

Heckmondwike Bus Station

Operational Management Plan

7th July 2026

1. Introduction

This Operational Management Plan (OMP) has been prepared to describe the day-to-day operation and management of Heckmondwike bus station. The purpose of this document is to demonstrate that the bus station will operate safely, efficiently and in a manner that provides a secure and accessible environment for passenger's staff and bus operators.

The Operational Management Plan sets out the management arrangements for the station including opening hours, Staffing, passenger facilities, security, accessibility, maintenance emergency procedures and customer service standards.

2. Site Description

Heckmondwike Bus Station is a public transport interchange serving local bus services within Kirklees and the surrounding areas.

The bus station comprises:

- Six operational bus stands – five of which are Drive In Reverse Out (DIRO) and one is Drive In Drive Out (DIDO)
- One fully accessible disabled toilet
- One Changing places toilet providing enhanced facilities for passengers with complex disabilities.
- Passenger waiting area with seating and timetable information
- A help point
- CCTV coverage through the station
- Lighting and signage to support safe operation during opening hours

The bus station will be open from 05:00 - 23:59 seven days a week

The waiting area in the bus station will be open from 08:00 – 20:00 daily

3. Management and Staffing

Overall responsibility for the operation of Heckmondwike Bus Station sits with the Bus Station manager and Facilities and Assets department.

During operational hours the station is staffed by:

- Bus Station Manager who is responsible for the safe and efficient operation of the station, customer service, Liaison with Bus operators, incident management and ensuring compliance with operational procedures.
- One Security Officer responsible for maintaining a safe environment, responding to incidents, assisting passengers where appropriate and reporting any concerns.
- One Customer Support assistant responsible for keeping the bus station clean and tidy, and helping passengers with any concerns.

Staff work together to ensure the station remains clean, safe, accessible and welcoming for all passengers.

The Station includes:

- Access throughout the station to all six stands
- An accessible disabled toilet
- A fully equipped changing places toilet
- Clearly signed pedestrian routes
- Designated stands

Staff are available to provide reasonable assistance where required and will help and support passengers in accordance with applicable equality legislation and operational procedures.

Appendix

Heckmondwike Bus Station

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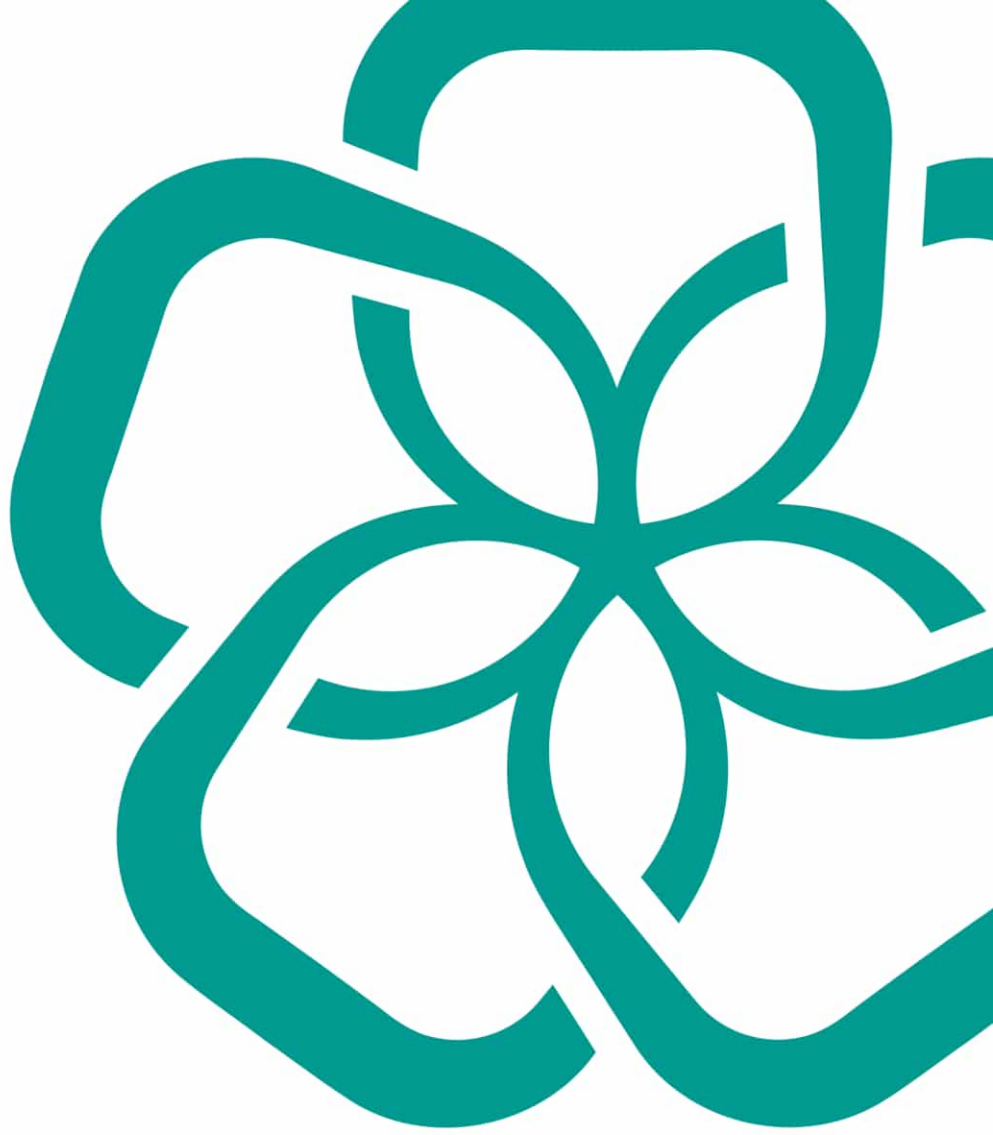
Contractors

1. Contractors First Aid and medical facilities
2. Fire Safety
3. First Aid and medical
4. Safety rules for contractors
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Accident and Investigation Procedure

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Accident and Investigation Procedure

For all incidents, the Bus Station Manager should ensure: -

- Any emergency action required is taken, e.g., give first aid where needed.
- The area is made safe, and the scene of the incident preserved.
- The names of people involved are recorded, including any witnesses.
- Details of any equipment used is recorded, together with identification numbers.
- The incident is recorded using the Incident Reporting On-Line system.

This procedure is intended to ensure that all employees of the West Yorkshire Combined Authority (the Combined Authority) are aware of and can comply with the requirements for investigating near misses, accidents, incidents, and any other adverse events.

Below is the link on SharePoint for the full document

<https://westyorksca.sharepoint.com/Forms%20guidance%20and%20policy/Corporate%20Services/Health%20and%20safety/1%20Management%20System/Accident,%20Incident%20%20Investigation%20%20Near%20Misses%20&%20Reporting/3%20Incident%20Investigating%20Procedure.pdf>

The Combined Authority will ensure that where required all near misses, accidents, incidents, incidence of work-related ill health, and dangerous occurrences will be fully investigated by suitably trained staff.

The investigation process is not meant as a means of determining fault or apportioning blame, its purpose is to:

- 1.Ensure that all necessary information in respect of the event is captured and collated.
2. Understand the sequence of events that led to the event.
- 3.Identify any unsafe acts and conditions that contributed to the cause of the event.
- 4.Identify the underlying causes that may have contributed to the
- 5.Ensure that effective remedial actions are taken to prevent any recurrence.
- 6.Enable a full and comprehensive report of the event to be prepared and circulated to all interested parties.

7.Enable all statutory requirements to be adhered to.

All staff selected to lead investigations will receive appropriate training in the investigative procedures to be adopted, interview techniques, report writing skills, and use of any equipment employed in the investigation process.

Employees will be required to co-operate and participate in any investigation if the organisation feels that they have specific knowledge, understanding, experience or skills that may assist in the investigation.

If an enforcing authority wishes to carry out an investigation, the organisation will strive to meet all its legal responsibilities when co-operating with the investigating inspector.

Event Investigating

The investigation of all adverse events that occur is an essential part of the proactive management of health and safety.

The process of carrying out investigations in a systematic and organised way will benefit the organisation.

By analysing the information collected about previous accidents we will be able to put in place measures which will help to prevent them from reoccurring.

Depending upon the severity of the near misses, accidents, incidents, it will need to be investigated to a different level.

A suite of Toolkits is available to support this procedure

Near Miss

In the event of a near miss the near miss reporting form should be used, this can be found in **Toolkit 1 - Incident Forms.**

https://westyorksca.sharepoint.com/:x:/r/_layouts/15/Doc.aspx?sourcedoc=%7BE9415187-2426-49DB-A40F-8699A101865B%7D&file=Toolkit%201%20-%20Incident%20Forms.xlsx&action=default&mobileredirect=true

The person making the report should complete Section 1 of the form and then pass it on to their line manager.

The line manager should then investigate the near miss, identify and implement any improvements / recommendations these should be listed in Section 2

When all improvements have been implemented the line manager should complete section 3 and forward the completed form to the HSP.

This process is illustrated in Toolkit 2 - Quick Guide – Near Miss



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Incident

In the event of an incident occurring the incident level 1 form should be used, this can be found in **Toolkit 1 - Incident Forms**.

The person making the report should complete Section 1, this should then be sent to their line manager and the HSP.

The line manager should investigate the incident, identify, and implement any improvements / recommendations these should be listed in Section 2, the form should then be sent to the HSP.

They will then decide if the incident is a level 1 or a more serious level 2, for level 1 the form will be returned to the line manager for completion of Section 4, completed forms should then be returned to the HSP.

For more serious incidents, the level 2 process will be instigated.

Minor Accident

In the event of an accident occurring the accident level 1 form should be used, this can be found in Toolkit 1 - Incident Forms.

If first aid is required the first aider should complete the form, if not then the relevant line manager should complete it. The person making the report should complete Section 1, this should then be sent to the Health and Safety Partner.

The Health and Safety Partner will then decide if the incident is a level 1 or a more serious level 2, for level 1 the form will be returned to the line manager for completion of Section 3, completed forms should then be returned to the health and Safety Partner.

For more serious incidents the Health and Safety Partner will notify any external body necessary e.g., HSE, and the level 2 process will be instigated.

Preparations should also be made for the investigation by making the area safe, preserving the scene, etc.

This process is illustrated in Toolkit 4 - Quick Guide – Accident Level 1

Major Accident or Incident

Once an accident or incident has been classified as level 2 it will be the responsibility of the line manager and / or the Health and Safety Partner to instigate a level 2 investigation as soon as possible.

The investigation should be carried out in accordance with Toolkit 5 - Quick Guide - L2 Investigation and Toolkit 6 - Guidance on Investigating Incidents.

A lead investigator should be nominated (usually the line manager) and an investigation team of appropriate people should be appointed to assist the lead investigator with the process.

The lead should then arrange a meeting of the team and begin compiling the L2 report. The primary function of the meeting is to allocate duties such as interviewing witnesses, examining the scene, information analysis, etc.

The team will collect and record all the relevant evidence and information using the forms provided in **Toolkit 1 - Incident Forms**.

Additional guidance on carrying out an interview is provided in Toolkit 7 - Interview Guidance.

A root cause analysis should also be carried out using the Why Tree process as defined in Toolkit 1 - Incident Forms.

Once all information pertinent to the event has been collated and analysed the investigation team will meet and discuss their findings, identifying conclusions, recommendations for improvement and those responsible for their implementation these should be entered into section 4.

The actions should be issued to those responsible for their implementation and completion, when actions are completed the lead investigator should be informed via e-mail any corroborating evidence should also be included for inclusion in the final report.

When the lead investigator has received notification that all actions are complete they should complete section 4 of the form and send it and all other supporting documentation to the Health and Safety Partner for review and sign off, it will then be sent to the relevant director for final review and sign off.

This process is illustrated in Toolkit 5 - Quick Guide - L2 Investigation

Once Toolkit Incident forms are completed then these need to be forwarded by email to

- Bus Station Services Manager
- Health & Safety Partner
- CCTV
- Legal Officer

Accident Investigation

Investigations are carried out to:

- Comply with the law.
- Understand how and why things went wrong.
- Identify failures in risk control.
- Discover how work is done in practice and check existing procedures are adequate.
- Help prevent similar incidents happening.
- Reduce the costs from the disruption of work and possible legal claims.
- Provide information in the event of a legal claim.

Minor Incidents

Where the incident is of a minor nature and the likelihood of it happening again is small, a brief investigation will be all that is needed.

Moderate and Serious Incidents

If the incident is of a more severe nature (or could potentially have been) and/or the likelihood of it happening again is high, a detailed investigation will be required.

For serious incidents, the Health and Safety Partner must assist in the investigation and in the case of fatal accidents, the HSE and Police will also be involved.

Information Gathering

Begin as soon as possible after the incident, gather the facts and record as much as possible on the relevant Incident Report

Speak to everyone involved and witnesses to the event. Ask them what they heard and saw.

Inspect the location of the event as soon as possible - note position of people, equipment; condition of site; substances in use at the time; PPE worn.

Make appropriate sketches, take photos and measurements, and inspect documentation.

Keep detailed notes, as this will be helpful when analysing information later.

Keep an open mind and be objective.

Facts are obtained by using the interrogatives **“WHAT,” “WHY,” “WHEN” “WHERE”, “HOW”** when asking questions of those involved, who witnessed what happened or who influenced the accident.

- Where and when did the incident happen?
- who was injured / suffered ill health or was otherwise involved?
- How did the event happen? Describe the chain of events leading up to, and
- Immediately after the incident. Often a few chance occurrences and coincidences combine to create the circumstances in which an incident can happen.
- Note any equipment involved. Plant and equipment that had a direct bearing on the incident must be identified clearly. Note any modifications made to the equipment; its position and the position of the machinery controls immediately after the incident.
- What activities were being carried out at the time? Were they authorised?
- Was there anything different or unusual about the working conditions?
- Are there adequate safe working procedures? Were they followed?
- What injuries or ill effects, if any, were caused; was first aid given?
- Was there an injury, how did it occur and what caused it?
- Was the risk known? If so, was it controlled? If not, why not? Were the hazards and risks communicated to those who needed to know?
- Was the maintenance and cleaning sufficient? Lack of maintenance and poor housekeeping are common causes of incidents. Was the state of repair and condition of the workplace, plant, and equipment such that they contributed or caused the incident?
- Did the organisation of the work affect the incident? Check standards of supervision: (were the supervisors themselves sufficiently trained and experienced?); inappropriate working practices or lack of skills.
- Were the people involved suitably trained and competent? Did they appreciate the potential risks? e.g., young workers and new staff require additional supervision.
- was the workplace layout a problem e.g., was there enough room to move around?
- Were the materials involved hazardous, heavy, hot etc.?
- Was any equipment involved difficult to use?
- Was safety equipment available and was it being used?
- Were there any other factors that influenced the event, e.g., weather, sabotage, disability, misunderstandings etc.?
- Is there a written risk assessment for the process or task that led to the incident? Is it 'suitable and sufficient'? Were the risk control measures identified as being necessary ever adequately put in place.





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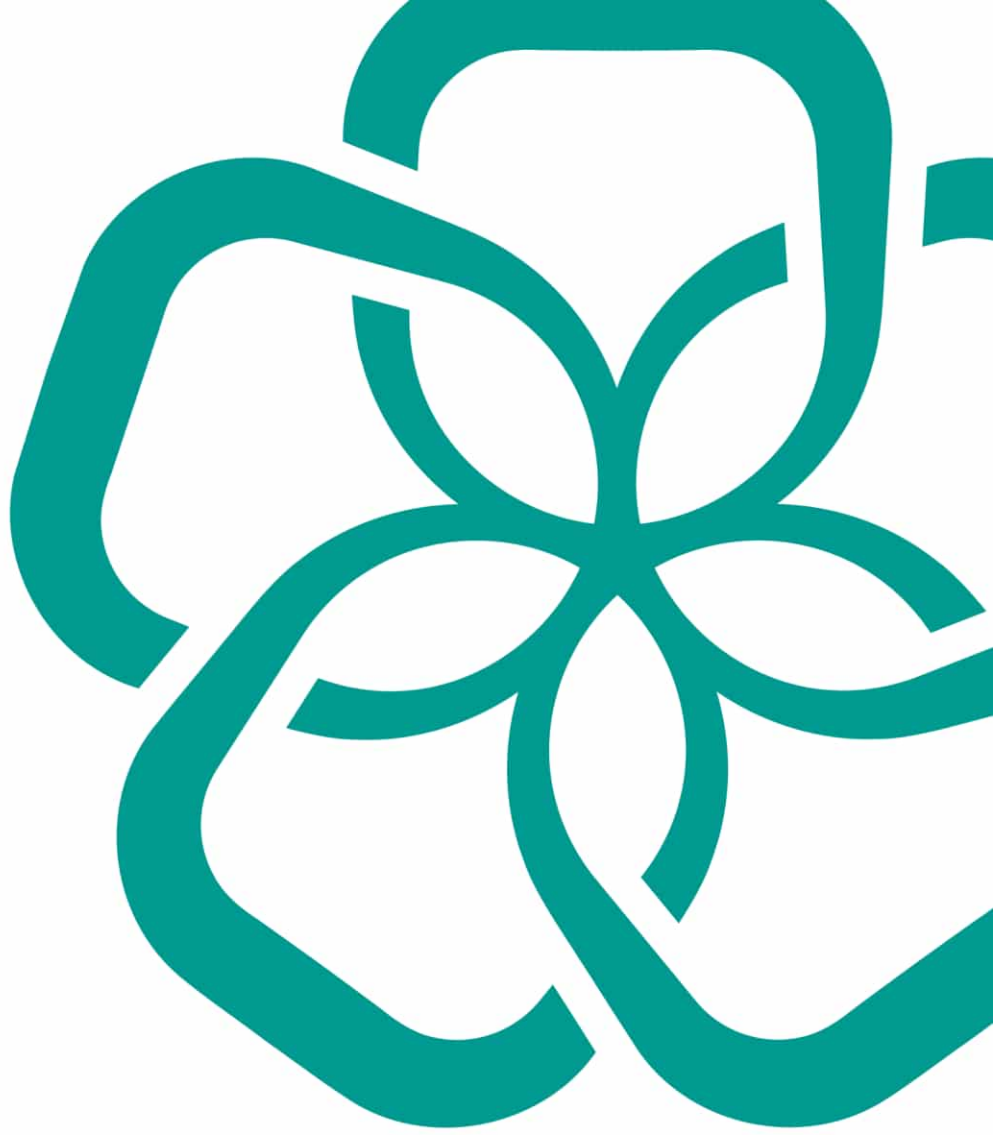
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The Basic Rules for a BSM

Craig Kirby

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The Basics

The Basic Rules

The following document should be read thoroughly. If you are unsure about anything, you should check with the Bus Station Services Manager.

As a manager you must ensure that:

- Daily, weekly, monthly, and quarterly checks are carried out. Health and Safety is vital at all stations and cannot be emphasised enough. It is imperative that we keep a safe environment for our colleagues, customers, operators, and tenants. To prompt you to look at all areas, booklets and online tools containing these checks are produced by our admin and health and safety departments.
- Walk around all areas of your site every day to ensure any defects are identified and rectified in a timely manner via [Property, land and assets - TF Assets - All Documents](#) and selecting the TF Help Call Sheet.
- All automatic doors must be checked twice daily.
 - o If doors are auto locking, firstly check if a fault is found by using [iContact ECO](#) and attempt to reset the doors. If unsuccessful, then raise a fault as soon as possible.

The screenshot displays the iContact ECO web application interface. At the top, there's a navigation bar with links like 'My Locations', 'My Devices', 'My Reports', and 'Log Out'. Below this, a search bar and 'Location Options' are visible. The main content area shows a 'Location Listing: METRO WYCA' with a table of bus stations. The table has columns for 'Location Name', 'No of Devices', 'Address', 'Town / City', 'County', and 'Postcode'. The METRO logo is prominently displayed in the bottom left corner of the application window.

Location Name	No of Devices	Address	Town / City	County	Postcode
Batley Bus Station	8	Bradford Road	Batley	W Yorkshire	WF11 5SA
Ringwood	10	Canary Road	Ringwood	W Yorkshire	H16 1BB
Castleford Bus Station	13	Albion Street	Castleford	West Yorkshire	WF10 1EG
Cocklehaton Bus Station	8	Dunstable Road	Cocklehaton	W Yorkshire	BD19 5AN
Holbeck Bus Station	24				
Knightley Bus Station	16	Box Street	Knightley	West Yorkshire	DD21 3PD
Leeds City Bus Station	33	York Street	Leeds	West Yorkshire	LS2 7HL
Oswest Bus Station	8	Prospect Road	Oswest	W Yorkshire	WF5 8AN
Pontefract Bus Station	13	Henshall	Pontefract	West Yorkshire	WF8 1T7
Pudsey	2	Market Place	Pudsey	W Yorkshire	LS28 7EE
Dewsbury Bus Station	23	South Street	Dewsbury	West Yorkshire	WF12 8AR

- If doors are manual locking and Security have attempted resets which have not worked, a fault should be raised as soon as possible.
- If you are unsure of how to deal with a particular fault, the F&A Service Manager can be contacted for advice.
- Joint Inspections with operators must be carried out, recorded and saved in SharePoint.

- Bus Station Manager, Security and Customer Care Assistants must report all near misses and accidents on the appropriate form <https://westyorksca.sharepoint.com/sites/HealthandSafety/SitePages/Accident,-Incident,-Investigation,-Near-Misses-%26-Reporting.aspx> then distributed to Bus Station Services Manager, Health and Safety Partner and CCTV via email.
- Infringements by drivers of “Bus Station Conditions of Use” should be reported to the Bus Station Manager by Security who can contact the operator directly or advise the Monitoring and Compliance Team Leader.
- Uniform and WYCA ID Badges must always be worn when on site or visiting Wellington House. Please note entry will be refused to Wellington House if no ID is displayed.
- Customers, tenants and drivers must be approached in a polite, friendly, and professional manner at all times.
- Liaise with Security and Customer Care Assistants daily to make them aware of any issues and deal with them in a timely manner.
- Check daily to ensure staff are clocking in and out for breaks.
- Customer Care Assistants’ hours should be checked weekly; Absences are reported to Payroll and HR and complete Return to Work forms upon return.
- Report any security lateness or absences to our Security Contract Manager via the [Lost Hours Tracker](#)
- Check invoices daily and deal with them promptly.
- All information relating to bus service changes should be updated in the HoQ and any errors reported to the relevant people. Any faults with Real Time Information should also be reported. Stand clashes of less than five minutes will also require reporting



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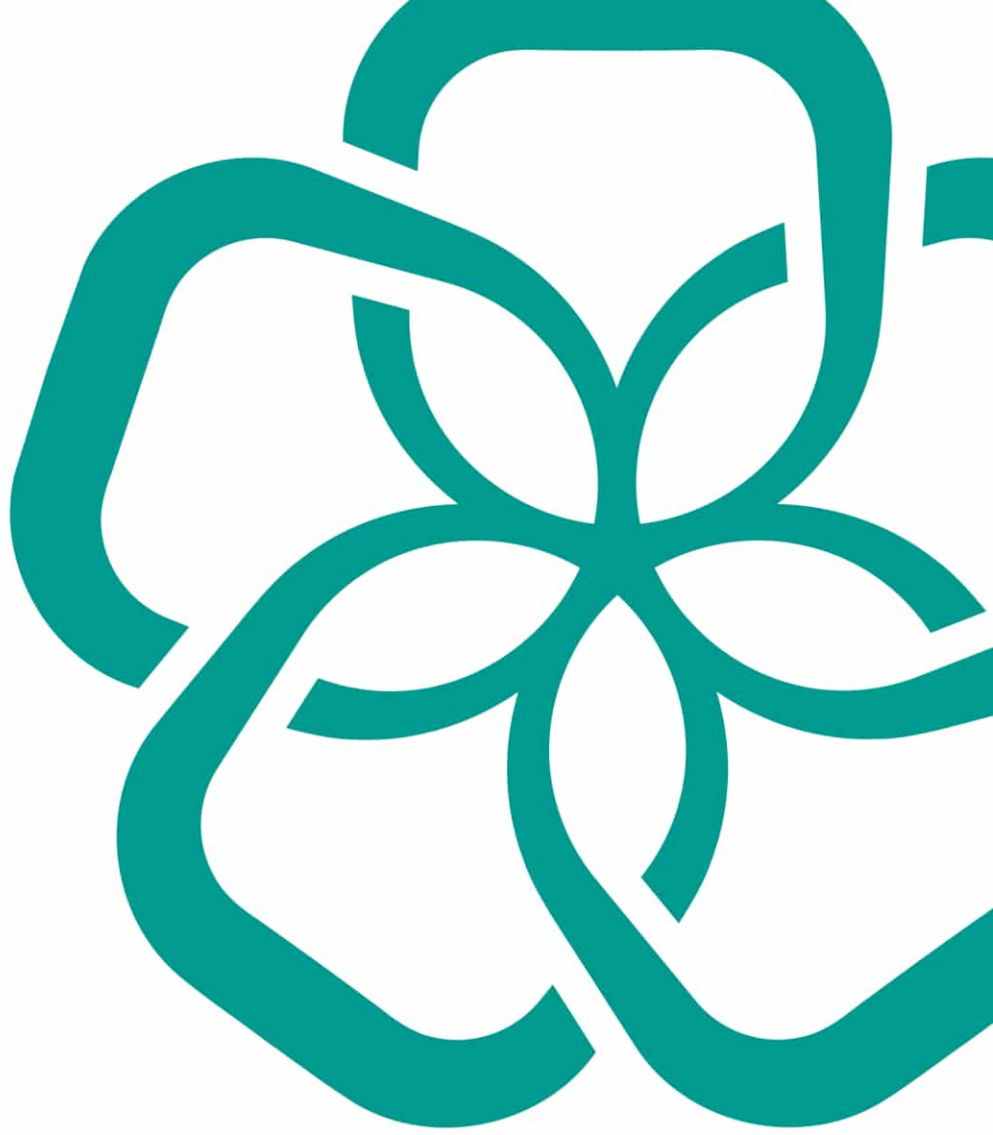
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Contractors and Repairs

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Bus Station Repair Guide

The main aim of this section is to present the following:

- ✓ Contractors – including Method Statement and Risk Assessment (RAMS)
- ✓ Deciding which contractor to use for minor and major repairs.
- ✓ How to contact a contractor Out of Office Hours
- ✓ Weekend Cover
- ✓ Budget control, Planning & Budget Review (Including under & overspend procedure)
- ✓ Authorising and disputing invoices.

Contractors & Repairs

The role of the Bus Station Manager varies over the course of the day. One of their most important tasks is to ensure that the bus station is kept in a good state of repair.

There will always be a need to arrange minor and major repairs to the bus station. Defects which are left may result in the problem getting worse. Likewise, defects which relate to health and safety **MUST** be attended to as soon as possible, e.g. door failure, flooding, leaking toilets or any defect that may result in harm or injury to a person or persons **must be treated as an emergency.**

What are emergency hours

- Emergency hours are those outside “normal” working hours from Monday to Friday, plus weekends and bank holidays. These are also known as Out of Hours (OOH)
- “Normal” hours being classed as the starting and finishing times of the Bus Station Managers, usually between 07:30 -17:00 hours.

What constitutes an emergency

- An emergency should be either life threatening, or one that causes major inconvenience, loss of trade, security issues, or danger to tenants, bus operators or the travelling public, which, if not rectified immediately, would cause WYCA to be brought into disrepute or to suffer financial penalties.

Examples of an emergency

- Road Traffic Accidents where structures are rendered unsafe.
- Loss of lighting which may affect the safety of the public.
- Loss of all toilet facilities.
- Lift breakdown
- Threats of fire, flooding, gas leaks.

One toilet not working out of a group of toilets would not constitute an emergency.
One light out of a group of lights not working would not constitute an emergency.

How to determine an emergency

Being confronted with a situation you should assess whether the fault is life threatening, does it cause major inconvenience, whether safety or security is at risk, will it lead to financial penalties etc. If so, the situation should immediately be classed as an emergency.

If, on the other hand, you can take measures to make the area safe, causing minimum inconvenience to bus station users, you should take whatever action necessary, avoiding the need to call out an emergency contractor.

For example:

- Could a stop tap be turned off to prevent flooding?
- Could the area be cordoned off until the next working day?
- Could a blocked toilet be prevented from being used by locking the cubicle door and still leaving other facilities available?
- Could warning notices be erected alerting bus station users of the defect?

The person on the ground must do everything within their power to relieve the urgency of the situation, with the minimum of inconvenience and danger to bus station users before the situation can be classed as an emergency.

Taking such an action does not mean the situation has been satisfactorily resolved. It means that a “stop gap” action plan has been instigated, allowing repairs to be carried out during normal working hours. This reduces the cost of such repairs.

Managers should be familiar with which contracts have been set up by the Mechanical/Electrical Officer and their scope.

Defects & Repairs

When a defect is first noticed, either by staff, members of the public or by the Bus Station Manager, the defect should be logged on the site inspection book held at each station. The date, time of the defect and location. The Bus Station Manager receives an approved contractors list from Facilities Assets Admin team which includes charges, location, and telephone numbers. From the list the BSM chooses the most appropriate contractor for the job.

What follows is the procedure for arranging repairs:

Minor Repairs

- I. Determine what the repair is and, if possible, using the provided list of contractors, decide who would be the most suitable, If unsure please contact the F&A Service Manager for advice.

- II. Using the help call list for TF Cloud [Property, land and assets - TF Assets - All Documents](#) and selecting the TF Help Call Spread Sheet to raise the help call for the Bus Station that requires the work including the category of response.
 - a. Platinum > 2 Hour Response
 - b. Gold > 4 Hour Response
 - c. Silver > 24 Hour Response
 - d. Bronze > 3 Day
- III. Once the spreadsheet is updated email TFHelpdesk@westyorks-ca.gov.uk stating spreadsheet has been updated.
- IV. A Risk Assessment and Method Statement (RAMS) is required for some work and the Station Manager should check the details.
- V. If a contractor is new to the site, they must be site inducted by the BSM or Security using the standard form. (Please note that a contractor should be inducted at least yearly if a regular visitor or every time if very infrequent.) The completed form should then be scanned and saved on SharePoint.
- VI. The contractor must **SIGN IN.**
- VII. They need to be shown the repair and if working in a public area, the area **MUST** be cordoned off and made safe members of the public. The contractor must undertake the work safely.
- VIII. If the contractor leaves site for materials before the task is completed, the area must be left safe, and the contractor signs out. Upon the contractor's return they must sign in again.
- IX. When the work is finished, the manager should check that the job is completed and sign any form the contractor completes. A copy should be retained for our records Once done the contractor **SIGNS OUT.**
- X. It is ideal to keep a log of all orders you have placed. The log should show the date and orders that are placed.

Major Repairs

- I. In some instances, further advice on the repair may be necessary, in this case contact the F&A Service Manager. They should come to site to determine the work that needs to be undertaken and advise on what repair needs to be carried out.
- II. Ensure quotes are obtained as orders over £500.00 require authorisation from the Bus Station Services Manager.

ONLY CONTRACTORS FROM THE APPROVED CONTRACTORS LIST CAN BE USED TO CARRY OUT REPAIRS OR MAINTENANCE ON THE BUS STATION.

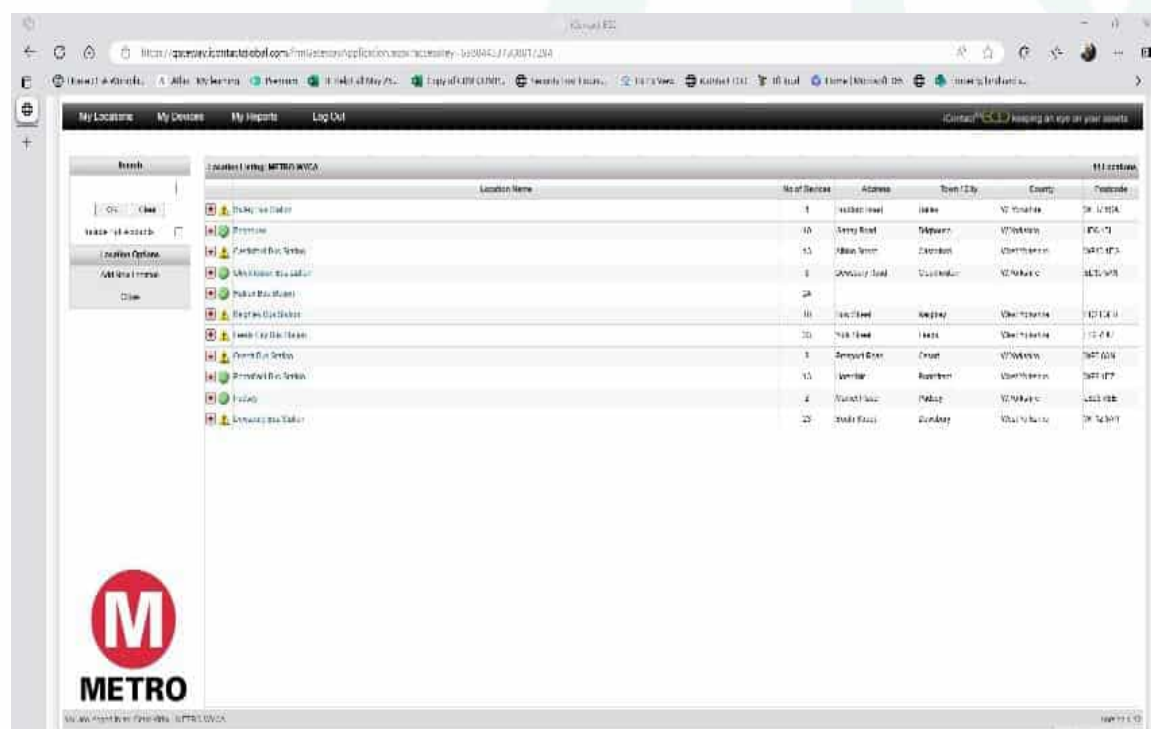
Automatic Door Repairs

When a stand door is reported faulty by either a member of staff, bus driver or customer the following should take place.

- Attempt to reset the door.
- If door resets OK, no further action to be taken

If door fails to reset

- If automatic door is on the automatic locking system, then use the ARS [iContact ECO](#) link and attempt to reset the doors.



