



helen hamlyn centre



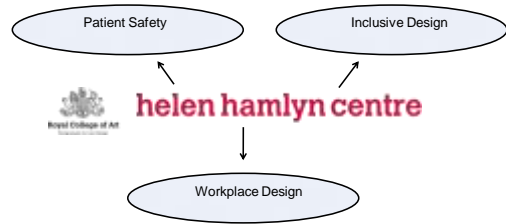
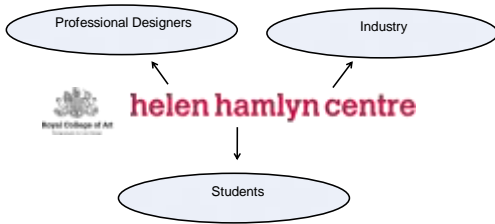
Contenance Matters:
Toilet Provision for an Ageing Population



Jo-Anne Bichard

Co-Investigator TACT 3

KT Equal @ Brunel University of West London
13 December 2010



What's the problem with toilets?



Include 2011

18-20 April 2011
Royal College of Art, Kensington Gore, London SW7 2EU

The Role of Inclusive Design in Making Social Innovation Happen

Include 2011 is sponsored by Audi UK and BT
24hour Design Challenge Sponsored by Sanctuary Care
Further information: <http://tinyurl.com/38o56h6>



helen hamlyn centre



What's the problem with toilets?



helen hamlyn centre

TACT³



What's the problem with toilets?



helen hamlyn centre

TACT³



What's the problem with toilets?



helen hamlyn centre

TACT³



What's the problem with toilets?



helen hamlyn centre

TACT³



What's the problem with toilets?



helen hamlyn centre

TACT³



What's the problem with toilets?



helen hamlyn centre

TACT³



Why is this an issue?

Good toilet facilities:

- Makes cities more accessible to women, children, disabled and older people
- Caters for pedestrians and public transport users, a key factor in relation to UK government policy
- Improves the visual and sensory urban realm and reduces environmental degradation.

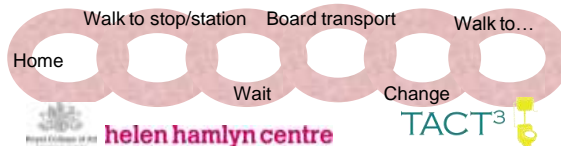


Royal College of Art **helen hamlyn centre**

TACT³

Transport Chain

- Metaphor of chain for seamless travel
- From front door to destination and return
- Linked whole opposed to discreet separate movements

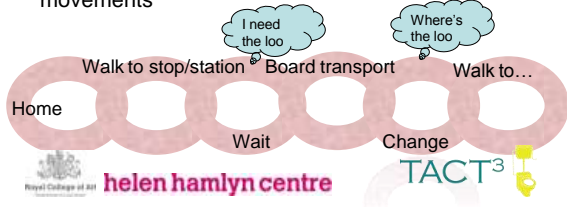


Royal College of Art **helen hamlyn centre**

TACT³

Transport Chain

- Metaphor of chain for seamless travel
- From front door to destination and return
- Linked whole opposed to discreet separate movements



Royal College of Art **helen hamlyn centre**

TACT³

Current Provision

Reality is that UK public toilet facilities have declined dramatically over last 20 years.

From 15,000 to 5500

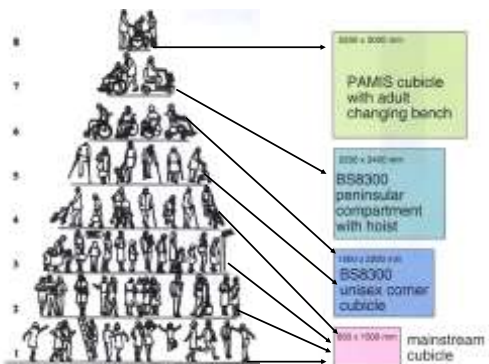
Also; design of facilities does not meet actual need



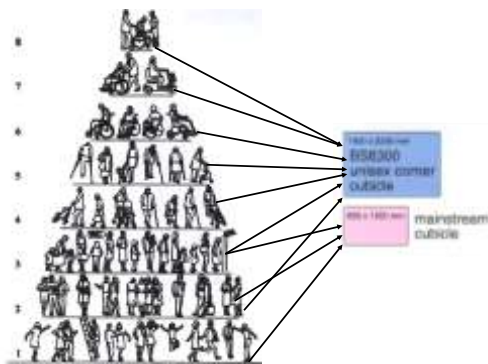
Royal College of Art **helen hamlyn centre**

TACT³

Size Matters – Population Pressures



Size Matters – Population Pressures





Inclusive design of 'away from home' (public) toilets in city centres.

