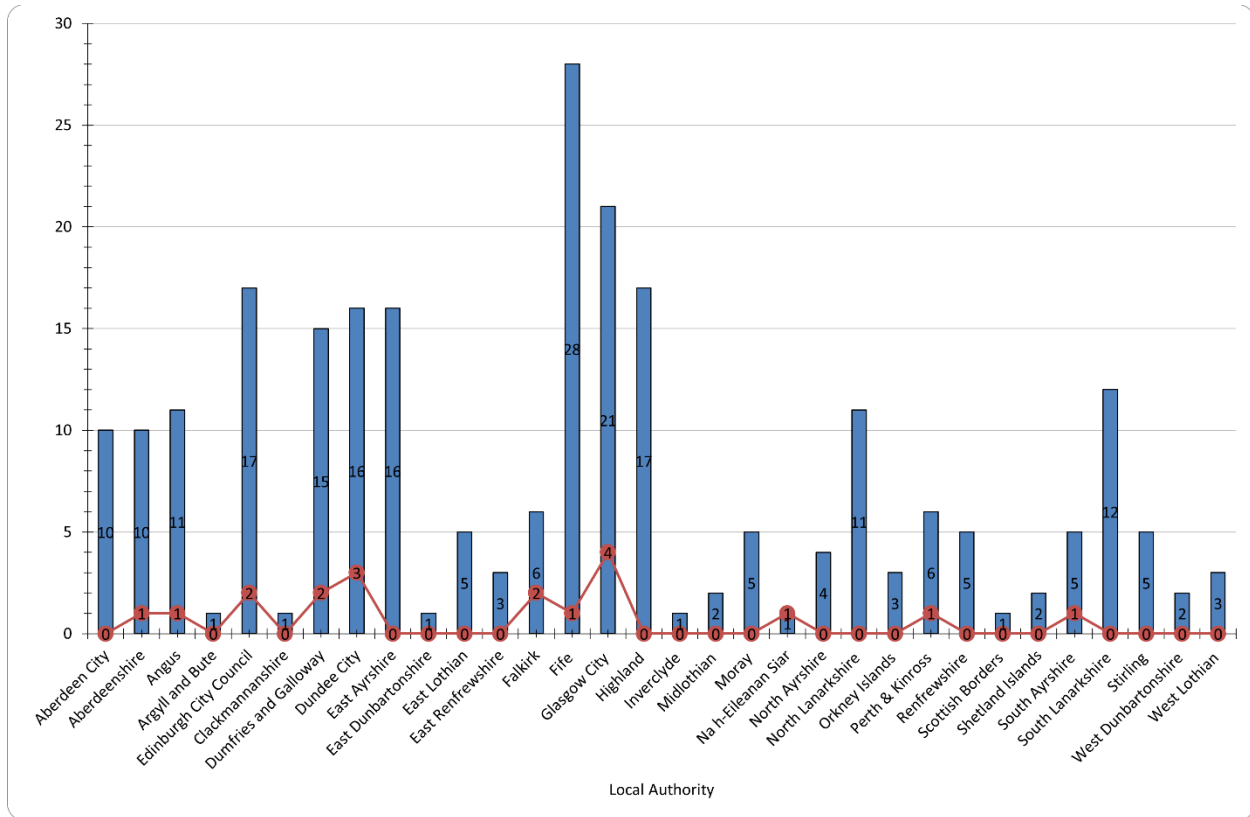
Glasgow City Council registered a further 4 Changing Places toilets in 2021 making them the local authority with the second highest provision. These facilities were in the Glasgow Science Centre, Glasgow Queen Street train station, Prince and Princess of Wales Hospice and the James McCune Smith Learning Hub at the University of Glasgow.

A local authority that has seen an increase in its Changing Places toilet provision in recent years is Falkirk. A Changing Places toilet working group was set up by the local authority consisting of council employees and family carers, which has led to a further 3 facilities being registered in 2021.

Changing Places toilets were also registered in the following local authorities in 2021; Aberdeenshire (1), Angus (1), Dumfries & Galloway (2), Dundee City (3), Edinburgh (2), Comhairle nan Eilean Siar (1), Kinross (1), South Ayrshire (1).

