

THE TOILET PAPER

Tackling Ageing Continence through Theory, Tools & Technology (TACT3)



TACT3
Promoting Ageing Continence



new dynamics of ageing
a cross-council research programme



helen hamlyn
centre for design

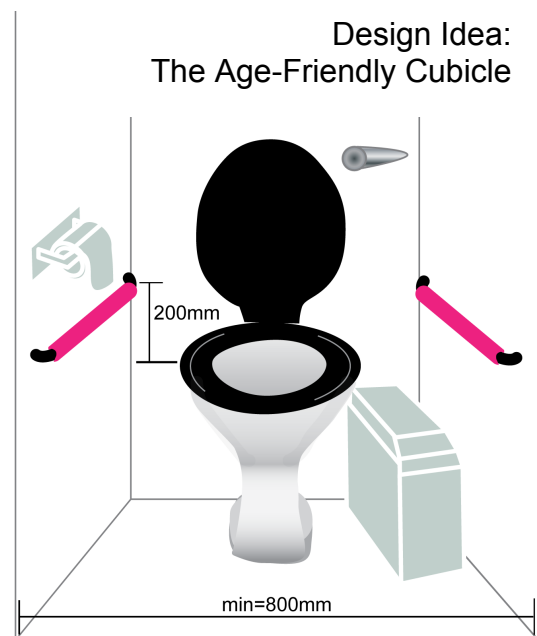
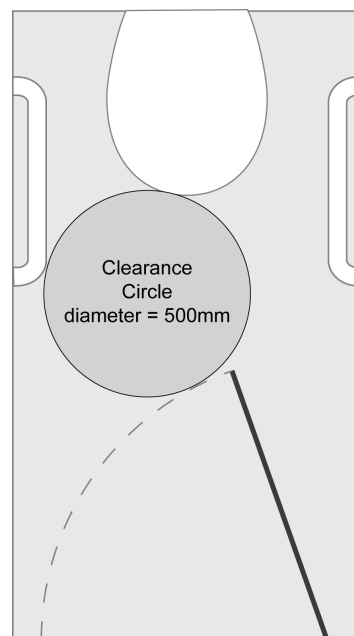
The TACT3 research project began in November 2008. This three-year project aimed to understand the issues faced by an ageing population with regards to the management of continence. Although not an inevitable part of ageing, many older people find that loss of continence is extremely distressing. It can also cause people to withdraw from their previous active social lives.

TACT3 has focused its research on three key issues: firstly, how to improve continence based service delivery for the NHS; secondly, developing assistive devices, based on user requirements, for continence management; and lastly, understanding the environmental barriers, in particular access to publicly accessible toilets.

TACT 3 has been carried out in partnership between:

- Brunel University
- Royal College of Art
- University of Sheffield
- Dalarn University (Sweden)
- Bristol Urological Institute
- University of the West of England
- Barnsley Hospital

Funding for TACT3 was awarded by the New Dynamics of Ageing (NDA) Programme, the UK's largest and most ambitious funding initiative to look at the issues of our ageing society. The NDA is funded by all of the UK's funding councils



Challenging the Environmental Barriers to Continence



The Great British Public Toilet Map

During the course of the TACT3 research we consulted over 100 members of the public and 20 toilet professionals, from providers to designers. The consultations told us that many people don't use public toilets, instead choosing to use toilets in cafes, shopping centres or pubs.

Consequently, some councils are paying businesses to allow non-customers to use toilets under Community Toilet Schemes.

In trying to find a solution for both users and providers of toilets we considered that the design ideas we developed would have to improve provision whilst not costing anything!

We found that information on toilet provision was needed by both users and providers, and set about exploring how information might be

improved. Using the initiative of Open Data, we developed The Great British Public Toilet Map, a public participation project to improve information about where the UK's public toilets are located and the service they provide.

This is useful information for most people, but essential for those with continence concerns – to improve their quality of life.

Our map will show where this data exists and where it does not. Where it does exist, people can use the map to find out information on nearby toilets. Where it does not, the website will help the public to write to the council to ask them to participate in the project.

The map can be viewed at:
www.greatbritishpublictoiletmap.co.uk

Robust Accessible Toilets – Lewisham Case Study

A key issue many people face when they are outside the home is access to clean and safe toilet facilities.

In many areas of the UK public toilets have closed, often because of problems of maintaining the facilities due to vandalism.

Toilet closures cause many people considerable problems, especially in relation to managing their continence needs.

The Robust Accessible Toilets (RATs) project, which ran alongside TACT3, has explored this issue in its research, and presents case studies and possible design solutions in the publication *Publicly Accessible Toilets: An Inclusive Design Guide*.