- Research ran from 2003 - 2006
- Addressed changes to built environment in wake of UK's Disability Discrimination Act
- DDA to make buildings and services more accessible including toilets
- Closures due to poor access



- Discriminated against no-one
Inconveniences everyone



Inclusive design of 'away from home' (public) toilets in city centres.

Interviewed & surveyed 550 people on design & provision of toilets used when away from home

Included all ages, range of abilities and faith considerations

We found that:
Only 33% would use public toilets
83% would like to see more public toilets



Toilet Campaigns

Mr Len Cole of Liverpool

No loos on station

Wrote to train company

Media campaign

18 months - new station facilities



TACT3 - Tackling Ageing Continence through Theory Tools and Technology

Addressing issue through user centered design

New Dynamics of Ageing programme

Research programme funded by all UK Governments research councils (from biological sciences to art & design)



Managing chronic health conditions

Heart disease & cancer increase in over 70's
Circulatory disease increase in over 65's

Manageable with medication

Side effects include increased urinary frequency

Age impairment of eyes, ears, mobility & mental function



- 1 IMPROVING CONTINENCE INTERVENTIONS AND SERVICES
- 2 DEVELOPING ASSISTIVE DEVICES
- 3 CHALLENGING ENVIRONMENTAL BARRIERS



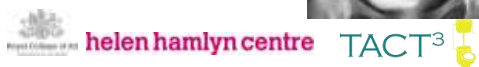
Managing chronic health conditions

The bladder too...

As the Connective tissue weakens:

- Lowers capacity to store urine
- Reduces efficiency of emptying bladder.

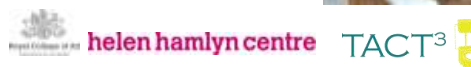
Need to use the toilet more and reach facilities faster...



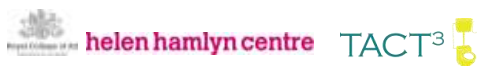
The Solution

- = Ageing population
- = more ageing people
- = more ageing bladders
- = need to use toilet more
- = more toilets

we hope!



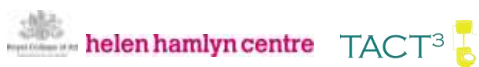
Current Toilet Innovations



Current Toilet Innovations



Current Toilet Innovations



RESEARCH			
Total No. of Respondents	Key Features of	Key Features of	Key Features of
1,234	Feature A	Feature B	Feature C
567	Feature D	Feature E	Feature F
890	Feature G	Feature H	Feature I
321	Feature J	Feature K	Feature L
654	Feature M	Feature N	Feature O
987	Feature P	Feature Q	Feature R
101	Feature S	Feature T	Feature U
202	Feature V	Feature W	Feature X
303	Feature Y	Feature Z	Feature AA
404	Feature AB	Feature AC	Feature AD
505	Feature AE	Feature AF	Feature AG
606	Feature AH	Feature AI	Feature AJ
707	Feature AK	Feature AL	Feature AM
808	Feature AN	Feature AO	Feature AP
909	Feature AQ	Feature AR	Feature AS
1010	Feature AT	Feature AU	Feature AV

What Older people told us

Need better designed facilities

"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"



What Older people told us

Lack of adequate toilets restricts wider movement

" I sometimes feel like a little animal, I always go the same way, follow the same path, as I know where the toilets are"

"I use to like to take the train to the next town as there's a shop there I really like. But I don't go there anymore, since they closed the loos on the train station"



What Older people told us

And a lack of decent toilet facilities can have dire consequences

"I lost my husband a few years ago, and I like to go over to the cemetery. But I can't spend as much time there as I'd like as I need to use the lavatory, and the ones there are disgusting... I can't use them... It upsets me a lot".

