

<b>Location of public toilets</b>	
<b>Best Practice</b>	Information about public toilet facilities and locations should be provided in promotional leaflets for both locals and visitors and on local authorities' websites. This will also highlight those local authorities that have a high level of toilet provision and those that are lacking in toilet provision, enabling local people to press their local authorities for better provision.
<b>Audit Findings</b>	Full details of public toilets can be found on the website for the council.  <a href="https://www.eastcambs.gov.uk/content/public-toilets">https://www.eastcambs.gov.uk/content/public-toilets</a>
<b>Grade 2022</b>	Compliant
<b>Suggestions to improve/resolve</b>	Maintain existing action and processes.
<b>Arrangements for disabled parking close to the facilities</b>	
<b>Best Practice</b>	<p>For a number of wheelchair users and mobility impaired people it is very important that designated, well sized, accessible parking bays are provided as close as possible to the entrance points to the toilets. If there is not sufficient size to allow a person to transfer from the car to a chair it may actually prevent that person from visiting the building at all or could result in them parking improperly causing an obstruction to other users.</p> <p>As a result, it is essential that an adequate number of well-designed accessible bays are provided. Routes should be level, free from steps, bollards and steep slopes which present difficulties for many disabled people. Moveable street furniture such as bins, seating and A-boards should be carefully located so as to not obstruct walking routes. Well-designed dropped kerbs with appropriate tactile paving should be provided where necessary. In addition, the hatched areas should allow a 1.2m access zone between bays at the side and 1.2m at the rear for easy boot access. Disabled users are likely to be more vulnerable to collision with traffic and a mobility impaired or elderly person is unlikely to be able to move as quickly as a disabled person. Equally a visually impaired person will be less aware of oncoming traffic.</p> <p>As a result, a safe route should be provided from accessible parking bays to the nearest exit or entrance. Any new bays should be designed to meet the requirements of BS8300: 2001. In effect this design ensures that the surface is relatively level, have a hard finish and free from stones, gravel etc. As well as a sign on the ground as provision for disabled drivers or passengers only, there should also be a sign immediately in</p>

	<p>front of the space, or to the side of the space, which is good practice. This is needed in case of snow or leaf covering on the ground. For wheelchair users, signs should be placed between 1000mm and 1100mm above floor level. The lettering should be in small case and should contrast with the sign board, and the sign should have a matt surface. Symbols can be used to supplement written signs.</p> <p>Directions to the disabled car parking are required to be placed at the entrance to the car park sites so any disabled visitors know which way to go to access the designated disabled car park space.</p>
<b>Audit Findings</b>	Disabled bays are available in each of the car park locations but are not available in the town centre toilet locations.
<b>Grade 2022</b>	Compliant
<b>Suggestions to improve/resolve</b>	Maintain existing actions and processes
<b>Flooring</b>	
<b>Best Practice</b>	<p>There are various regulations that apply to different premises, and different activities, but essentially, they all require that the floor is not slippery in normal use. None of the regulations define the level of slip resistance required, or the test protocols that should be followed.</p> <p>Options for Doc-M disabled toilet compliant flooring include non-slip vinyl or non-slip floor tiles. In a disabled toilet setting Commercial Washrooms typically recommend non-slip vinyl over tiles. The uniform flat surface is easier to clean and there is no grout to collect dirt and provide a breeding ground for germs.</p> <p>The quality of finish achieved is often similar, but vinyl is less expensive to supply and install, and a 'tanked' finish can be achieved, with vinyl running up the wall, Providing an easy to maintain and more water-resistant surface than tiles meeting skirting or wall tiles in a tight angle. It is very important to achieve a slip-resistant finish to the washroom floors so as to avoid users and occupants slipping.</p> <p>Elderly users with limited mobility are at particular risk of slipping as are carers who may provide physical support for disabled visitors. The flooring should also contrast visually against the walls.</p>
<b>Audit Findings</b>	None of the floors in the toilets presented as slippery.
<b>Grade 2022</b>	Compliant
<b>Suggestions to improve/resolve</b>	Maintain existing action and processes.