The guide is available free to <http://tinyurl.com/6kj4kmx>

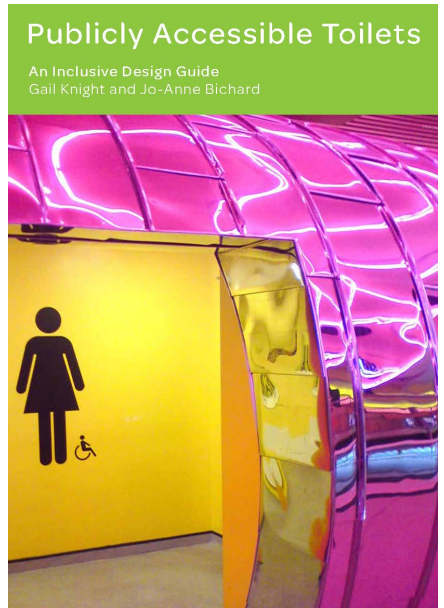
One of these case studies was of Lewisham's toilet provision.

This case study was developed from consultation with Lewisham's Pensioners Forum (LPF), who identified that the main problems with the borough's toilet provision were the lack of publicly accessible toilets in parks and throughout the local transport network.

Closed toilets or no toilet provision in Lewisham's parks prevented some older people from participating in exercise, whilst a lack of toilets at local bus and train stations prevented many older people going out locally as much as they would like to.

Members of LPF also commented that it was important that all publicly accessible toilets are well

maintained, as poorly managed toilets would not be used. Good provision included hot water and soap for hand washing and hooks and shelves for coats and bags.



Toilet Talk

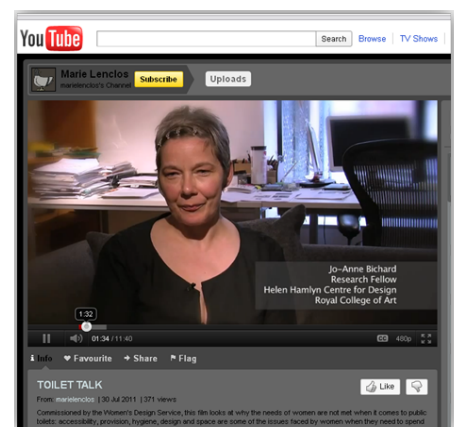
The Women's Design Service commissioned a short film looking at why the needs of women – such as accessibility, provision, hygiene, design and space – are not met when it comes to public toilets.

Jo-Anne Bichard was interviewed for the film and commented on a number of issues on the design of toilets for women, especially the size

of the space allocated for men's and women's toilets, and the lack of suitable public space that caters for other women's specific needs, such as breastfeeding.

The film was made by Marie Lenclos of Pigeon films and can be viewed at:

www.wds.org.uk/www/projects_toilets.htm



The Public Toilet Petition

In July 2011, a seminar organised by the Women's Design Service focused exclusively on the problem of public toilet provision for women. As a result of this event, a petition was developed and launched on the government's e-petition website.

The petition requires 100,000 signatures for the issue of toilet provision to be raised for debate by MPs. The petition can be found at: <http://epetitions.direct.gov.uk/petitions/15258>

Thank You

The TACT3 project comes to an end in October 2011. Jo-Anne and Gail would like to thank the following people for all their work in supporting the research:

Our colleagues at the Helen Hamlyn Centre for Design and the Royal College of Art, our fellow researchers on the TACT3 project and the project's Management and Advisory Board; The British Toilet Association; The Centre for Accessible Environments; the Women's Design Service and Age UK and The New Dynamics of Ageing Programme. Members of the public and the professionals who gave their time by talking to us and participating in the research.

And lastly our respective partners Howard and Ben for their continued patience with our fascination with toilets!

TACT³

Promoting Ageing Continence

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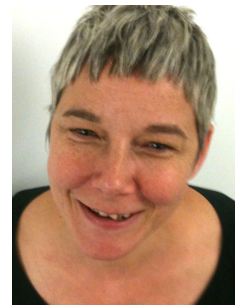
Co-Investigator:

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About the Researchers

Jo-Anne Bichard is a Research Fellow at the Helen Hamlyn Centre for Design.

Jo-Anne is leading the TACT3 research into public toilets and the new RATs project. She has published widely on the issue of public toilet design and expects to complete her PhD on the subject in 2012.



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Gail Knight is a Research Associate at the Helen Hamlyn Centre for Design, working full-time on TACT3 research into public toilets and the RATs project.

Gail is author of the '**Public Toilets and...**' blog is at:

www.gailknight.wordpress.com

and welcomes comments on loo issues.



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