It is important to note that Comhairle nan Eilean Siar registered its first Changing Places toilet in 2021 at Garadh a Bhagh aTuath, a community centre on the island. This means that every local authority in Scotland now has at least one Changing Places toilet.

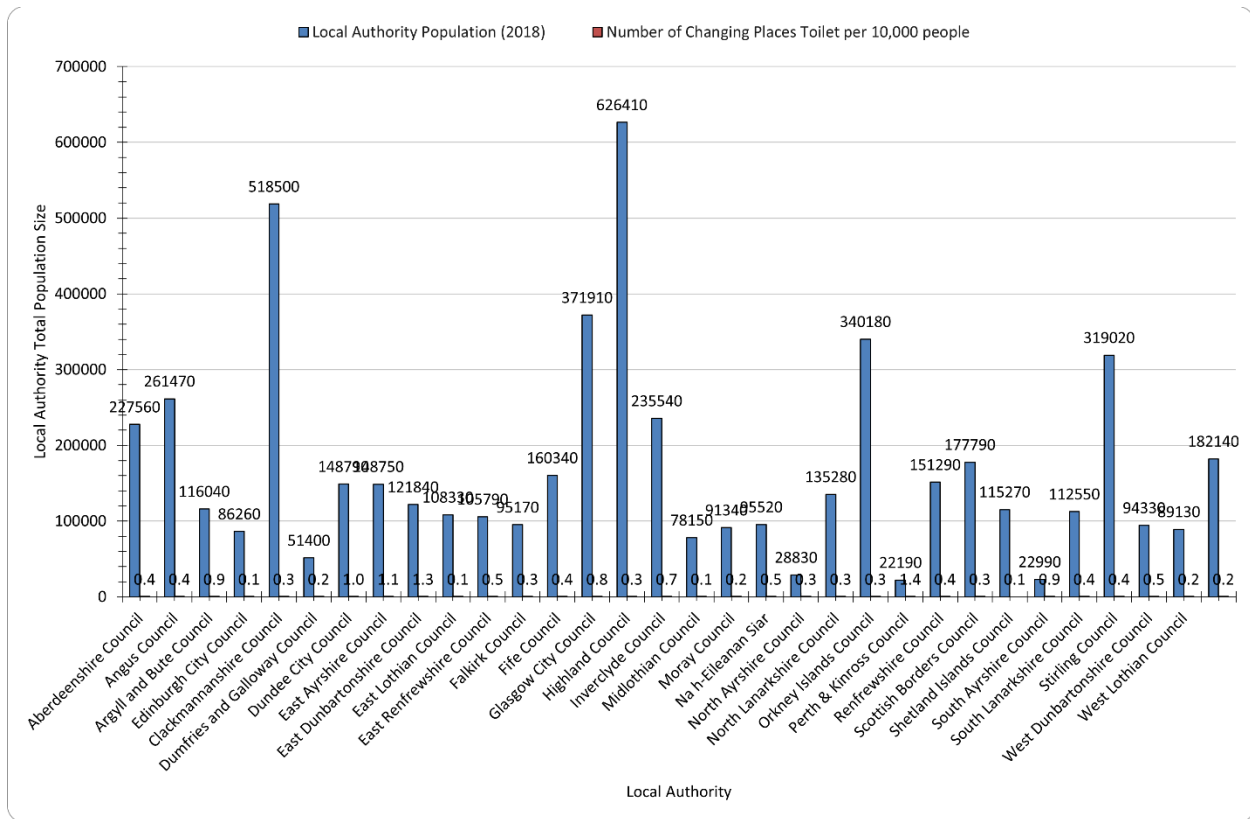
Graph 2: The Total Number of Changing Places Toilets per Local Authority and the Increase in each Local Authority in 2021



Local Authority Population and Changing Places Toilet Provision

PAMIS took population data from the National Records of Statistics and looked at the number of Changing Places toilets in each Scottish local authority per 10,000 people who reside there. Table 3 (appendix 3) shows this data and the graph overleaf reflects it.