<b>Colour Contrasting</b>	
<b>Best Practice</b>	<p>References in this audit are made to visual contrast which is measured by LRV, which is the acronym for 'light reflectance value'. The LRV of an object is a measure of the quantity of visible light at all wavelengths that is reflected from the surface when illuminated by a light. In disabled accessible toilets, the difference in two objects LRV values is used to ensure that the visual perception of one element or fitting against another is sufficiently different, ensuring contrast between these objects makes the toilet room easier to use for those with various vision-related difficulties.</p> <p>Currently, the recommended difference in LRV values of two surfaces should be greater than 30 points. Where rooms provide adequate illumination measured to greater than 200 lux an LRV value no less than 20 would be acceptable. If further information or clarification is sought, please refer to Document M - Part 2 and BS 8300 7.2.5</p>
<b>Audit Findings</b>	In each toilet at every location, there is a difference in colour between the floor and the walls.
<b>Grade 2022</b>	Compliant
<b>Suggestions to improve/resolve</b>	Maintain existing action and processes.
<b>Fittings</b>	
<b>Best Practice</b>	As above, there should be a difference in two objects LRV values to ensure that the visual perception of one element or fitting against another is sufficiently different, ensuring contrast between these objects makes the toilet room easier to use for those with various vision-related difficulties. In practice comparing LRV values to comply with the regulations will prevent installers from fitting fixtures and fittings on to the fabric of the building where the colours are similar. For example, mounting white grab rails on to white walls which would be too difficult to perceive for some users.
<b>Audit Findings</b>	Barton Road and Littleport toilets have white fittings on white walls which is not best practice.
<b>Grade 2022</b>	Improvement Recommended
<b>Suggestions to improve/resolve</b>	Barton Road and Littleport toilets – replace the white fittings with contrasting colour fittings to the colour of the walls, e.g. navy-blue fittings.
<b>Door Fittings and Locks</b>	
<b>Best Practice</b>	Best practice is to fit Radar locks in your accessible toilets. You are not required to install RADAR locks on your disabled toilet doors or changing cubicles, however, they can be very beneficial. If you're going to lock your accessible facilities, you should consider a RADAR lock and key system as this allows those with

	<p>disabilities to access your washroom independently, without having to find a member of staff for a card, code or separate key.</p> <p>Benefits of installing RADAR locks for disabled toilets Only people who genuinely need to use an accessible toilet due to a disability or mobility issue will be able to unlock these toilets, preventing misuse and ensuring disabled facilities are available to those who need it most. Accessible toilets and changing areas will be cleaner as there will be limited access to these.</p> <p>Disabled users can access your accessible facilities independently as they won't need to ask a member of staff for a code on locked doors if there is a RADAR lock and key system in place. They help to protect your washroom facilities from vandalism, making them particularly useful in public washrooms.</p>
<b>Audit Findings</b>	<p>All the accessible toilets have been fitted with radar locks. The doors in the men's toilets at the Soham site are not fitted with locks The other door fittings and handles are compliant except for one door handle to the family room at The Ship Lane site.</p>
<b>Grade 2022</b>	<p>Improvement Recommended</p>
<b>Suggestions to improve/resolve</b>	<p>Install locks to the men's toilets at the Soham site. Change the door handle to the Family Toilet/Baby Changing room to a D style handle.</p>
<b>Ambulant toilet facilities</b>	
<b>Best Practice</b>	<p>An ambulant toilet is designed for people with ambulant disabilities which do not confine them to a wheelchair or bed (such as those suffering from arthritis or in need of a walking frame). Essentially, an ambulant toilet is more accessible than a regular toilet as it has certain supports in place such as grab rails to support the user. They are suitable for use by those who are not wheelchair bound and are also commonly used by the elderly, those recovering from injuries, pregnant women, people with mobility issues or other ambulant disabilities. Ambulant toilet cubicles are a requirement for part M of the Building Regulations and there needs to be at least one ambulant toilet cubicle per washroom.</p> <p>In terms of size, an ambulant toilet needs to have a minimum of 800mm between the cubicle walls and each side of the toilet, an out swinging door of at least 650mm and have a length of 850mm to adequately accommodate those with ambulant disabilities. At least three grab rails are needed for supporting the user and other factors addressed by Doc M and BS8300 (which includes the use of thermostatic mixing valves) also apply.</p>