- If successful no further action is required.
- If the door is still faulty, an order should be raised using the help call list for TF Cloud [Property, land and assets - TF Assets - All Documents](#)
- Once the spreadsheet is updated email TFHelpdesk@westyorks-ca.gov.uk stating spreadsheet has been updated
- Ensure the door is safe whilst waiting for repair – if unsure what action to take seek advice from Bus Station Services Manager.
- If a contractor is new to site, they must be site inducted by the BSM or Customer Care Officer (Security) using the standard form. (Please note that a contractor should be inducted at least yearly if a regular visitor or every time if very infrequent.) The completed form should then be scanned and saved on sharepoint.
- Ensure the engineer is qualified to carry out the repair – if unsure contact the F&A Service Manager.
- The contractor must **SIGN IN**.
- Ensure the engineer follows all health and safety instructions and regulations whilst on station.
- If repair is completed and in working order no further action is required.

If door unable to be repaired

- Inform the Bus Station Services Manager or F&A Service Manager and make sure they are kept updated.
- Look at alternatives to ensure passenger safety – if unsure, seek advice from Bus Station Services Manager.
- Get a quotation for the repair and the time it will take to repair.

If the quotation is over £500.00 inform the Electrical/Mechanical Officer to ensure the price is correct

Deciding which contractor to use for minor and major repairs.

For any Building or Electrical work the job should be raised for JPB

Plumbing, Fire and Intruder Alarm repairs should be raised for ECG

All Auto Door repairs should be raised for ARS





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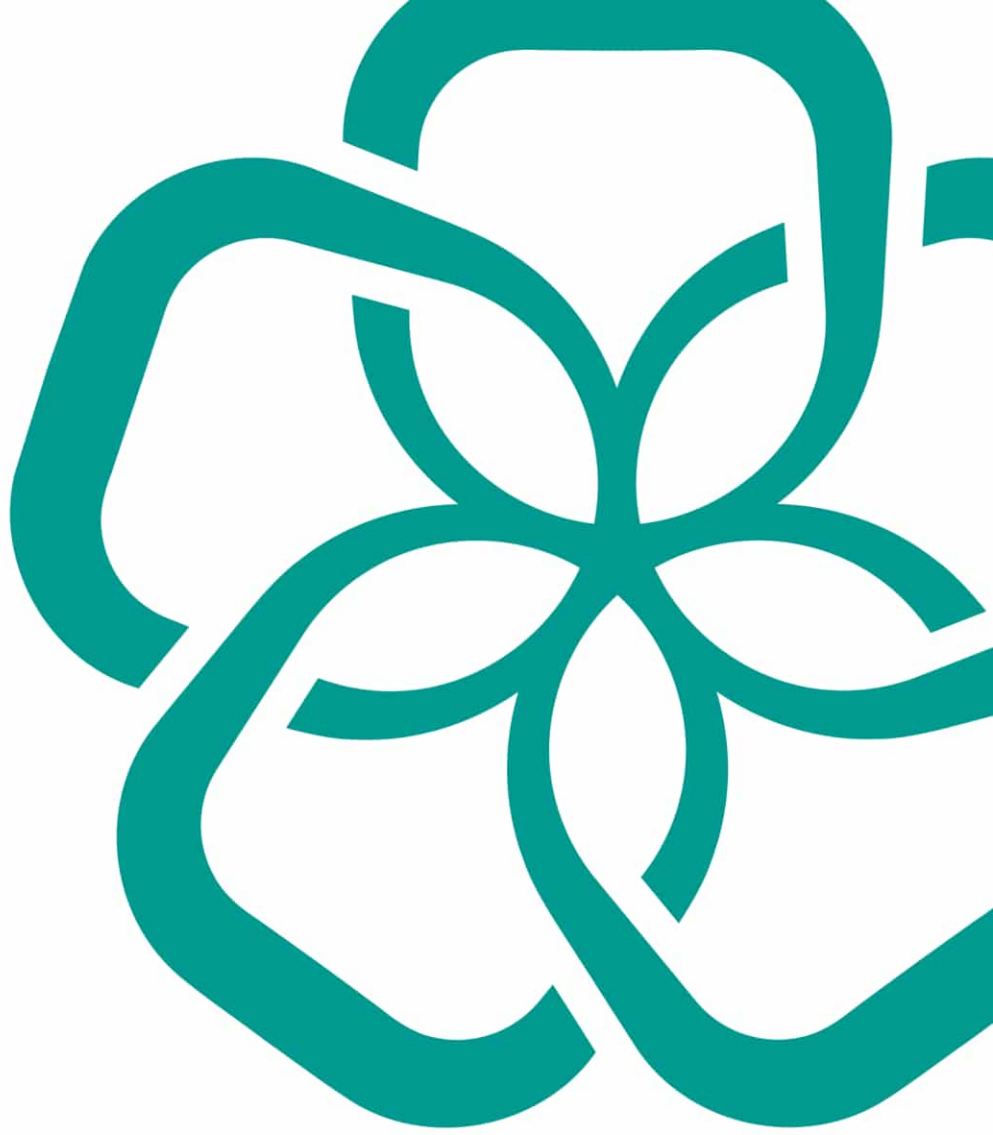
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Bus Station Fire Evacuation Procedure

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Bus Station Fire Evacuation Procedure

It is the responsibility of the Bus Station Manager to produce a fire and bomb procedure for their bus station. This is to reinforce the fire and bomb procedures at a bus station, and it will be issued to WYCA staff, operators, and tenants. The document will also be displayed at various locations so out the premises.

The aim is to raise awareness of everyone who uses the premises, managers, employees, and visitors this is to avoid complacency regarding the responsibility of a fire or bomb threat on to what course of action should be taken should an emergency arise.

It is a concern of everyone to know exactly what to do and how to respond, should they be faced with an emergency.

Responsibilities During an Emergency

There are various reasons why a Bus Station may be required to be evacuated of all staff and users. The most common causes are threats of Fire or Bomb to the premises or threats to nearby external buildings, which may affect the bus station.

All bus stations are fitted with detection systems such as heat, smoke, and gas detectors which alert staff to an emergency.

These detection systems are linked into the main Fire Alarm system that alerts bus station users, when activated, that an emergency is in progress, by means of an audible sounder.

WYCA alarm systems, as well as being audible sounders, have also an intermittent voice recording stating, "There is an emergency, please leave by the nearest and safest exit."

In the event of fire alarm activation an automatic signal is passed through to the CCTV Control Centre to advise that an alarm has been activated.

It is important to note that the Fire Brigade will not automatically attend unless a 999 call has been made by the site or Control Centre. It must be stressed that full communication must be made between the site and Control Centre to establish if the fire brigade's attendance is required.

Firefighting appliances are strategically placed around the premises, together with Fire Procedure Notices, to assist anyone during an emergency.

During an emergency, Bus Operators, Staff and Tenants are responsible for every bus station user that enters their premises, whether they are bus passengers, customers, visitors, or maintenance workers. As well as looking after the health and welfare of our staff and ourselves, we must always be prepared to ensure the safety and wellbeing of others.

Those who have a responsibility at bus stations, by giving a service of some form or other to the bus station user, should make the effort to become acquainted with the emergency procedures, where fire appliances are positioned, the location of fire exits etc. in order that there can be a controlled and effective evacuation of everyone from the bus station during an emergency.

In case of fire alarm activation, the following procedures must be carried out

1. Check the fire alarm panel to identify the zone of the fire alarm activation and notify the control centre.
2. Look at the fire/alarm zone activation.
3. Assess the zone of the fire alarm activation to find the nature of the fire/extent of fire/special risks in surrounding area(s).
4. Call the fire brigade.
5. Carry out an evacuation of the premises.
6. Place notification board to each entrance for the bus station to prohibit entry.
7. Ensure all buses have vacated their stands.
8. Assemble at your designated fire assembly point.
9. Do not re-enter the premises until permitted to do so by either the fire officer or fire Marshal.

Reaction to fire

No attempt must be made to extinguish a fire unless it can be put out immediately and without danger to the customer care officer. If a small fire is to be extinguished by the officer, they are to inform the fire brigade and control of the action and comply with any instructions issued.

Where the fire brigade is necessary, the following must apply:

arrange for them to be met at the site entrance, to guide them to the direct location of the fire. On arrival of the senior fire officer, your twin form them of:

- The location.
- Nature and extent of the fire.
- Any special risks in surrounding area(s)



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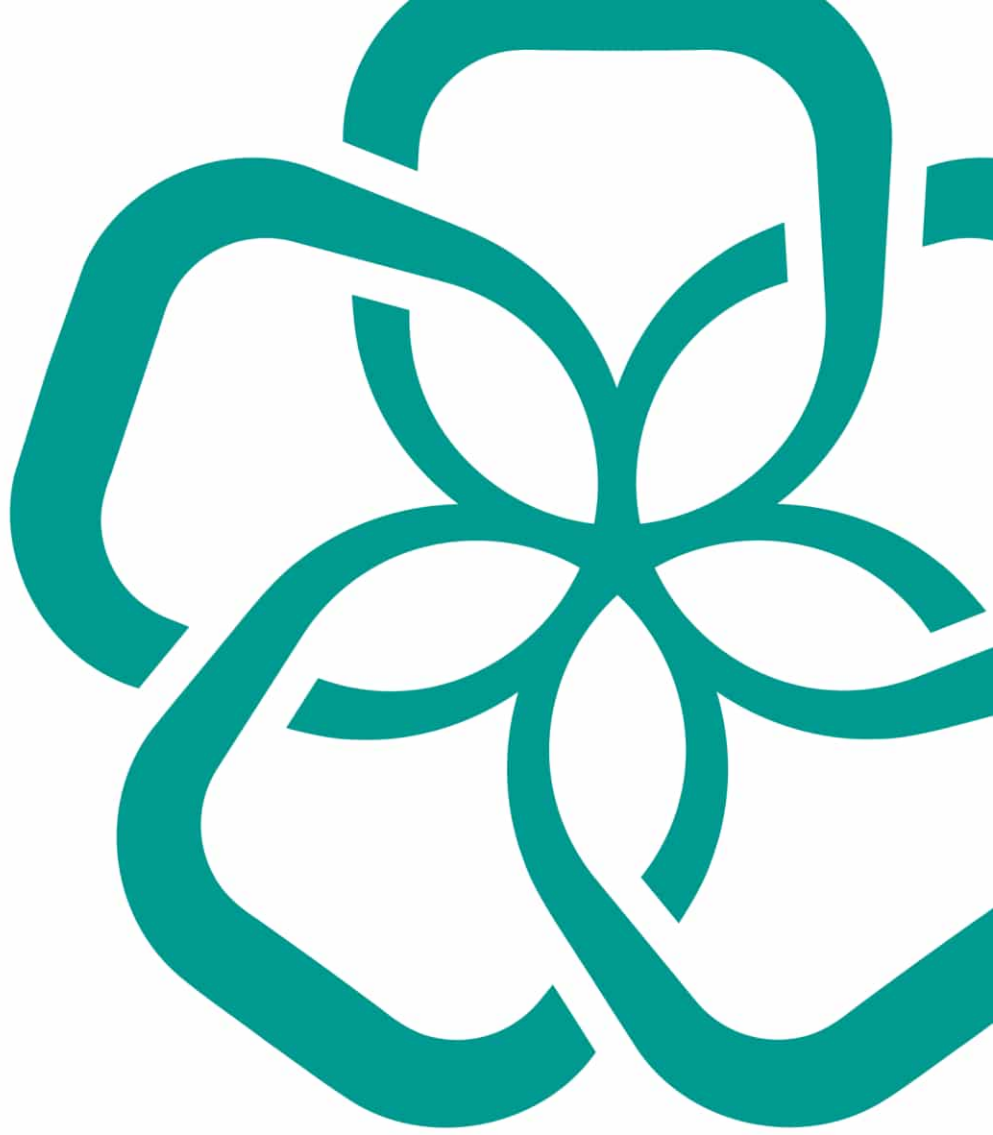
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Bus Station Gritting Procedure

Craig Kirby

2026

Bus Station Gritting Procedure

Bus Station Managers raise a purchase order to relevant Authority's for the gritting of carriageways at Bus Stations prior to the winter months (for clarity, 1st November until 31st of March).

Customer Care Officers, Customer Support Assistants and Bus Station Managers are to undertake daily site inspections of pedestrian walkways, routes, carriageways, and grit bins. Following site inspections, if grit bins are lower than half full, Bus Station Manager must instruct JPB to replenish identified grit bins within 7 working days.

The decision to carry out gritting/snow ploughing of all pedestrian routes, walkways and carriageways is to be made by the Bus Station Manager when temperatures are lower than 0 Degrees Celsius. (Each location is to be individually checked daily throughout the winter months, for clarity, 1st November until 31st March).

Bus Station Managers will base their decision on information provided by the Met Office. This will include the following:

- The Met Office Morning Summary, 24-Hour and 2-5 Day forecast for Bradford, Kirklees, Calderdale, Wakefield, and Leeds

Once the decision has been made to grit/snow plough based on the information provided by the Met Office, activities undertaken by Customer Care Officers and Customer Support Assistants are to be suspended to provide sufficient gritting/snow ploughing resources at bus stations until all pedestrian routes and walkways are suitably clear and safe for pedestrians to use.

With prior Information from the Met Office, In the event of severe weather conditions over bank holidays and weekends the Duty Bus Station Manager is to follow the procedure above and instruct bus stations accordingly.

For unstaffed bus stations, instructions must be given to JPB by 2pm the day before and on weekends, 2pm Friday that gritting duties are required at identified sites.



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Bus Station Pedestrian Gritting Information

Craig Kirby, Dean McCormack, Helen Iglesias

Bus Station Services Gritting/Snow Removal

The decision to carry out gritting/snow ploughing of all pedestrian routes, walkways and carriageways is to be made by the Bus Station Manager when temperatures are lower than 0 Degrees Celsius.

The task > As and When Required	
Staff Groups Applicable: CCO CSA BSM	Minimum number of operatives Required: 1
Essential Personal Protective Equipment Required: Safety Footwear Bad Weather Clothing Gloves High Viz Clothing	Major Hazards to be aware of: Members of the public Icy weather conditions All vehicles on the carriageway
Essential Equipment Required: Grit Grit Spreader Shovel Snow Plough	Contacts: Allocated Bus Station Manager
<u>PROCEDURE</u> IF IN ANY DOUBT, STOP! ASK YOUR MANAGER OR SUPERVISOR • Dynamic risk assessment • Put on PPE In icy weather conditions, grit should be applied to all outside public areas, i.e., walkways to layover area departure stands & station entrances. • If snowfalls occur all public outside walkways should be cleared of snow and grit applied	



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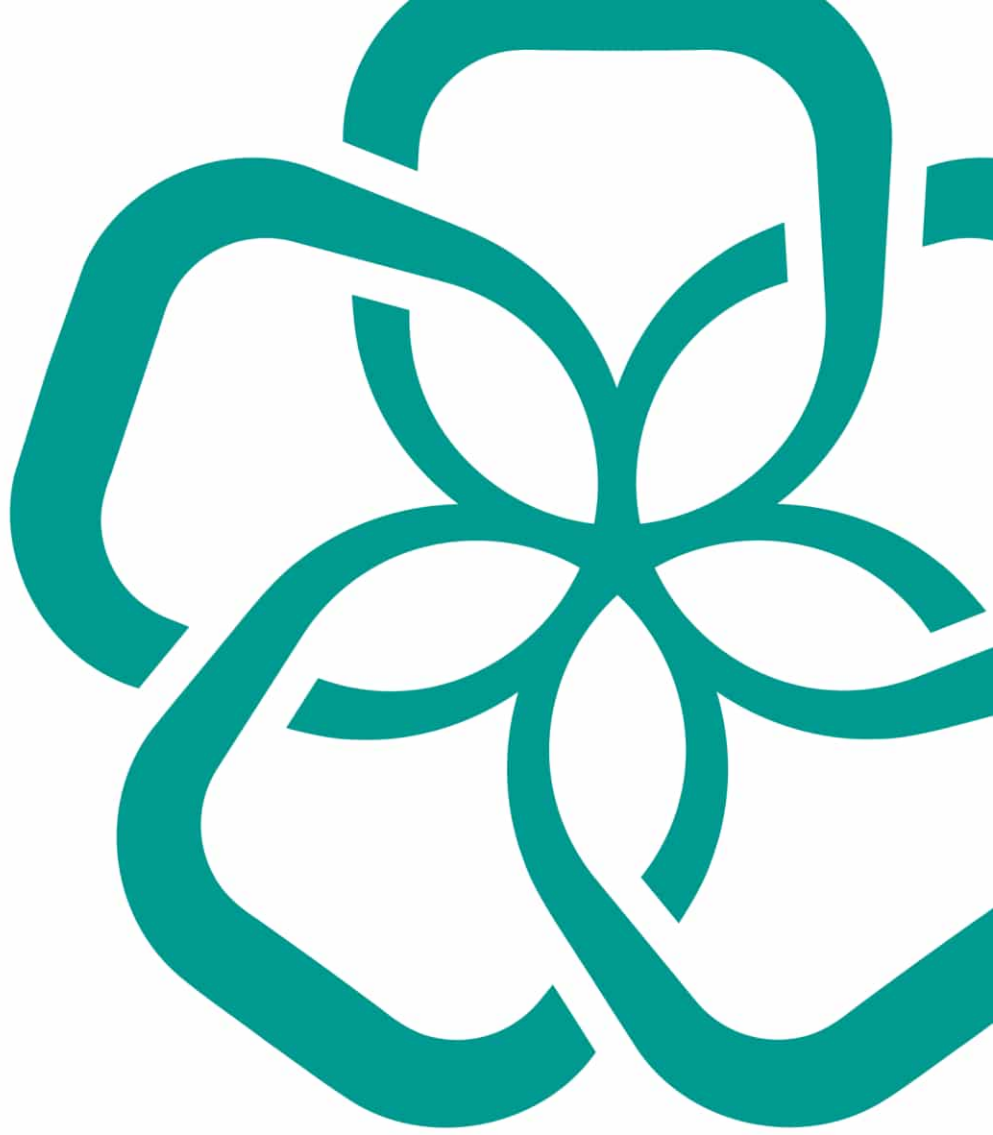
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Bus Station Services: Bus & Coach Operators

Craig Kirby

2026

Bus and Coach Operators

Services not permitted to use the Bus Station.

Generally, the following type of vehicles are not permitted to use WYCA bus stations, these are yoga pen left hand drive vehicles, rail loading vehicles or buses with centre doors. You should cheque with bus station services manager to see if there are any exceptions to your bus station.

Operators request to use the bus station and service change requests.

Prior to registering a new or amended service with the traffic commissioners the operator must contact the Bus Services Team at Head Office determined whether the intended service can be accommodated into the existing bus station schedule and agree a stand allocation. Also, to information will be treated in the strictest confidence. In exceptional circumstances, with the approval of West Yorkshire Combined Authority their input the bus station manager can request the following:

Service change progress record

This is document produced by Wicker because of receiving registration document and discussions with operator groups. The document highlights the dates of any service change, routes areas affected and details of changes.

Telephone over to requests-these normally applied to coaches on excursions whereby an operator may ring or write requesting to use WYCA bus stations to pick up or drop off passengers on a one-off excursion or seasonal service.

The bus station manager should make a log of their request but should direct their caller to Bus Services Team at Head Office.

Telephone or written requests

These normally applied to coaches or excursions whereby an operator may ring of rights requesting to use WYCA bus stations to pick up or drop off passengers on a one-off excursion or a seasonal service.

The bus station manager should make a log of their request but should direct their caller to the bus services team at head office.

Bus Station Manager should be made aware of any changes to services prior to service change date, thus allowing for managers to plan stand changes with the assistance and support of the bus services team and to inform members of the public.

How to Allocate a Departure Stand.

The bus station managers may be asked to be involved in the allocation of the party stands within the bus station from the bus services team.

The allocation of stands is dictated by the following:

Destinations

It is paramount for passengers' convenience that the route corridors are mentioned between services IE locate services going to a common destination on the same stand on the nearest stands to the existing services.

This allows passengers who miss a particular service an easy option to catch an alternative service to a common destination without too much inconvenience.

Timetable

It is paramount that a 5-minute window separates one service departure from another service. This 5-minute window allows passengers to board the bus and give some leeway for any services which may be delayed.

Access

Consideration must be given to the type of bus used on a particular service and the inconvenience that may be caused to passengers by the wrong allocation of stand for example National Express and coaching services normally carry passengers with luggage.

Not only should the departure stand be located near the bus station entrance and the nearest taxi rank or drop off point for passengers, but also in a position of safety that allows drivers to store and unload luggage from the vehicle side compartment.

Bearing all the above points in mind prior to allocating a stand for a given service, the following require informing of all stand allocations:

- Bus station managers
- WYCAline
- Travel centre
- Customer Care Officers
- Customer Care Assistance
- Service monitoring department
- Data team

The bus services team at head office informs all those groups by e-mail this will also give a record of the information and when it was circulated.

If services change stands, then it is usual for bus station managers to place notches at the affected stands and various points in the bus station train for members of the public.



Managers should print the information themselves using the correct headed template and then they may delegate the duty of posting the information to the customer care officers.

Once timetable information is being checked, and your timetable [RSD] must be placed at the stand on the day of the change. The RSD is generated unusually sent in advance of the changes.

Managers may delegate the insertion of the RSD to the customer care officers. If any errors are spotted, you should contact the data team ASAP so a new RSD can be printed.

The real time information screens will be automatically updated prior to the service changes taking effect.

The displays of the affected services that have changed should also be checked for any errors.

Any errors discovered must be again reported to the data team.

The information printed that are placed at the main entrances to the bus station is normally updated when major changes to services take place.

As a guide, they are changed twice a year and consist of three types of bus information.

Not all stations display the same type of information. If you are unsure as to what information you should be displaying, you should contact the appropriate department for information and guidance.

To update the information, the manager must contact head office the posters can be updated [without affecting the manager's budget]

The information is usually emailed to the bus station manager prior to printing; this will enable you to check them for errors and that the correct posters are printed and then posted to the bus station.

The bus station manager ensures that the updated information is posted which again, is a task they can delegate to the customer care officer.



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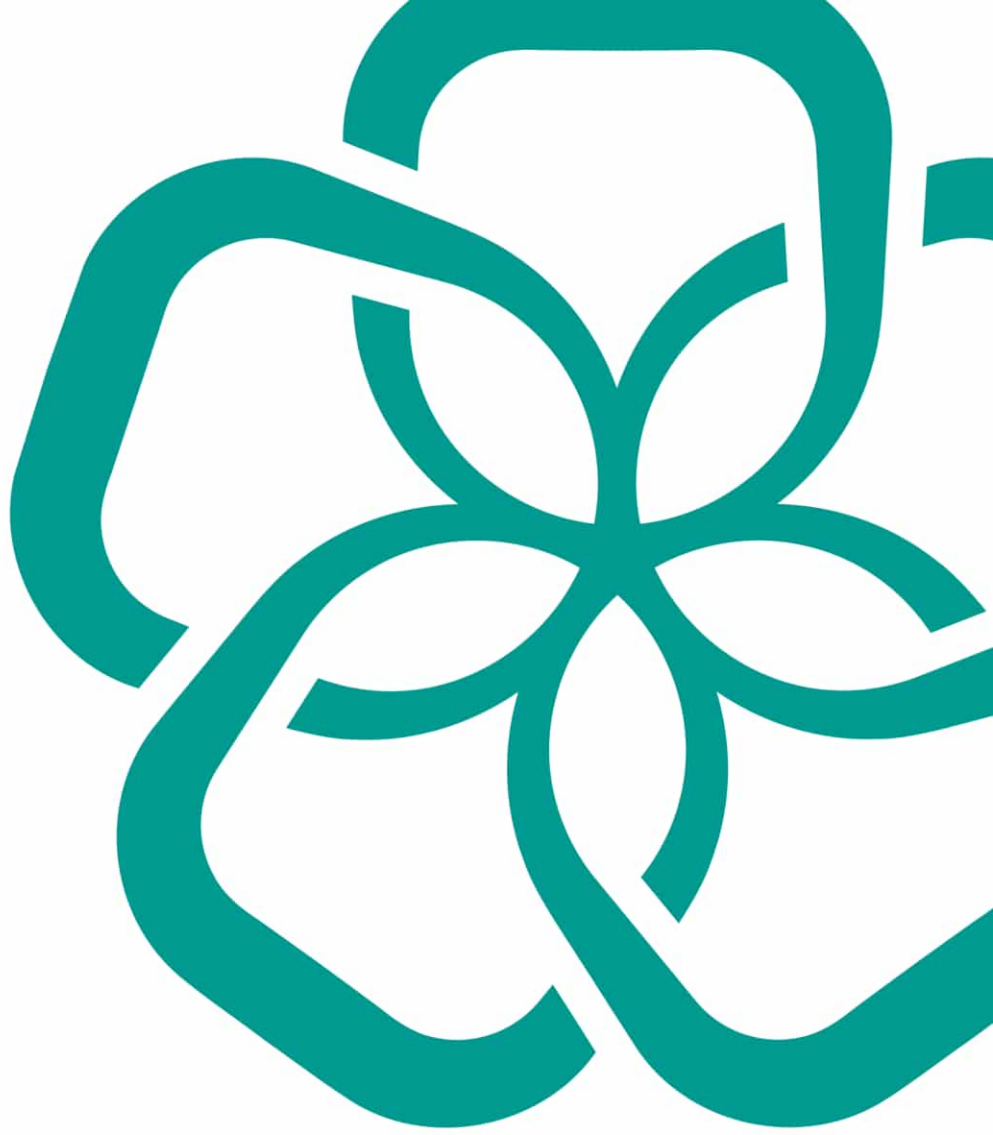
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Bus Station Services: Disruption Day Details

Craig Kirby

2026

Disruption Day Details

Flowchart, List of Who Does What and Contact Details

Purpose of the plan

The main purpose of the disruption day plan is to ensure a high level of customer service is maintained on the frontline in the event of a major disruption.

Major disruption is something out of the ordinary, for instance severe heavy snow as in 2010 when many services were suspended throughout West Yorkshire, major flooding as in 2007. Events like this affect all West Yorkshire, but there may be severe disruption specific to one area, and extra resources may be needed for that location, for example when Leeds Bus Station was closed after the stabbing incident.

Previously we have struggled with disruption out of hours; hence in the flowchart you will see that some of the people identified as being assigned to certain sites are shift.

How and Who decides to declare a disruption day?

This will depend on the disruption. In most events, a Bus Station Manager will decide if an event is causing them serious service delivery issues. If they feel the event warrants being declared a disruption day, they will contact Bus Station Services Manager or Head of Assets.

If the met office warns of serious weather or a pre-planned event is likely to cause major disruption, we may struggle to deliver good customer service on the frontline, therefore a lead officer will liaise with front line managers to discuss resource in advance.

Main points to remember

- The plan is a guide, by its very nature major disruption is exactly that and as such cannot be planned for in detail as every situation is going to be different.
- To be successful, each area, i.e., in a bus station, needs to have a clear leader to effectively coordinate the staff they have.
- Think about the skills of the staff you have and their familiarity with the site. For example, Bus Station Managers would be best placed on the concourse and an external staff member collating information in the office to distribute to staff via the radio. Monitoring officers also have smart phones; these staff could buddy up with Customer Care Officers to help give up to date info to customers.
- Communication is key, WYCAline and passenger information will do their best to keep the WYCA Travel News page and Twitter up to date, please refer to this. If any information is received from operators or other sources, i.e., the police, highways, etc. Please also remember to keep the Lead Officer updated throughout the day. This can be done by managers or the person they delegate this to.

- Please use common sense; managers know their own area of responsibility best. If allocating staff somewhere think about how practical it is in terms of where they live, where they are now etc.....?
- As you never know when disruption may occur, please try and keep the relevant phone numbers in a safe place, so on your mobile phone and then a backup, either a hard copy or on a PC at home, you never know when you might need it.
- Always try to contact someone by phone or by email/teams' group. Emails to individuals may not be seen if they are on holiday, etc.... make sure you know that any information has been received.

Conclusion

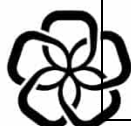
As stated, it is hard to plan in detail for every eventuality and with every situation that occurs, we learn how to do things better next time.

It is worth noting that certain disruptions may mean we have to listen to outside agencies and take our lead from them.

When major disruption occurs, other internal departments may also struggle to cope, for example, AccessBus or Education. Staff should contact the lead officers who will ascertain if anyone can help.

Leeds City Council reviews its [City Centre Evacuation](#) plan regularly, the plan explains what we may do in the event of a terrorist attack, major power failure etc., I would advise everyone to familiarise themselves with this.

1 Disruption Day declared	A forecast of extreme heavy snow for the next day, a disruption day may be called in advance. Flash flooding may mean a disruption day is declared at the time of the issue.	The reason to declare a disruption day may come from different sources depending on the disruption. An incident or situation in a bus station may come from the bus station manager, or even PR may be able to warn of something in advance so people can be contacted as soon as possible
2 Bus Station Manager of Bus Station Services Manager to contactd Twitter Updates, WYCAline, Customer Feedback and PR.	It may depend on the disruption location as to whether all Bus Station Managers would need to be contacted.	
3 Contract Monitors to go to their specific locations	On arrival at their locations monitors and surveyors should sign in at the station	It may depend on the disruption and current location as to where staff *Any staff at unstaffed stations or interchange points should ideally work in pairs.



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4 WYCAline and Pass Info to work closely ensuring info is up to date.	WYCAline to keep twitter/Facebook/web alerts up to date as far as possible. .	A message up front on WYCAline may help to reduce calls. Also, info at bus stops can be added where possible. (WYCAline will try and do this but where volumes become unmanageable, please seek assistance from the Passenger Information Team)
5 At staffed stations Contract Monitors, to use a PC/smartphone to find info and relay any info to staff via radio.	In the first instance bus station managers will allocate duties to staff that arrive on site however it is strongly suggested that one of the Contract Monitors has access to the PC and can act as a go between frontline staff and information coming in. Where possible they should be allocated a radio and advised how to use. The station manager must where possible be on the frontline to manage staff and resources accordingly.	Please use any additional staff to be visible throughout the station and lend any extra help to travel centre staff if needed. If out of hours, please liaise with Customer Care Team Leader on site at the time.
6 Maintain regular updates with whoever called the disruption day.	Contract monitor and bus station manager to ensure the lead officer who called the disruption day is kept up to date.	If you have any information which is relevant for staff or the public, please send this info through to WYCAline who will make sure Twitter, Facebook and the travel news page is updated. The lead officer will need updates regularly, as this may help manage staff and resources.
7 Disruption Day cleared	Bus Station Services Manager to give all clear.	Communicate with staff on site and WYCAline that everything can return to normal. Staff to go about their everyday duties.

NB; If extra resources other than the resources mentioned are needed at stations, the lead officer may ask for volunteers from throughout the organisation.

Contact details & Useful Info

Lead Officers	Telephone Number	Email	Comments
Karen Buckroyd	07966 779187	Karen.buckroyd@westyorks-ca.gov.uk	
Dan McDermott	0113 3481382	Daniel.McDermott@westyorks-ca.gov.uk	
Staff Assignment	Telephone number	Email	Comments
Bus Stations	Telephone Number	Station/Site	Office Numbers
Craig Kirby	07483 988620	Bradford	01274 735 728
Helen Iglesias	07818 041492	Castleford	01977 730 429
Ricardo Ferreira	07483 988629	Dewsbury	01924 464 904
Phil Jolly	07929 788839	Halifax	01422 349 085
Neil Hughes	07977 674043	Huddersfield	01484 515 736
Sam Lister	07811 658009	Keighley	01535 680 654
Dean McCormack	07974 034424	Leeds	0113 242 1433
Helen Iglesias	07818 041492	Pontefract	01977 709 682
Jodie Booth	07483 307445	Unstaffed	
Ben Morrison	07816 199117	Relief	
Bus Station Services Manager	Telephone Number	All Staffed Stations	Office Numbers
Karen Buckroyd	07966 779187	If you are having trouble getting hold of a particular manager, please call	+441132 2517408

Front Line & Security	Telephone Number	Site	Office Numbers
Lucy Wild	07779 971721	Middleton Control CCTV / Police Liaison	(+44) 0113 378 8104
CCTV	0113 376 0347	All Station	(+44) 0113 376 0347
Other frontline services			
AccessBus	Contact 0113 2517 447		
Education	Contact 0113 2517 290		
WYCAline	Contact 0113 2517 295		07922 450 989 Anne-Marie
Monitors and Compliance Officers	Preferred location/area	Immediate line manager	Comments
Dave Dunwell	Leeds	Sharon Chapman	Also trained up to work in AccessBus
Steve Harrington	Leeds	Sharon Chapman	
Richard Vater	Leeds	Sharon Chapman	Also trained up to work in AccessBus
Dan Batley	Huddersfield	Sharon Chapman	
Dave Barnes	Halifax	Sharon Chapman	
Austin Bishop	Cleckheaton	Sharon Chapman	
Sean Coneron	Team Leader	Sharon Chapman	(+44) 07773 084598 (+44) 0113 348 1022
To update information...	Responsibilities	Contact details	Comments
Andrew Guadeloupe	Real Time in Station & on street	0113 2517 404	Can also cover WYCAline
Kim Glew	RTI in Station & on street	0113 348 1792	
Melanie Senior	RTI in Station & on street	0113 2517 280	
Karla Wakefield	RTI in Station & on street	0113 2517 463	
WYCAline	RTI on street	0113 2517 295 0113 5217 252	





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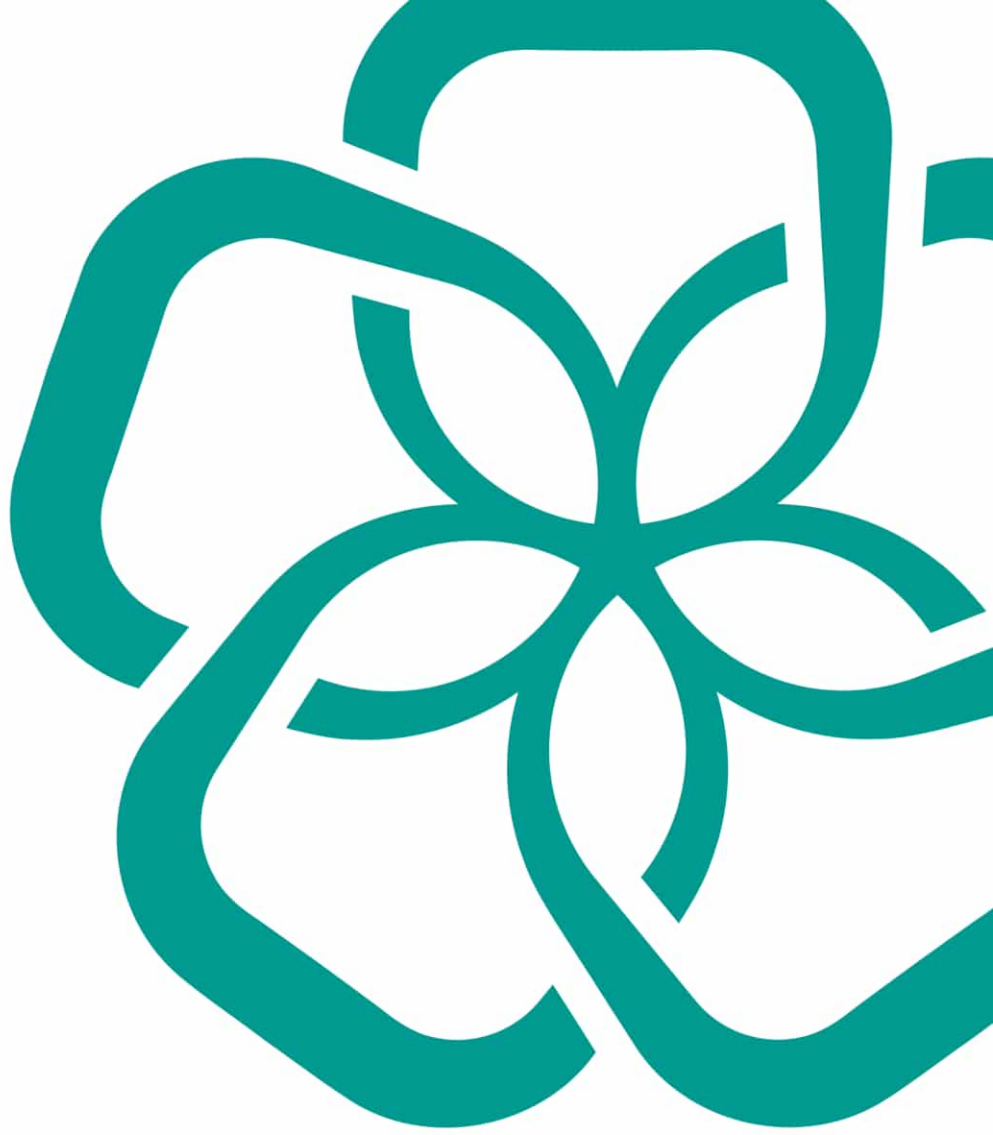
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Bus Station Services Procedure for Managing Serious Incidents

Craig Kirby

2026

Purpose

This document summarises how Bus Station Services will manage a serious incident.