Graph 3: The Population Size of Each Local Authority and the Number of Changing Places Toilets per 10,000 people in Each Local Authority



This data shows that the Orkney Islands continues to have the highest number of Changing Places toilets per 10,000 people in its population (1.4 facilities per 10,000 people) despite only having 3 facilities, due to its low population.

Second to Orkney Islands is East Ayrshire with 1.3 facilities per 10,000 people, followed by Dundee which has increased its provision to 1.1 facilities per 10,000 people and Dumfries and Galloway which has also increased its provision to 1.0 facilities per 10,000 people. Shetland Islands and Angus follow with 0.9 Changing Places toilets per 10,000 people.

Despite being the local authority with the highest number of Changing Places toilets in Scotland, due to its population Fife only has 0.8 facilities per 10,000 people.

Looking at the Scottish population, there is only 0.5 Changing Places toilets per 10,000 people living in Scotland, which is an increase of 0.1 from 2020. We have a long way to go to ensure true toilet equality.

Local Authority Area and Changing Places Toilet Provision

Scotland has a geographical area of 77,925km² and a total of 246 Changing Places toilets. When we explore the number of Changing Places toilets in each local authority in relation to its geographical area we get a different picture of the current Changing Places toilet provision in Scotland. For example, Dundee has the smallest geographical area (60km²) and has 16 Changing Places toilets, whereas the Highlands has the highest geographical area (25,659km²) and has 17 Changing Places toilets. The Highlands is 25,599km² larger than Dundee in geographical size, yet only has 1 more Changing Places toilets.

Table 4 (appendix 4) shows the geographical area (km²) of each Scottish local authority and the number of Changing Places toilets in that area.

Changing Places Toilet Provision by Building Type

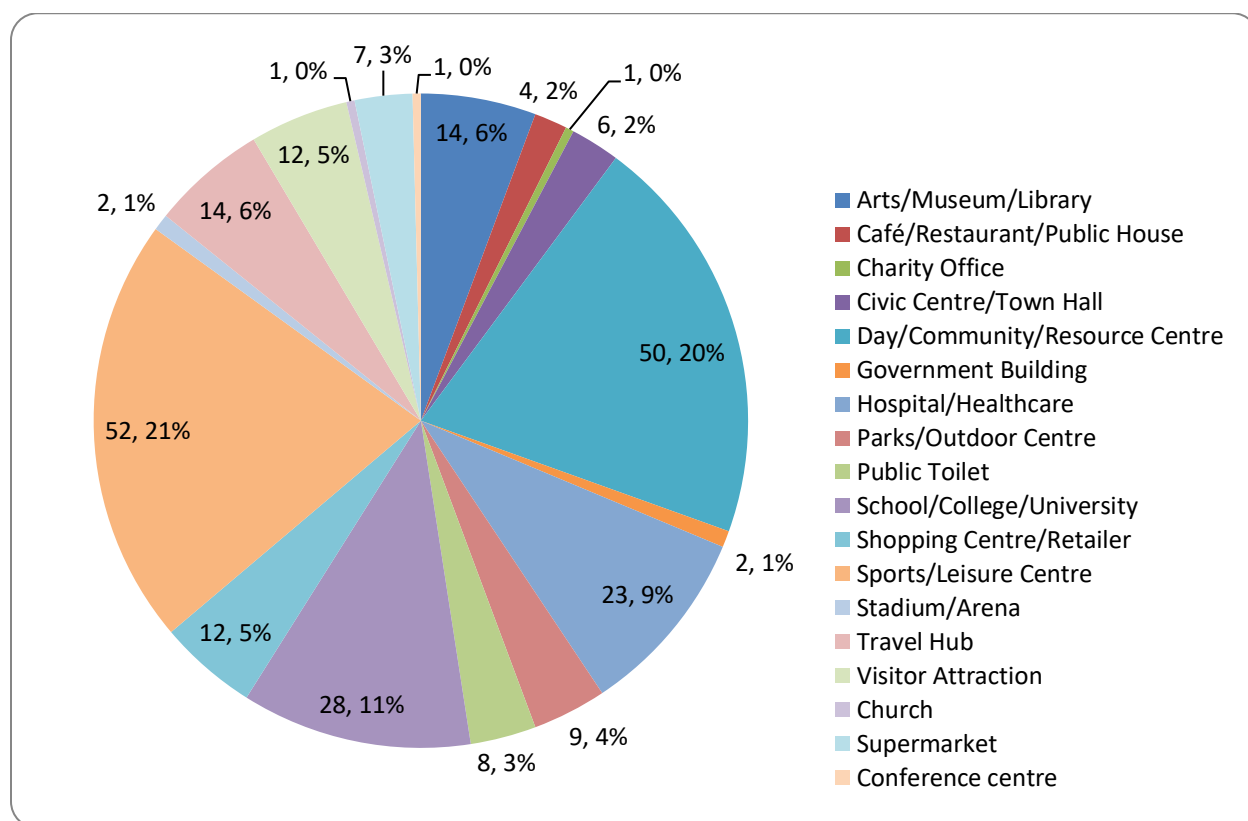
When registering Changing Places toilets, PAMIS records the building type that the facility is within. Table 5 (appendix 5) shows the total number of Changing Places toilets registered in various building types in Scotland and the number registered in 2021.