	<p>Having an ambulant disabled toilet is a requirement for buildings so that washrooms are accessible to all. The benefits of an ambulant toilet include: They improve accessibility in toilet cubicles so users with ambulant disabilities can use them comfortably. They help to give those with ambulant disabilities more confidence and independence to use washroom facilities without the help of carers or staff. This is because they are fitted with equipment such as grab rails and necessary adjustments which include a raised toilet pan. They reduce the likelihood of accidents occurring as users are better able to support themselves with the extra safety measures in place.</p> <p>Ambulant toilet cubicles are specifically designed for those with ambulant disabilities (such as mobility issues and sensory loss) who do not require the use of a wheelchair or are confined to a bed. Whilst an ambulant toilet does also have grab rails and extra space to accommodate users, it is still smaller in size when compared to a disabled toilet which has other different requirements including:</p> <ul style="list-style-type: none"> <li>• Lower washbasins and mirrors</li> <li>• Certain door latch requirements</li> <li>• Lower toilet pans</li> <li>• Can facilitate colostomy bag users</li> <li>• Certain fixture and fitting requirements</li> <li>• Larger minimum door clearances</li> </ul>
<b>Audit Findings</b>	There are no ambulant toilet facilities at any of the sites.
<b>Grade 2022</b>	Improvement Recommended
<b>Suggestions to improve/resolve</b>	Consider providing ambulant cubicles at each site, where possible.
<b>Wheelchair users</b>	
<b>Best Practice</b>	<p>To comply with Document-M of Building Regulations, disabled toilet dimensions should sit at a minimum of 2200mm deep x 1500mm wide. This allows the right amount of space to install all the features needed for a disabled toilet, while still allowing the correct amount of space for a user to manoeuvre comfortably within the wash space.</p> <p>For instance, a wheelchair user needs to be able to transfer from their chair, over to the toilet pan. An accessible toilet is designed to meet the majority of needs of independent wheelchair users and people with mobility impairments, as well as the additional requirements of people with bowel and bladder conditions</p>

(such as colostomy bag users). It also helps people with other physical conditions such as impaired dexterity and grip, balance and other conditions where physical support from grab rails and the presence of an emergency alarm is helpful. Each toilet for disabled users needs to contain one toilet and one washbasin (and possibly a shower or other wash down fitting) and have a door opening directly onto a circulation space that is not a staircase and which can be secured from the inside.

A.D.M recommend: Wheelchair accessible unisex toilet provision Not located in a way that compromises privacy of users. Choice of transfer layouts when more than one unisex toilet is available. Doors to outward open – with horizontal closing bar to rear. Horizontal grab rails should be fitted on the back of the toilet doors, which will open outwards, as well as two vertical grab rails on either side of the washbasin. The toilet itself will usually be located close to a wall and whichever side the wall is, is where a horizontal grab rail will be fixed to the wall, with the other side offering a drop-down grab rail that can be moved out of the way to aid wheelchair users in transferring from their chair to the toilet pan.

You will also need to install a fixed vertical rail next to this drop-down rail too. The centre of the two vertical grab rails that sit beside the washbasin should be at 1100mm from the floor surface and spaced 600 - 700mm apart. The two rails that sit on either side of the toilet (one fixed, one dropdown) should have a height of around 680mm to the top rail surface. While the vertical rail beside the toilet should begin at 800mm from the floor. Toilets in separate sex washrooms Disabled people often plan their journeys meticulously to ensure that their access needs can be met.

Toilets are critical to travel both during the journey and at the destination and therefore every effort should be made to communicate up to date information. In principle, suitable sanitary accommodation should be available to everybody, including sanitary accommodation designed for wheelchair users, ambulant disabled people, people of either sex with babies and small children or people encumbered by luggage. A number of issues need to be considered in connection with all forms of sanitary accommodation. These relate to the needs of people with visual or hearing impairments, people with learning difficulties and people whose lack of tactile sensitivity can cause them to be injured by touching hot surfaces.

Taps and WC cubicle doors should be operable by people with limited strength or manual dexterity and doors to cubicles should be capable of being opened if a person has collapsed against them while inside the cubicle. Preferably, all doors to WC cubicles and wheelchair- accessible unisex toilets open out or, if they