Definition

For the purposes of this procedure 'Serious Incidents' are defined as any incident resulting in death or serious injury, or any other incident which the Health and Safety Executive or Police are likely to investigate.

Procedure

If a serious incident occurs at the bus stations listed below the following procedure on the next page is implemented.

Bus Station	Manager	Phone	email
Batley	Jodie Booth	07483 307445	jodie.booth@westyorks-ca.gov.uk
Bradford Interchange	Craig Kirby	07483 988620	craig.kirby@westyorks-ca.gov.uk
Brighouse	Jodie Booth	07483 307445	jodie.booth@westyorks-ca.gov.uk
Castleford	Helen Iglesias	07818 041492	Helen.iglesias@westyorks-ca.gov.uk
Cleckheaton	Jodie Booth	07483 307445	jodie.booth@westyorks-ca.gov.uk
Dewsbury	Ricardo Ferreira	07483 988629	Ricardo.ferreira@westyorks-ca.gov.uk
Halifax	Phil Jolly	07929 788839	Phil.jolly@westyorks-ca.gov.uk
Huddersfield	Neil Hughes	07977 674043	Neil.hughes@westyorks-ca.gov.uk
Keighley	Sam Lister	07811 658009	Sam.lister@westyorks-ca.gov.uk
Leeds	Dean McCormack	07974 034424	Dean.McCormack@westyorks-ca.gov.uk
Ossett	Jodie Booth	07483 307445	jodie.booth@westyorks-ca.gov.uk
Pontefract	Helen Iglesias	07818 041492	Helen.iglesias@westyorks-ca.gov.uk
Pudsey	Jodie Booth	07483 307445	jodie.booth@westyorks-ca.gov.uk
Wellington House	Andrew Goring	07818 041484	Andrew.goring@westyorks-ca.gov.uk
Bus Station Services Manager	Karen Buckroyd	07966 779187	Karen.buckroyd@westyorks-ca.gov.uk
Head of Assets	Dan McDermott	0113 3481382	Daniel.McDermott@westyorks-ca.gov.uk
Security & Safer Travel Manager	Lucy Wild	07779 971721	Lucy.wild@westyorks-ca.gov.uk
Police & CCTV Liaison Coordinator	Faith Benson	07977 457839	Faith.benson@westyorks-ca.gov.uk
Gold Command		0113 3481100	
CCTV Control		0113 3760347	



When	Who	Does What	How				
Immediately after the incident	Bus Station personnel	- Staff become aware that an incident has occurred. - Immediate action is to:- - Provide care - Prevent more harm - Ensure service continuity	- Ensure that the safety, health and welfare of the person(s) are protected. - Make contact with emergency services – Call 999 - Provide first aid, if applicable - Contact BSM or CCTV Control Staff				
BSM on Duty			BSM not on Duty				
Who	Does What		How	Who	Does What		How
Bus Station Manager	If BSM not on site they should make their way to the station involved immediately.		Metro vehicle, public transport, private vehicle, taxi.	Personnel on site	Takes guidance from emergency services on severity of the incident if the station remains open.		
Personnel on site, BSM & CCTV Control staff	Takes guidance from emergency services on severity of the incident if the station remains open.		Liaise with CCTV via radio for camera assistance.	Personnel on site	If the station remains open, protection of the casualty and area must be maintained.		Protective screening around casualty, barrier area to prevent contamination if Police investigation is required.
Personnel on site & BSM	If the station remains open, protection of the casualty and area must be maintained.		Protective screening around casualty, barrier area to prevent contamination if Police investigation is required.	CCTV Control staff	Notifies BSM. If BSM not available Bus Station Services Manager. Only if Bus Station Services Manager is unavailable, Head of Assets or Gold		By phone and email, with the available details of the incident
CCTV Control Staff	Notifies Bus Station Services Manager. Only if Bus Station Services Manager is unavailable, Head of Assets or Gold.		By phone and email, with the available details of the incident	Bus Station Services Manager	Informs:- Head of Assets Director of Transport Services Health and Safety Manager Public Relations Metroline		By phone and email.
Bus Station Services Manager	Informs:- Head of Assets Director of Transport Services Health and Safety Manager Public Relations Metroline		By phone and email.	CCTV Control Staff	Call out to remove and clean bodily fluids. Call out JPB to remove debris and make area safe.		
Bus Station Manager	Call out to remove and clean bodily fluids. Call out JPB to remove debris and make area safe.						





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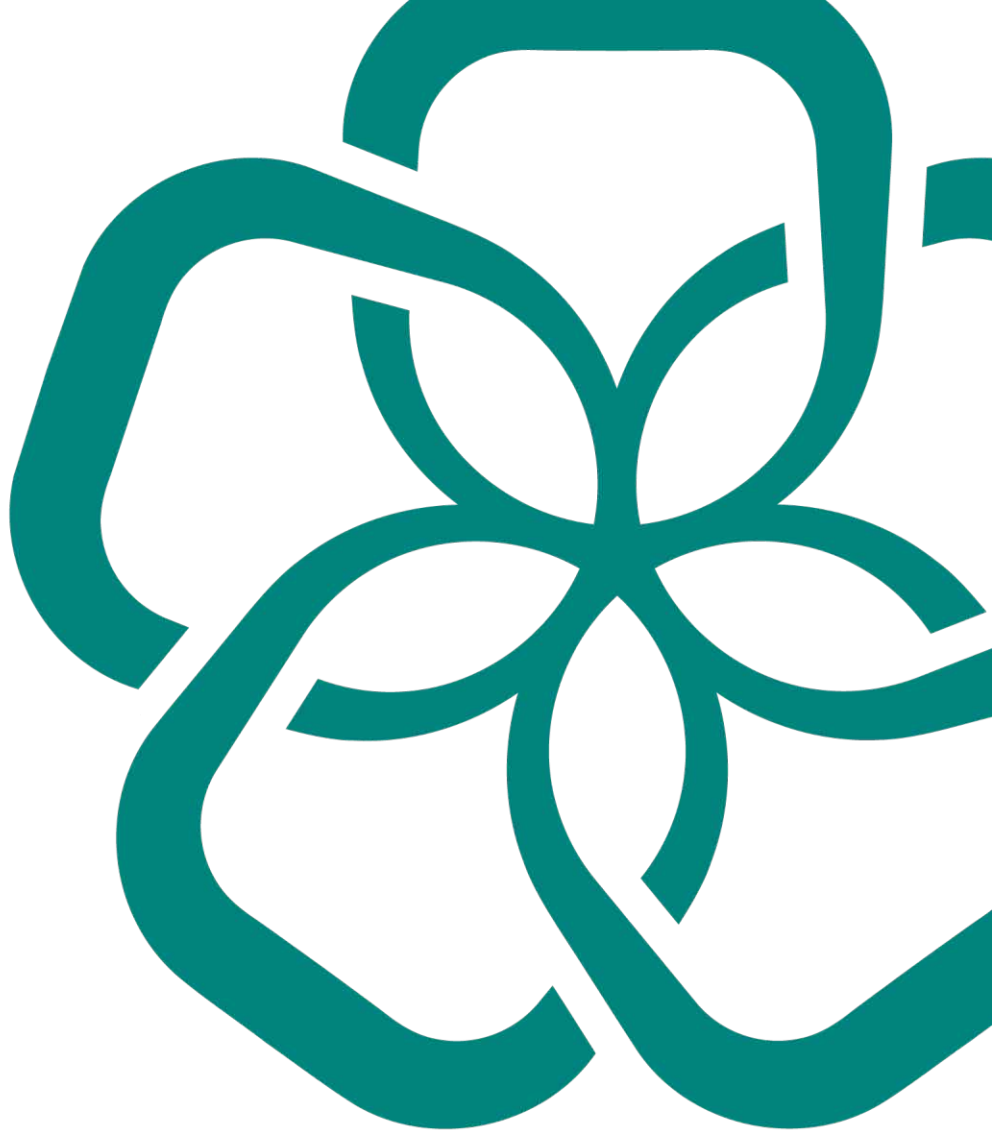
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Bus Station toilet cleaning procedure

Karen Buckroyd – August 2024

1. Introduction

The provision of a clean and safe environment is a key priority for the West Yorkshire Combined Authority (WYCA). A clean environment is paramount to all our customers and ensuring our toilet facilities are clean and safe is an essential part of effective bus station management.

It is WYCA's responsibility within WYCA to ensure the cleanliness of our stations, and this procedure is to ensure a clean, comfortable and safe environment for everyone using our services. Bus Station Managers should reiterate to all staff their responsibilities in order that WYCA environments are kept tidy and clean for others to use at all times.

The British Institute of Cleaning Science procedure is to be used when cleaning toilets, (see appendix A)

The maintenance of the current Cleaning Procedure is of obvious importance in demonstrating the WYCA's commitment to maintaining a clean and safe environment. The Cleaning Procedure records the measures taken to ensure that:

- The accountabilities and responsibilities of the relevant staff are defined and understood;
- All relevant staff are aware of the responsibilities for performance of cleaning tasks for all toilet facilities across bus stations within WYCA's remit;
- Cleaning tasks are performed in a safe, efficient and consistent manner, in compliance with safety legislation;
- Cleanliness outcomes are closely and routinely monitored;
- Steps are taken to ensure continuing improvement of cleanliness;

2. Purpose

The purpose of this document is to explain the cleaning procedure at all WYCA bus stations sites and to define the responsibility and accountability of each member of staff in ensuring that those principles are adhered to, so that WYCA can be assured that its cleaning measures relating to toilet facilities at bus station sites are robust and appropriate

3. Responsibilities

3.1 Bus Station Services Manager

Bus Station Services Manager, who is reportable to WYCA's Head of Assets, will have delegated responsibility for the dissemination and operation of the WYCA's Cleaning Procedure across all bus station sites and will:

- Ensure all staff at bus stations are aware of WYCA's expectations for the management of cleaning across its bus station sites;
- Ensure all staff are aware of their individual responsibilities in regard to cleaning;

- Provide adequate resources to achieve the required cleanliness standards in the form of the commitment of time and financial resources;
- Ensure appropriate cleaning, monitoring and supervisory systems are in place in relation to cleaning;
- Share lessons learnt across the wider organisation and with the relevant colleagues

3.2 Bus Station Managers

Bus Station Managers will have the responsibility for assessing and ensuring the efficacy of cleaning and will liaise closely with cleaning staff and other relevant staff on the management of cleaning services across its bus station sites.

- Monitoring and investigating failures to comply, ensuring that corrective action is taken to prevent recurrence
- Assessment of response to requests for ad-hoc cleaning task performance
- Perform day-to-day informal monitoring of cleanliness within toilet facilities
- Ensure that work schedules are adhered to;
- New employees receive instruction on their roles and responsibilities with regard to cleaning;

3.3 Staff

All employees have a personal responsibility for contributing effectively to the achievement of the required cleanliness outcomes, employees must:

- Perform cleaning tasks that they are required to do effectively and in accordance with their training and with the frequency required;
- Attend all relevant training sessions;
- Note and either remedy or report any failure of cleaning;
- Ensure that they are aware of health and safety precautions for their work activities;
- Promote a culture whereby cleaning is seen as everyone's responsibility.
 - o Cleaning Contractors responsible for the performance of cleaning tasks shall act at all times in strict accordance with the requirements and terms of their contracts and in line with WYCA cleaning procedure.

4. Procedure

Cleanliness monitoring

Toilets must be checked at least every half hour, using the form attached, (see appendix B). If no cleaning is required other tasks should be completed in and around the bus station. Once the toilet has been checked, please sign the form. The toilets should then be checked by an authorised person, Bus Station Manager, Security Officer etc., who should then also sign the form.

Every hour, the toilets should be cleaned and toilet rolls, soap etc should be checked and replenished if required. If a deep clean is required, the toilets should be closed for use until the toilets are cleaned to a satisfactory level.

When a Security Officer reports for duty, they should check the toilets for cleanliness. If unsuitable for use, they should be locked until a Customer Support Assistant arrives when their first duty should be to clean the toilets and reopen for use. If the toilets can remain open the Security Officer should check and sign the form until a Customer Support Assistant arrives for duty.

A record of all checks must be maintained by the Bus Station Manager, along with times that a clean has taken place.

The Cleanliness of all areas falling within the scope of this Cleaning Policy shall be monitored regularly by suitably-authorised persons, against the key cleanliness outcomes in line with WYCA's cleaning procedure.

Appendix A

TASK – Daily	
<i>CLEAN TOILET AREAS</i>	
Staff Groups Applicable: Customer Support Assistants	Minimum number of Operatives Required: 1
Essential personal protective equipment Required:- Safety Footwear Protective Clothing Gloves	Major hazards to be aware Of: Slip hazards Members of the public
Essential Equipment Required: Red bucket and mop Red cloths Blue bucket Blue Cloths Cleaning solution Glass Cleaner Wet floor signage if required	
<u>PROCEDURE</u> IF IN DOUBT, ASK YOUR MANAGER • Put on protective clothing and collect equipment. • Prepare solution according to manufacturer's instructions in spray. • LOCK TOILET AREA • Flush each toilet. Using toilet brush, reduce water level in each toilet, by plunging into water. • Squirt toilet cleaner round rim of toilet, leave to settle for approximately 2 minutes. Urinals will need Link Phos placing inside of urinal area, again leave for 2 minutes. • Empty litter bins and remove debris from floor. • Wipe down all mirrors using glass cleaner and wipe clean with baby roll. • Wash all sink areas using blue cloth and sabre cleaning solution. • Return to toilet area. Using red cloth wipe all seating areas, brush round toilet bowl and urinal, wipe down back of seat, and back of toilet on tile area where splashes occur. • Ensure that toilet seat is dry before moving on to next toilet. • Mop floor using red mop and bucket • Wipe area if needed to remove excess water. • Wipe any spillages or splashes from the floor. • Wipe clean shutter doors. • Replenish all supplies, refill toilet roll holders and fill hand soap containers. • Ensure floor area is completely dry before opening toilet for public use. • Clean all equipment used. • Use of Wet floor signage as and when required.	

	Acceptable on completion of tasks	Unacceptable	Acceptable between cleaning tasks
Clean toilet areas	Area clean and free of dirt. Stocks replenished	Area dirty. Toilet Rolls missing, soap containers empty	Marks arising from usage between cleans.





Appendix B

[illegible]



Changing Places: the practical guide





Changing Places: **the practical guide**

Changing Places Consortium

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Foreword

Foreword



Baroness Tanni Grey-Thompson opening the CP facilities at Middlesbrough Bus Station

Imagine having to change your son, daughter or partner on the floor of a public toilet.

Imagine how you would feel if you were that person on that floor. Sadly, there are thousands of disabled people and families who do not have to use their imagination. For them, this is a daily reality.

Standard accessible toilets meet the needs of some disabled people – but not all. Over 230,000 people in the UK need personal assistance to use the toilet or change continence pads, including people with profound and multiple learning disabilities, spinal injuries and people living with stroke.

Without appropriate facilities, carers are forced to change continence pads on public toilet floors or wait until they go home. This is unhygienic, undignified and unacceptable.

Changing Places toilets offer a solution. They are larger facilities that have the right equipment, including a changing bench and

a hoist, designed to support disabled people who need assistance.

In the last decade we have seen hundreds of Changing Places toilets installed across the UK, including in major shopping centres, airports, train stations and town centres.

We have seen first-hand how Changing Places toilets open up a world of possibility. The summer of 2012 saw many people with complex and multiple disabilities and their families able to be a part of the London Olympic and Paralympic Games due to the availability of Changing Places toilets at the various sites and venues. We have also heard about the benefits from those who install the toilets and the advantages to local communities.

However, while progress has been made, more is needed if we are to meet the demand for Changing Places toilets and to see them in all public areas.

This guide is designed to offer information and guidance to all those considering installing a Changing Places toilet and for those who are already going through the process of installing one.

Everyone has a right to access their community. On behalf of all those who need Changing Places toilets, their families and the Changing Places Consortium, thank you for being a part of this.

Baroness Tanni Grey-Thompson DBE

Acknowledgements

Behind every Changing Places toilet is a group of passionate people who made it happen. Without the support of individuals, families, professionals and organisations, we would not be where we are today.

Over the last ten years we have seen a growing number of planning and building professionals who are involved in the installation of Changing Places toilets across the UK. This guide has been developed to provide support and guidance to all those involved.

On behalf of the Changing Places Consortium, we would like to take this opportunity to thank all those who have made this guide possible.

Thank you to everyone who has contributed to the guide, in particular the professionals who provided advice and guidance along the way, the venues that are featured and the individuals who allowed us to share their personal experiences. Furthermore, a special thank you to the Centre of Accessible Environments for their pivotal role in the creation of this guide.

We also want to share our gratitude with all the members of the Changing Places Charter group, the Department for Communities and Local Government, the Scottish Government, the Northern Ireland Assembly and the Welsh Assembly for their ongoing support, guidance and commitment to the cause. We would also like to thank Aveso for sponsoring the Changing Places Campaign, which enables us to work towards our goal.

Finally, we would like to pay special tribute to the Rix-Thompson-Rotherberg Foundation and the Baily Thomas Charitable Fund for funding the production of this guide.



RTR Foundation



Beverley Dawkins OBE and Loretto Lambe
Co-Chairs, Changing Places Consortium

Note on terminology

When accessing Changing Places toilets, disabled people may be accompanied by one or more other person(s) who may be professional carers, support workers, personal assistants, partners, parents or other family members, friends or other companions. The Changing Places Consortium acknowledges that these are all distinct roles but has adopted the term 'assistant' throughout this guide to refer to any person facilitating access to and use of equipment for the disabled person.

© Changing Places Consortium

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1 Introduction

About this guide

Changing Places toilets: the practical guide aims to provide readers with practical guidance on the design and management of a Changing Places (CP) toilet, as well as an understanding of why they are needed and who is likely to benefit from them.

The need for specialist toilet and changing facilities, which enable people with profound and multiple learning disabilities, their carers, assistants and families to enjoy days out was first brought to public attention by the learning disability organisation PAMIS. In 2006, the *Changing Places, changing lives* campaign was launched by the Changing Places Consortium. The campaign's continuing aim is to improve the lives of people who require CP facilities. More CP toilets are needed to allow freedom of movement and dignity for everyone.

This guide is intended for use by people responsible for the design and management of buildings, including:

- building owners
- property developers
- facilities managers
- architects and designers
- access consultants
- occupational therapists
- planning and building control officers
- representatives of public authorities.

It includes detailed design guidance based on the recommendations in the British Standards Institution's best-practice guide BS 8300, which is supplemented with good practice advice from members and supporters of the Changing Places Consortium. Case study examples illustrate different points and provide demonstrations of CP facilities in practice. There are checklists at the end of the Planning, Equipment and Management chapters for a quick and easy reminder of the key points.

Changing Places Consortium

The Changing Places Consortium supports the installation of CP toilets in key public buildings. The Consortium provides information on the location of existing CP toilets, including a searchable map, address and contact details of the venue, opening times, details of the equipment and public access. The Consortium also publicises the location and expected opening date of forthcoming CP toilets.

Members of the Consortium are:

**PAMIS, Royal Mencap Society,
Centre for Accessible Environments,
Dumfries and Galloway Council ,
Nottingham City Council, Scottish
Government**

What are Changing Places toilets and why do we need them?



© Tony Mould – My Brighton and Hove website

A CP toilet provides sanitary accommodation for people with multiple and complex disabilities who have one or two assistants with them.

Without a suitable changing bench, many disabled people have to be laid on the floor to be changed. This is undignified, unhygienic and puts assistants at risk of injury. In the absence of a hoist, assistants are again put at risk when forced to manually transfer a disabled person who is unable to self-transfer between a wheelchair and WC.

The absence of toilet and changing facilities means that some disabled people are often limited in terms of activities available to them, or even prevented from going out altogether. They may also find themselves compromising their health and dignity – or that of the people assisting them – by using unsuitable facilities. CP toilets can vastly improve people's quality of life, allowing disabled people and their assistants to stay out for longer and participate in more activities.

How is a Changing Places toilet different from an accessible WC?

A standard accessible WC is designed for independent use by an individual. Grabrails (fixed-position handrails) are located to the side and rear of the pan, aiding self-transfer between a wheelchair and the WC. In some cases, a wheelchair user may be assisted, but there is usually insufficient room for two assistants. Standard accessible WCs are designed to facilitate access by a standard wheelchair, but are unlikely to accommodate a powered wheelchair, or those fitted with additional head or leg supports.

CP toilets are designed for people who cannot use standard accessible toilets. A CP facility must include:

- height-adjustable, adult-sized changing bench
- ceiling track hoist system
- adequate space for the disabled person and up to two assistants
- centrally located toilet with space both sides for assistants
- privacy screen
- wide paper roll
- large waste disposal bin
- washbasin, preferably height adjustable

In addition, **shower facilities** are recommended for managed buildings, such as leisure centres, transport hubs or specific projects. A shower is not required for all Changing Places toilets.

See Chapter 4, **Equipment and environment**, for further details on equipment in CP toilets.

CP facilities should be provided **in addition** to the full range of single-sex and standard accessible WCs and baby changing facilities.

CP toilets are designed for people who need additional space, equipment, time and assistance. They may not be suitable for people who can use standard accessible toilets independently.



Standard accessible corner WC for independent use: minimum 1.5m by 2.2m in size, no equipment or space to change an adult or for assistants



Changing Places facility for assisted use: minimum 3m by 4m in size, including a centrally located WC with space for assistants either side, adult-sized height-adjustable changing bench, a ceiling track hoist and privacy screen

© City Hospital, Nottingham University Hospitals NHS Trust

Who uses Changing Places toilets?

Research undertaken at the University of Dundee concluded that up to a quarter of a million disabled people throughout the UK are potential users of CP toilets. See Chapter 7, **Sources of further information**. This figure excludes potential users who are able to use standard accessible toilets. With ongoing advances in medical science and better healthcare, the number of people who will need a CP toilet is constantly increasing.

The range of people who might use CP toilets include:

- people with profound and multiple learning disabilities
- people with conditions that may affect their movement, including cerebral palsy, multiple sclerosis, motor neurone disease
- people with head injuries or severe spinal injuries
- people living with stroke
- older people who require assistance
- ex-service personnel.

People who are unable to transfer independently or have no sitting balance need additional facilities such as a ceiling track hoist to transfer between their wheelchair, the WC and an adult-sized changing bench. Many people with profound and multiple learning disabilities are doubly incontinent and have total dependency on assistants. They need access to facilities where they can be changed with dignity and where assistants are able to use a hoist and other equipment to provide appropriate and safe care.

CP facilities also allow assistants to use the toilet, without leaving a disabled person unattended. This is not possible in standard toilet facilities which do not provide a privacy screen or enough space. A privacy screen must be included in all CP toilets.



Thanks to the CP facility, Seth can exercise at his local gym, which helps him control his condition
© Karen Warner

Seth is a young man with autism and mitochondrial myopathy, whose mother, Sol, cares for him. Previously Seth was unable to get out of bed and had great difficulty eating and drinking, but a specially designed exercise programme has helped him make great progress. Seth is able to attend sessions at his local gym thanks to a CP facility, and can access the jacuzzi via a hoist.

Sol says:

“Gentle exercise lets us control Seth’s condition without medicines and medical equipment. He is now able to walk again with a frame, and has the potential for independent walking once more, which is absolutely fantastic.”



CP facilities help Gabriel participate in more activities for longer

Gabriel has multiple sclerosis. He is unable to stand and uses a wheelchair to move around. He requires assistance, particularly when away from home. Gabriel needs a hoist, changing bench, peninsular-style toilet and a room big enough for an assistant and his wheelchair.

Because there are few CP toilets in his area, Gabriel is extremely restricted as to where he can go. On numerous occasions he has had to cut trips short and return home. He explains:

“The provision of CP toilets would enable me to take part in a greater number of activities, for longer periods, safe in the knowledge that CP facilities are available if I need them.”

Lowri is 12 years old and has Rett Syndrome. She is a wheelchair user with no independent mobility and needs complete 24-hour support with all aspects of her care. Lowri wears continence pads, which need to be changed in a CP toilet.



Without CP toilets, Lowri either has to be changed in unsanitary conditions or stay at home

Thanks to the installation of CP toilets in the local area, Lowri's mum, Bethan, has been able to take the whole family out and stay out for longer in Nottingham. She says:

“I was able to take Elin and Lowri shopping for school clothes in the morning, have lunch and then go straight on to the theatre, just like anyone else would have done.”

Changing Lowri in the absence of a CP toilet can be very difficult, says Bethan:

“We try to plan our days around being home for meal times because Lowri needs to go to the toilet, meaning we can only spend a few hours away from home. We put a large mat on the floor and just muddle through – we have countless experiences at eye level of disgusting toilet floors.”

Where should Changing Places facilities be provided?

CP facilities should be provided in buildings and locations where large numbers of people may visit, such as major entertainment venues, as well as places people may visit for several hours at a time, such as schools or colleges.

A CP facility should be provided in:

- major transport terminals or interchanges such as airports, large railway and bus stations
- motorway service stations
- sport and leisure facilities, including entertainment arenas, stadiums, large hotels, large theatres and multiplex cinemas
- cultural centres such as museums, concert halls and art galleries
- shopping centres, large retail developments and Shopmobility centres
- key public buildings within town centres such as town halls, civic centres and principal public libraries
- educational establishments, including universities
- health facilities such as hospitals, health centres and doctors' surgeries.

Portable CP toilets should also be provided at large outdoor and temporary events such as music festivals, concerts and agricultural shows.

The following case studies are just some examples of Changing Places facilities found in different types of buildings.

Sutton Railway Station



Sutton Railway Station was the first station to install a CP facility. As a result, Southern the operator, won the Loo of the Year Awards 2011(England category). Sutton Railway Station was also Highly Commended in the Passenger Experience category of the Railway Industry Innovation Awards 2010 for its CP toilet.

“We have published a commitment to provide a more accessible rail network, so it made sense for us to become the first train operator in the country to provide Changing Places facilities at one of our key stations.

This toilet makes a substantial contribution towards opening up train travel to more members of our local communities, enabling more passengers with disabilities to travel knowing there’s a toilet at Sutton which meets their needs.”

Kirsty Monk, *Southern’s Accessibility Manager*

The Eurotunnel Passenger Terminal in Folkestone, Paddington and Kings Cross train stations are all major rail stations that have also installed CP facilities, with the Eurotunnel CP toilet winning the Changing Places category in the Loo of the Year Awards 2012.



George Best Belfast City Airport was the first airport in the UK to install a CP facility in 2010, followed by East Midlands, Birmingham and Newcastle Airports. In 2012, Gatwick Airport opened two CP facilities, one in each terminal.

“We are constantly listening to our customers and delivering facilities that make using the airport easier for all our passengers and visitors. This decision has been vindicated through the very positive feedback we’ve received.”

Brian Ambrose, *Chief Executive of George Best Belfast City Airport*



George Best Belfast City Airport

CP campaigners Julie Clough and her mother Margaret attended the official openings of the CP toilets at East Midlands and Gatwick Airports.

“From the moment the Changing Places team first approached us, we were proud to be able to support their campaign. As an airport that caters for millions of passengers, it is essential to provide a first class facility.”

Brad Miller, *East Midlands Airport Managing Director*



CP Campaigners Julie Clough and her mother Margaret with airport representatives at the opening of the CP facility at East Midlands Airport

“One in six of Europe’s population is disabled, so it is vital we provide appropriate facilities, in all ways. Margaret made us aware of the worth of a Changing Places toilet, beyond our conventional accessible toilets, and we judged it a valuable addition to make people’s experience of London Gatwick as enjoyable as possible.”

Lindsay Baldwin, *Head of Airport Communications at Gatwick Airport*

“This demonstrates commitment towards creating a safe and easy way for carers and those with disabilities to travel freely through the airport. The new changing facilities will make a huge difference to families who need additional support.”

Margaret Clough, *Changing Places Campaigner*



Bus or Car

Middlesbrough Bus Station



The CP toilet at Middlesbrough Bus Station provides a centrally located facility for people in the town centre, as well as those using bus services.

“We welcome the addition of any facilities to the town centre which enable more people to visit Middlesbrough town centre. It is well used and enables disabled shoppers, visitors and their families to come to our town safe in the knowledge that there is a facility they can use which meets their needs.”

Richard Horniman, *Economic Development Manager, Middlesbrough Council*

Other bus stations with Changing Places toilets include Stoke, Bromsgrove and Swansea City bus stations.

Moto Cherwell Valley



CP facilities at motorway service stations allow those who need them to travel further in safety and comfort.

There are currently very few motorway services providing Changing Places facilities. Moto Cherwell Valley service station in Oxfordshire (Junction 10 on the M40) was the first to provide a CP toilet.

“There are almost a quarter of a million people in this country who can’t use a standard accessible toilet. We are extremely proud to introduce this extended and much needed facility to the motorway network.”

Tim Moss, *Chief Executive of motorway services operator Moto*

There are also CP facilities available at the Moto Toddington Northbound service station, between Junctions 11 and 12 of the M1.





Retail

IKEA Edinburgh includes a CP facility



The CP facility at the IKEA outlet in Edinburgh benefits both staff and customers.

“At the IKEA Group, we believe that taking responsibility for people is a prerequisite for doing good business. The decision to install a Changing Places toilet was entirely our own, in our desire to create something to benefit our co-workers as well as our customers.”

Elizabeth Stanton, *IKEA Community Educational Support Specialist*

Shopping centres and large retail stores are places that CP users and their families will want to spend time visiting.

Current CP providers include the Trafford Centre in Manchester, WestQuay and Westfield shopping centres in Derby and Stratford (East London), with two available in the Stratford centre.

Debenhams Blackpool, Co-operative store Ilkeston, and Asda Superstore Chaucer Road, Sheffield, also provide CP toilets in-store.



Leisure

Capital FM Arena is a major entertainment venue



Capital FM Arena Nottingham, based within the National Ice Centre, is a large entertainment venue whose chief executive, Geoff Huckstep, has seen how CP facilities benefit visitors:

“We want our venue to be accessible to everyone, which is why we were so keen to get this facility installed at the Arena. We are proud to be the first arena in the country to do this and we would encourage others to follow.”

Opening the facility with Nottingham City Councillor Eunice Campbell was Sara Brett from Nottingham. Sara has cerebral palsy and needs 24-hour care. Her sister, Linda, explained the difference the CP toilet would make:

“Every time we go to the Arena we usually have to leave before the end because Sara needs the toilet, but that won’t happen now.”



The opening (above) of the CP facility (top right) at Capital FM Arena Nottingham



Long Barn visitor centre

Long Barn visitor centre was the first UK National Trust property to install CP facilities. Located on the side of Divis and the Black Mountain, Northern Ireland, the centre offers scenic views of Belfast and beyond.



Long Barn visitor centre, Divis and the Black Mountain



The view from the CP facilities at Long Barn

“Disabled visitors and their families will now be able to enjoy this spectacular place – from which they would otherwise have been excluded.

The opening of the Long Barn and Changing Places, on these wonderful hills, will add to the visitor experience for so many people in Belfast, Northern Ireland and further afield.”

Hilary McGrady, *National Trust Regional Director for Northern Ireland*

Giant’s Causeway, Antrim in Northern Ireland, Garwnant Visitor Centre in Merthyr Tydfil, Wales and the Camel Trail Gateway public conveniences in Wadebridge, Cornwall are just a few other CP locations which also enable more disabled visitors to explore outdoor trails and natural environments.

The Eden Project

The Eden Project’s ecological gardens attract over a million visitors every year and aim to provide a great experience for all ages, abilities and backgrounds. Installing CP facilities has helped them to achieve that aim.

“It has always been our ambition to make Eden as accessible as we can to anyone who wants to come. Thanks to the work of our very dedicated staff and partnerships with Cornwall Council through the Aiming High programme, the Sensory Trust and the Changing Places campaign, we’re really pleased that we’ve been able to make this important step forward.”