Overall Data

Sports/leisure centres continue to have the highest provision of Changing Places toilets with a total of 52 buildings in Scotland having a facility (21%). It is perhaps not surprising that this is followed by day/community/resource centres, which have a total of 50 facilities (20%) as these buildings are often used by people with various disabilities and their carers.

The graph below shows this data.

Graph 4: Total Number of Changing Place Toilets per Building Type in Scotland



Buildings with Changing Places Toilets Registered in 2021

The highest number of registrations in 2021 were once again in visitor attractions (25%). An independent cinema in Angus called the Montrose Playhouse became the second cinema in Scotland to have a Changing Places toilet. 2 Science Centre’s – Glasgow and Dundee – registered facilities. Changing Places toilets were also registered at The Helix, Home of the Kelpies and The Johnnie Walker Experience in Edinburgh.

Previous research carried out by the consortium indicated that people would like to see more Changing Places toilets in outdoor spaces and in the countryside. 2021 saw new Changing Places toilets registered at Balmedie Country Park, RSBP Loch Leven and public toilets at Bruce Embankment and Ayr Pavillion.

Other Building Types

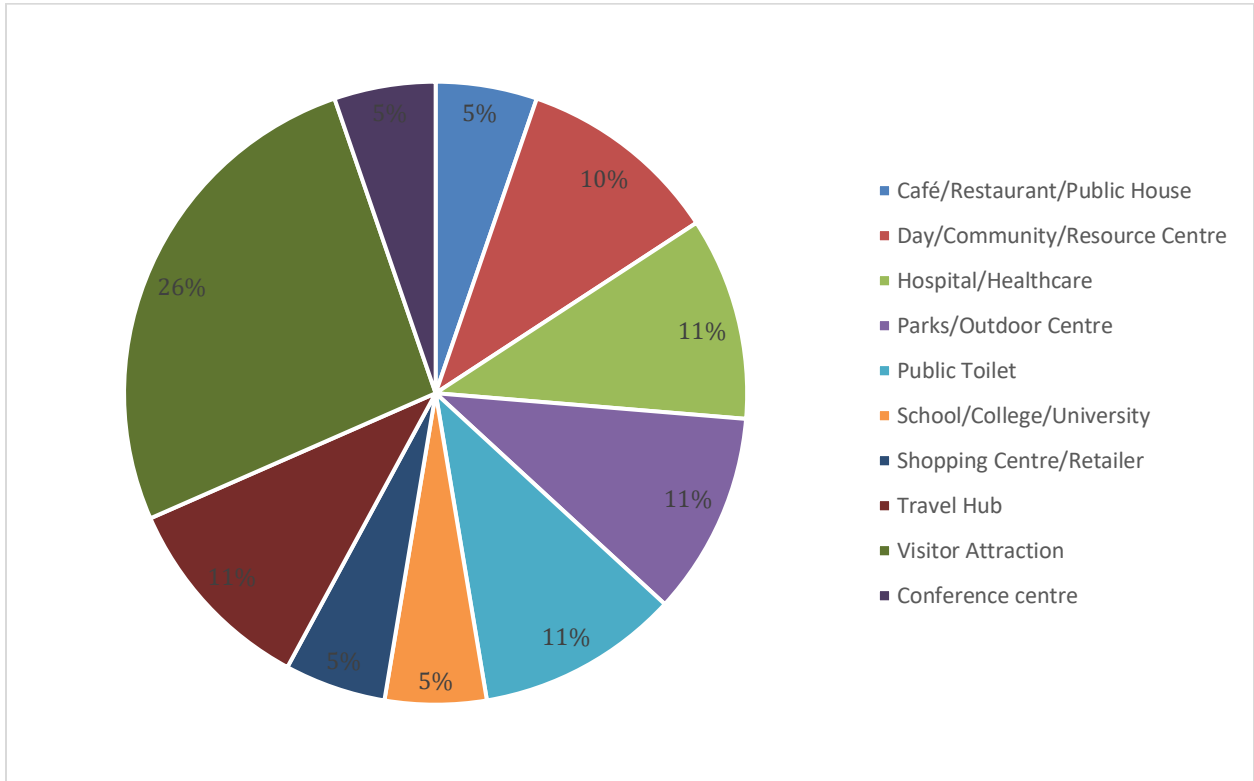
2 hospital/healthcare facilities installed Changing Places in 2021 (Mountainhall Treatment Centre and Prince and Princess of Wales Hospice) making up 11% of registrations.