	<p>open in, the door swing should not encroach into the wheelchair turning space or minimum activity space. Where possible, light switches with large push pads should be used in preference to pull cords.</p> <p>Alarms</p> <p>Disabled toilet alarm kits should be installed correctly and should be compliant with both Doc M building regulations and BS8300:2009. Red pull cords should be easily identifiable. The ceiling pull switch (cord) must be easily reachable from the toilet and floor area. The cord has two large tags which can be grabbed to pull (one must be at a height of 1000mm, and the other 100mm above ground level). The controller needs to be located in a place which can easily be heard and seen so that if there's an emergency, assistance can be provided. The overdoor "sounder" and light of the alarm should also be within clear view (typically, this is located above the exterior of the disabled toilet's door). If the alarm's controller is located outside, it must be protected from water, otherwise it will not be suitable for installation on the exterior of a building. There should be reset buttons inside the disabled WC area which can be accessed from the toilet and wheelchair. All BS8300 disabled toilet alarm systems should only be able to be reset from the area they were operated in case someone resets the alarm before the person who sounded the alarm receives help.</p>
<p><b>Audit Findings</b></p>	<p>Accessible toilets are available at 5 of the sites. (all except Palace Green) All the accessible toilet doors are clearly signed. Wheelchair approach to the toilets is free of steps/narrow doors/obstructions, etc. the door openings are at least 900mm wide to allow a wheelchair to pass through freely. The toilet doors open outwards and not into the toilet cubicle itself. This is so that if a user fell over, passed out, or needed assistance, it would be possible to open the door easily without the obstruction of something inside the room. There is sufficient space at the entry to the compartments for wheelchair manoeuvre and door opening. The door fittings/locks and light switches are easily reached and operated. The wheelchair WC compartments are large enough to permit manoeuvre for frontal lateral/angled/backward transfer, with or without assistance. Fittings have been arranged to facilitate these manoeuvres. Handwashing and drying facilities are within reach of someone seated on the WC except for the accessible toilet at the Ship Lane site.</p> <p>The taps are appropriate for use by someone with limited dexterity, grip or strength. Suitable grab rails have been fitted in all the appropriate positions to facilitate use of the WCs. Grab rails provide support and stability to users who might have trouble locating or using your toilet, washbasin and dryer. The rails might be used to move safely around the room from door, to toilet, to sink, or to help manoeuvre out of a wheelchair and onto the toilet. Grab rails should also be in a colour that contrasts to the wall, this makes them easier to see for</p>

	<p>the visually impaired. The manoeuvring areas are free of obstruction, e.g. boxed-in pipework/radiators/cleaner's equipment/disposal bins/ occasional storage, etc. Toilets have been fitted with coat hooks. None of the accessible toilets are fitted with emergency call systems.</p> <p>To comply with BS8300:2009 standard, new disabled WCs and washroom installations should be fitted with a disabled toilet alarm. By installing these alarms, you'll not only help to keep those using your washroom facilities safe, you'll give them more confidence and reassurance. If a person using a disabled toilet needs help (for example, they may have slipped and fallen over), they can pull the cord which is linked to a source outside, alerting security or reception that someone needs help It's important to ensure your washrooms have equal access, but adding an alarm means that if anything does happen, such as a slip, there's better safety measures in place. These alarms may be used in emergencies, where a quick response is crucial.</p>
<p><b>Grade 2022</b></p>	<p>Improvement Recommended</p>
<p><b>Suggestions to improve/resolve</b></p>	<p>Relocate the sink in the accessible toilet at the Ship Lane site so that the sink is in reach of a person sitting on the toilet. Install alarms in each of the accessible toilets. Ensure that the coat hooks in every accessible toilet are at an accessible height.</p>
<p><b>Cubicles</b></p>	
<p><b>Best Practice</b></p>	<p>Despite the restrictions some buildings might be subject to, it's important to consider cubicle sizes for ambulant cubicles and disabled toilet rooms. All new build premises must comply with Document-M of Building Regulations UK, and for existing buildings you are expected to deliver the most accessible washrooms possible. All standard cubicles should have a 450mm diameter manoeuvring space within the cubicle.</p> <p>The recommended internal width of the cubicle is 800mm wide and the recommended internal cubicle depth is 1500mm deep. Doors are typically inward opening with an opening of approximately 600mm wide. However, these are minimum, or 'standard' dimensions, and these sizes are often exceeded for design and usability purposes.</p> <p>Every toilet room should have at least one toilet cubicle that is suitable for ambulant disabled use. If there is only one cubicle in the washroom then this must be suitable for an ambulant disabled person. The ambulant cubicle must include an outward opening door and have grab rails installed to the sides of the cubicle. Where 4 or more cubicles are provided in a run within a toilet room, one of these should be an enlarged cubicle.</p>