Tony Kendle, *Director, The Eden Project*



The Eden Project (above) provides a CP facility (below), so more disabled visitors and their families can enjoy a full day at the attraction © Eden Project



Rachel George, who attended the official opening with her four year old son Adam, said:

“A facility like this makes the difference between visiting somewhere for a couple of hours and being able to stay for a day. It’s fabulous.”

Cadbury World in Birmingham, Royal Botanic Gardens, Kew, Pili Palas Nature World in Anglesey and Marwell Zoo, Hampshire are just a few other popular visitor attractions with CP toilets.



Key public buildings

Warminster Civic Centre



Public buildings in town centres are excellent sites for CP facilities, which help support the local community and visitors. Local authorities should consider providing CP toilets at all of their civic hubs. Kent County Council, for example, has CP facilities available at all Gateway sites.

Key public buildings such as libraries, resource centres, community halls and meeting venues should also consider CP provision to be accessible to all visitors. Public buildings with CP facilities include County Hall Trowbridge, Basingstoke Discovery Centre and Warminster Civic Centre.

“We wanted to make the building as inclusive and accessible as possible for all the residents of Warminster and visitors to the town. We are delighted that with the support of Wiltshire Council we have been able to include a Changing Places toilet in our new facilities, giving us state-of-the-art provision for all those who visit the Civic Centre.”

Heather Abernethie, *Warminster Town Clerk*



Health and education



University Hospital Wales celebrate opening their CP facility

Healthcare facilities and education buildings are more likely to have regular visitors who require frequent access to CP toilets.

University Hospital Wales responded to requests from visiting families and became the first hospital to install a CP toilet in Wales.

“The Changing Places toilet we have installed is the first in any hospital in Wales. We hope people who cannot use standard accessible toilets find that this vastly improves their experience within the University Hospital of Wales. I’m delighted that, together with Mencap Cymru, we have improved things for families.”

Mike Spencer, Assistant Director of Patient Experience at Cardiff and Vale University Health Board

“We congratulate the health board on this installation, and encourage other hospitals in Wales to follow their good example. Without Changing Places toilets, families jeopardise their own health and safety to change their son or daughter on a toilet floor – something which is dangerous, unhygienic and undignified. People with a learning disability will often have additional health needs, so it’s vital to have fully accessible spaces like these in our hospitals.”

Wayne Crocker, Director at Mencap Cymru

Other healthcare facilities which provide CP toilets include Ninewells Hospital in Dundee, Harold Wood Polyclinic in Havering, City Hospital and Queen’s Medical Centre, which are both in Nottingham.

The University of Manchester and the University of Dundee have improved access for higher education students and staff by installing CP toilets. Aviemore Primary School and Community Centre also provide CP facilities for local users.

Special events

Olympic and Paralympic Games 2012



© Paul Edgar

The London 2012 Games were the first to offer CP facilities at Olympic and Paralympic venues. Paul Murray (pictured) enjoyed his experience at the Games

Providing CP toilets at special events means that more disabled visitors can attend and stay for the full duration. For the Olympic and Paralympic Games 2012 in London, the Olympic Delivery Authority (ODA) included CP toilets in each of the Olympic Park's venues as part of its Inclusive Design Strategy.

“The Olympic Park was designed and constructed to be inclusive for people of all cultures, faiths and ages, and accessible to disabled people. As part of this commitment, we aimed to provide accessible Changing Places toilets at every venue.”

Margaret Hickish, *Principal Access Officer for the ODA*

“There was much to see...I had a very good day at the Olympics, tiring but well worth it...and finally, after a brilliant day out, I headed home.”

Paul Murray, *London 2012 spectator*

V Festival



Portable CP toilets can be used at outdoor events such as festivals

The outdoor music event, V Festival, offers portable CP facilities.

“British summertime means one thing to me - going to a festival - and most of us are lucky enough to be able to do so without too much worry. But for people with profound and multiple learning disabilities this often isn't the case as many festivals don't have suitable toilets for them to use. That's why it's great to see V Festival's continued support for the Changing Places campaign.”

Jo Whiley, *BBC Radio 2 DJ*

Robert (pictured above with friends) loves music and goes to gigs in his local area almost every week. However, as his assistant Rui Shang explained, he had never been able to go to a festival before due to the limitation of facilities. Rui said:

“It's brilliant that V festival has Changing Places toilets at the site – now Robert can get to see the bands he has plastered on his walls!”

2 Legislative background

This section sets out the legislative background relevant to the provision and use of Changing Places (CP) toilets and seeks to clarify the duties and responsibilities of providers and users. It outlines existing policy guidance for organisations considering or planning a CP toilet.

It is important to carry out a full risk assessment and implement robust management procedures for maintaining sanitary facilities. The Health and Safety Executive provides further information about conducting risk assessments on its website. The Changing Places Consortium is happy to assist anyone with concerns about providing CP facilities, although they are unable to provide legal advice. A factsheet about legal issues is available for download from the CP website. For more details, see Chapter 7, **Sources of further information**.

Equality legislation and treaties

Equality Act 2010 (England, Scotland and Wales)

The Equality Act 2010 came into force in October 2010 and provides a single legal framework through which inequality and discrimination can be challenged. It brought together nine separate anti-discrimination laws which previously covered distinct areas of inequality. These are defined in the Equality

Act 2010 as the ‘protected characteristics’ of race, disability, gender, gender identity, religion and belief, pregnancy and maternity, sexual orientation and age. The Act replaced previous equality legislation including the Disability Discrimination Acts 1995 and 2005 (DDA) in England, Scotland and Wales. The DDA is still in force in Northern Ireland.

The single equality framework simplifies this area of the law and also strengthens the duties, rights and expectations of service users, service providers and employers across the public, commercial and voluntary sectors. Compared with previous legislation, the Equality Act 2010 makes it easier for disabled people to demonstrate that they are covered by the definition of ‘disability’ under the Act. It protects disabled people against direct discrimination, indirect discrimination, discrimination arising from their disability, harassment and victimisation.

Different parties, including service providers, employers and education providers are required to make ‘reasonable adjustments’ wherever a disabled person would encounter a substantial disadvantage, in an effort to overcome this disadvantage. Adjustments may be made to policies or to physical features, or through the provision of auxiliary aids.

The Act provides protection at work for people who care for a disabled or older person. It also provides measures to protect people against discrimination and harassment when accessing services accompanied by a disabled person.

Duties as a service provider

The Equality Act 2010 sets out duties requiring service providers to make reasonable adjustments by:

- **altering policies and practices**
- **overcoming barriers caused by physical features of buildings**
- **providing auxiliary aids.**

Doing this should make it easier for disabled people to access facilities and services.

The Act also requires organisations to plan ahead and make changes in advance in order to meet the needs of existing and potential new customers.

Whether an adjustment is considered 'reasonable' will depend on a number of factors, including the practicality and effectiveness of implementing the change, the cost, the size of the organisation and availability of resources. The aim of undertaking adjustments should be to remove any disadvantage experienced by disabled people.

Positive action

The Equality Act 2010 allows service providers to take positive action in order to meet the needs of people who are under-represented, disadvantaged or have specific needs, where this will help to overcome potential barriers or disadvantages. The purpose of positive action is to increase opportunities for people to benefit from services and to enjoy full involvement in the community by providing services that respond to specific requirements.

There is no restriction under the Act on treating disabled people more favourably than people who are not disabled. It is also acceptable to target positive action towards people with a particular disability, rather than to disabled people generally.

Justification for taking positive action should be based on three conditions:

- **service providers should have reasonable grounds for thinking that a particular group of people protected by the Act are disadvantaged in terms of accessing their services**
- **service providers should have reasonable grounds for thinking that the particular group of people is under-represented as service users**
- **the needs of the particular group should be different from those of other groups of people.**

Where a service provider takes positive action, the action should meet the needs of the particular target group, help to reduce or eliminate disadvantages and facilitate full involvement or access to the service.

Public sector Equality Duty

The Act includes a public sector Equality Duty, which came into force from April 2011. This requires public bodies to place equality at the heart of everything they do and extends the benefits across all protected characteristics. It consists of a general duty and specific duties.

While the specific duties vary in England, Scotland and Wales, under the general duty

all public authorities in the UK are required to actively promote disability equality and positive attitudes towards disabled people, as well as to eliminate harassment and discrimination of disabled people.

Disability Discrimination Act 1995 (Northern Ireland)

Under the DDA, employers and service providers have the positive duty to make reasonable adjustments to premises and policies in order to provide disabled people access to goods, facilities, services or premises.

A service provider may need to change a practice, policy or procedure which makes it impossible or unreasonably difficult for disabled people to access their services. They may also have to make adjustments where a physical feature makes it impossible or unreasonably difficult for a disabled person to use a service.

The Equality Commission for Northern Ireland provides the following guidance on duties in relation to the provision of goods, facilities and services.

Goods, facilities and services

The DDA makes it unlawful for those providing goods, facilities or services to the public to discriminate against a disabled person for a reason related to their disability, in certain circumstances. It is unlawful for a provider of services to discriminate against a disabled person in:

- **refusing to provide, or deliberately not providing, to a disabled person, any service which is provided to members of the public**
- **failing to make a reasonable adjustment which makes it impossible or unreasonably difficult for a disabled person to make use of any such service, and the failure cannot be justified**
- **the standard of service provided to a disabled person or the manner in which the service is provided**
- **the terms on which the service is provided.**

Public sector duties (Northern Ireland)

Public bodies in Northern Ireland have additional duties to promote equality of opportunity and good relations under Section 75 of the Northern Ireland Act 1998. They must also meet duties under the Disability Discrimination Act to promote positive attitudes towards disabled people and to encourage the participation of disabled people in public life.



Sara and her sister Linda

“I’m determined Sara should have the chance to take part in our local community, and we go out somewhere every day. Now that Nottingham City Centre has Changing Places toilets we have far more freedom and choice – it’s made such a difference to our lives”

United Nations Convention on the Rights of Persons with Disabilities

The UK Government ratified the United Nations (UN) Convention on the Rights of Persons with Disabilities in 2009. The Convention places obligations on the UK Government to protect and promote the rights of disabled people and to take steps to ensure that this is also undertaken by other public bodies, such as local authorities and health boards. The Convention can play an interpretative role in cases under domestic human rights or equality legislation.

Among other areas, the Convention includes articles relating to:

- **equality and non-discrimination, including the ability to create specific measures to promote equality for disabled people (Article 5)**
- **accessibility including within the built environment, transport, public services and facilities (Article 9)**
- **freedom from degrading treatment, that is, treatment that is grossly humiliating and undignified (Article 15)**
- **living independently and being included in the community (Article 19)**
- **personal mobility (Article 20)**
- **participation in cultural life, recreation, leisure and sport (Article 30).**

The UN Enable website provides additional information on the UN Convention on the Rights of Persons with Disabilities. Further information and guidance on domestic equality and human rights legislation, as well as on the application of the UN Convention on the Rights of Persons with Disabilities in the UK, can be found via the UK’s commissions for equality and human rights. See Chapter 7, **Sources of further information.**

Building Regulations, design guidance and codes of practice

British Standard (BS) 8300

Detailed guidance relating to the provision and design of CP toilets was included for the first time in a British Standard when it was incorporated into the 2009 edition



of BS 8300 *Design of buildings and their approaches to meet the needs of disabled people – code of practice*. The code of practice provides guidance for those involved in the design of new buildings and the adaptation or improvement of existing facilities. It recommends that CP facilities should be provided in larger buildings and complexes with public access or where visitors might be expected to spend long periods of time.

Building Regulations

The design of all new buildings and the majority of alterations to existing premises are controlled by the Building Regulations system in England, Wales, Scotland and Northern Ireland. The Building Regulations include a series of requirements to ensure that buildings are safe, healthy, sustainable and convenient for everyone to access and use. The associated technical documents cover specific areas of the Regulations, with the most relevant to this guide being the following:

England

Approved Document M – Access to and use of buildings (AD M) 2013 edition

Section 5 refers to the provision of sanitary accommodation and CP facilities in larger buildings.

“5.6

In large building developments, separate facilities for baby changing and an enlarged unisex toilet incorporating an adult changing table are desirable. Facilities incorporating adult changing tables are more commonly known as

Changing Places toilets and further guidance is available from the Changing Places Campaign website (www.changing-places.org) or by reference to guidance in section 12.7 and Annex G of BS 8300.

“5.17

In large building complexes, such as retail parks and large sports centres, there should be one wheelchair-accessible unisex toilet capable of including an adult changing table.”

Wales

Approved Document M – Access to and use of buildings (ADM)

Documents and guidance that are current and in force up to 31 December 2011 and had previously applied to England and Wales, will continue to apply in Wales following transfer of powers to Welsh Ministers. This includes Building Regulations and Approved Documents.

From 1 January 2012, any revisions to Building Regulations and Approved Documents issued by the Department for Communities and Local Government apply to England only. For the latest version refer to the Welsh Government website: www.wales.gov.uk

Northern Ireland

Technical Booklet R 2012 – Access to and use of buildings

Section 6, *Sanitary accommodation*, covers the provision of sanitary and changing facilities in dwellings and non-domestic buildings. *Appendix A: Informative – facilities for people with profound and multiple learning disabilities*, includes recommendations for changing places facilities:

“People with profound and multiple learning disabilities, who require the help of up to two assistants, need a facility that is a combined toilet, shower and changing room.

Such facilities require extra space to accommodate people, often using large wheelchairs having elevated leg rests, a reclining facility or integral oxygen cylinders, and space to fit slings for use with a hoist. It also needs to be possible for a wheelchair to remain within the facility when not in use without compromising the safe access and use of the equipment.

A Changing Places toilet includes such extra space and facilities.”

Scotland

Technical Handbook 2013 – Non-Domestic

The guidance in section 3.12 – Sanitary facilities acknowledges CP toilets as best practice and includes recommendations for a network of these facilities:

“Changing Places Toilet (CPT) – is a toilet with a changing facility that is suitable for use by people that have profound and multiple learning disabilities or other disabilities and for whom standard accessible toilets may not be fit for purpose. A CPT is provided where the building owner chooses to do so and their installation represents best practice.

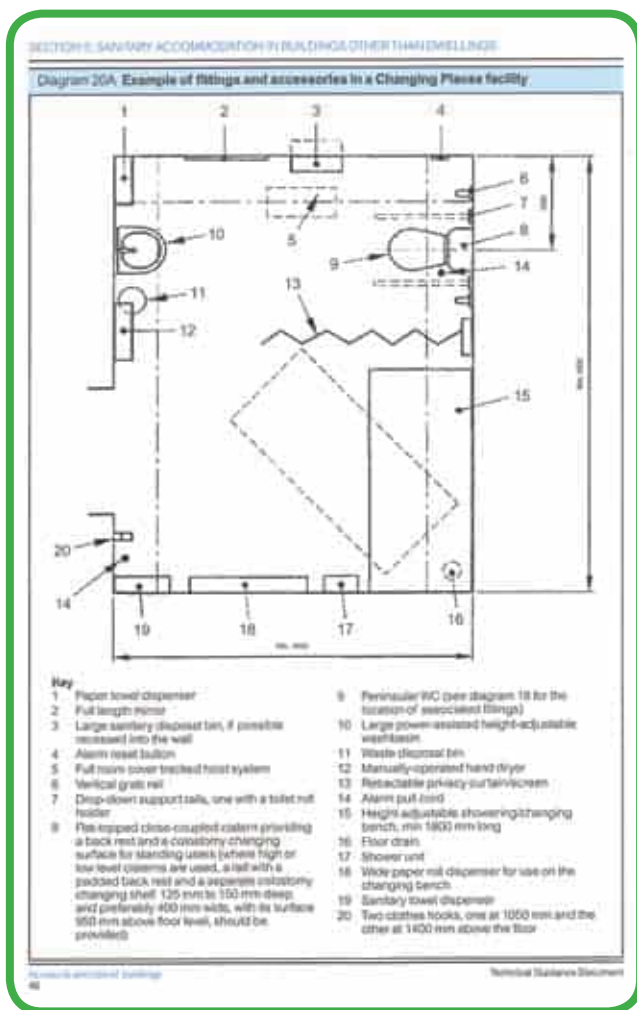
There are many building types best suited for CPT installations including publicly accessible facilities such as shopping malls, entertainment or assembly buildings and transport related facilities. Provision of CPTs within suitable buildings is important to establish a network of facilities at appropriate locations across the country.”

Jersey

*Approved Technical Guidance Document
Part 8 – Access to and use of buildings,
2007 edition incorporating 2012
amendments*



Section 5 includes detailed design considerations and provisions for Changing Places sanitary accommodation in terms of meeting requirements of Part 8 of Schedule 2 to the Building Byelaws (Jersey) 2007.



Example layout from the *Jersey Technical Guidance Document: Part 8*

“The reason for including provision for Changing Places facilities was to address concerns that standard wheelchair-accessible toilets do not meet the needs of all disabled people. Providing CP facilities as part of larger developments was seen as a reasonable solution to those concerns.”

Morris Roscouet, *Director of Building Control, States of Jersey*

Accessible train station design for disabled people: A code of practice



The code is published by the Department for Transport, and relates to Section 71B of the Railways Act 1993. It fulfils the Secretary of State’s responsibility to produce a code of practice “*protecting the interests of users of railway passenger services or station services who are disabled*”.

Section P2 *Toilets – provision and location of wheelchair-accessible toilets* states:

“A Changing Places toilet facility should be provided in all large railway stations (category A). (Further advice on the design and installation of Changing Places facilities can be obtained by contacting the Changing Places Consortium). The Changing Places facility should be in addition to, not instead of, the provision of unisex accessible WCs.”

Health and safety legislation

Health and Safety at Work Act 1974

Under the Health and Safety at Work Act 1974, employers have a duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all their employees. This duty may be relevant, for example, regarding attendants employed in public CP toilets. The provider would have to be clear about the role and function of such attendants, as well as about the competence level, supervision, policies and procedures.

The Changing Places Consortium recommends that organisations do not place responsibility on staff to assist people to use CP toilet facilities.

The Act also places a duty on employers to conduct their undertaking in a way as to ensure, so far as is reasonably practicable, that people who are not in their employment who might be affected are not exposed to risk towards their health and safety. This might apply to users of CP toilets and their assistants. The risk might be managed, for example, by providing clear information about the equipment and instructions for use, by ensuring the equipment is properly maintained and by providing an emergency alarm.

Management of Health and Safety at Work Regulations 1999

Among other duties, these regulations stipulate an explicit obligation to carry out a risk assessment in relation to both employees and non-employees.

Common law of negligence

This is the law which would potentially apply should a user suffer an injury using a facility such as a CP facility. The basic test of negligence is whether there is a duty of care, whether it has been breached by carelessness, and whether harm has been caused by the breach. The test of carelessness would include consideration of whether the risks of providing specialist equipment in public toilets had been properly evaluated and then balanced against the benefits, which would be determined by a thorough assessment of the risks and how these could be managed.

Lifting Operations and Lifting Equipment Regulations 1998, and Provision and Use of Work Equipment Regulations 1998

These regulations relate to the examination and maintenance of lifting equipment, but only for equipment used at work. However, where the Health and Safety at Work Act applies to non-employees, the Health and Safety Executive has stated that it would expect the standards associated with these regulations to be adhered to.

The Changing Places Consortium recommends that all specialist equipment should be fitted, regularly inspected and maintained according to the manufacturer's instructions.

Manual Handling Operations Regulations 1992 (as amended in 2002)

These Regulations are designed to protect and safeguard people in the workplace in situations that involve manual handling. They acknowledge that many injuries can be caused by handling heavy loads, by adopting poor posture and by exacerbating a previous or existing injury. The Regulations require employers to carry out a risk assessment for all manual handling tasks, taking into account the task, individual capabilities, the load and the working environment.

A risk assessment might conclude that the risks posed to an attendant who was called upon to physically assist a user of the toilet were high and unmanageable. The Changing Places Consortium recommends that the facility attendants should not be required to help users of CP toilets.

The provision of height-adjustable facilities such as a hoist, changing bench and washbasin will enable disabled people and their assistants to use the facilities safely and with considerably reduced risk of injury.

Further information and guidance on health and safety legislation is available from the Health and Safety Executive – see Chapter 7, **Sources of further information.**



Sara and Linda using a hoist: transfer is managed by the disabled person and their chosen assistant(s)

“Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.”

Changing Places Consortium, *Legal framework factsheet*

Recommendations for risk management

To ensure that organisations considering the installation of a CP facility have a balance between the risks posed and the benefits offered, the Changing Places Consortium makes the following recommendations:

- Organisations that provide a CP toilet should carry out a full risk assessment.
- Organisations that provide a CP toilet should not place responsibility on staff to assist people to use the facilities.
- An emergency alarm should be fitted in the CP toilet with a clear management and response policy.
- All specialist equipment, including hoists and changing benches, should be fitted, regularly inspected and maintained according to the manufacturers' instructions.
- Instructions that show how to use equipment, and any relevant warnings, should be clearly displayed in the facility.
- Organisations should not provide slings. Signage and literature should clearly advise people that they should provide their own slings for health and safety reasons.
- Clear information should be provided on the type of hoist provided in the facility and which slings are compatible. If there is any uncertainty as to whether the hoist is compatible with the person's own sling, the person should be advised not to use the facility.
- The organisation should ensure that the facility is kept as clean and hygienic as possible.
- Equipment to assist people using the facility to maintain hygiene should be provided, including wide tear-off paper roll to cover the changing bench and a large waste bin for disposable pads.

For detailed guidance on managing CP facilities, see Chapter 6, **Management and maintenance**.

A legal factsheet is available from the Changing Places website:
www.changing-places.org

3 Planning and design

Consultation

When planning the provision of a new Changing Places (CP) toilet, consultation with relevant organisations and individuals is essential if the needs of existing local user groups are to be met. The list below suggests various groups that could be consulted, the choice depending on the location of the proposed facility. Once key user groups have been identified, their needs should be considered throughout the design process and in the selection of equipment.

Consultation groups

- local access groups
- local information and advice services for disabled people
- local disabled people's groups
- day centres
- community learning disability teams
- occupational therapists
- Disability Information and Advice Line (DIAL)
- carers' groups
- local authority disabled children's teams
- school staff
- social services adult-care teams
- Shopmobility centres
- patient forums associated with local health centres or hospitals
- local authority access officers or equalities teams.

In situations where a CP toilet is being provided for known individuals, such as specific students in schools or colleges, their needs should be taken into account. If a new CP toilet is proposed within an existing building, such as an adult day-care centre, the input of people already attending the building is essential.

Professional advice

Organisations or authorities looking to provide a CP toilet will need an architect or building surveyor to prepare plans and obtain relevant statutory consents. This will be the case whether the work is part of a new development or is an addition to an existing building. The architect or building surveyor will advise if the services of other professionals such as a structural engineer or building services engineer are also required.

Given the specialist nature of CP toilets and taking into account access considerations, it is recommended to seek advice from a professional access consultant as well as engaging with consultation groups. The National Register of Access Consultants (NRAC) is a useful resource for this purpose, see Chapter 7, **Sources of further information**.

Statutory consents

The provision of a CP toilet is likely to require statutory consents including planning permission, Building Regulations approval and, in the case of listed buildings, listed-building consent. Besides the architect or building surveyor, the local authority planning officer, building inspector, access officer and conservation officer may be able to provide advice on obtaining these consents.

Room layout

The correct arrangement of equipment in a CP toilet ensures that people are able to access and use the facilities easily. However, in the case of retro-fit facilities, there may be limitations on the arrangement as a result of the door position, structural elements, existing services and other factors.

The diagrams that follow illustrate several different room arrangements, all of which allow useable facilities for the majority of users. Key considerations for a facility – which are highlighted on each diagram – include:

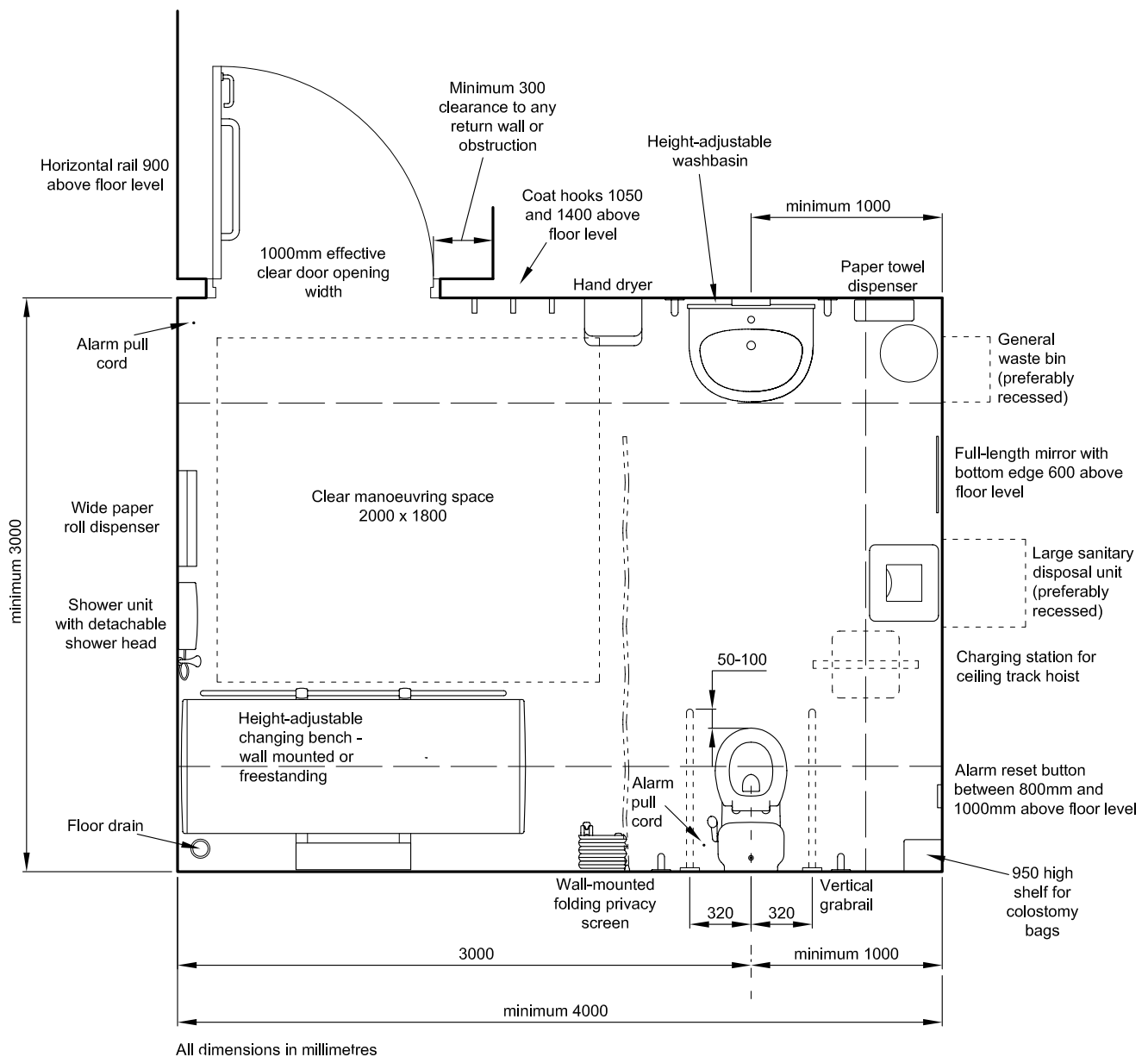
- adequate manoeuvring space
- position of equipment in relation to the ceiling track hoist
- position of items such as waste bins, hand dryers and dispensers.

Room layout: critical factors

- direct access from the door into the clear manoeuvring space
- sufficient clear space to enable a wheelchair user and two assistants to manoeuvre around the room
- fixed and free-standing equipment positioned to maximise the manoeuvring space
- easy direct transfer using hoist between clear manoeuvring space, WC and changing bench
- peninsular WC positioned to provide room for an assistant on either side of the WC
- if installed, shower unit and detachable shower head located close to head of changing bench
- if installed with shower unit, floor drain positioned to prevent water flowing across room
- privacy curtain or screen positioned to shield the WC and to provide adequate space either side, but where it will not cause an obstruction when retracted.

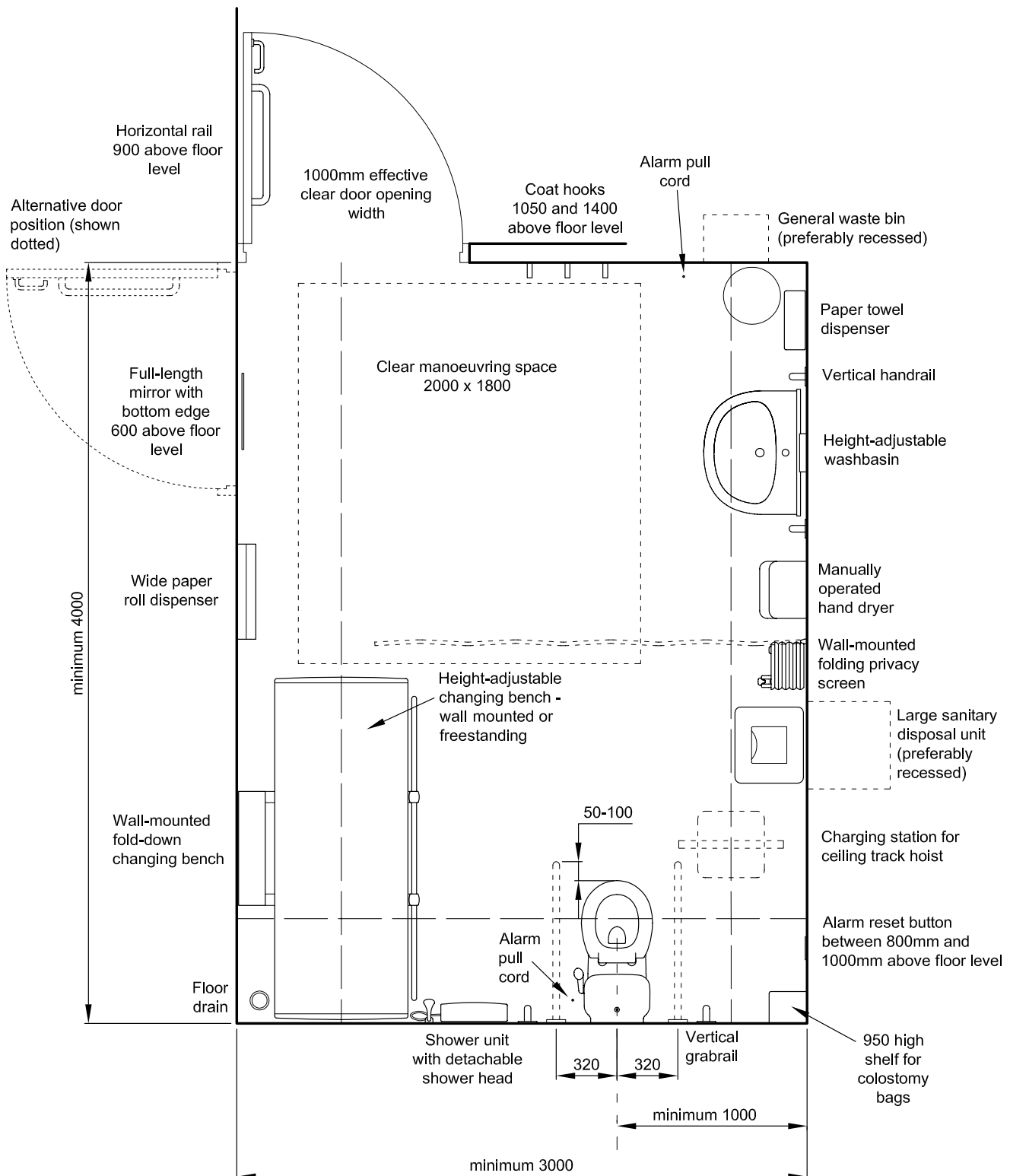
Example design: BS 8300 Changing Places facility

- corner door position
- layout as BS 8300:2009
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist



Example design: Alternative layout

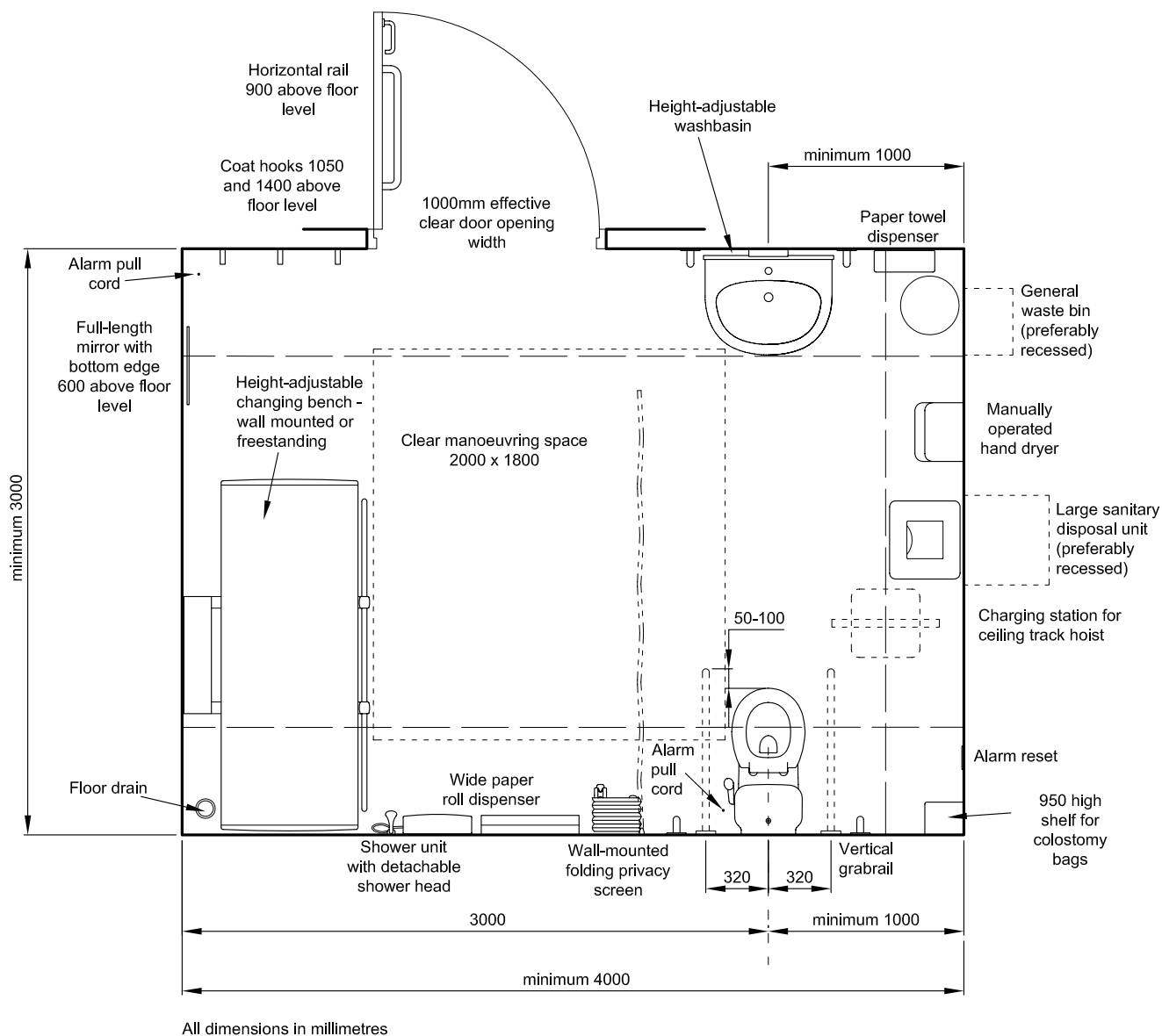
- alternative corner door positions
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist