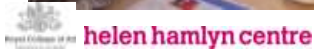
Social theorists call this 'the bladders leash' where the lack of toilets restricts peoples freedom of movement and the amount of time they can be somewhere.



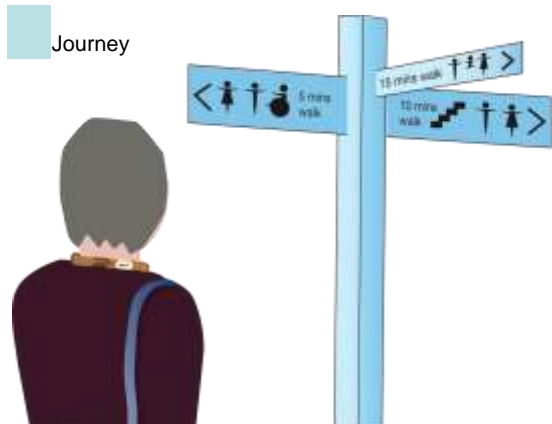
RESEARCH



WORKSHOP



Journey



Journey



Journey



Lives in town

Trainee Teacher

$2 + 2 = 4$

TOILETS

Signs

Planning ahead

Travels by car

Network of support

Yasmin, 26 Irritable Bowel Syndrome

"I'm not brave enough to explain that I can't walk on my..."

"You can look at a map of the town, it might tell you where the toilets are but it's not going to tell you what they're like"

"It would be a disaster for me if I went somewhere and they didn't have one there... I would just come home again"

"I don't have enough to explain that I can't walk on my..."

Paul, 38 Photographer

Wife + kids

Cycling

Home in Kent

Young family Rural home Travels for work Active lifestyle

"I see it as accessible to disabled people rather than excluding them..."

"I think access toilets are the way forward..."

"I see it as accessible to disabled people rather than excluding them..."

"I think access toilets are the way forward..."

"I see it as accessible to disabled people rather than excluding them..."

"I think access toilets are the way forward..."

Trips with mum...

Evening Out

Judith, 60

Ex-councillor

Barnes, London

Cares for mother

Enjoys the theatre

"I don't mind paying for a driver key"

"In the same as going into an area of town, there's no panic, there's a level of awareness of all things."

"I certainly believe that if you visit people will help them before they come."

"Water bottles, they make you go a bit stiff so when I come out for the day, I don't take more than two bottles with me."

freedom

Leonard, 82

Walthamstow

Retired Doctor

Limited Mobility

"I was along to the police station and complained about it, nothing happened, but the police got their own..."

"This should have a folding, when an attendant can be an attendant can be an attendant can be an attendant can be an attendant"

London Underground logo

Design concepts for finding the toilets, including in situ ratings and user reviews...



...need data on where the toilets are...



Local Councils ?
6 out of 300+ councils so far..!



Crowdsourced iPhone App + Website

Showing 6 toilets in Borough of Wandsworth

- incomplete, unreliable & out of date

Wandsworth Council Data

Showing 56 toilets in Borough of Wandsworth

including Community Toilet Scheme



Urgent need for change

Urgent need to address this issue now

Toilets key issue - needs to be addressed by governments in transport, service delivery, healthy ageing & QoL

Approx 15 years translate built environment research into practice

We can't wait that long!

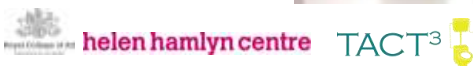


There's another problem

Toilets resource heavy

We have to address the wider environmental concerns

- Water for flushing?
- Toilet paper?
- Chemical air fresheners?
- Heating and lighting?
- Air dryers?



Break the chain

Lack of provision weak link in transport chain BUT

Metaphor of chain = restraint:

- one size fits all model
- linear, no room for deviation - freedom to roam (the bladders leash)
- Incontinence listed as disability preventing normal day to day activity
- Toilet provision as essential to accessible society for all.



Thank you for listening



helen hamlyn centre

TACT³