	<p>Enlarged cubicles must be a minimum width of 1210mm wide and to include an outward opening door. A horizontal and vertical grab rail is required surrounding the pan. Enlarged cubicles may offer baby changing facilities. It is important to note the enlarged cubicles and baby change stations should be provided in both male and female toilet rooms. The disabled wheelchair accessible layout has been recently modified to accommodate an overall toilet cubicle length of 2220mm. The door opening needs to be 900mm with a 950mm (wide) outward opening door.</p> <p>This room should be fitted with a Doc-M toilet pack and should be compliant DocumentM of the building regulations. Disabled toilet dimensions also include instructions on where to locate certain features, as well as the required space for manoeuvring. Standard Dimensions - 2220mm wide x 1500mm deep Door Type - Outward opening</p>
<p><b>Audit Findings</b></p>	<p>Cubicle dimensions: The overall dimensions of the cubicles meet the recommendations. Cubicle layout: The cubicle layouts are based on the recommended layout in part M of the Building Regulations.</p> <p>The WC pans are correctly located and within recommended size tolerances. The flushing levers are located on the correct sides. Cubicle facilities: Whilst the cubicle layouts have been designed in accordance with part M and BS8300:2009 there are some omissions to cubicle facilities. Some have no mirrors above the wash hand basins and no long mirrors. There are no shelves in some of the accessible toilets, no colostomy changing surface adjoining the WC pan or disposal bin or sanitary dispensers.</p>
<p><b>Grade 2022</b></p>	<p>Improvement Recommended</p>
<p><b>Suggestions to improve/resolve</b></p>	<p>Ensure each accessible toilet is fitted with a mirror above the wash hand basins and long mirrors. Provide a colostomy changing surface and consider the provision of a sanitary dispenser. Soap dispensers and toilet roll holders should be relocated and securely fixed at no more than 1000mm above floor level.</p>
<p><b>Radar Keys</b></p>	
<p><b>Best Practice</b></p>	<p>A RADAR Key (sometimes called an NKS Key) is a large, silver-coloured skeleton key that opens more than 10,000 locked, disabled toilets in the UK. The RADAR key is part of the National Key Scheme (NKS), giving thousands of people with disabilities and health conditions independent access to locked public toilets around the country.</p> <p>The Radar Key Scheme enables these disabled toilets to be locked to prevent vandalism and misuse, while also being readily available to those who really need them. Radar toilets have been around since 1981 when the first one was opened. Now, over 400 local authorities in all parts of the country have adopted the scheme</p>

	<p>as well as many public, voluntary and commercial organisations such as shopping centres, pubs, cafés, department stores, country parks, railway and bus stations, airports, motorway service areas and sports venues.</p> <p>Disabled people’s toilets have wide entrances and disability symbols on the door. Unlike regular public toilets, disabled toilets are often locked and previously they were only available for use on request. The Radar key scheme ensures that people who need to use accessible toilets don’t have to ask someone else to open the door for them. Because disabled people’s toilets are big, private and less likely to be occupied, they are open to misuse by the general public.</p> <p>The Radar Key Scheme enables these disabled toilets to be locked, to prevent vandalism and misuse.</p> <p>Not all disabilities are visible or obvious to the onlooker so it is important not to be too quick to judge whether a person should or shouldn’t be using the toilet for disabled people. There are a wide range of problems and conditions which may require a person to carry a RADAR key. Perhaps they cannot get up the stairs to the regular loo, they may be using a catheter, suffer from incontinence and be unable to queue or have some other, invisible ailment which requires the use of the disabled people’s toilet.</p> <p>Anyone using a disabled people's toilet without legitimate reason should bear in mind that they may be unnecessarily preventing a disabled person from accessing vital facilities. This could lead to discomfort, distress or embarrassment.</p> <p>The RADAR key itself is a large, chunky key, twice the size of a key for a Yale lock. The large size of the key, the ergonomic turning head and chunky ring, are all designed to be easier for people with physical impairments in mind. To make them easier to get out of a bag and into the lock. The builders' merchants who produce the keys and locks, Nicholls and Clarke estimate that more than a million of the distinctive keys are in use. The RADAR key lock is a very simple mechanism, built to last for a long time and to withstand constant daily use. The purpose of the key is less about security than about pointing out that people should not be using the toilets unless they have a genuine need.</p>
<b>Audit Findings</b>	The accessible toilets are all fitted with radar locks which are operated by radar keys. These are available from the council offices or can be purchased online.
<b>Grade 2022</b>	Compliant