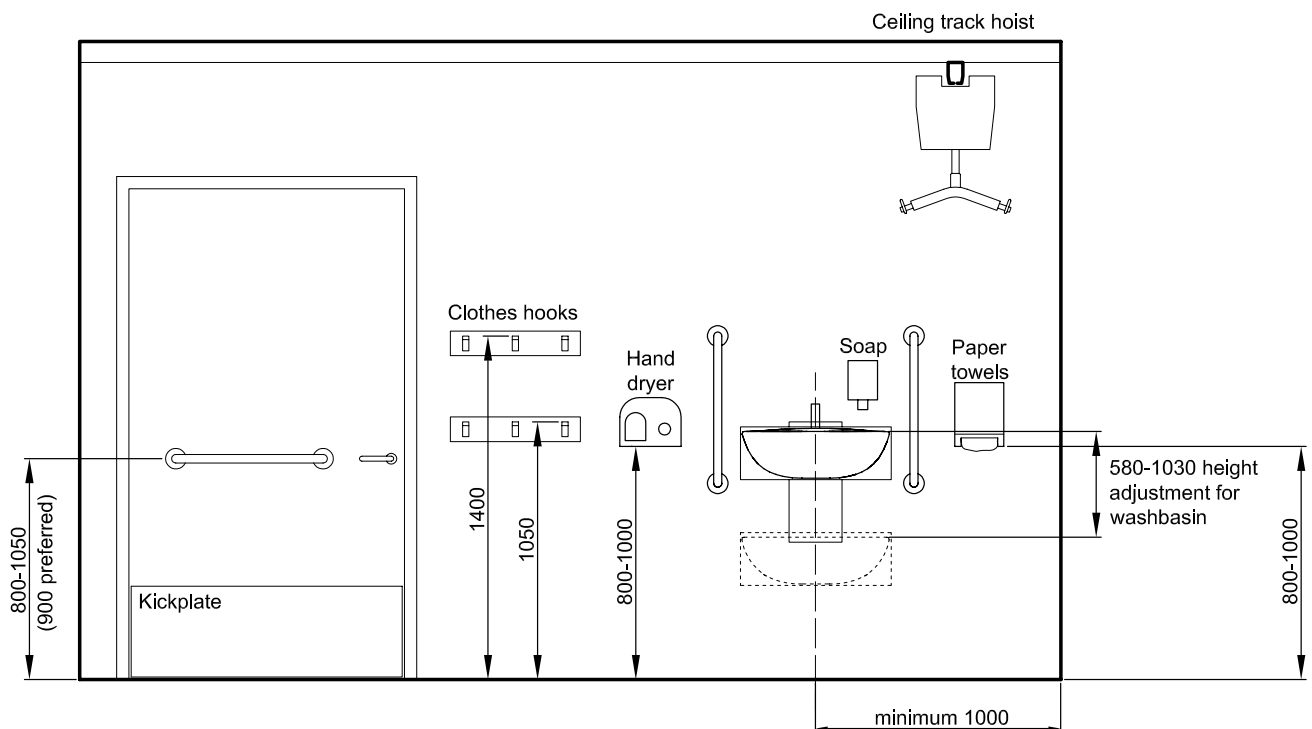
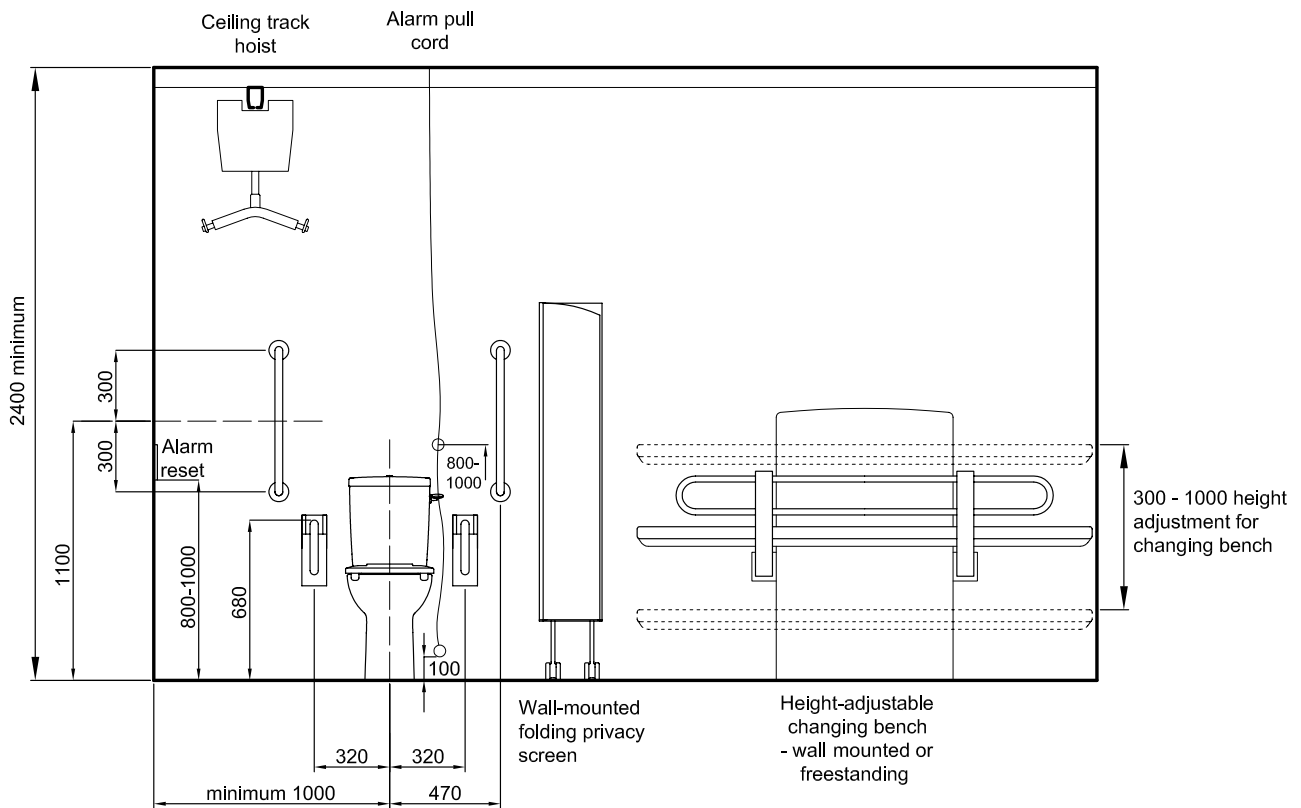
All dimensions in millimetres

Example design: Central door layout

- direct access between door and clear manoeuvring space
- shower and floor drain positioned away from door
- layout also suitable for freestanding changing bench
- full room cover ceiling track hoist

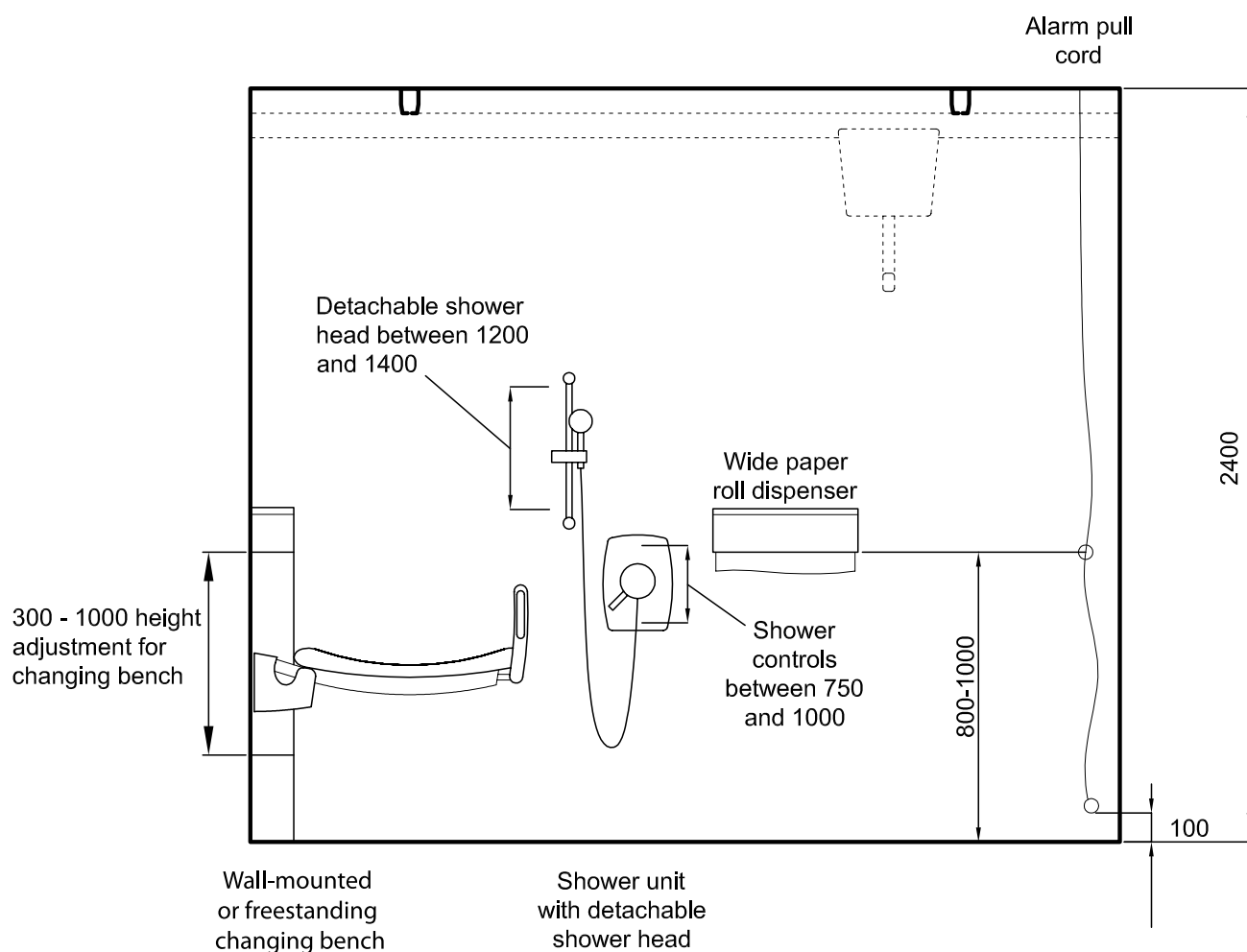


Design: Recommended heights for fittings



All dimensions in millimetres

Design: Recommended heights for shower area



Recommendations on the design and installation of a shower area with shower seat can be found in Chapter 4, **Equipment and environment**.

Case study:

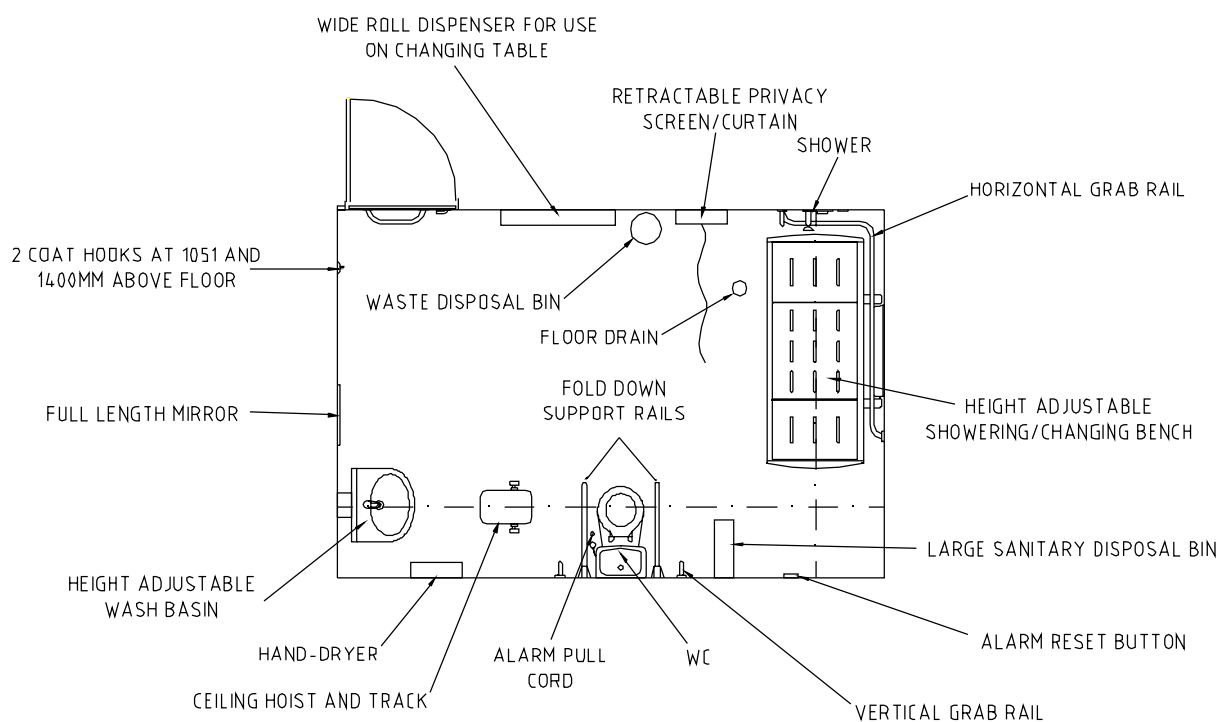
The Eden Project's CP facility design

The CP toilet at the Eden Project measures approx 4.5m by 3m providing a space of just over 13.5 sq m (square metres).

The interior decoration provides visual contrast, which helps to identify the equipment, as well as creating a welcoming environment.

“The main learning point for me is that, while it is crucial to ensure there is enough space to create an accessible environment, going the extra mile and getting the best equipment also makes a real difference to people’s lives.”

Andy Bruton, *The Eden Project*



[Above] The Eden Project's CP layout is a bespoke 4.5 by 3m design by Ted Page

[Right] The Eden Project's CP facility is bright and welcoming



Planning CP toilets in different venues

Large venues

In larger venues such as shopping centres, cultural sites and stadiums, CP toilets should be located in the same area as other WC facilities, clearly signed and near staffed information points. Information on CP facilities should be made available at reception areas, maps, directories and any local Shopmobility centres.

Public conveniences

In public conveniences with direct access from the street, security issues may be a concern – see also *Security* in Chapter 6, **Management and maintenance**. In some circumstances, a wall-mounted, fold-down, height-adjustable changing bench may be preferable to a mobile unit.

Clear street and building signage will help visitors to find the facilities. Hours of opening, management contact details and alternative CP toilet information should be provided.

Sports and leisure centres

CP toilets should be located close to changing areas, with direct access to the sports facilities. Accessible and dignified methods of transferring into swimming pools should be provided. Associated facilities such as lockers should be provided nearby and should be easily accessible.

The guidance in the Sport England publication *Accessible Sports Facilities* requires a CP toilet to be provided in sports centres with a nine-court sports hall (or larger) and in swimming pools and leisure centres with a 25m (or longer) pool. It is also recommended for four-court and six-court sports halls and 20m swimming pools.



The public toilets in Nottingham City Centre offer one main entrance to the separate toilets, promoting social inclusion, access and increasing public visibility and convenience

Bradford Metropolitan District Council has been instrumental in providing a number of CP toilets in buildings throughout the district, one of which is at Keighley Leisure Centre. The leisure centre provides facilities including a swimming pool with wet-side chair and hoist, sauna, fitness suite, bar, café and spectator gallery. The CP toilet can be used whenever the leisure centre is open and is kept unlocked. Access to the toilet is via the leisure centre reception, which is staffed at all times.



The CP toilet at Keighley Leisure Centre provides a good range of facilities

The large facility incorporates two peninsular-arrangement WCs which can be divided by a privacy screen, a freestanding height-adjustable changing bench and ceiling track hoist. Two fold-down height-adjustable shower seats are also provided and are mounted on a horizontal track to enable them to be moved to suit the user.

Providing two WCs means that if groups visit the leisure centre, they have the option of two people using the facility at the same time, reducing queuing time. The provision of height-adjustable drop-down rails to either side of the WC offers greater flexibility and improved safety compared to fixed-height drop-down rails.



Keighley Leisure Centre's 23 sq m facilities are large enough to include two peninsular layout WCs with a privacy screen, enabling more efficient use by a visiting group

Residential, day-centre and healthcare environments

In situations where a significant proportion of people who use the facilities are either residents or regular visitors, it may be appropriate to provide shelves or cupboards to store personal items, such as pads and cleansing products, as well as items for assistants, such as gloves and hand cream. Shelves and cupboards should not cause an obstruction or reduce the overall space available.

In hospitals, facilities similar to CP toilets are likely to be provided already for use by inpatients as a component of ward-based facilities. A CP toilet for public use should also be provided to enable disabled people to attend GP practices, health centres and hospitals as visitors, and for outpatient appointments.



Ninewells Hospital and Medical School provides CP facilities near to the central lift providing easier access from all floors



The CP facility at Aberdeen Royal Infirmary is located on the ground floor near to the lifts. The toilet is open but a Radar key is required to access the hoist and supplies for nurses and assistants. A Radar key can be borrowed from the reception desk or porters' service office

Schools

Appropriate storage should be provided, as is the case for residential and day-centre environments. A lockable cabinet for medicines and dressings may also be necessary and a floor-mounted sluice is usually required. In schools, CP toilets are commonly named 'hygiene rooms'.

Special schools are likely to require more than one CP toilet, with the number of rooms being determined by the students' needs. *Building Bulletin 102: Designing for disabled children and children with special educational needs* includes sample schedules and layouts for special schools for different age ranges.

Universities

Access to a Changing Places toilet on campus in central location(s) will benefit disabled students and staff. As university campuses can be large and complex, it is essential to consider the best location in terms of accessible routes and provide clear signage guiding users to the facilities.

The University of Manchester installed a CP toilet in the Stopford Building, which is in the centre of the campus. They have provided detailed access guides for all of their buildings including photos of the equipment available in the CP facility.

Airports and transport interchanges

Careful thought should be given to the number of CP facilities provided and their location, taking into account a passenger's complete journey. The overall size of the CP toilet should reflect the likelihood that people will have luggage with them. There should be sufficient space within the CP toilet to enable people to keep their luggage with them, without it obstructing the manoeuvring space and use of equipment.

As most travellers from outside the UK may not be in possession of a Radar key, alternative arrangements for access should be provided if the facility needs to be kept locked. For further information on restricted-access facilities, see *Security* in Chapter 6, **Management and maintenance**.

At George Best Belfast City Airport, CP facilities are located on the ground floor next to the check-in area. The pre-security location allows visitors as well as passengers to access the toilet. A Radar key is available from the information desk.

The CP toilet at East Midlands Airport has an 'airside' location beyond security, in the departure lounge.

Careful consideration should be given to the management and location of CP facilities to ensure they can be used by as many people as possible both before and after security checkpoints.



A pre-security location allows visitors and some passengers access to a CP toilet at George Best Airport



Access to CP toilets provided post-security at East Midlands Airport

The CP toilet at Sutton Railway Station is accessed by a lift from the over bridge near the station's main entrance. Access to the facility is provided on request from a staffed office on the same platform as the toilet. The station also provides free accessible parking to Blue Badge holders. The facility's location and management takes into account the passenger's complete journey experience.



Sutton Railway Station's CP facility is located on the same platform as the staffed office

“Developing a strategy to provide Changing Places toilets in Middlesbrough was a great challenge. I found that my OT skills really helped during this process in understanding the needs of disabled people - but I wasn't alone - a strong steering group of professionals and user representatives was established and, following a great deal of campaigning and hard work, we now have seven Changing Places in a variety of locations”

Justine Sharman, Access Officer at Middlesbrough Council

Portable Changing Places toilets

At large events such as music festivals and outdoor fairs or shows, some or all toilet facilities are likely to be portable. The overall provision should include unisex accessible toilets and a CP toilet.

Portable CP toilets should have step-free access and be fitted with the same equipment as permanent CP toilets. Wherever possible, the unit should be connected to the mains water supply and waste drainage system. It is particularly important to ensure that high standards of cleanliness are maintained in portable CP toilets, as their outdoor location means users may be more likely to bring in dirt from outside. Maintenance checks should also be performed to ensure that running water is available. The location of the facility should be clearly signed.



In Wales, Mencap Cymru and the National Eisteddfod have two portable CP toilets available for local loan



Birmingham city centre provided a Changing Places toilet for visitors to their Christmas market and busy shopping district, supplied by Andy Loos. A straight-on, ramped approach provides easy access

Accessible routes

CP toilets should be located within easy access of the building entrance. Wherever practicable, a CP toilet should be located close to managed facilities, such as in a staffed suite of public conveniences or close to a reception desk.

The routes between the building entrance, CP toilet and other key facilities should all be accessible, direct and free from obstructions. In situations in which a CP toilet is being provided in an existing building, alterations may be required to improve access between the building entrance and the CP toilet. These may include widening doors, eliminating steps, providing powered door-opening devices and improving surface finishes and lighting. All such improvements, many of which will likely require statutory consent, should be undertaken with reference to the guidance in BS 8300 and relevant technical documents under the building regulations, see Chapter 2, **Legislative background**.

Signage and wayfinding

CP toilets should be clearly identified using the CP symbol, as shown below. Toilets displaying the symbol are required to meet the minimum standards set out by the CP Consortium. These standards can be achieved by following the guidance in this document.

The symbol should be used on directional signage as well as on the door to the toilet. It is important to create a clear route with signage at regular intervals from the entrance(s) of the venue to the CP facility. Larger venues with greater numbers of visitors should locate signage so that it is visible when crowds fill the area.

The symbol can also be used on leaflets, maps and guides, websites and other promotional material relating to the venue or area. Use of the symbol and 'Changing Places' wording will help people to identify the availability and whereabouts of facilities that meet their needs.



Changing Places signage: the journey approach



Brighton's CP street signage is clearly visible above the crowds



Visually contrasting symbols and non-reflective signage at Newark town centre's public toilet facilities. Opening hours are extended to cater for events



Double-sided overhead signs are visible from different directions. In this example from Middlesbrough Bus Station, the logo is used with the words 'Changing Places Toilet' in clear print and in title case, which is easier to read



Clear directional signage for the CP facility and other toilet types should be provided in prominent locations



Overhead signage indicating step-free routes and lift access will help users find CP facilities at large venues

If a CP facility is used by people who do not require the specialist equipment, they may be preventing others from using it when they need it. Signage should be provided adjacent to a CP toilet to direct people to the nearest unisex accessible toilet and baby changing facilities.

Many people (including potential users) may not know what a CP toilet is. It is a good idea to promote the availability of the facility once it has been installed. A brief explanation of what a CP toilet is, provided on signage outside the facility, will help to advertise its availability to people in the vicinity.

Here is some suggested wording for the signage for an open access facility:



This is a Changing Places toilet. It is provided for people with multiple disabilities who are accompanied by one or more assistants. For more information about Changing Places facilities, visit:

www.changing-places.org

If the CP facility is not open access, information about how to gain access must be provided.



The signage on the CP door at IKEA Edinburgh includes access information and directions to separate baby changing facilities

If a CP toilet is being installed, the Changing Places Consortium should be informed. Service users will then be able to access information relating to the facility via the Changing Places website. See also *Information management* in Chapter 6, **Management and maintenance**.



To raise awareness, Keighley Leisure Centre created a dedicated information board showing the equipment and facilities available

Case study:

Nottingham City Council's CP strategy

While working as Day Services Modernisation Project Manager at Nottingham City Council, Martin Jackaman became aware that day services staff could only take people with profound and multiple learning disabilities into the community for a couple of hours due to the unsuitability of standard accessible toilets for people requiring the support of an assistant. He set up a project team of representatives from different council departments, including an occupational therapist and a healthcare physiotherapist, to create a Changing Place toilet which would meet these needs. Using a video from PAMIS showing how family carers had to manage with inadequate facilities, he gained the support of the Councillor with Portfolio for Equality, the Carers' Forum and Partnership Board.

The project team's design was intended to meet a variety of needs, such as people who needed continence pads to be changed or who required support to get on to the toilet. The layout was piloted with users, carers and staff. In response to user feedback, the plan was adapted to include three horizontal grabrails next to the toilet.

The layout was then presented to the executive board and senior council officers, with the support of carers. The team's aim was to include the facility in the plan for new toilet provision in Nottingham city centre. They had to overcome some initial negative perceptions, such as why the project was needed and should be resourced, as well as concerns over possible health and safety risks.



Three horizontal grabrails were incorporated into the design after consultation

The team helped to gain support for the project by explaining that it helped the council meet equality obligations and would impact positively on subsequent performance management and inspections. They also presented evidence from individuals and PAMIS demonstrating the importance of such facilities.

The project team took a strategic approach, identifying venues that would enable families to do the things many people take for granted, such as visiting major leisure venues, shopping centres, hospitals and transport hubs.

They approached various council department officers and councillors responsible for future developments.

Their work resulted in Nottingham becoming a leader in the provision of CP facilities. The council supported the installation of CP facilities at venues including city centre public toilets as well as Ken Martin, Djanogly, and Victoria Leisure Centres, the heritage site Wollaton Park, Mary Potter and Bulwell Riverside Joint Service Centres, Nottingham Contemporary art gallery and major entertainment venue Capital FM Arena Nottingham at the National Ice Centre.

Although the project team disbanded in 2009, members have recently worked with Nottingham's two hospitals, the City and Queens Medical Centre and East Midlands Airport. At the time of publication, future plans included a refurbishment of Nottingham train station and Victoria Shopping Centre.

Besides the benefits to local residents and visitors to the city, in 2006 the team won a Community Care Award worth £5,000, which they put towards a further CP installation, and Mr Jackaman was named The Guardian's Public Servant of the Year 2007.

Mr Jackaman explained some of the factors behind the group's success:

“It is important to seize opportunities when they arise: for example, when Nottingham City Council was rolling out a programme to modernise leisure centres, the group demonstrated how installing these toilets would benefit the service. It is also important to make clear repeatedly that these facilities cater to a different sort of need which requires a specific layout and equipment. With advances in medical science allowing people to live longer, the need to support carers is growing rapidly.”

Case study:

Collaborative planning and design at NHS Grampian

The NHS Grampian Disability Discrimination Act Review Group, the majority of whose members are disabled people, carers and representatives from disabled people's organisations, is responsible for taking forward the disability agenda within NHS Grampian.

The group's membership includes Jenny Whinnett, PAMIS Family Support Service Co-ordinator for Grampian, who brought the group's attention to the problems faced by carers of adults with profound and multiple disabilities when visiting hospitals. The group resolved to overcome the issue.

“Jenny alerted us to the fact that adults with multiple disabilities were being changed on the floors of our public toilets. We all felt this was totally unacceptable in terms of the dignity of the disabled person and the risk of injury this posed to carers from doing manual handling in a confined space, hence our determination to overcome this problem.”

Nigel Firth, Equality and Diversity Manager at NHS Grampian

A subgroup was created to work on the project which included carers and disabled people as well as technical representatives. The subgroup developed a basic design for adult-changing facilities, which was then amended by identifying the best features of other such facilities.

Input from users led to further modifications: for example, for the facility at Aberdeen Royal Infirmary, assistants said that two drop-down grabrails would be the most appropriate configuration. The group later collected feedback from users which commented positively on this design. Similarly at the Woodend toilet, only one drop-down grabrail was originally installed. However, following feedback from users, it was decided to install a second drop-down grabrail.

Once they were satisfied that they had found the best configuration, the group agreed that this would become the blueprint for other CP facilities within NHS Grampian.

Planning and design checklist

Strategic planning to identify appropriate venue(s) and location	☐
Space at least 3m by 4m (12 sq m) available for the CP facility	☐
Consult relevant stakeholders (including local disability and access groups)	☐
Consult architect and access consultant	☐
Obtain relevant statutory consents	☐
Design appropriate to the context developed in consultation with stakeholders	☐
Room layout:	
Direct access from the door into the manoeuvring space	☐
Equipment positioned to maximise manoeuvring space	☐
Easy and direct transfer using hoist between different areas	☐
Sufficient room for an assistant on either side of the WC	☐
Shower unit close to head of changing bench	☐
Floor drain positioned to prevent water flowing across room	☐
Privacy curtain or screen	☐
Reference made to Changing Places layout and guidance	☐
Accessible routes to the facility	☐
Clear signage indicating the CP toilet's location	☐
Clear information about access arrangements and guidance for use including sling compatibility	☐
Additional information explaining the CP facility's purpose	☐
CP Consortium informed about the new facility	☐

4 Equipment and environment

This section looks in detail at each element of a Changing Places (CP) toilet, including door features, surface finishes, environmental services, equipment and fixtures. It covers the need for each element, how features are used, their layout and position.

In addition to using the guidance here, consultation with local groups and individuals is essential to help focus provision and meet the needs of the existing local population (see *Consultation* in Chapter 3, **Planning and design**).

Doors

The door to a CP toilet should provide easy access into and out of the room, be clearly visible and easy to operate.

- The door should open outwards wherever possible (so it does not obstruct manoeuvring space within the room), and comprise a single door leaf.
- The door should provide an effective clear width of 1000mm.
- The door threshold should be level. Any change in floor finish along the line of the door should be bridged with a securely fixed low-profile threshold plate.
- An easy-action lever handle at 900mm height and / or a vertical pull handle with bottom end 700-1000mm and top end no lower than 1300mm above floor level should be provided.

- Outward-opening doors should have a horizontal rail on the inside face at a height of 900mm. This makes it easier for people to close the door behind them as they enter the room.
- Outward-opening doors should not obstruct any emergency escape route. Sliding doors, including pocket doors, should only be installed following consultation with the local building inspector and fire officer.
- Colours and surface finishes should be selected to optimise visual contrast between the door and adjacent wall surfaces, and between the door face and any handles, locks and horizontal rails. This helps people with visual impairments to differentiate between surfaces and fixtures.
- The door should have an unobstructed space next to the leading edge of the opening face of the door of at least 300mm. This space is not necessary where an automatic door is installed.
- Automatic doors should be considered where possible, because opening a door while guiding a wheelchair and carrying equipment can be difficult. Controls for automatic doors should be easy to use and should contrast visually with their background.

Guidance documents including AD M, Technical Handbooks and BS 8300 provide further information and detail on doors.

For relevant standards, see *Building regulations* in Chapter 2, **Legislative background**.



[Left] At Keighley Leisure Centre, the CP symbol appears on a blue door which stands out against the white wall. [Right] Marwell Zoo's CP toilet has a dark wooden door and frame, which contrast against the brick wall

Alternative door designs

Wherever possible, the toilet door should be outward opening. However, where there is insufficient space for an outward-opening door, such as where a CP toilet is being installed in an existing building, the following alternatives could be considered:

Reduced-swing door – This operates with a sliding folding mechanism and requires a special track and suspension system. The area taken up by the door swing is much less than a conventional swing door.

Sliding door – This requires an overhead track which is fixed to the surface of the wall and can be concealed in a pelmet. A clear length of wall is required to one side for the door leaf to slide across. A disadvantage of sliding doors is that they provide minimal sound insulation, compromising privacy.

They should only be used where the installation of single-swing or reduced-swing doors is impractical.

'Pocket' sliding door – This incorporates a door leaf which slides into a specialist steel frame set inside a partition wall. Pocket doors provide improved sound resistance, and therefore better privacy. Pocket doors are not recommended where the door is immediately adjacent to a shower area due to potential corrosion of the steel frame.

Double swing double door – This is useful in situations in which the ceiling track for a hoist extends from the CP toilet to a poolside or other area. The centre of the door should be aligned with the ceiling track and the doors should swing in both directions.

It is important with all door types that a minimum effective clear width of 1000mm is maintained.



The automatic door to the CP toilet at City Hall, London. The push pad should be 750-1000mm above floor level and set back 1400mm from the leading edge of the door when open



A light action lever lock on the inside of this toilet is easy to use and changes the occupied / vacant indicator on the outside

Door locks

All CP toilet doors require a privacy lock on the inside. Some CP toilets also require a security lock to prevent unauthorised access and to safeguard the facility when not in use. Whether a door is kept locked when not in use will depend on the location of the CP toilet, the proximity of building management staff, and the management policy for that facility (see *Security* in Chapter 6, **Management and maintenance**). The points below refer to privacy locks only.

- An easy-to-operate privacy lock which incorporates a red / white (occupied / vacant) visual indicator should be provided.
- Privacy locks should incorporate a mechanism that allows the door to be opened from the outside in an emergency.

WC

The WC in a CP toilet should be provided in a peninsular arrangement (away from the walls) to allow sufficient space for an assistant on each side.

The WC should also be positioned to allow convenient transfer directly from a wheelchair or using the ceiling track hoist.

- The WC pan should be at least 1000mm from the nearest wall.
- The WC should have a seat height of 480mm to facilitate transfer from a wheelchair.
- The WC seat and its fixings should be sufficiently robust to support someone during transfer and their weight when

seated. Stainless steel seat fixings are preferred and they should be positioned directly into the top of the WC rim.