2 travel hubs installed Changing Places toilets (Glasgow Queen Street and Dundee Train Station) also making up 11% of registrations

2 day/resource/community centres made up 11% of registrations (The Larick Centre and Café and Garadh a Bhagh aTuath).

In addition, 5% of registrations consisted of a café (The Crichton), university (James McCune Smith Learning Hub, University of Glasgow), a retailer (Klondyke Garden Centre) and the first conference centre in Scotland to register a Changing Places toilet (Forthstone).

Graph 5: A Percentage of the Number of Changing Places Toilets per Building Type Installed in Scotland in 2021



Conclusion

The COVID-19 pandemic continued to have an impact on businesses globally during 2021 and therefore impacted on the number of Changing Places toilet registrations. However, despite this there has been an increase in provision with 19 facilities being registered throughout the year.

Despite the pandemic, the Changing Places toilet team received over 200 enquiries.

We anticipate that the number of registrations will increase as UK businesses pick up the work that was delayed due to COVID-19. We will then see the true impact of PAMIS's work and recent legislative changes.

PAMIS continues to have amazing support from families and campaigners across the country and our consortium partner Muscular Dystrophy UK. In 2022, we aim to work on redesigning our Changing Places toilet Practical Guide and have secured funding to move the Changing Places toilet website and toilet map to the next phase of design and improvement.

Changing Places toilets are essential for the families PAMIS support and at the core of the work we do as a charity. We will continue to do all we can to support the development of a network of Changing Places toilets so that Scotland is a fairer and more inclusive place for everyone.

Appendices

Appendix 1 - Table 1: Number of Changing Places Toilets by Year

Year	Number of Changing Places Toilets	Increase in CPT Provision
2012	16	
2013	79	63
2014	104	25
2015	127	23
2016	142	15
2017	162	20
2018	184	22
2019	209	25
2020	227	18
2021	246	20

Appendix 2 - Table 2: Changing Places Toilet Provision by Local Authority

Local Authority	Number of Changing Places Toilets
Aberdeen City Council	10
Aberdeenshire Council	10
Angus Council	11
Argyll and Bute Council	1
Edinburgh City Council	17
Clackmannanshire Council	1
Dumfries and Galloway Council	15
Dundee City Council	16
East Ayrshire Council	16
East Dunbartonshire Council	1
East Lothian Council	5
East Renfrewshire Council	3
Falkirk Council	6
Fife Council	28
Glasgow City Council	21
Highland Council	17
Inverclyde Council	1
Midlothian Council	2
Moray Council	5
Na h-Eileanan Siar	1
North Ayrshire Council	4
North Lanarkshire Council	11
Orkney Islands Council	3
Perth & Kinross Council	6
Renfrewshire Council	5

