

What are they?

Age-friendly toilets provide independence, safety, ease of use for individuals and carers, and are well maintained. They are also accessible, available, and located where they are needed, including town centres, parks, community buildings, etc. Age-friendly toilets give people confidence that a toilet will meet their needs and preserve dignity.

Why do they matter?

Age-friendly toilets promote participation in society and address people's diverse requirements to support them to go out in the community. Lack of access to toilets can be a barrier to going out or lead people to reduce fluid intake which can result in dehydration. Even if a toilet does not meet all requirements, it may still be helpful as an option.

Age-friendly implementation considerations

- Listen to lived experiences** to learn what a diverse range of local residents, including older people, want and need from toilets. Undertake an access audit with older people / intergenerational groups of toilet features and location(s).
- Identify stakeholders** such as relevant council departments (e.g. planning, public health, environment, parks and community services departments), relevant authorities and local businesses.
- Develop solutions** with residents, stakeholders and local groups to ensure the toilets are safe and usable for all. Discuss priorities and agree improvements for implementation.

- 1 Availability of toilets:** Can people find where toilets are freely available for use and does signage point to them? Are accessible toilets located on step-free routes that are easy to navigate? Are toilets provided at key destinations? Are businesses encouraged to open up their toilets to the public?
- 2 Types of toilets:** Do people have a choice of accessible, gender-neutral, and gendered toilets? Is a Changing Places facility provided? If only one toilet is provided, is it a unisex wheelchair accessible toilet? Are bins provided in all toilets regardless of gender?
- 3 Ambulant accessible toilet dimensions:** Are accessible toilets for non-wheelchair users (e.g. ambulant people who may use a mobility device or require support) at least 1000mm wide and 2125mm long installed with an outward opening door and support features? Is the toilet a comfortable height?
- 4 Wheelchair accessible toilet dimensions:** Is the clear turning space at least 1.5m by 1.5m and room size at least 1.7m by 2.2m with required supports, fixtures and fittings? Are building services, ducts, and loose items outside of required clear spaces? Are baby facilities provided separately to not reduce access to the toilet? Where space allows, can people transfer from left or right?
- 5 Doors:** Are outward-opening doors provided to make it easier to open in an emergency? Are doors easy to open or automatic and wide enough for all people?

- 6 Support features:** Are fixed and drop-down grab rails provided? Do grab rails have a surface that provides a good grip when wet? Is the wall construction and fixings strong enough to support people using the rails to lower themselves or pull themselves to a standing position? Is a colostomy shelf provided to support people using a stoma?
- 7 Operable controls:** Are all controls (e.g. levers, locks, flushes, etc.) visible and easily operable with one hand, without the need to grasp or twist? Is there signage to explain how to use locks or sensor controls?
- 8 Contrast and finishes:** Do support rails and grab rails contrast visually with the wall? Does the toilet seat and cover contrast visually with the toilet pan and cistern? Do sanitary fittings / accessories contrast visually with their surroundings? Are floors slip-resistant, especially when wet? Are shiny floor or wall surfaces avoided to prevent disorienting reflections/glare?
- 9 Emergency alarm:** Are emergency alarm systems provided and reachable from the toilet and from the floor? Is a reset control provided on the wall next to the toilet in case the alarm is activated by mistake?
- 10 Maintenance:** Are toilet facilities regularly maintained for hygiene and functionality to ensure all features are clean, working, and the emergency cord is not tied up? Is information about public toilets (e.g. public toilet maps, signage, etc.) kept up to date?

Age-friendly toilets top 10 design considerations

Further reading

- [Lifting the Lid Age UK](#)
- [British Toilet Association's "Legalise Loos"](#)
- [ADT, Part T of the Building Regulations](#)
- [ADM, Part M of the Building Regulations](#)
- [BS8300 Design of an accessible and inclusive built environment](#)
- [Wee the People: A declaration for better public toilets](#)
- [Stoma-friendly toilets](#)

Toilets

No.	Design considerations	Y/N	Issues and actions notes
1 Availability of toilets			
1.1	Can people find where toilets are freely available for use and does signage point to them?		
1.2	Are accessible toilets located on step-free routes that are easy to navigate?		
1.3	Are toilets provided at key destinations?		
1.4	Are businesses encouraged to open up their toilets to the public?		
2 Types of toilets			
2.1	Do people have a choice of accessible, gender-neutral, and gendered toilets?		
2.2	Is a Changing Places facility provided?		
2.3	If only one toilet is provided, is it a unisex wheelchair accessible toilet?		
2.4	Are bins provided in all toilets?		
3 Ambulant accessible toilet dimensions			
3.1	Are ambulant accessible toilets at least 1000mm by 2125mm with outward opening doors and support features?		
3.2	Is the toilet a comfortable height?		
4 Wheelchair accessible toilet dimensions			
4.1	Is the clear turning space at least 1.5m by 1.5m & room size at least 1.7m by 2.2m with required supports, fixtures, fittings?		
4.2	Are building services, ducts, and loose items outside of required clear spaces?		
4.3	Are baby facilities provided separately to not reduce access to the toilet?		
4.5	Where space allows, can people transfer from left or right?		
5 Doors			
5.1	Are outward-opening doors provided to make it easier to open in an emergency?		
5.2	Are doors easy to open or automatic and wide enough for all people?		

No.	Design considerations	Y/N	Issues and actions notes
6 Support features			
6.1	Are fixed / drop-down grab rails provided?		
6.2	Do grab rails have a surface that provides a good grip when wet?		
6.3	Is the wall construction / fixings strong enough to support people using the rails?		
6.4	Is a colostomy shelf provided?		
7 Operable controls			
7.1	Are all controls (e.g. levers, locks, flushes, etc.) visible and easily operable with one hand, without the need to grasp or twist?		
7.2	Is there signage to explain how to use locks or sensor controls?		
8 Contrast and finishes			
8.1	Do support rails and grab rails contrast visually with the wall?		
8.2	Does the toilet seat and cover contrast visually with the toilet pan and cistern?		
8.3	Do sanitary fittings / accessories contrast visually with their surroundings?		
8.4	Are floors slip-resistant when dry or wet?		
8.5	Are shiny floor or wall surfaces avoided to prevent disorienting reflections/glare?		
9 Emergency alarm			
9.1	Are emergency alarm systems provided / reachable from the toilet and the floor?		
9.2	Is a reset control provided on the wall next to the toilet in case the alarm is activated by mistake?		
10 Maintenance and care			
10.1	Are toilet facilities regularly maintained for hygiene and functionality to ensure all features are clean, working, and the emergency cord is not tied up?		
10.2	Is information about public toilets kept up to date?		