- Seats with a gap at the front should not be used. This style of seat can make it difficult for people to transfer, and the gap is a potential leg trap.
- Seat covers can obstruct transfer when raised unless they are well designed and fixed to serve as a comfortable backrest.
- The use of close-coupled WCs is generally preferred. This style of WC provides an integral backrest and, as long as the cistern has a flat top, also provides a shelf for colostomy bags.
- If low- or high-level cisterns are used, a padded backrest and a wall-mounted colostomy shelf should be provided.
- Backrests should be designed to be as comfortable as possible, with no raised edges, and should be sufficiently strong to provide back support.
- A shelf for colostomy bags 100mm to 150mm deep and at least 400mm wide should be fitted 950mm above floor level. The shelf should be positioned where it will not obstruct use of the wall-mounted handrails or other equipment, but where it is within reach of a person using the WC.
- Toilet tissue should be positioned where it can be reached easily by an assistant and also by a person seated on the WC. A wall-mounted dispenser could be provided as well for the convenience of an assistant. Consultation with user groups will help decide whether a sheet dispenser or a toilet roll is more appropriate.
- Automatic 'wash and dry' toilets are not a Changing Places requirement. They should be considered in regularly managed sites in consultation with user-groups.

Automatic toilets require specific maintenance, and instructions for use should be provided.



Peninsular layout WC with transfer space and drop-down grabrails on both sides. Alarm cords should not be tied up and the transfer space kept clear

© Queen's Medical Centre, Nottingham University Hospitals NHS Trust

Grabrails and drop-down support rails

Wall-mounted vertical grabrails (fixed-position handrails) and drop-down support rails should be provided to both sides of the WC to offer support to people while transferring and while seated. The wall-mounted vertical grabrails assist people adopting a frontal transfer and people who are able to stand while using the WC.

Drop-down rails can be lowered to assist during transfer or to provide support to a person while seated on the WC. They should be raised when not in use so they do not obstruct transfer using a hoist.

It is essential that grabrails, support-rail fixings and the structure on which they are fitted are strong enough to support the weight of a person.

- All fixed grabrails should be tubular in cross-section, 32mm to 35mm in diameter, minimum 600mm long and with a clearance of 50mm to 60mm between the wall surface and the grabrails.
- Vertical grabrails should be positioned with the centre line 1100mm above floor level.
- All grabrails and drop-down support rails should contrast visually with the surface they are mounted on so that they are easy to identify.
- Grabrails and drop-down support rails should be made of a material that is easy to grip and that does not become slippery when wet.
- Wherever possible, drop-down support rails should be height adjustable as these offer greater flexibility and improve safety. Where fixed-height drop-down rails are provided, the upper rail should be 680mm above floor level when in the horizontal position.
- All drop-down support rails should be firmly held when folded up against the walls, but must be easy to release when required.
- Drop-down support rails should be positioned 320mm either side of the centre line of the WC and project 50mm to 100mm beyond the front of the WC when horizontal.



Drop-down rails on both sides of the WC can be folded up when not needed or dropped-down into horizontal position for support. The black grabrails contrast visually against the pale background

Height-adjustable washbasin

Ideally a washbasin that is height adjustable should be provided to allow people to use it from either a seated or standing position. The washbasin should be positioned at a height at which a wheelchair user can easily reach the taps and use the bowl. To prevent back strain or injury, it should be possible to raise it to a suitable height so that the assistant can use it when standing.

- The washbasin should have a large bowl, but not so large that it will be difficult to reach the taps or a wall-mounted soap dispenser.
- Level areas at either side of the washbasin, provided with most height-adjustable units, can provide forearm support.

- The washbasin should provide a clear knee space below the bowl and should not have a pedestal. All supply and waste pipes should be neatly positioned to avoid obstructing the knee space.
- The washbasin should be adjustable in height if possible. The majority of commercially available washbasins allow height adjustment within the range of 580mm to 1030mm above floor level.
- The height-adjustment mechanism should be power assisted (either electrical or hydraulic). Instructions and controls for adjusting the height should be clearly visible and easy to follow.
- The height-adjustment mechanism should have a pressure-sensitive safety override to prevent the washbasin from lowering if there is any obstruction underneath.
- Height-adjustable washbasins require flexible tap and waste pipe connectors to enable the washbasin to be raised and lowered to its maximum extent. These connectors are enclosed or concealed behind a rear panel in most models.
- If it is not possible to provide the height-adjustable facility, the washbasin should be installed at a height accessible to a wheelchair user (720-740mm from floor).



Height-adjustable washbasin with flat sides to rest arms and a lever mixer tap at Warminster Civic Centre

Taps

Washbasin taps should be easy to operate and adjust, and water temperature should be controlled to avoid the risk of injury. Mixer taps should be provided wherever possible. Infrared touch-free taps are beneficial to some users, as long as they are suitably responsive, but they can be confusing to some people and may not always offer the best solution. Again, it is important to consult potential users to determine the most appropriate fittings (see *Consultation* in Chapter 3, **Planning and design**).

- Where manually-operated taps are provided, they should be lever mixer taps. Mixer taps should be positioned centrally, with a single lever to adjust water flow.
- Where infrared touch-free taps are provided, the sensor eye should be positioned in line with the water outlet.
- Where it is not possible to provide a mixer tap, individual hot and cold water taps should be operated by a lever which requires no more than a quarter turn.
- Where individual taps are used, the convention for hot to be positioned on the left and cold on the right should be used. This is particularly beneficial for visually impaired people. Clear colour-coding and lettering will also aid identification.
- The hot water supplied to washbasin taps should not exceed 43°C (degrees Celsius) at the outlet. Temperatures higher than this present a risk of injury.
- Hot water circulating inside pipework should be at least 60°C to avoid risk of legionella.

Soap dispenser

- A soap dispenser should be wall mounted directly above the washbasin. It should be within reach of a person seated in a wheelchair, with the underside between 800-1000mm above floor level.
- The dispenser should be positioned to allow room for it to be operated when the washbasin is at its highest position.
- The dispenser should be easy to operate with one hand.

Hand drying

A means of drying hands should be provided close to the washbasin. Wherever possible, paper towels should be provided in addition to a hot-air hand dryer. Hand dryers requiring users to put their hands into a limited space at the top of a hand dryer should not be installed. Some 'ultrapid' hand dryers can be too loud, causing discomfort for some users, including people with sensory impairments and people with dementia.

- A paper-towel dispenser should be wall mounted close to the washbasin, with the lower edge positioned 800mm to 1000mm above floor level. The dispenser should be a type that can be used easily with one hand.
- A hot-air hand dryer should be provided on the door side of the washbasin, positioned with the underside 800mm to 1000mm above floor level.
- Hand-drying facilities and any controls should contrast clearly against their backgrounds. Polished metal finishes should be avoided as reflective surfaces are more difficult to see.

Ceiling track hoist

A ceiling track hoist which covers the whole room should be provided wherever possible to enable a person to be transferred conveniently between their wheelchair, the changing bench, WC and washbasin. Such hoists are sometimes referred to as an X-Y system or H-system hoist.

Full room coverage provides access to all the equipment and clear manoeuvring space within the facility. A single-track hoist only covers a linear route and may limit movement within a room.

Mobile hoists are not recommended. They reduce manoeuvring space, and may require an alternative space outside the toilet for charging. They are also liable to being removed, and may cause manual handling issues for assistants unfamiliar with specific models.

- Hoists should conform to BS EN ISO 10535 (Chapter 7, **Sources of further information**). The safe working load of any hoist should be at least 200kg (440lbs) and the structure of the walls and ceiling should be sufficient to support this. The safe working load and clear, easy-to-read instructions should be clearly displayed.
- The ceiling height should be at least 2.4m. There should be sufficient space for the hoist track, motor and supporting arms above the working area.
- All other ceiling-mounted fixtures such as lights and alarms should be shallow or recessed and positioned away from the ceiling track to avoid causing an obstruction to the hoist.
- The hoist sling connectors should offer the broadest possible compatibility with

different types of sling, including those by other manufacturers.

- Hoists should incorporate the following features:
 - easy-to-use handset controls
 - auxiliary controls on the motor unit
 - soft-start and soft-stop motor control
 - convenient location for hoist motor to be parked for battery charging
 - return-to-charge feature to ensure that the hoist motor is regularly charged
 - emergency-lowering and emergency-stopping device
 - optimum compatibility with a range of sling types and manufacturers.

Hoists must be regularly inspected, serviced and maintained in order to ensure safe, effective use. Hoists are subject to the Lifting Operations and Lifting Equipment Regulations 1998 (see *Health and safety legislation* in Chapter 2, **Legislative background** and *Equipment tests and maintenance* in Chapter 6, **Management and maintenance**).



The East Midlands Airport have installed a hoist with maximum safe lifting weight of 295kg (46 stone) and included clear signage indicating capacities of the equipment

Specialist advice should be sought when selecting a hoist for installation in a CP toilet. Possible sources of advice include occupational therapists, the Changing Places Consortium and Assist UK.

Hoist slings

A sling is used in conjunction with the ceiling hoist to enable its user to be transferred between the facilities in a CP toilet. **Slings are not expected to be provided within a CP toilet.** Slings are assessed to meet individual needs and are intended for personal use only. It is common practice for individuals to have their own slings and to carry them for use outside their home.

There are currently two main types of sling attachments to hoists available: loop and click.

Loop attachments potentially provide the greatest compatibility compared to click attachments, which can only be used with a limited range of specific sling types. It is essential to consult potential local and regular users to ascertain the most suitable hoist system. The compatibility of the hoist should be clearly advertised so that users can bring the correct slings for use.

Information relating to the type of hoist should be readily available in advance so that visitors can bring compatible slings. For example, it should be listed on the venue's website, the Changing Places Consortium website, on any visitor information and on printed / online fact sheets available from the venue. It is also important to confirm that slings will not be provided. See *Information management* in Chapter 6, **Management and maintenance** for further details.

Privacy screen

A curtain or screen should be provided between the toilet and the rest of the room. This provides privacy for people who, having been assisted into position on the toilet, are then able to use it unaided. It also allows an assistant to use the toilet in privacy if it is not appropriate for the person they are accompanying to be left alone outside the room.

- Wall-mounted retractable screens or free-standing folding screens are preferred as they take up minimal space when fully retracted but provide the necessary privacy when extended.
- When retracted, wall-mounted screens should not obstruct the space to the side of the WC.
- Ceiling-mounted curtain tracks or fixed rails are unlikely to be suitable as they may obstruct the ceiling-track hoist.



A folding screen provides privacy for CP users and assistants and should be provided in all CP facilities

Height-adjustable changing bench

An adult-sized changing bench should be provided to enable people who are unable to sit on the toilet or shower seat to lie down while being changed or showered. Height adjustment enables the bench level to be lowered to a suitable height for self-transfer from a wheelchair or assisted transfer using a hoist, and then raised to a working height for one or more assistants.

- The changing bench should be either freestanding or wall-mounted. It should be at least 1800mm long and 800mm wide (as a minimum) and adjustable in height, usually within the range 300mm to 1000mm above floor level.
- A changing bench with a minimum safe working load of 200kg (440lbs) is recommended - a higher capacity is preferred for use by a greater range of users. The safe working load of the equipment should be clearly displayed.
- The height-adjustment mechanism for wall-mounted benches should be mains powered. If freestanding benches are battery powered, they will need regular charging and management. The controls should be easy to operate using a handheld unit, which should either have a wander lead or be a remote-control device. Instructions for adjusting the height and activating safety mechanisms should be clearly visible and easy to follow.
- The changing bench should have a comfortable surface that is suitable for changing and showering, such as perforated netting, and must be easy to clean.

- If a showering facility is provided within the CP toilet, the bench should have an integral water collection tray, also known as a water catchment tray, with a waste outlet and hose.
- Some models of changing bench offer an adjustable backrest at one or both ends which can improve comfort.
- Safety rails should be provided on the changing bench so that assistants can choose to use them when appropriate and under supervision.

There are advantages and disadvantages to both freestanding and wall-mounted benches, as set out in the table below. Selection of the most appropriate type of changing bench should be carefully considered, taking into account the needs of people consulted during the planning stage of the project (see *Consultation* in Chapter 3, **Planning and design**).

Advantages and disadvantages of freestanding and wall-mounted changing benches

Advantages	Disadvantages
Freestanding	
● A freestanding bench can be moved, offering greater flexibility and a range of transfer positions. ● The shower can be used in conjunction with a shower seat if the bench can be moved away from the shower area. ● Assistants are able to access both sides to assist with manual handling. ● Battery-operated benches offer easy height adjustment. Hydraulic benches can be manually adjusted.	● The bench may be taken out of the room, with the result that it is unavailable when required. ● Freestanding benches typically take up more space than wall-mounted benches that fold flat against a wall. ● If the bench is battery powered it will require regular recharging and maintenance checks.
Wall-mounted	
● It may be possible to fold the bench up against the wall when not in use, increasing clear floor space. ● The bench cannot be removed or taken out of the room and stored elsewhere.	● Assistants can only stand on one side, restricting manual handling. ● The bench position is fixed, limiting flexibility of use and transfer options. ● There is a slight reduction in space in the shower area when the bench is folded up against the wall.



A wall-mounted changing bench at Cherwell Valley Moto Services. It is height adjustable, with maximum-load capacity and instructions clearly on display



The freestanding changing bench at the Brighton Colonnade public toilets allows flexible use of space

Wide paper roll dispenser

A dispenser with a wide paper roll (sometimes referred to as a couch roll) should be provided adjacent to the changing bench. This allows assistants to place paper over the changing bench surface to promote good hygiene and to aid the changing and cleansing process.

- The dispenser should be wall mounted. It should be adjacent to the head of the changing bench and within easy reach of the assistant, although not too close to the shower.
- The dispenser should be positioned with the underside between 800mm and 1000mm above floor level.

Shower

Showers enable people to wash after using the WC or while being changed. A shower should be included in the design of a CP toilet in relevant types of managed buildings such as leisure centres, travel hubs or for specific projects. A shower is not required for all CP toilets.

The preferred area for the shower is in a corner of the room where it can be used in conjunction with the changing bench or shower seat. It is best if the shower area can be positioned away from the door so that the floor surface in this area does not become unnecessarily wet.

- The floor in a CP toilet should be designed as a wetroom floor. A continuous waterproof non-slip floor surface should cover the whole room and have an integral waterproof skirting (also called a coved skirting).
- The shower area should provide step-free access to facilitate easy transfer from a wheelchair, and unimpeded movement for a freestanding changing bench or shower seat.
- The floor in the shower area should be very slightly sloped, with a gradient no greater than 1:50, to enable water to drain towards a floor outlet.

- The outlet should be recessed into the floor structure and have a cover flush with the floor surface. Ideally a floor drain would be placed adjacent to a wall or in a corner away from main activity / turning space.
- The shower unit should be wall-mounted adjacent to the changing bench where it can be easily reached and operated by an assistant or by a person seated on a shower seat.
- The shower controls should be easy to read and operate, and should be positioned between 750mm and 1000mm above floor level.
- The shower head should be detachable and mounted on a flexible hose. The hose should be of sufficient length for users to be showered on the changing bench or in a shower seat. A hose length of 2000mm is suggested, depending on layout.
- A vertical mounting bar and adjustable bracket should be provided to enable the shower head to be positioned within the range 1200mm to 1400mm above floor level. The vertical bar can extend from 1050-1800mm to allow more flexible use but shower head must always be within reach at the lower level.
- The water temperature for the shower should be adjustable, but should not exceed 43°C at the outlet.
- The water temperature in the pipework should be at least 60°C to avoid the risk of legionella.
- Where appropriate, such as in hotels and selected leisure environments, a supply of clean towels should be provided.
- In certain environments, such as in hospitals and day-care facilities, a low-height sluice outlet should be provided in the shower area.

Shower seat

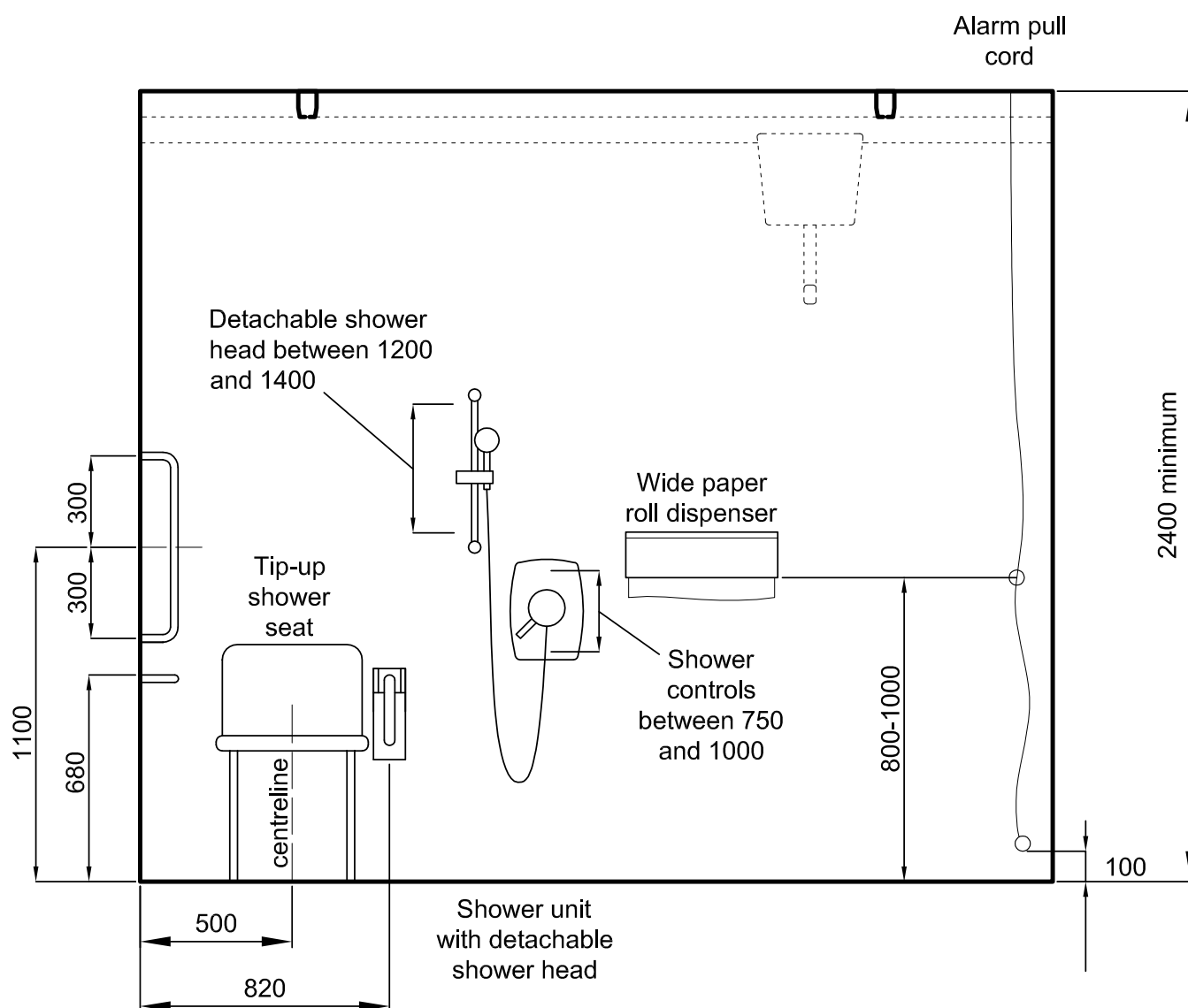
It is good practice to offer a range of facilities. A shower seat, provided in addition to a changing bench, allows users to shower in a seated upright position.

- The shower seat should be slip resistant and wall-mounted, and a backrest and support handrails should be provided.
- Fold-down or tip-down seats provide more space when not in use, but these should not be spring loaded.
- The seat should preferably be height adjustable, or 480mm from floor level. The edge of the seat should be at least 650mm from the mounted wall. Larger seats allow use by a wider range of people.
- The seat should be able to support a weight of at least 200kg (440lbs).



The CP facility at Ken Martin Leisure Centre in Nottingham includes a shower seat with a backrest and drop-down arm supports

Recommended heights for shower area with shower seat



All dimensions in millimetres

Waste bins

Adequate receptacles for waste, including separate bins for general waste and personal hygiene products, should be provided, and must be emptied regularly. See *Day-to-day management* in Chapter 6, **Management and maintenance** for more information.

- The sanitary-disposal bin should be large enough to accommodate adult-sized incontinence pads. It should be positioned within easy reach of the WC, but not where it will obstruct access.
- A disposal bin for general waste should be positioned where it can be reached easily from the clear manoeuvring space. In facilities that provide paper towels, the bin should not be far from the paper towel dispenser.
- The disposal unit and general waste bin should be recessed into the wall. This maximises space and reduces the risk of the bin obstructing movement or equipment. A waste bin could shatter and cause damage if it is stored underneath the height-adjustable bench.



A large bin should be provided for the disposal of adult-sized pads

Mirror

A full-length mirror with unobstructed access should be provided within a CP toilet to enable people to view themselves and to adjust their clothing.

- A wall-mounted mirror should be provided, 600mm wide and at least 1000mm tall, positioned with the lower edge no higher than 600mm above the floor.
- Mirrors should not extend to floor level as this can create a false impression of being a door or wall opening.

Assistance alarm

An assistance alarm should be provided to enable a disabled person or their assistant to summon assistance. This should incorporate visual and audio indicators which differ from those of the fire alarm system to avoid confusion.

Emergency alarm alerts should be positioned in areas which are permanently staffed, and staff must be trained in providing appropriate assistance. See *Staff training* in Chapter 6, **Management and maintenance**.

- The alarm system should comprise two alarm pull cords and a reset button within the room.
- One alarm pull cord should be positioned adjacent to the toilet where it can be reached from the toilet.
- A further alarm pull cord should be positioned near to the door, but not where it will be confused with the light pull cord.
- Alarm pull cords should be coloured red and extend down to within 100mm of the



Alarm cord with bangles at two heights, which can be reached easily if a CP user or assistant has fallen onto the floor. The reset button should be easy to find and operate if the alarm is accidentally triggered



It is good practice to install an alarm in the shower area. The red cord and bangles should contrast against the background and should be easy to identify

floor. This is so that they can be reached easily in the event of a user falling to the floor.

- The pull cords should incorporate two red bangles, 50mm in diameter. One bangle should be positioned at the end of the cord (100mm above floor level) and the other at a height between 800mm and 1000mm above floor level.
- An alarm reset button should be positioned within the room, preferably close to the toilet, at a height between 800mm and 1000mm above floor level.
- The reset control, a button or switch, should be easy to identify and operate.

- The system should incorporate an indication that the alarm has been raised as this will reassure users that assistance is on its way.
- Above the door on the outside of the room, an alarm indicator should be provided, incorporating both a light and sounder.

Coat hooks

Sufficient coat hooks should be provided to enable a CP user and two assistants to hang their coats and bags. Coat hooks should be positioned at two different heights – 1050mm and 1400mm above floor level – to meet the needs of people of different heights and with a different reach range.

Sanitary-towel dispensers

Installing a vending machine dispensing sanitary and hygiene products is recommended, and it should be easy to reach and operate. Wherever possible, a recessed or slimline unit should be selected so that it does not reduce and encroach into the useable floor space or present an obstruction. Controls, coin slots and the dispensing drawer should be positioned at a height between 750mm and 1200mm.

Heating

CP toilets should be heated to maintain a comfortable temperature when they are available for use. The room temperature should take account of the fact that many people using the facilities may be undressed for an extended period, such as while being changed or showered.

- Underfloor heating is recommended wherever it is practical to install, such as in new-build CP toilets or where the room is being substantially renovated. Underfloor heating is ideal for CP toilets as:
 - it provides a consistent room temperature
 - it provides a warm floor surface, which improves comfort and ensures that the floor surface dries faster
 - it ensures greater floor space as it avoids the need for wall-mounted radiators which may reduce the useable floor space.
- If radiators are provided, they should be carefully positioned so as not to obstruct access to and use of any equipment. They should have a maximum surface temperature of 43°C. Radiator pipes should also be fully concealed or guarded.
- Convection and fan-type heaters should be avoided as they can create draughts and cause discomfort. Fan heaters also generate background noise which can impair communications and create an unpleasant environment.

Water supply

Hot water in pipes supplying washbasins and showers is required to be at least 60°C in order to avoid the risk of legionella. However, thermostatic valves should be used to ensure that the water temperature at the point of supply is much lower.

- At the point of supply, water temperature should not exceed 43°C.
- Water supply pipes should be concealed or boxed in to avoid the risk of injury.

Ventilation

CP toilets should be adequately ventilated to provide fresh air and to remove moisture after showering, where applicable. The ventilation system should be designed to meet the requirements of the relevant building regulations.

- The operation of the mechanical ventilation system could be linked to use of the lights. This could incorporate, for example, a 15-minute overrun once the lights have been switched off.
- Mechanical ventilation and extract systems should be as quiet as possible as the noise generated by certain systems can be distressing to some people. Regular cleaning and maintenance can greatly reduce noise levels.
- Supplementary natural ventilation via windows may be desirable in some circumstances. Where windows that can be opened are provided, they should be carefully positioned to maintain comfort and privacy.
- Handles and opening mechanisms for windows should be easy and safe to use, and should contrast visually with their background.
- Where high-level windows that can be opened are provided, either a lower-level winding handle or remote-control device for electrical operation should be provided between 800mm and 1000mm above floor level.

Lighting and décor

It is important to ensure that the décor creates strong visual contrast between the fittings and their background. A warm, welcoming environment should be created. The facility should be as pleasant as possible as users may spend considerable periods of time there.

Artificial lighting should be provided to achieve an even level of illumination throughout the room. Given the size of the room, it is likely that more than one light fitting will be required. Light fittings controlled by a timer should be avoided because an assistant may have to move away from the CP user in order to reactivate the light, and this could compromise safety.

The use of ultraviolet light, which is used in some public conveniences to deter drug use, should not be used in CP toilets. Ultraviolet light reduces visual contrast between surfaces and fittings and is also known to induce seizures.

- Matt surfaces should be used to avoid glare.
- Pale tones for walls and ceilings help to reflect light more evenly.
- The floor finish and the door should contrast with the walls so that they can be easily identified.
- Fittings such as grabrails, dispensers, pull cords and switches should also contrast with their surroundings.
- Artificial lighting should provide an even level of illumination of 300 lux at the height of the changing bench.
- The position of lights should not create strong contrasts between light and shade or cause glare or reflections.

- Light fittings should be shallow or recessed and positioned away from the ceiling track to avoid causing an obstruction to the hoist.
- Uplighters may be appropriate next to a changing bench to avoid users having to look directly at an overhead light source while lying down. Lights should be of a type suitable for use in wet rooms.
- Light switches should be a pull cord type positioned 150mm from the leading edge of the door. The pull cord should extend to between 900mm and 1000mm above floor level.
- Although the light pull cord fitting should contrast in colour with the adjacent wall surface, it should not be red in colour as it may be mistaken for an emergency assistance pull cord.



The fittings at the CP facility at City Hall, London, contrast visually with their background

The design of the CP toilet at City Hall was based on consultation with staff and regular visitors, which resulted in an attractive facility with good visual contrast. The Access Consultant for this facility, Ann Sawyer, said:

“The appearance was considered carefully, in order to ensure the fittings and finishes specified would look good as well as work well. As they say, however, ‘the devil is in the detail’; a great deal of time was spent trying to find the most suitable tap, soap dispenser and so on.”

Equipment and environment checklist

Pre-visit information:

Location and how to access the facility

☐

Working capacity of the hoist and changing bench

☐

Hoist compatibility with sling types

☐

Confirm that slings are not provided

☐

Availability of shower facilities

☐

Above information available on venue website, publicity, leaflets and from staff

☐

Door:

Visually contrasting frame, handle and lock with clear CP signage

☐

If locked, access instructions provided outside

☐

Minimum of 1000mm effective clear width, outward opening if possible

☐

Horizontal pull bar at 900mm height on inside of the door

☐

Easy-to-use privacy lock

☐

Coat hooks on the inside at two heights, 1050mm and 1400mm

☐

WC:

Peninsular (space both sides) at least 1000mm from the wall

☐

Seat height 480mm from floor

☐

Comfortable back rest

☐

Toilet paper within reach

☐

Retractable wall-mounted / freestanding folding screen

☐

Colostomy shelf fixed within reach of the WC 950mm from floor

☐

Grabrails / Drop-down support rails:

Contrast visually with background

☐

Drop-down support rails 320mm either side, upper rail 680mm above the floor when in horizontal position

☐

Vertical grabrails with centre at 1100mm height

☐

Easy to grip, minimum 600mm long, 32-35mm diameter

☐

Washbasin:

Height adjustable (usual range 580-1030mm) with safety stop or positioned at 720-740mm from floor (if fixed)

☐

Clear knee space underneath (700mm from floor)

☐

Large bowl but taps still within reach

☐

Level surface either side for arm rests

☐

Lever mixer tap

☐

Soap dispenser above, easy to use and well within reach

☐

Hand drying:

Automatic hand dryer near basin

☐

Paper towels supplied in addition

☐

Hand-drying facilities contrast against surroundings without having reflective surfaces, 800mm -1000mm from floor

☐

Ceiling-track hoist:

Full room coverage

☐

Minimum 200kg – greater capacity recommended

☐

Minimum ceiling height 2.4m

☐

Ceiling lights and alarms recessed

☐

Sling compatibility information provided

☐

Instructions and working load clearly visible and easy to understand

☐

Emergency lower / stop

☐

Return-to-charge feature and charging location instructions

☐

Changing bench:

Freestanding or wall-mounted

☐

Minimum 1800mm long and 800mm wide

☐

Adjustable in height 300mm-1000mm from floor level

☐

Minimum working load 200kg (higher recommended)

☐

Instructions for use and working load clearly displayed

☐

Comfortable surface for changing or showering

☐

Wide paper roll dispenser provided by bench, 800-1000mm from floor

☐

Privacy Screen:

Freestanding or wall-mounted screen provided

☐

Folds away without obstructing other equipment

☐

Shower:	
Non-slip, wetroom floor design	☐
Step-free access, maximum slope 1:50 for water drainage	☐
Shower unit with detachable head, located next to changing bench	☐
Shower seat (if provided)	
Shower seat with backrest and supporting grabrail	☐
Adjustable height or 480mm from floor, seat edge 650mm from wall (min)	☐
Minimum safe working load 200kg, higher capacity recommended	☐
Bins:	
Large sanitary disposal bin (not narrow type)	☐
Recessed where possible, not under changing bench or in transfer space	☐
Separate bins for general waste and paper towels	☐
Alarm system:	
Audible and with indicator light, linked to staffed area	☐
Alarm pull cords should be red and have bangles at two heights: 100mm and 800-1000mm from the floor	☐
Alarm should have at least two pull cords, one that can be reached from the WC, the other by the door (based on BS8300 layout)	☐
Pull cords should not obstruct hoist movement or other equipment	☐
Contrasting reset button located near alarm and easy to find	☐

Construction costs

Providing a Changing Places (CP) facility as part of a new development is usually more cost effective than retrofitting the same facility into an existing structure. The provision of CP toilets should be considered from the outset in all major new developments and large-scale refurbishment and extension projects.

Where a CP toilet is being provided in an existing building, the project cost will depend, to a large extent, on the alterations required to create the space needed. There may be additional costs if alterations are required in other parts of the building to facilitate access, such as widening doors and providing ramps.

The case studies included in this chapter provide an indication of costs, which may offer a rough guide for comparable schemes.

Funding

Charities, not-for-profit organisations and social enterprises typically have greater access to grant funding and alternative finance streams than their commercial counterparts. For example, financial assistance may be available from charitable trusts, local and regional councils and lottery funders. Sufficient funds to cover the design and installation of a CP toilet may be derived from a single funder or from a number of sources. Funds may be available purely to finance the installation of a CP

toilet, or to finance a larger project of which a CP toilet is a component part. Whilst initial funding for installation may be available to organisations, any additional ongoing funding for maintenance will need to be considered.

Large commercial organisations such as the operators of a shopping centre or a large hotel are expected to fund the installation and running costs associated with a CP toilet themselves. In these instances, the cost of installing a CP toilet would be viewed as part of the overall development and operational costs for the organisation, as would expenditure relating to other facilities provided for public use.

VAT relief

In the majority of cases, and certainly for all works undertaken by commercial organisations, construction work and the supply of equipment are VAT standard-rated. There are certain situations in which a lower or zero rate of VAT can be applied (See *HMRC Notices* in Chapter 7, **Sources of further information**).

In all cases, it is the supplier (the building contractor in the case of installing a CP toilet) who is responsible for ensuring that the correct rate of VAT is applied. Where goods and services qualify for zero rating, the client organisation and the supplier are required to sign a declaration confirming eligibility.

Charities

Registered charities and not-for-profit organisations that are treated by HMRC as charitable are currently able to zero rate the construction and adaptation of certain elements in a building and the supply of particular equipment if certain criteria are met. These include toilets and washrooms, sanitary devices and hoists provided for disabled people.

For current information on VAT, refer to HM Revenue and Customs' website:

<http://www.hmrc.gov.uk/>

In all cases, it is advisable for the client organisation to seek clarification from an accountant or construction professional who is familiar with current VAT arrangements.

Case study:

Cross-sector partnerships



A private company financed the installation of the CP facility at the seafront public toilets in Brighton, while the local authority pays for maintenance



Debenhams Blackpool provided the space for the CP facility, while the council financed the installation and maintenance © John Burke

Wetton Cleaning Services, the cleaning company contracted to service the Brighton and Hove City Council public conveniences, financed the installation of the CP toilet at The Colonnade, Madeira Drive, Brighton. The toilet was installed as part of a major refurbishment of the existing seafront public toilets. The total cost of the building works and equipment for the CP toilet was just over £20,000. Brighton and Hove City Council states that it costs £200 annually to maintain the equipment in the toilet.

In Blackpool, Debenhams department store and the local council ensured the provision of a CP facility through an innovative agreement, in which Debenhams provided the space and the council financed the installation and maintenance costs.

“We were very happy to work with the council and Changing Places on introducing a great facility for our shoppers and visitors. The facility is well used both by residents and visitors to Blackpool, and their families.”

Graham Dickinson, *Store Manager, Blackpool Debenhams*



Erewash Borough Council funded the installation of the CP facility at Ilkeston Co-op Department Store, now managed by Midlands Co-operative Society © Garth Newton. Reproduced under the terms of a Creative Commons Licence <http://creativecommons.org/licenses/by-nc-sa/2.0/uk/>

Responding to local representations, Erewash Borough Council provided £36,000 funding for the installation of the Changing Places toilet at the Ilkeston Co-op Department Store. Midlands Co-operative Society is responsible for managing the facilities.