<b>Suggestions to improve/resolve</b>	Maintain existing action and processes.
<b>Baby Changing Facilities</b>	
<b>Best Practice</b>	<p>The British Toilet Association states that there should be no less than 1 unisex baby changing facility provided per 10,000 people using the area. An attempt should be made to try and separate baby changing facilities from disabled facilities in all main public toilets. This is because mothers with babies often use disabled toilet areas as there is no space in the regular (abled) toilets, thus increasing the queues for disabled users.</p> <p>Good practice has also shown baby feeding areas located close to, but separate from the baby changing room. It is important to consider the needs of mothers and babies in any toilet location, and wherever possible, an attempt to provide clean, quiet, hygienic baby changing facilities should be made. It is essential to remember that these facilities should be provided not only in ladies washroom areas, but within gent's areas as well, to meet the needs of fathers and male carers. Best practice is to provide a family room with nappy changing facilities.</p>
<b>Audit Findings</b>	The following sites provide family rooms/baby changing rooms: Barton Road, Cloisters, Ship Lane and Littleport. Soham provides a nappy changing bed in the Ladies toilets.
<b>Grade 2022</b>	Improvement Recommended
<b>Suggestions to improve/resolve</b>	Provide baby change stations in both male and female toilet rooms in the absence of a family room. (There is no fixed or regulation height at which baby changing units should be fitted to but most manufacturers agree that the height should be between 730mm and 800mm from the floor. This seems to be the most comfortable height for a number of users, male and female alike.)
<b>Signage</b>	
<b>Best Practice</b>	<p>In order that signs can firstly be located and then read it is important that signboards are well contrasted to their background. Arrows can be useful to signs but they can also be very confusing if not applied correctly. In general, signs should be designed so that arrows directing users to the left, up or down are set to the left-hand side of the lettering. Arrows directing to the right should be to the right-hand side of the lettering. As this is the Standard method, any sign adopting a different approach may prove confusing for the visually impaired person or someone with learning difficulties.</p> <p>Tactile information such as Braille and/ or embossed text will be helpful to some and is critical on certain signs, such as toilet doors. It is possible to add Braille information using a transparent self-adhesive tape</p>

	<p>below an existing sign, on a temporary notice or even on files, lockers and equipment. There is a Dymo label maker for this, costing circa £50 but you may find a local sensory services department will offer to do this at the cost of just the tape used.</p> <p>The most widely used tactile information is a 19 embossed symbol or text. The RNIB also sell a product called Tactimark pen which is a plastic writing tube with gel with which you can create freehand text or lines – the substance dries to give an embossed finish. It is available in black, white and orange at about £6 a tube. Embossed lettering is only helpful when in easy reach (such as on a door 1500mm high or below) and it needs to be of sufficient size to be legible by touch - minimum 15mm height of initial capital letter and 1mm raised depth from the background.</p>
<p><b>Audit Findings</b></p>	<p>Signs in uppcase do not conform to the Equality Act 2010 as they are potentially confusing to those with a visual impairment. During the audit, lots of signs in uppcase were identified. Some examples are shown here but this is not the complete list. Constantly review your signage to ensure the criteria are being met. Signs should form part of an integrated communication scheme that gives clear directions, information and instructions for use of a building – BS 8300:2001.</p> <p>Tactile signage makes visual information accessible to blind and partially sighted people. On the actual sites of the accessible toilets, where necessary, the location of disabled toilets was signed. During the audit, although the auditor had a map, several of the locations for the public toilets were difficult to find so more signage is recommended. Littleport toilets were signed from the road to the car park but then tucked away in a corner of the car park. A first-time visitor would have difficulty finding most of the public toilets. Some of the signs on the toilets were missing on the day of the audit (Soham) and these should be put back on the doors. Pictorial signs are recommended. As with most modern taps, the hot and cold indicators on the tap are very small. Larger signage indicators on the wall above the tap would assist the ease of operation particularly for partially sighted users. The application of braille signs would also assist some blind or partially sighted users.</p>
<p><b>Grade 2022</b></p>	<p>Improvement Recommended</p>
<p><b>Suggestions to improve/resolve</b></p>	<p>Door signs should incorporate braille or embossed text for the visually impaired. Replace missing door signs at the Soham site. Replace any signage in uppcase to lower case with only the first letter having a capital letter. Provide more locational signage to aid visitors to find the public toilets. Consider the application of braille signage generally and larger hot and cold indicators above the wash basin taps in the accessible toilets.</p>
<p><b>General Access</b></p>	