Scottish Borders Council	1
Shetland Islands Council	2
South Ayrshire Council	5
South Lanarkshire Council	12
Stirling Council	5
West Dunbartonshire Council	2
West Lothian Council	3
Total	246

Appendix 3 - Table 3: Changing Places Provision and Local Authority Population

Local Authority	Number of Changing Places Toilets	Local Authority Population (2018)	Number of Changing Places Toilet per 10,000 people
Aberdeen City Council	10	227560	0.4
Aberdeenshire Council	10	261470	0.4
Angus Council	11	116040	0.9
Argyll and Bute Council	1	86260	0.1
Edinburgh City Council	17	518500	0.3
Clackmannanshire Council	1	51400	0.2
Dumfries and Galloway Council	15	148790	1.0
Dundee City Council	16	148750	1.1
East Ayrshire Council	16	121840	1.3
East Dunbartonshire Council	1	108330	0.1
East Lothian Council	5	105790	0.5
East Renfrewshire Council	3	95170	0.3
Falkirk Council	6	160340	0.4
Fife Council	28	371910	0.8
Glasgow City Council	21	626410	0.3
Highland Council	17	235540	0.7
Inverclyde Council	1	78150	0.1
Midlothian Council	2	91340	0.2
Moray Council	5	95520	0.5
Na h-Eileanan Siar	1	28830	0.3
North Ayrshire Council	4	135280	0.3
North Lanarkshire Council	11	340180	0.3
Orkney Islands Council	3	22190	1.4

Perth & Kinross Council	6	151290	0.4
Renfrewshire Council	5	177790	0.3
Scottish Borders Council	1	115270	0.1
Shetland Islands Council	2	22990	0.9
South Ayrshire Council	5	112550	0.4
South Lanarkshire Council	12	319020	0.4
Stirling Council	5	94330	0.5
West Dunbartonshire Council	2	89130	0.2
West Lothian Council	3	182140	0.2
Total	246	5440100	0.5

Appendix 4 - Table 4: Changing Places Toilet Provision by Geographical Size

Local Authority	Area (km2)	Total Number of CPTs
Dundee City Council	60	16
Clackmannanshire Council	159	1
West Dunbartonshire Council	159	2
Inverclyde Council	160	1
East Renfrewshire Council	174	3
East Dunbartonshire Council	175	1
Glasgow City Council	175	21
Aberdeen City Council	186	10
Renfrewshire Council	261	5
Edinburgh City Council	264	17
Falkirk Council	297	6
Midlothian Council	354	2
West Lothian Council	427	3
North Lanarkshire Council	470	11
East Lothian Council	679	5
North Ayrshire Council	885	4
Orkney Islands Council	990	3
South Ayrshire Council	1,222	5
East Ayrshire Council	1,262	16
Fife Council	1,325	28
Shetland Islands Council	1,466	2
South Lanarkshire Council	1,772	12
Angus Council	2,182	11
Stirling Council	2,187	5
Moray Council	2,238	5
Na h-Eileanan Siar	3,071	1
Scottish Borders Council	4,732	1
Perth & Kinross Council	5,286	6
Aberdeenshire Council	6,313	10
Dumfries and Galloway Council	6,426	15
Argyll and Bute Council	6,909	1
Highland Council	25,659	17

Appendix 5 - Table 5: The Total Number of Changing Places Toilets per Building Type in Scotland and the Increase in 2021

Building Type	Number of CPTs Registered in 2021
Arts/Museum/Library	
Café/Restaurant/Public House	1
Charity Office	
Civic Centre/Town Hall	
Day/Community/Resource Centre	2
Government Building	
Hospital/Healthcare	2
Parks/Outdoor Centre	2
Public Toilet	2
School/College/University	1
Shopping Centre/Retailer	1
Sports/Leisure Centre	
Stadium/Arena	
Travel Hub	2
Visitor Attraction	5
Church	
Supermarket	
Conference centre	1

References

- [National Records of Statistics Scotland](#)
- [Changing Places Toilet Consortium \(PAMIS and Muscular Dystrophy UK\)](#)