Speaking prior to the installation of the CP facility, Councillor Geoffrey Smith, Erewash Borough Council's Lead Member for Regeneration and Planning, said:

“The Changing Places toilet will make such a difference to the many people, both young and old, who have serious or multiple disabilities and we are very proud to be working with the Co-operative Society to provide this facility in Ilkeston town centre. It is a great example of partnership working for the benefit of the community.”

Case study:

Central government funding

The CP toilet at Sutton Railway Station was part funded by the Department for Transport under its Access for All programme. Access for All funding is targeted towards infrastructure improvements at Network Rail stations in England and Wales, which will enable more disabled people to access the rail network.

The funding available is from £250,000 to £1 million per scheme, and is only granted to projects that have reached a credible stage of development, having completed all appropriate feasibility studies and having identified other funding sources.



The CP facility at Sutton Railway Station was part funded by the Government's Access for All programme

Case study: Trust funding



The countryside around Divis and Black Mountain Long Barn visitor centre

The Divis and Black Mountain Long Barn visitor centre opened to the public in 2009, supported by funding from the Northern Ireland Environment Agency, the Heritage Lottery Fund and Ulster Gardens Villages. The centre's CP facilities cost £15,000 and were funded by the National Trust Access for All scheme, Adapt Northern Ireland and the Bruce Wake Charitable Trust.

“Divis and Black Mountain are wonderful heritage assets and this project is a great example of how Lottery players’ money can benefit the widest possible audience. Thousands of people have already enjoyed visiting this unique landscape, and the provision of these additional facilities will enable many more people to access and enjoy the mountains for the first time. We’re delighted to have been able to help make that possible.”

Ronnie Spence, *Chairman of the Lottery Fund Committee for Northern Ireland*

6 Management and maintenance

Efficient management and maintenance of Changing Places (CP) toilets is essential to their day-to-day operation and ongoing viability. Good management involves the provision of relevant staff training, and effective and appropriate communications. Regular cleaning and servicing are also essential.

Ensuring good practice in management and maintenance can also safeguard the providers of CP toilets by demonstrating that risks are well managed. Keeping accurate records of daily activities, such as cleaning and equipment inspections, and of annual servicing of hoists and benches will provide evidence of good management practice. See Chapter 2, **Legislative background**, for further information on risk management.

Providing staff who manage a CP toilet with disability awareness training and an understanding of how people use the equipment is very important. However, staff do not require manual-handling training themselves as they are not expected to provide personal assistance to people using the facility.

In a CP toilet used predominantly by visitors, assistants are less likely to be familiar with the particular items of equipment or individual controls. Providing clearly visible instructions that are easy to follow, and frequent checks by management staff between users, such as checking that the hoist is returned to the charging station, will help ensure that equipment is ready for the next user.



The CP toilet at the Tate Modern has large, eye-catching lettering on the wall to remind users and staff that the hoist should be returned to the charger. This has the additional advantage of indicating the location of the charger

“It is important that staff receive training on Changing Places to understand why they are needed, the equipment and how it all works. It is a chance to clarify what is and isn’t their responsibility. They will play a vital role which includes providing information about the CP toilet, as well as promoting its availability to potential users.”

Ann Sawyer, Access Consultant for the City Hall CP

Watchpoints

The organisation providing a CP toilet is responsible for:

- undertaking a full risk assessment of the facility and managing risk
- displaying clear instructions and relevant information regarding the equipment provided
- providing accurate information on the availability and location of facilities
- checking all equipment daily to ensure it is clean, charged and ready for use
- ensuring that all equipment is regularly maintained and inspected in accordance with manufacturers' recommendations and relevant legislation.

The organisation and its staff are not responsible for:

- undertaking a risk assessment for **individual** disabled people and their assistants
- providing physical assistance to a disabled person using the CP facilities
- providing slings for use with the hoist.

Staff training

The provision of a new CP toilet in a building should be accompanied by training. This will ensure that relevant staff members are aware of the new facility and prepared for any responsibilities relating to its management.

- Disability awareness training should be supplemented with training on why people need CP toilets and how they are used.
- It can be beneficial to provide all staff with basic equipment training, such as safely returning the hoist motor to the charging station, and recognising the controls for the release and power cord, to help them answer basic queries.
- Customer-service staff should be aware of what type of equipment is provided. They should understand the importance of providing visitors with access information in advance and promoting the facility to potential users.
- Cleaning and caretaking staff should understand the importance of meticulous hygiene and why the position of items within the room is critical. For example, if an alarm pull cord is tied up, it will not be possible for a user to reach it from the floor in an emergency.
- Suitable cleaning products should be used to clean the equipment following the manufacturer's instructions.
- Building-maintenance staff should be familiar with the operation and maintenance of all items of equipment.

- Caretakers, building managers and maintenance staff should be trained in operating and maintaining equipment and troubleshooting common problems. This should include an understanding of the hoist system's basic functions, limitations and maintenance requirements.
- A contingency plan in the event of a power cut should be drafted.

Security

The level of security required for a CP toilet will vary depending on where it is situated and how it is managed. In all cases, instructions explaining how to gain access should be displayed on signage outside the toilet and in any information about the facility, such as on the venue's website. Where open access is not provided, it is essential that arrangements are put in place to manage the situation should somebody urgently require access to the CP toilet. Clear signage explaining how to gain emergency access should be displayed outside the toilet. Ideally, CP toilets should be kept unlocked so that users have quick, easy and independent access to the facility. However, if there is a risk of a facility being mistreated by other people in the building, managers may have to consider options that provide better security. The benefits and drawbacks to different security arrangements are outlined below.

Open access

Where a CP toilet is located in a staffed facility, it is preferable to keep it unlocked when not in use. Operating a well-managed open site means that the CP toilet is available when required and allows visitors to access it immediately without having to request access or register. It also prevents staff time being taken up by giving out keys,

unlocking the facility or registering users.

Key schemes

Where a CP toilet is remotely managed, or is at risk of being misused and damaged, it should be kept locked when not in use. This may be the case in situations where access is directly from a public space.

Uncontrolled access by key

Using a national key scheme, such as the widely recognised Royal Association for Disability Rights (Radar) National Key Scheme, provides people who have the national key access to the CP facility at any time. Where a CP toilet is provided in conjunction with or alongside a unisex accessible toilet, the key system should be the same for both toilets.

The disadvantage to this is that it relies on the disabled person or their assistant having a key. If they do not have one, they will not be able to access the facility.

If a CP toilet is only accessible using a key, this must be made clear in all online and printed information about the facility.

Further information about the National Key Scheme can be found on the [Radar website](#).

Please note that Radar is now part of Disability Rights UK, for contact details see Chapter 7, **Sources of further information**.

Controlled access by venue-specific key

Restricting access by locking the facility with a key or code specific to a particular venue allows the venue greater control over who uses it. Visitors can request the key or code from a member of staff, usually someone at reception or a toilet attendant. Although this

provides greater security for the facility, it will increase the time it takes for users to access the toilet, and relies on a staff member being available at all times.

Membership schemes

Organisations may wish to operate a membership scheme for regular users. Registering the assistant, rather than the disabled user of the toilet, allows a safeguard to be added by asking them to confirm that they know how to use the equipment. This type of scheme is not suitable for venues that are not regularly visited by the same people.

Membership card systems

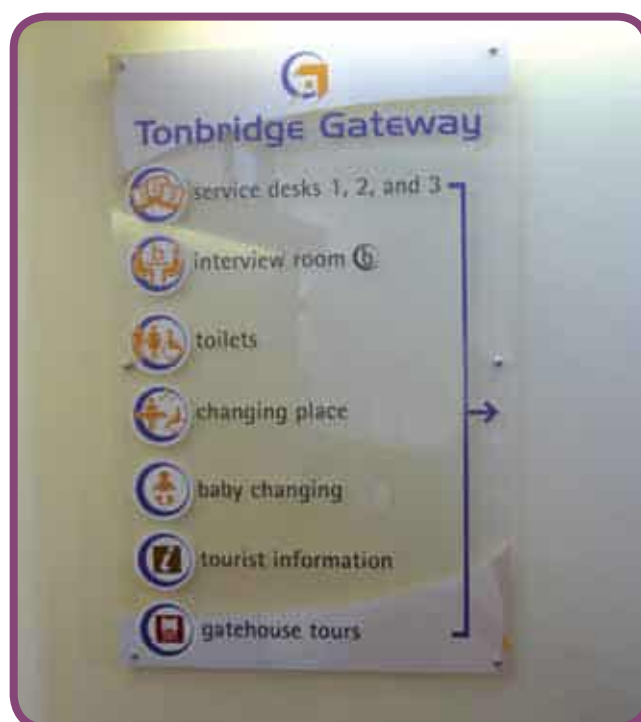
Assistants complete a registration form before using the facility for the first time. They are then provided with a membership card, which is shown to a member of staff who will either unlock the toilet or provide a key. It is preferable for visitors to have the option of registration on arrival, for example at an information point or with the toilet attendant. The CP website has an example Guidance for Use form which can be used as a template.

Member keys / fobs for individual use

To allow regular users flexibility, membership schemes can provide assistants with their own keys or electronic access fobs. This means that members can access the CP toilet independently at any time. Electronic systems may allow the venue to record access. They will need to be linked to a control centre, such as a local Shopmobility centre.

“We didn’t want to create any barriers to access. We took the lock off so the facility is open to visitors and is being used all the time.”

Tina Levett, *Gateway Manager, Kent*



Tonbridge Gateway provides open access to their managed CP facilities

Case study:

Open access

Kent Gateway services

The majority of CP toilets in Kent are installed within a Gateway, a centre offering public and voluntary services in an accessible town centre or high street location. Kent County Council has at least one CP toilet available in every Gateway location.

A CP Working Group, supported by the Gateway Programme Board, meets every six months to review implementation of proposals and to improve access to the facilities even further.

The group's activities include:

- promoting the facilities through leaflets, newsletters, access guides and local networks
- 'mystery shopping' visits to the toilets to check ongoing access, management and maintenance
- picking up on specific management and maintenance issues as they arise
- sharing knowledge of CP users and families.

The Tonbridge and Malling, Maidstone and Tunbridge Wells CP facilities were originally locked toilets. However, it was later decided to remove the locks, making the facility more accessible to all members of the community.

The open sites are well managed and frequently used by a range of people, including people with learning disabilities, older people, people living with stroke and families.

"We manage use carefully and priority is always given to disabled people. We have had no queues and no problems with vandalism. The cleaners service the CP toilet regularly as part of the usual contract, and we didn't need to change our insurance cover."

Tina Levett, Gateway Manager



Information signs in the Tonbridge CP facility provide clear diagrams and instructions for using the equipment

Case study:

Membership card scheme

Nottingham City Council

Nottingham City Council uses a one-off registration / membership process for its CP toilet, which is part of the main city centre public toilet facilities. The toilet complex is staffed by attendants who ask assistants if they have a membership card. If not, assistants are asked to complete a very simple *Guidance for Use form*, which highlights key information and 'dos and don'ts'. Once completed, assistants are provided with a membership card which they show on future visits.

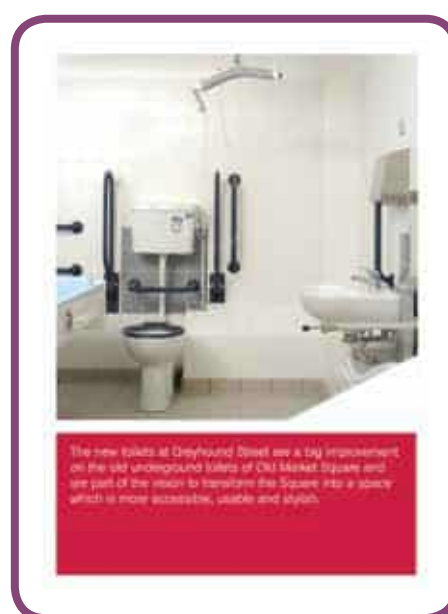
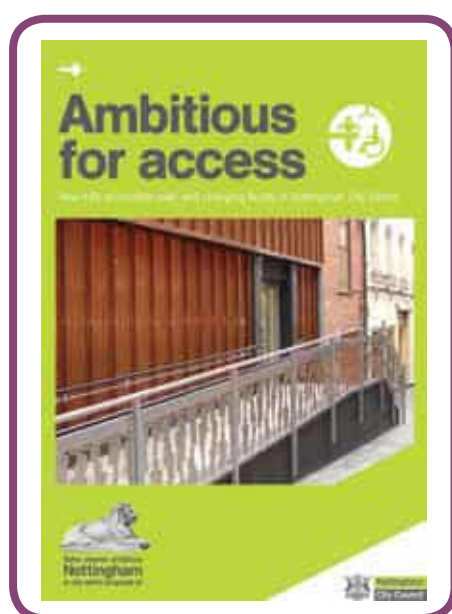
The toilet is opened by the attendant at the request of membership-card holders, ensuring that the facility remains clean, safe and used by those who really need it.

Martin Jackaman is a CP Consortium member who, while working for Nottingham City Council, was involved in gaining approval for the CP toilet. He said:

“People with profound disabilities and their carers can now visit the city, knowing that they have a haven with the right equipment which is safe, clean and easy to access.”

Bethan Foden, a local parent, said:

“Our daughter Lowri was very comfortable when we used the changing bench and the whole place was spotless.”



Nottingham City Council produced a leaflet to promote their public CP facility. They operate a simple membership scheme for access

Case study:

Membership scheme with personal fobs

Middlesbrough Bus Station

The first CP facility to be built in Middlesbrough is located at the bus station. An unused room located here was an ideal choice for a new CP toilet, because it was sufficiently spacious, council owned, and situated in the town centre. The most challenging issue when planning the facility was management, particularly as there was no bus station manager at the time.

The cleaning, management and ongoing costs associated with the provision of the facility were eventually resolved by the council. However, the bus station continues to experience significant problems relating to antisocial behaviour. Therefore the CP steering group opted to run a membership scheme for the toilet, to ensure that it would be accessed only by the people who really need it.

Middlesbrough Shopmobility offered to operate the membership scheme, while the CP steering group devised a welcome pack for new members. This contains membership information, an application form, frequently asked questions, a disclaimer and information about the operation and safe working load of the equipment. On completion of the application form, all members are provided with a fob which allows them to access the facility. Details of the membership scheme are clearly displayed outside the facility.

The vandal-resistant fob system was installed following consultation with the council's Security Officer. All fobs are numbered and, once issued to members, members' contact details are kept securely at Middlesbrough Shopmobility. The fob system provides data which can be reviewed to show frequency of use. Fobs can also be instantly deactivated if they are lost, or if anybody is found to be abusing the facility.

The fobs are brightly coloured, with contrasting stickers displaying their numbers. To ensure easy access for all users, they are held in front of the reader rather than needing to be swiped.



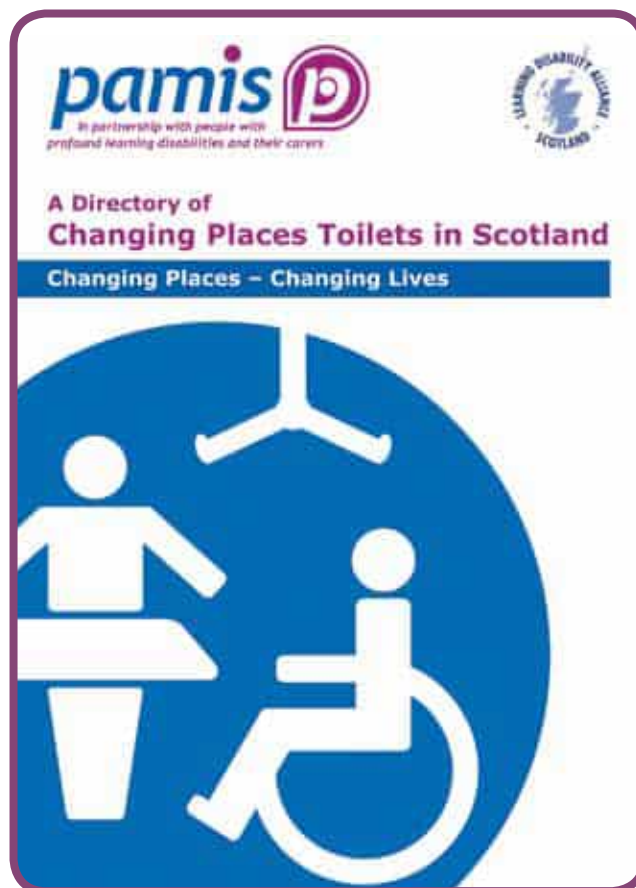
The fob reader [left] and fob [right] at Middlesbrough Bus Station's CP facility are designed to manage access while remaining user friendly

Information management

Any information about the venue, such as its website, should make specific reference to the CP facility. It is also very important to advertise CP facilities to potential users at the venue itself, and staff should be trained so that they can direct visitors to the facility.

If people are not aware that the facility exists, it will be underused and therefore will not benefit the people who need it.

Clear, accurate, up-to-date and easily accessible information about the facility should be provided through a variety of media so that journeys and visits can be planned. Knowing what facilities are available, their location, opening times, whether a key is required and the type of equipment provided will reassure people that their proposed journey is viable.

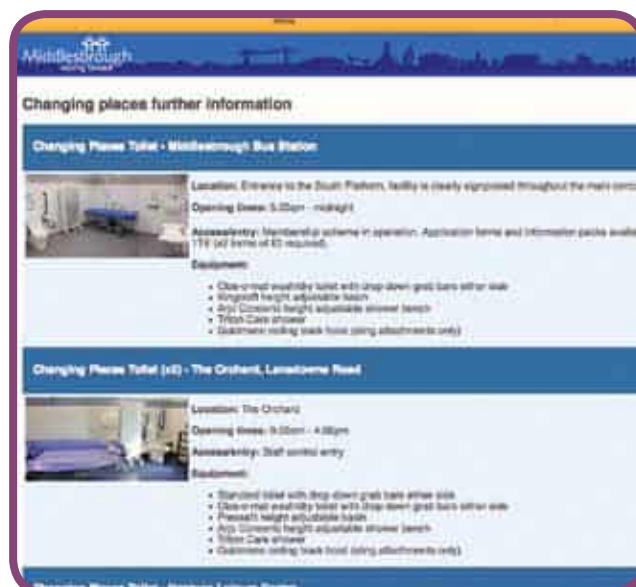


PAMIS with Learning Disability Alliance Scotland have produced *A Directory of Changing Places Toilets in Scotland*

Spreading the message



The Changing Places website provides details on all registered CP toilets and includes photographs, equipment and access information shared by service providers



Middlesbrough Council provide photographs and details on all of their CP toilets on their website



Changing Places in Sheffield



A Guide to Finding Changing Places Toilets in Sheffield



Sheffield Health and Social Care NHS Foundation Trust



Hillsborough Arena
Middlewood Road, Hillsborough
Sheffield S6 4HA
0114 233 5310

Where is it?

Facing the main entrance turn right and go through the double doors. It's the first on the right.

How do I get in?

Call at reception first for a key

When is it open?

During public events
If you have booked a party
Every Tuesday and Thursday 9am-4pm
When the bar is open Mon-Thurs 12 noon to 10.30pm

www.hillsboroughsportsarena.co.uk

Sheffield Mencap

Norfolk Lodge, Park Grange Road
Sheffield S2 3QF
0114 276 7757

Where is it?

Go through the main doors, turn right down the corridor and it is the last door

on the right hand side. There is a sign on the door.

How do I get in?

Ask at reception.

When is it open?

Please contact for opening times.
mencaffield@sheffieldmencap.org.uk

When visiting a changing places toilet please remember:



To bring your own sling



To clean the bench after use

For more information on the Changing Places Campaign in Sheffield please contact -

Jane Hobson or Josie Bolland
Joint Learning Disabilities Service
Development Team
0114 2039324
jane.hobson@sheffield.gov.uk

This document can be supplied in alternative formats, please contact:

Neighbourhoods and Community Care
Joint Learning Disabilities Service
Tel: 0114 203 9324
www.sheffield.gov.uk



80% recycled

Sheffield have produced a leaflet with details on local CP facilities and a helpful reminder to visitors to bring their own slings

The following information should be readily accessible and up-to-date:

- location
- opening hours
- access and security arrangements
- equipment and hoist sling compatibility (see *Hoist slings* in Chapter 4, **Equipment**).

This information should be provided through a variety of media including:

- visitor information leaflets
- websites
- signage
- telephone and textphone enquiries
- staff reception desks
- alternative formats.

Operating instructions for the hoist, height-adjustable changing bench and height-adjustable washbasin should be displayed inside the CP toilet.



Kent County Council have created a map of Changing Places facilities available across the county

It is a good idea to provide a brief explanation of what a CP toilet is outside the facility itself. This should reduce misuse of the facility, and will also promote its availability to potential users who are unaware of the CP scheme.



For suggested wording for such a sign, see *Signage and wayfinding* in Chapter 3, **Planning and design**.

Signage should be also provided to direct people to alternative toilet facilities such as:

- unisex accessible toilets
- single-sex sanitary facilities
- baby changing facilities.

This will help to ensure that CP toilets are not used by people who are able to access other facilities. See *Signage and wayfinding* in Chapter 3, **Planning and design**.

The use of the CP facility should be monitored. Customer feedback should be encouraged and a dialogue with users should be established. This will help organisations meet the needs of users. It should also highlight potential problems at an early stage, enabling a prompt response and appropriate rectification work if necessary.



Clear signage will help direct visitors to the CP facility

Equipment testing and maintenance

Certain regulations govern the frequency and type of regular maintenance. Hoists need to be serviced and maintained in accordance with the Lifting Operations and Lifting Equipment Regulations 1998. For more information, see *Health and safety legislation* in Chapter 2, **Legislative background**). It is the responsibility of the building management to ensure this takes place.

- A programme of regular inspections, maintenance and servicing of all moveable and motorised equipment should be implemented.
- Accurate records of all equipment tests, inspections and servicing should be kept.

Day-to-day management

Many tasks need to be undertaken daily. In situations where a CP toilet is used repeatedly throughout the day, such as in a healthcare facility, more frequent checks and cleaning will be required. Management and maintenance staff should ensure the CP toilet is cleaned and restocked, and that batteries are fully charged, on a daily basis, or more often if required.

- **Routes** – Staff should ensure that all routes, including entrances, lobbies, corridors, steps and ramps, are clean, free of obstructions and well lit. External routes should be kept clear of fallen leaves, snow and ice.

- **Signage** – Directional signage should be clearly visible at all times and not obscured by temporary notices, posters, furniture or other items. Signage should be kept clean.
- **Door and ironmongery** – The toilet door should be maintained so that it does not become stiff or heavy to operate. Door handles and locks should be checked to ensure they are fully operable.
- **Equipment** – All items of equipment should be inspected regularly to ensure they remain in good condition, are positioned correctly and are ready for use. In CP toilets with mobile changing benches, the bench should be returned to its designated position. Freestanding waste bins should be returned to their designated locations so they do not obstruct access and are ready for the next user. The overhead hoist motor should be returned to its charging unit.
- **Batteries** – Equipment powered by batteries should be fully recharged overnight. Equipment should also be returned to its charging position between users during the day.
- **Supplies** – Items such as toilet paper, soap, hand towels and paper roll should be checked and restocked daily. If the facility is in continuous use during the day, more frequent checks should be made to ensure there are sufficient supplies for every user.
- **Cleanliness** – Thorough daily cleaning of all surfaces and equipment is essential. Spot-checks throughout the day are also advised, particularly if the facility is in continuous use. Regular flushing of water outlets is recommended to reduce the risk of legionella.
- **Assistance alarm** – Pull cords and reset buttons should be tested regularly to ensure they are easy to operate and fully functional. Checks should also be made to ensure that audible and visual alarms, including those positioned immediately outside the room and those positioned remotely (such as at a reception or service desk), are fully functional and tested for response.
- **Fire alarm** – Whenever the building's fire alarm is tested, a check should be made to ensure that the visual alarm within the CP toilet is activated and that the sound level of the audible alarm is adequate.
- **Heating** – The room temperature should be checked regularly and monitored to ensure the required temperature is maintained. Zone and control settings should be carefully checked to ensure that heating in the CP toilet is maintained at times when heating is switched off elsewhere in the building.
- **Lighting** – Lights should be checked regularly within the CP toilet and along access routes. Any non-functioning light bulbs should be replaced immediately. In situations in which light switching is centrally controlled, lights along access routes and in the CP toilet should be activated at any time whenever the facility is available for use.

For more information visit:

www.changing-places.org.uk

Management checklist

Staff trained and aware of facilities	☐
Emergency egress, alarm and power cut response policies	☐
Pre-visit information on website and leaflets	☐
Access routes clean and free of obstructions	☐
Signage on routes and facility clearly visible	☐
Door handles and locks fully operable	☐
Changing bench in correct position	☐
Waste bin checked (not obstructing equipment or transfer space)	☐
Hoist motor and changing bench returned to charging position / batteries charged	☐
Supplies fully stocked:	
Toilet paper	☐
Soap	☐
Hand towels	☐
Paper roll	☐
Sanitary dispenser	☐
All surfaces and equipment thoroughly cleaned using appropriate cleaning products and regularly checked	☐
Water outlets including showers and sinks, are flushed regularly in line with risk assessment	☐
Alarm at full length, not tied up or on top of other equipment	☐
Alarms tested to ensure audiovisual signals work and receive a response	☐
Regular equipment tests, inspections and servicing, records kept	☐
All lights working, temperature correct	☐

7 Sources of further information

Organisations

Changing Places Consortium

For enquiries in England, Wales and Northern Ireland:

Telephone: 020 7696 6019

Email: ChangingPlaces@mencap.org.uk

Website: www.changingplaces.org

For enquiries in Scotland:

PAMIS

Telephone: 01382 385 154

Email:

PamisChangingPlaces@dundee.ac.uk

Website: www.pamis.org.uk

Mencap (England)

Website: www.mencap.org.uk

Telephone: 020 7454 0454

Email: help@mencap.org.uk

Mencap (Northern Ireland)

Telephone: 02890 691351

Email: helpline.ni@mencap.org.uk

Mencap (Cymru)

Telephone: 02920 747588

Email: helpline.wales@mencap.org.uk

Centre for Accessible Environments

Website: www.cae.org.uk

Telephone: 020 7822 8232

Action on Hearing Loss

Website: www.actiononhearingloss.org.uk

Telephone: 0808 808 0123

Disability Rights UK

Website: www.disabilityrightsuk.org

Telephone: 020 7250 3222

Disabled Living Foundation

Website: www.dlf.org.uk

Telephone: 0300 999 0004

Equality and Human Rights Commission

Website: www.equalityhumanrights.com

Equality Commission for Northern Ireland

Telephone: 028 90 500 600

Textphone: 028 90 500 589

Email: information@equalityni.org

Website: www.equalityni.org

Equality Advisory Support Service

Website: www.equalityadvisoryservice.com

Telephone: 0800 444 205

Textphone: 0800 444 206

Business Disability Forum (formerly Employers' Forum on Disability)

Telephone: 020 7403 3020

Textphone: 020 7403 0040

Email:

enquiries@businessdisabilityforum.org.uk

Website: www.businessdisabilityforum.org.uk

Government Equalities Office

Website: www.equalities.gov.uk

Health and Safety Executive

Website: www.hse.gov.uk

Telephone: 0300 003 1747

HM Revenue & Customs

Telephone: 0845 010 9000

Textphone: 0845 000 0200

Website: www.hmrc.gov.uk

National Council for Voluntary Organisations

Website: www.ncvo-vol.org.uk

Telephone: 020 7713 6161

National Register of Access Consultants

Website: www.nrac.org.uk

Telephone: 020 7822 8282

RADAR (now Disability Rights UK) National Key Scheme

Website: www.radar.org.uk or

www.disabilityrightsuk.org

Telephone: 020 7250 3222

RNIB

Website: www.rnib.org.uk

Telephone: 0303 123 9999

Standards

Building standards

England

Building Regulations 2010

Approved Document M: Access to and use of buildings (2004 edition incorporating 2010 and 2013 amendments)

Department for Communities and Local Government

Wales

Building Regulations 2010

Approved Document M: Access to and use of buildings (AD M) 2004 edition incorporating 2010 amendments) until updated by Welsh Government

Scotland

Building (Scotland) Regulations 2013

Technical Handbook 2013: Non-Domestic Scottish Building Standards

Northern Ireland

The Building Regulations (Northern Ireland) 2012

Technical booklet R: Access to and use of buildings 2012

Department of Finance and Personnel (Northern Ireland).

Jersey

The Building Bye-laws (Jersey) 2007

Approved Technical Guidance

Document Part 8: Access to and use of buildings, 2007 edition incorporating 2012 amendments
States of Jersey

British Standards

BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people – Code of practice.
The British Standards Institution

BS 5827:1979 Specification for mobile, manually operated patient-lifting devices.
The British Standards Institution

BS EN ISO 10535:2006 Hoists for the transfer of disabled persons. Requirements and test methods.
The British Standards Institution

Legislation

Available from www.legislation.gov.uk

Equality Act 2010 (England, Scotland and Wales)

The Disability Discrimination Act 1995, also the Disability Discrimination Act 1995 (Amendment) Regulations (Northern Ireland) 2004

Lifting Operations and Lifting Equipment Regulations 1998

The Manual Handling Operations Regulations 1992

United Nations Convention on the Rights of Persons with Disabilities (UK ratified 2009)
Available from the United Nations Enable website: www.un.org/disabilities/index.asp

Other publications

Access Audit Handbook, CAE / RIBA Publishing, 2013

Accessible Sports Facilities, Sport England 2010

Accessible train station design for disabled people: A code of practice, Department for Transport and Transport Scotland, 2011

Building Bulletin 102: Designing for disabled children and children with special educational needs: Guidance for mainstream and special schools, Department for Children, Schools and Families. The Stationery Office, 2008

Changing Places Toilets: Estimates of potential users, report by Professor James Hogg, White Top Research Unit, University of Dundee, 2009

Designing for Accessibility, CAE / RIBA Publishing, 2012

Health Building Note 00-02: Sanitary spaces, Department for Health, 2013

Sign Design Guide, JMU Access Partnership and the Sign Design Society, 2000

Legal framework concerning provision of Changing Places public toilets, Changing Places Consortium factsheet available online from www.changingplaces.org

HMRC Notices:

HMRC Notice 701/1 Charities

HMRC Notice 701/6 Charity funded equipment for medical, veterinary etc uses

HMRC Notice 701/7 VAT reliefs for disabled people

HMRC Notice 708 Buildings and Construction

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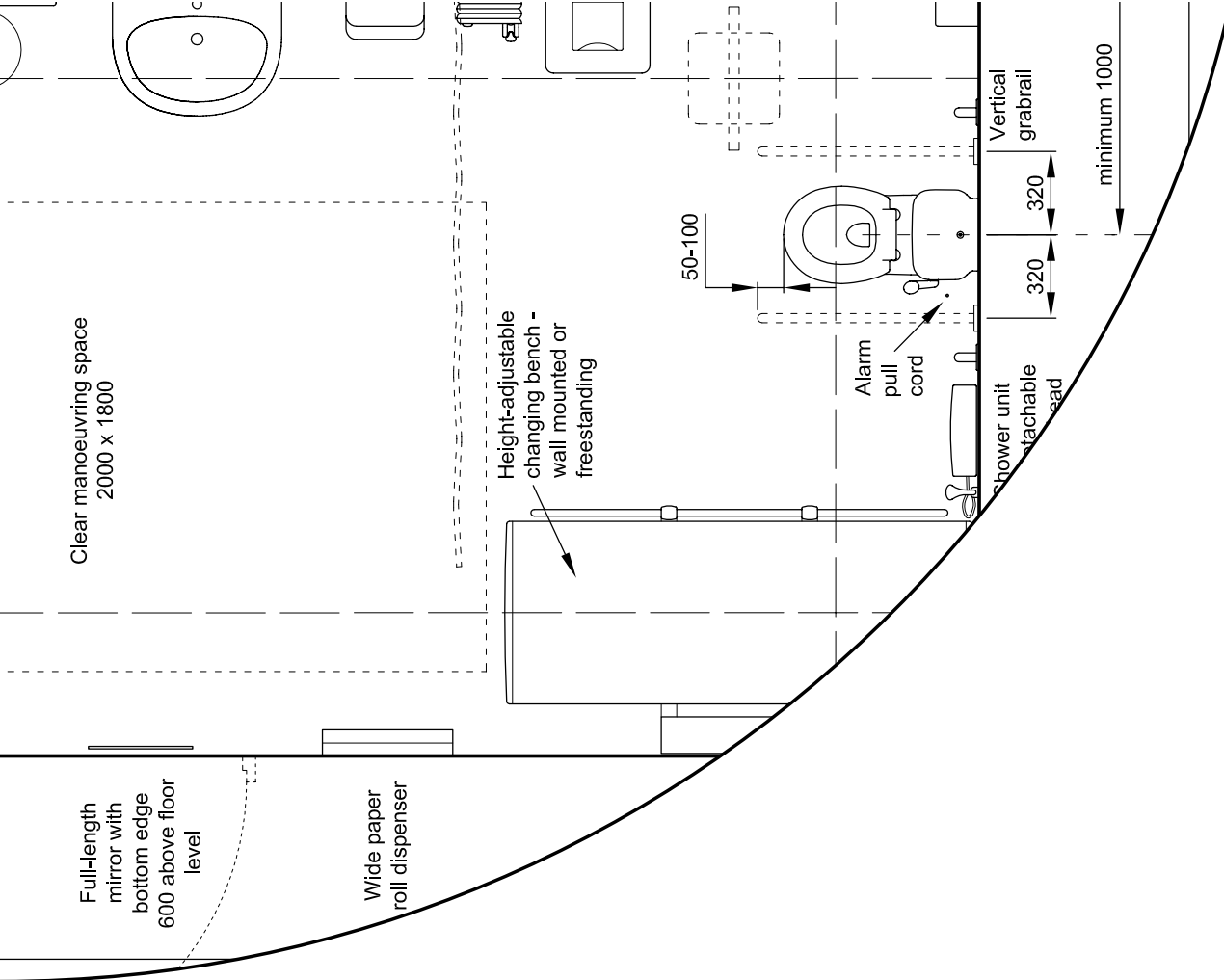
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Changing Places: the practical guide

Many disabled people cannot use standard toilet facilities – often requiring personal assistance, extra space and particular equipment, including a changing bench and hoist.

Changing Places offer a solution. These larger facilities are designed to support disabled people who need assistance. This guide offers information and guidance to anyone wishing to install a Changing Places facility.