<p><b>Best Practice</b></p>	<p>Access to accessible toilets should be suitable for wheelchair access. Entrances should not be blocked. Ramps should be used where level access is not possible i.e. The entrance is stepped. Ramps should have the following dimensions: 1.5m wide with a minimum unobstructed width of 1.5m. Have a maximum individual flight of 10m and maximum gradients of 1:20 if longer than 5m, 1:15 if longer than 2m or 1:12 if shorter than 2m. Have 100mm high raised kerbs to any open side of ramp or landings. Have a continuous suitable handrail on each side which is easy to grip: slip resistant, non-reflective and not cold to touch.</p> <p>Handrails to project 300mm beyond top and bottom landings with closed ends. Handrails to be between 900mm and 1000mm above surface or steps pitch line / 900mm and 1100mm above surface of landings. Handrail profile to be diameter between 40mm and 45mm (where circular) or Oval 15mm min radius (preferred solution) min 50mm width (refer diameter 7 A.D.M). Max 100mm projection into surface width of steps, landings or ramps. Clearance of between 60mm and 75mm between handrail and any wall surface. Min 50mm clearance between the cranked support and the underside of the handrail. Inner face to be N.M.T 50mm beyond the surface width of the ramp or step access.</p> <p>The start of the ramp should be marked. Any steps into public toilets should be highlighted with nosings. This will alert a sight impaired person to a change in level. Nosings should be 2-inch strips which are painted or attached to the front and top of each step. Usually, yellow is used as it is a good contrasting colour. If nosings are not painted, then tactile paving should be used. Nosings, (stair edgings) are used to define the edges of steps in line with guidelines in Approved Document M (ADM) of The Building Regulations 2010 and BS8300:2009+A1:2010. Nosings can help to reduce accidents on stairs and steps as well as helping to provide an 'inclusive' environment giving access to all users. Any protruding obstructions, drains or obstacles should be highlighted to make access safer for a person with a visual impairment.</p>
<p><b>Audit Findings</b></p>	<p>The entrance to the toilets at Cloisters location was blocked by a bin on the day of the audit. There is a small step at the entrance to the Ship Lane toilets. Grab bars have been fitted. It is recommended to highlight the step to notify a visually impaired person. Palace Green toilets have also been fitted with a grab bar because of the stepped entrances. It is recommended to highlight the steps.</p> <p>There is ramped access to the accessible toilet at the Soham site. The ramp length and the gradient is suitable and it is wide enough to full length of ramp slope and landings. The top and bottom landings are of adequate size. The surface is suitable. The ramp has been built in line with guidelines in Approved</p>

	<p>Document M (ADM) of The Building Regulations 2010 and BS8300:2009+A1:2010. The slope surface is not visually contrasting with the landings and is in poor condition and in need of repair.</p> <p>At the path entrance to the toilets at Barton Road, there is a low kerb on each side. This could be a hazard for a visually impaired person so we recommend highlighting with nosings.</p>
<b>Grade 2022</b>	Improvement Recommended
<b>Suggestions to improve/resolve</b>	Relocate the bin at the entrance to the toilets at Cloisters location. Highlight any steps with contrasting coloured nosings. Repair the surface to the ramp at the Soham site and mark the start and end of the ramp as it is the same colour as the landing so offers no contrast for a visually impaired person. Highlight the kerb on both sides at the entrance to the Barton Road toilets.
<b>Hygiene and Cleanliness</b>	
<b>Best Practice</b>	One of the most important practice to maintain public hygiene is use of public toilet facilities when you go to public places. Since the outbreak of Covid-19, the issue of hygiene has become more pertinent than ever. Due to the heightened importance placed on maintaining good personal hygiene, many councils have begun to actively adopt strict sanitary practices to curb the spread of germs and viruses. Toilets should be clean, in good repair and monitored regularly and that an audit checklist should be located in the toilets and signed at regular intervals throughout the day.
<b>Audit Findings</b>	Apart from the toilets at the Soham site, toilets were clean, smelt fresh and generally in good condition.
<b>Grade 2022</b>	Improvement Recommended
<b>Suggestions to improve/resolve</b>	Repairs and better housekeeping needed at the toilets at the Soham site.