



# HOIST ASSISTED TOILETS IN A RETAIL ENVIRONMENT

The UK has a large population of severely disabled children and adults who cannot use a standard wheelchair accessible toilet unless they are provided with:

- A hoist to lift to and from the wheelchair/toilet
- An adult sized changing table to lay on to be changed/dressed.

Failure to provide these facilities in retail environments results in dwell time and spend from these customers being significantly lower than it could be.

Without these facilities the average user would stay less than 1 hour and is unlikely to purchase food or drink. These customers do not travel alone and are always accompanied by carers, family or friends whose time is also restricted.

Severely disabled people and their families plan their day around the provision of these facilities and are actively avoiding shopping in places that do not provide them and will travel further to visit somewhere which does.

They will usually stay far longer in an environment that provides these facilities, and are more likely to purchase food and drink.



Ceiling track hoist & space saving fold-away adult size changing table

**The 'Purple  
Pound' is worth  
£212  
billion**

Business Disability Forum May 2016

# 86%

of parents with disabled children

left a venue earlier than planned  
because of the lack of a suitable  
toilet facility.

Firefly 2014

# Recent Research

We recently carried out a survey about how hoist assisted toilets within a retail environment affect people's visits. The survey was completed by 646 people who were parents/carers/disabled people who require the use of these facilities.

99%

of respondents said if they had the choice between 2 retail centres the addition of a hoist assisted toilet would encourage them to visit one over the other.

83%

said they would expect to spend more money in a retail environment that provided a hoist assisted toilet.

95%

said they would stay longer than 3 hours if a retail environment provided them with a hoist assisted toilet.

94%

said they would be likely or highly likely to stay in a shopping area for a snack or meal if there was a hoist assisted toilet.

79%

said they would be unlikely or highly unlikely to stay in a shopping area for a snack or meal if there was no hoist assisted toilet.

69%

of respondents said they choose where they shopped based on the availability of a hoist assisted toilet.

77%

said the time they can spend in a retail environment which does not provide a hoist assisted toilet would be limited to under 2 hours.

68%

respondents usually had 3 or more other people with them when visiting a retail environment.

1 in 200

people require a hoist & adult sized changing table to meet their continence needs.



## CUSTOMERS SAY...

"Because West Quay Shopping Centre in Southampton has a Changing Places toilet we no longer shop anywhere else. The facility means we are able to spend longer than we can in other shopping centers so we usually stay for a meal which ends up costing us at least £50 as there are 4 of us"

S Brisidion - disabled son age 6

*Last Christmas we visited Bluewater simply because they had a Changing Places toilet. The toilet meant we were all able to enjoy a full day of Christmas shopping, have a meal and then go to the cinema, something we cannot do in our local shopping mall. We will certainly visit again, it was worth the drive"*

K Lelliot - disabled daughter age 19

"I live in Brighton but now travel to Worthing town centre on a weekend because they have a Changing Places toilet near the shops (Brighton's is too far away) so we can spend the whole day in the town, do some shopping and have a meal without worrying about having to rush home or face the horror of a toilet floor."

Z Blomfield - disabled son age 6

*"Last weekend we visited our local high street because we knew there was a Changing Place toilet facility close by. That knowledge meant that we could browse round the shops for a couple of hours, and eat out at a local cafe which we can't do without a suitable toilet for our daughter."*

L Fillingham - disabled daughter age 5

*"Braehead shopping centre is one of the only shopping centres in Glasgow that has a CP. And for that reason alone, we shop there. It means we can go at any time of day and spend as long as we want there without having to leave as soon as our son needs changing. A visit that might last half an hour elsewhere can be stretched into a day out simply because of this toilet."*

L Rutherford - disabled son age 4

"It's simple, without a toilet with a hoist & changing bed I can't visit a shopping mall, cinema, high street, restaurant or anywhere that anyone else would be able to stay for any length of time. I have a job, I earn a lot of money, but I can't go out and spend it."

S.Taylor - wheelchair user

# 83%

of those who need hoist assisted toilets

would expect to spend more money if they had access to a hoist assisted toilet



- **We already provide disabled toilets, do we have to provide this?**

No, you do not have to under current planning and building legislation but you do have to meet the requirements of the Equality Act 2010 which includes reasonable adjustments so you may find that not providing this in a new build or redevelopment could lead to a successful complaint under that legislation.

- **How much do these facilities cost?**

A brand new full Changing Places facility will cost approx £22,000

Adding the equipment to an existing space will cost approx £6,000-£10,000

- **What if our ceilings are not suitable for a ceiling track to be fitted?**

There are many options of hoists, including a wall mounted option so there is often no need to

- re-enforce the ceiling.

- **Who will these facilities benefit?**

Anyone with a severe disability or continence issue including those with: Cerebral Palsy, Motor Neurons Disease, Parkinsons, Stroke, Profound & multiple learning disabilities, acquired brain injury, Spina Bifida, Multiple Sclerosis and older people.

- **Why do they need them?**

Without a hoist many of these people cannot be moved from their wheelchair to a toilet and vice versa. Without an adult sized changing bed they have no where to have their continence needs met other than the toilet floor as they are too large for a baby changing unit. The lack of suitable toilet facilities means their stay will be very time restricted.

- **Is it essential to provide a baby changing facility as well as a hoist assisted toilet?**

- This depends on the facility you are providing. Please ask for guidance on this.

- **Do we have to buy the equipment from the Changing Places or Space to Change campaigns?**

No you do not but you will get a lot of great advice and support from them if you do.

- **Can our hoist assisted toilet be listed on the Changing Places map?**

If it meets their requirements, yes.

- **How will this benefit my business?**

Provision of toilets suitable for every customer have been shown to increase footfall, dwell time and spend.