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TWENTY PRACTICAL STEPS TO IMPROVING ACCESSIBILITY

- 1 USE LARGE, CLEAR SIGNS TO DIRECT PEOPLE TO THE TOILET AND SIGNS INDICATING THE WAY INTO AND OUT OF THE TOILET.
- 2 USE SIGNS WITH CLEAR BORDERS, GOOD COLOUR CONTRASTS, AND STANDARD SYMBOLS.
- 3 AVOID SIGNS WITH NON-STANDARD IMAGES OR WORDS.
- 4 USE A "NOT EVERY DISABILITY IS VISIBLE" SIGN ON ACCESSIBLE TOILETS.
- 5 KEEP TOILETS CLUTTER FREE AND DON'T USE THEM TO STORE THINGS.
- 6 ENSURE TOILETS ARE KEPT CLEAN AND MONITORED REGULARLY.
- 7 PROVIDE BINS IN ACCESSIBLE TOILETS BUT ENSURE THAT THEY ARE NOT OBSTACLES FOR WHEELCHAIR USERS.
- 8 INSTALL A SHELF WITH ROUND EDGES IN AN ACCESSIBLE TOILET (A FOLDING ONE MINIMISES THE SPACE IT TAKES UP).
- 9 MAKE SURE THAT THERE ARE HOOKS ON DOORS, INCLUDING HOOKS AT AN APPROPRIATE HEIGHT FOR WHEELCHAIR USERS IN ACCESSIBLE TOILETS.
- 10 CHECK THAT GRAB RAILS AND OTHER FITTINGS IN ACCESSIBLE TOILETS ARE FITTED CORRECTLY.
- 11 MAINTAIN OR IMPROVE LIGHTING AND AVOID AUTOMATIC LIGHTING ON A SHORT TIMER.
- 12 USE COLOUR CONTRASTS TO MAKE IT EASIER TO IDENTIFY DOORS AND TOILET SEATS.
- 13 MAKE SURE THAT TAPS AND SOAP DISPENSERS ARE SIMPLE TO OPERATE (AND PROVIDE CLEAR INSTRUCTIONS).
- 14 PROVIDE AN ALTERNATIVE TO AUTOMATIC HAND DRYERS.
- 15 PROVIDE AS MUCH INFORMATION AS POSSIBLE ABOUT YOUR TOILET ON YOUR WEBSITE.
- 16 SHARE INFORMATION ABOUT YOUR TOILETS ON THE GREAT BRITISH TOILET MAP.
- 17 PROVIDE STAFF TRAINING TO RAISE AWARENESS OF THE VARIED NEEDS OF PEOPLE WITH DISABILITIES.
- 18 ENSURE STAFF CAN ANSWER QUESTIONS ABOUT YOUR TOILETS AND OTHER NEARBY FACILITIES.
- 19 MAKE SURE STAFF CAN RECOGNISE "JUST CAN'T WAIT" CARDS AND TREAT CUSTOMERS WITH SENSITIVITY.
- 20 JOIN THE "USE OUR LOOS" SCHEME OR A LOCAL COMMUNITY TOILETS SCHEME.