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Charity Collections

Craig Kirby

2026

How to respond to Charity Collections

When registered charities intend to apply to the local councils for permission to collect on the streets of towns and cities, they usually request to hold collections in WYCA bus stations at the same time. It is imperative that if you are not sure about the direction you should take then contact the bus station services manager.

Initially, all inquiries must be referred to the facilities assets and administration team best at head office. If the inquiry comes via e-mail, then reply to the e-mail copying the facilities assets and administration team using the following e-mail address

FacilitiesAssetsAdmin@westyorks-ca.gov.uk .

Explanation is granted the bus station manager will be notified by e-mail when the organisation will be attending the bus station.

The manager will be provided with the details such as call;

- ✓ Agreed date and time.
- ✓ The number of collectors.
- ✓ Whether or not any of the collectors have special needs i.e., wheelchair access, partially sighted etc.

The bus station manager must provide the customer care officers with the details. However, it is important to note that charities adhere to the following:

- ✓ That the Managers briefs the collectors of the evacuation procedures and the assembly point. If the manager is not on site, then the customer care officer will give the briefing.
- ✓ That the collectors announced their arrival/departure to the customer care officers and must sign in and out.
- ✓ That the collectors do not wander around the bus station but remain in areas designated by the bus station manager and/or customer care officers.
- ✓ The collectors must not interfere with the safe operation of the bus station passengers' movements and do not block main entrance areas and designated fire escape routes.
- ✓ Those collectors are not allowed to use any forms of electrical power.
- ✓ Collectors MUST NOT intimidate bus station users whether these are bus station staff, operators' staff, or passengers.
- ✓ No two collections should take place on the same day.
- ✓ The collectors only store display stand on site with the permission of the bus station manager.





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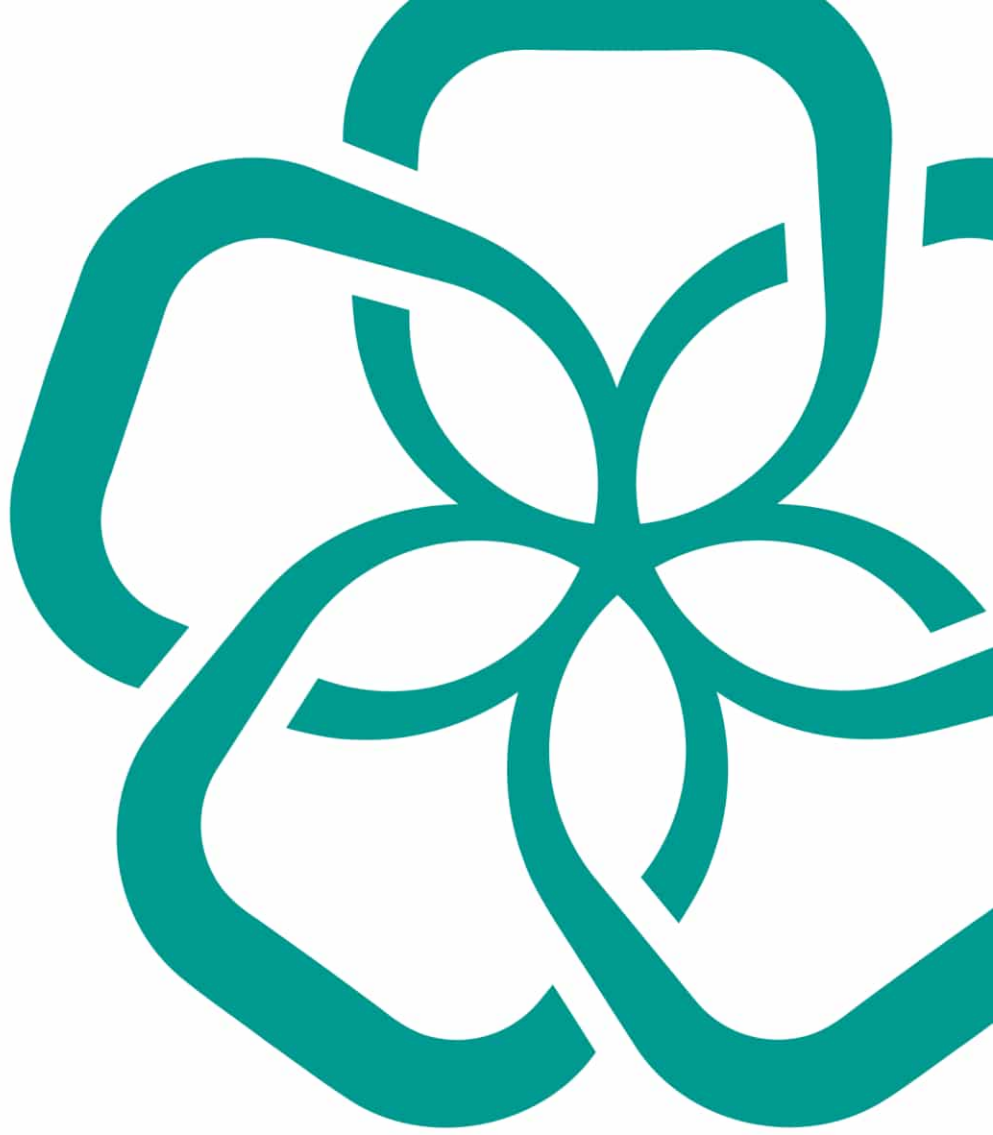
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Diesel Spillages, Graffiti and COSHH

Craig Kirby

2026

Diesel Spillages, Graffiti and COSHH

Diesel Spillages

Unfortunately, buses inevitably breakdown I need some cases it involves spilling diesel on the carriage way. Therefore, spillage kit should be on site which contains absorbent material to be spread on the spillage.

If the spillage is small, then this can be swept up and placed in the hazardous waste.

If it is a large spillage, then it may be required to get contractors in to clean the carriage way.

As part of bus station conditions of use the operator should report any diesel, fuel, and hydraulics spillages to either the manager or customer care officer. The vehicle details that are involved in the spillage should be taken down i.e., Registration, fleet number, route number, time, and date on to the manager then the cost of cleaning up the spillage be charged to the operator.

Graffiti

While small amounts of graffiti can be handled by customer care assistants, large amounts may require specialist equipment so contact our contract cleaner. Offensive graffiti such as racially offensive etc should be dealt as quickly as possible.

COSHH Regulations

All chemicals must be stored in such a way as to prevent leaks or spills. They must be clearly identifiable on the safety data sheets for every chemical in use must be readily available. All appropriate posters relating to COSHH should be displayed and all staff familiar with the materials being used and comply with health and safety regulations and company policy.

It is good practise to reduce energy usage so staff should be encouraged not to use anyway so off when not required. The business is continually looking at ways to reduce consumption at its bus stations. The government have set targets to reduce greenhouse gas emissions and to reduce CO2. As you are aware we are in a climate emergency and this means the theme of reducing consumption will continue to grow at WYCA, and therefore, expect to see more numerous initiatives being developed and implemented.



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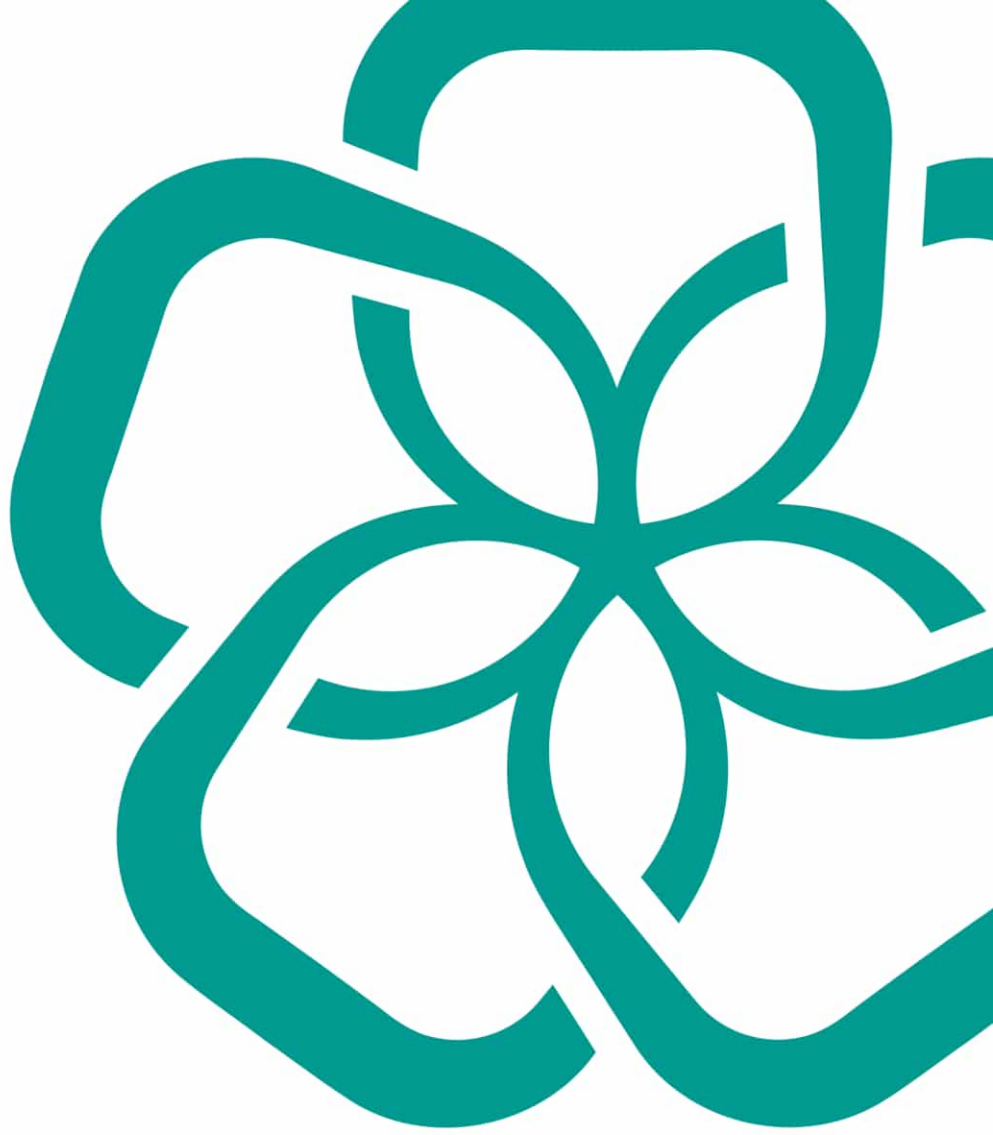
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Emergency Escalation Out Of Hours Procedure

Craig Kirby

2026

Procedure for out of hours including evenings and weekends

In the event of any of the following incidents occurring in a Bus Station:

- Major incidents in bus stations including terror attacks and fatalities
- Major incident such as fire or bomb scare in Bus Stations
- Any fatal Bus collision that happens on Metro property
- Any incidents involving any crime where any bus station needs to be closed or partly closed
- Any incidents where someone takes their own life or is in grave danger
- Any incidents where any members of staff including contractors are seriously assaulted in the Bus Stations
- Any death in the bus stations including members of staff, contractors or members of the public.
- Any first aid incident which is life changing or life threatening

If any emergency does require immediate Police assistance, please always contact 999 in the first instance however a list is attached for the Safer Travel PCSOs for each area such you require any Police assistance but please remember that the PCSOs finish duty no later than 23.00 and anything after that time will need to be passed on to the local Policing teams. Please note the Safer Travel Team should only be contacted to provide visibility and reassurance.

You must contact the following people:

Karen Buckroyd 07966 779187

Daniel McDermott 0113 348 1382

CCTV control 0113 3788106

Gold Command 0113 3481100

Any incident that you think would not be serious enough for gold command but are unsure on how to escalate please contact Karen Buckroyd.

If any shift is uncovered by Carlisle this does not need to be raised to GOLD, please contact the following staff

James Bradshaw 07741901796

Marcus Haughey 07500884390

Carlisle control

CCTV control 0113 3788106



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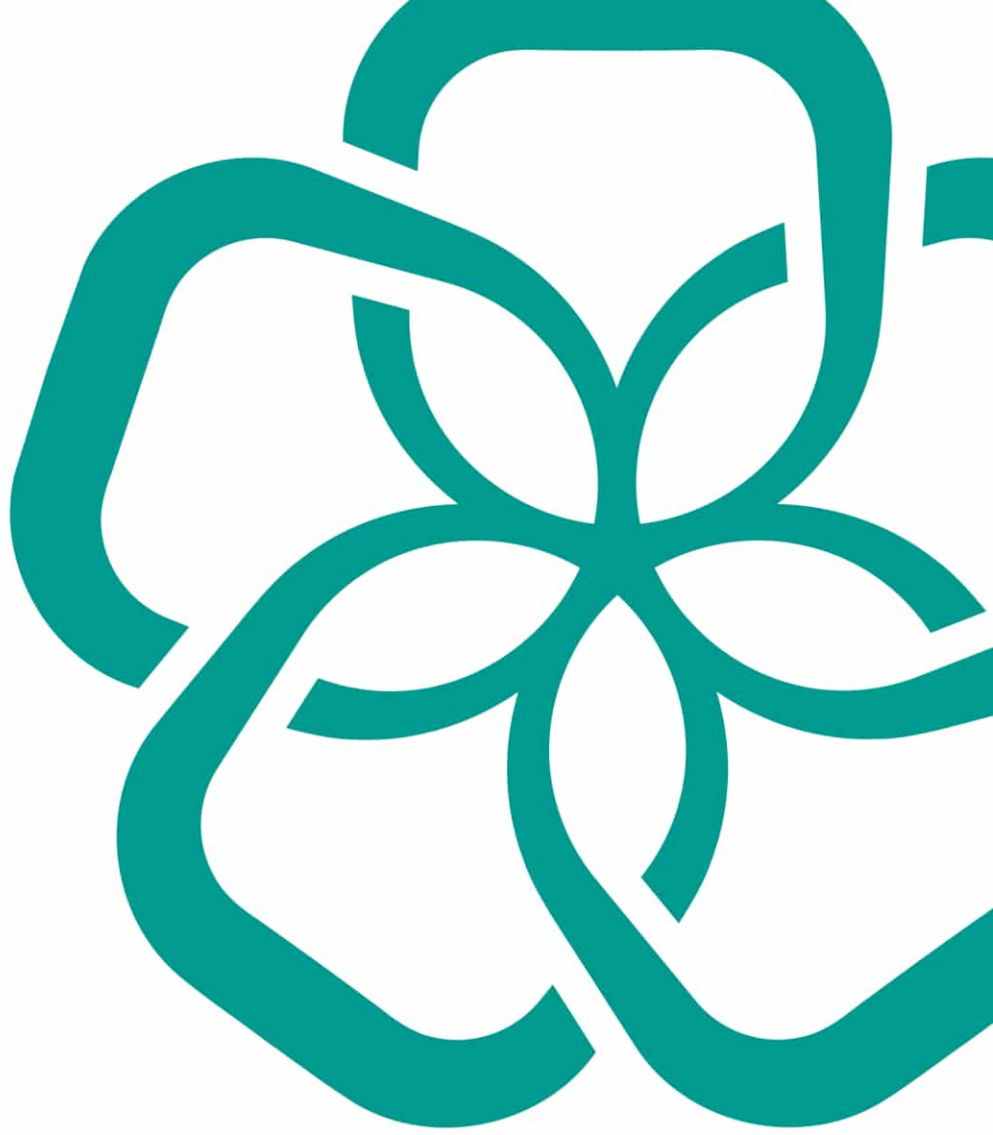
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Health and Safety Policy

Craig Kirby

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Health & Safety

Health and Safety is an issue of vital importance in the workplace, the consequences of inattention to health and safety measures can result in serious injury, illness or even death. For this reason, there is a considerable body of law on health and safety at work.

The organisation's health and safety management system are to be adhered to by all employees at all locations.

The management system will fulfil the requirements of British legislation as well as the specifications of ISO 45001-2018.

Health and Safety Policy Statement

This can be found on SharePoint.

<https://westyorksca.sharepoint.com/sites/HealthandSafety/SitePages/Health-%26-Safety-Policy-Statement.aspx>

Corporate Health and Safety Manual

This manual is applicable to all operations and activities carried out by the Combined Authority, it is also applicable at all locations and facilities we operate.

The scope of the health and safety management system is to encompass all the activities of the combined authority which will include but not be limited to the following:

- Office based activities.
- Bus Station operation.
- Business Trips

Below is the link on SharePoint

<https://westyorksca.sharepoint.com/Forms%20guidance%20and%20policy/Forms/Upload%20View.aspx?id=%2FForms%20guidance%20and%20policy%2FCorporate%20Services%2FHealth%20and%20safety%2F1%20Management%20System%2F0%20Health%20%26%20Safety%20Manual%20%28Policy%29%20Doc%2FHealth%20and%20Safety%20Manual%20%28Policy%29%202022%2Epdf&parent=%2FForms%20guidance%20and%20policy%2FCorporate%20Services%2FHealth%20and%20safety%2F1%20Management%20System%2F0%20Health%20%26%20Safety%20Manual%20%28Policy%29%20Doc>

Health & Safety Policy objectives.

- To conduct all our activities safely and in compliance with Section 2 of the HASAW etc. Act 1974 and where possible, best practice.
- To ensure a systematic approach to the identification and assessment of risks and the allocation of resources to control them.
- To be an organisation that promotes a positive health and safety culture that is demonstrated by open communication, and a shared commitment to the importance of health, safety, and welfare.
- To promote the principles of sensible risk management.





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Lost Property Procedure

Craig Kirby

2026

Lost Property Procedure

WYCA is legally bound to retain lost/found property for a period of one calendar month. Any property must be kept in a safe and secure area until claimed by the rightful owner or disposed of at the discretion of WYCA.

Lost/found property books

Lost/found property books are used to record items which are found in the bus station. Books are made-up of a triplicate set of pages, consisting of coloured pages white, pink, and yellow. Each group of pages is issued with a unique serial number.

For accountability and audit purposes a record must be retained of every serial number used even if the entry was spoiled or made out in error.

Once property has been handed in checked etc and an entry made on a Lost/Found Property Sheet the triplicate-coloured pages should be dealt with as follows.

Yellow copy..... To the Finder.

White copy.....Held in the lost property book

Pink copy..... To be attached to the property

When items are found

When Customer Care Officers are offered property, this should be dealt with in the following manner: -

1. Switch on your body worn camera and invite the finder to the security office where the lost property book is held. If the finder is not willing to do this, both the Customer Care Officer and the finder must inspect the item/s and make notes in the Customer Care Officers notepad. The finder must then be asked to confirm the details are correct.
2. When at the security office the lost/found property book should be completed. To enter the details, if the finder is present ensure both the finder and Customer Care Officer checks and lists the details. Enter the finder's details such as name, address and telephone number and ensure that the finder signs the page. When complete ensure that the finder is given the yellow copy of the page

Storing items when recorded

Ensure the pink copy of the book is attached to the item found. In the case of small items such as wallets/purses, place the copy inside to avoid it becoming detached from the property.

With bulky items such as suitcases and carrier bags, these should be stored safely. Customer Care Officers should be aware that bags of soiled clothing might become smelly, or flea infested. Heavily soiled items can be disposed of immediately with explanatory note being put on the lost property form.

Any items found of any value i.e., jewellery Should be placed inside a polythene money bag after being logged in the lost property book and immediately put in the safe. If no safe is available, then arrangements should be made with the Bus Station Manager to be stored within their office for safekeeping.

Perishable items such as food can be disposed of after 12 hours.

All property should be kept in a safe and secure place within the Customer Care Office and a log should be made in the Customer Care Officer Logbook.

Tracing the owner

Every attempt should be made to trace the rightful owner, i.e., tannoy announcements or by telephoning, if details of the owner are found in the property.

An entry should be made on the white sheet in the lost property book as to what action has been taken to trace the owner.

Period of time held

Lost property will be held for total period of one calendar month from the data being registered on the lost property form.

Credit cards debit cards and any other bank card should be destroyed immediately this also includes chequebooks (which are rare today)

After the period of storage has lapsed, all property should be disposed of. If clothing, shoes etc, is in a suitable state, this should be offered to a local charity shop for them to sell on or be kept on site to give out to homeless or any customer needing a change of clothing for emergency situations.

Enquiries about a lost item

When a member of the public approaches a member of staff about lost property, firstly ask the person if they have lost their property within the bus station or on a bus. If the member of the public advises they lost the property in the bus station, the lost property book or the lost property spreadsheet should be checked before commenting if any item has been handed in. If the customer advises they lost the property on a bus, they should be directed to the appropriate bus operator.

It is imperative that no property should be handed over to a claimant unless: -

1. The claimant can give a satisfactory description of the relevant property.
2. The claimant can offer some means of identification.

If satisfied that the rightful owner is claiming the property, the property should be handed over only after receipt of the name address and signature in the lost property book. When handing over the property, the Body Worn Camera must be activated to record the transfer of property.

If the finder wishes to claim the lost property

If the person finding the property advises they wish to claim the property if the owner is not forthcoming, this will have already been indicated on the lost property form when handed in, using the “does the Finder wish to reclaim the property” option at the bottom of the lost property sheet. If this is not ticked, then the finder will be unable to claim the property at a later day. The finder must also ensure that they retain the yellow lost property completed form or have an acceptable identification matching the information originally entered onto the lost property form.

Passports

Advice must be obtained from the Passport Office prior to disposal. If unable to contact the Passport Office, the passport should be destroyed, making sure a record is made on the white copy of the lost property book.

Driving Licence

Advice must be obtained from DVLA prior to disposal. If unable to contact DVLA, the driving licence should be destroyed, making sure that a record is made on the white copy of the lost property book.

Money Found

It is quite rare these days for money to be found however, if any lost property containing cash is handed in, it should be entered into the lost property book in the normal way. It is the responsibility of the Bus Station Manager to ensure that all money is stored safely until the relevant storage period has lapsed (one calendar month).

Once the storage period has lapsed and the money has not been claimed then please consult with the Travel Centre Supervisor, who will bank the found money with their takings. Finance will then do the necessary back-office work.

For stations that do not have a travel centre or a travel centre which is operated by a bus operator (such as Transdev at Keighley) the property should be taken to the nearest station to hand the money into the travel centre.

Mobile phones

Providing the mobile phone is switched on, an attempt to contact someone in the address book of the mobile phone should be made. Some people may have a contact number with the name ICE (in case of emergency). If successful, the officer should request that the person answering the phone give the name of the owner and, if possible, an alternative contact number or address. The person answering the call can also be asked to inform the owner that the phone is in our possession. Once

contact has been made with the owner, the phone (if turned on) should be switched off and placed in a safe place. The appropriate lost property form should be filled in with a copy attached to the phone. If the mobile phone has been handed in and it cannot be operated and it is not possible to trace the owner, the normal lost property procedures should be followed. If a claimant approaches a member of staff regarding a phone that is switched off, you must ensure that the claimant can describe the phone and can give the passcode to get into the phone.

Tickets and Passes

If a travel ticket or pass has been handed in, the card should be taken to the Travel Centre who may be able to identify the owner and be able to forward it on to the owner via the postal system. If unable to identify the owner, the M card will be destroyed.

Drugs

If drugs are found, the Police should be notified on 101 and a Police Officer should collect them for formal disposal. However, if the police call taker is advising that due to the small quantity and officer availability the drugs should be disposed of, staff must make sure that the Police log number is obtained, record on and incident report, and record the disposal on body worn video. In every case staff should still call Police on 101 so that advice given at the time is recorded and followed.





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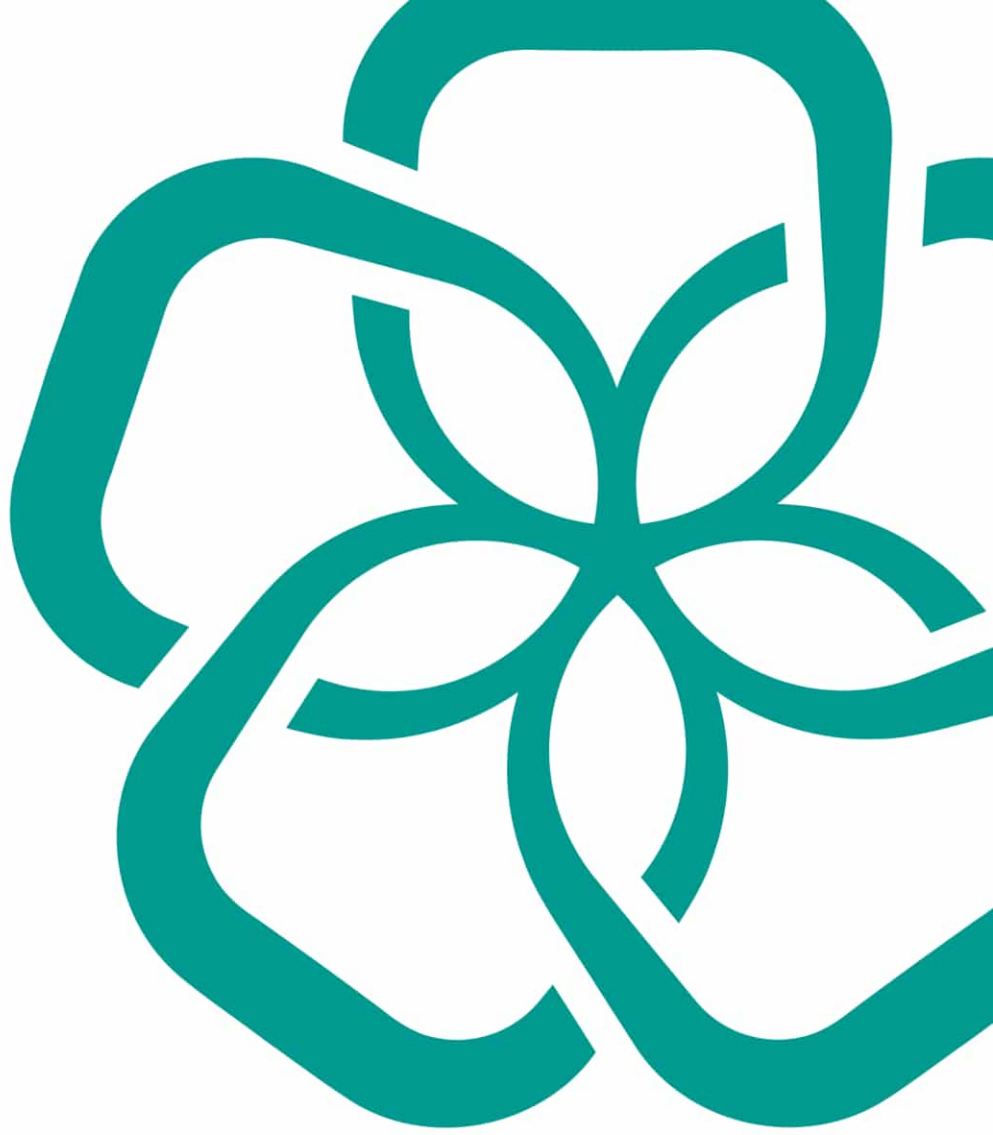
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Operator Conditions of Use

Craig Kirby

2026

Operator “Conditions of use” WYCA Bus Stations

The conditions of use document constitutes the minimum standards required of operators using WYCA bus stations and are designed to ensure the safety of all bus station users together with allowing operators to run services to a timetable without undue hindrance or delay. Copy of the most recent operators’ conditions of use should be kept at your station or found on the SharePoint.

Bus Station Managers must ensure that all bus operators have a copy of this document, as in such down clear guidance which operators and their staff must always adhere to.

Failure to adhere to the conditions of use must be acted upon by the bus station manager by contacting the bus operator by either telephone letter or e-mail depending on the seriousness of the breach.

Operators who persistently breach conditions as laid down in the document can be barred from using WYCA bus stations. Also say zero tolerance which relates to individual drivers.

- Failing to agree a stand allocation prior to a new or amended registration.
- Occupying a stand longer than 5 minutes where it prevents an allocated service using it, without permission either before or after the allocated slot [including delay during drivers’ relief/ change over]
- Using a layover space for a vehicle that has not been authorised to use the bus station.
- Operator exceeding the allocated 45 minutes layover time without permission.
- Operate using layover space for a training bus without approval of the bus station manager.
- Operator using unauthorised stand should a layover be unavailable.
- Parking on a bus station between 0001hrs 0430hrs without prior permission
- Failing to report an accident.
- Leaving a vehicle unattended on a stand except for a comfort break as detailed in paragraph 9 of BSCU.
- Failing to enter/ leave by the designated points.
- Failing to observe speed limits, directional signs, roadway markings, designated crossing points and other traffic commands. Driving without due care and attention
- Obstruction a standard platform double parking or remaining on an unallocated stand and remaining on a drop off stand after passengers have alighted.
- Leaving a bus unattended without passengers on board.
- Failure to give way to reversing buses or vehicles.
- Failing to follow the instructions of the bus station manager customer care officers or any other authorised person.
- Failing to use correct designated crossing point or walkways.
- Using a mobile phone or similar device, wearing headphones or similar or running whilst on a crossing point or designated walkway or layover
- A lighting vehicle in a restricted area

- Picking up and dropping off passengers in areas other than designated stands
- Picking up and dropping off at an incorrect stand, except for occasions when the correct stand is unavailable.
- Sweeping out vehicles without permission and are using bus station rubbish skips without permission.
- Leaving engines running on unattended vehicles
- Failure to wear high vis clothing whilst in bus movement area.
- Failure to adhere to “do not enter” flashing warning signs in the event open emergency evacuation.
- Operators’ employees failing to observe no smoking including e-cigarettes.
- Fuelling vehicles in bus stations
- Carrying out repairs to a vehicle on a designated stand or carrying out anything other than minor repairs to remove a vehicle from site.
- Operators’ employees parking unauthorised vehicles in bus stations without the combined authority’s permission.
- Failing to report vehicle fluid spillage breakdowns or arrival of recovery vehicle to bus station staff.
- Using a non-standard vehicle without combined authorities’ permission.
- Issuing leaflets, promotional material without permission.
- Soliciting custom.
- Failing to inform the combined authority when using other operators’ vehicles services.
- Failing to comply with statutory legal obligations.
- Emptying chemical toilets in bus stations.
- Failing to use the proper toilet facilities within a bus station.
- Misuse of bus station water points if provided.

The bus station services manager must be kept informed of correspondence entered into with operators, especially when unsafe practises have been witnessed.

Managers should collect as much evidence as possible regarding any breach, including photographs emails and records of any telephone conversations as these may be required later.

If the operator is a persistent offender, and the bus station manager feels they have no alternative than to ban them from using the bus station, the procedure is as follows.

- The bus station manager collects all information related to the breach. This may include customer care log reports, near miss reports telephone calls letters sent to operators and replies they have received from the operator.
- If the breach continues, the bus station manager must inform the bus station services manager and legal section for advice.
- Depending upon the seriousness of the breach, the bus station manager can refer to the zero-tolerance procedure and issue warning letters and banning letters to individual drivers.
- Asked with procedure for banning individuals within the bus station, The control room based at Middleton must be contacted for them to make live recordings.
- An operator can be banned from using WYCA bus stations. Stated previously, the bus station services manager must be informed and the decision to ban does not rest with the bus station manager, but is a decision made with our legal department, the bus station services manager will go to director level before the final decision is made.

Zero tolerance

following failure of individual drivers not a dev into our conditions of use document, zero tolerance policy view is in place.

The following sanctions can be put into place.

In the first instance- speak to the driver concerned. (Customer care officers initially)

If the driver is noted to repeatedly breach our conditions of use document, the operator should be contacted by e-mail or telephone (e-mail the most suitable method, due to having a record of the correspondence).

Similar sanctions may be made if operators fail to follow The Combined Authority conditions of use document. Operators will be informed in all instances.

Again, all evidence related to individuals must be kept safe if required for a later date.

If serious enough, it is possible to exclude a driver immediately. Advice must be thought from the bus station services manager so that this action can be sanctioned.

Meetings

it is always useful for bus station managers to hold regular meetings with bus operators. This gives the operator and bus station manager the opportunity to discuss relevant issues or concerns, all future timetable changes etc.

Meetings also serve to maintain good working relationships with each other.

The bus station manager usually initiates these meetings locally, and it is always a good idea to include quality compliance officers or their team leader.



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RIDDOR

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What Must Be Reported under RIDDOR 2013

Deaths and injuries

If someone has died or has been injured because of a work-related accident this may have to be reported. Not all accidents need to be reported, other than for certain gas incidents, a RIDDOR report is required only when:

- the accident is work-related.
- it results in an injury of a type which is reportable.

Specified injuries to workers

The list of 'specified injuries' in RIDDOR 2013 replaces the previous list of 'major injuries' in RIDDOR 1995. Specified injuries are (regulation 4):

- fractures, other than to fingers, thumbs, and toes
- amputations
- any injury likely to lead to permanent loss of sight or reduction in sight.
- any crush injury to the head or torso causing damage to the brain or internal organs.
- serious burns (including scalding) which:
 - o covers more than 10% of the body.
 - o causes significant damage to the eyes, respiratory system or other vital organs.
- any scalping requiring hospital treatment.
- any loss of consciousness caused by head injury or asphyxia.
- any other injury arising from working in an enclosed space which:
 - o leads to hypothermia or heat-induced illness.
 - o requires resuscitation or admittance to hospital for more than 24 hours.

For further guidance on specified injuries is available.

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work or unable to perform their normal work duties for more than seven consecutive days due to their injury. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.

Over-three-day incapacitation

Accidents must be recorded but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Non-fatal accidents to non-workers (e.g., members of the public)



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Accidents to non-workers (e.g., members of the public or others who are not at work) must be reported if they result in an injury, and the person is taken directly from the scene of the accident to hospital for

treatment. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work: These diseases include (regulations 8 and 9):

- Carpal Tunnel Syndrome.
- severe cramp of the hand or forearm.
- occupational dermatitis.
- hand-arm vibration syndrome.
- occupational asthma.
- tendonitis or tenosynovitis of the hand or forearm.
- any occupational cancer.
- any disease attributed to an occupational exposure to a biological agent.

Further guidance on occupational diseases is available.

Specific guidance is also available for:

- ❖ occupational cancers
- ❖ diseases associated with biological agents.

Dangerous Occurrences

If something happens which does not result in a reportable injury, but which clearly could have been done, then it may be a dangerous occurrence which must be reported immediately. e.g., by phone and email.

Employers must keep a record of any reportable injury, disease, or dangerous occurrence. This must include the date, and method of reporting, date, time and place of the event, personal details of those involved, and a brief description of the event or disease.



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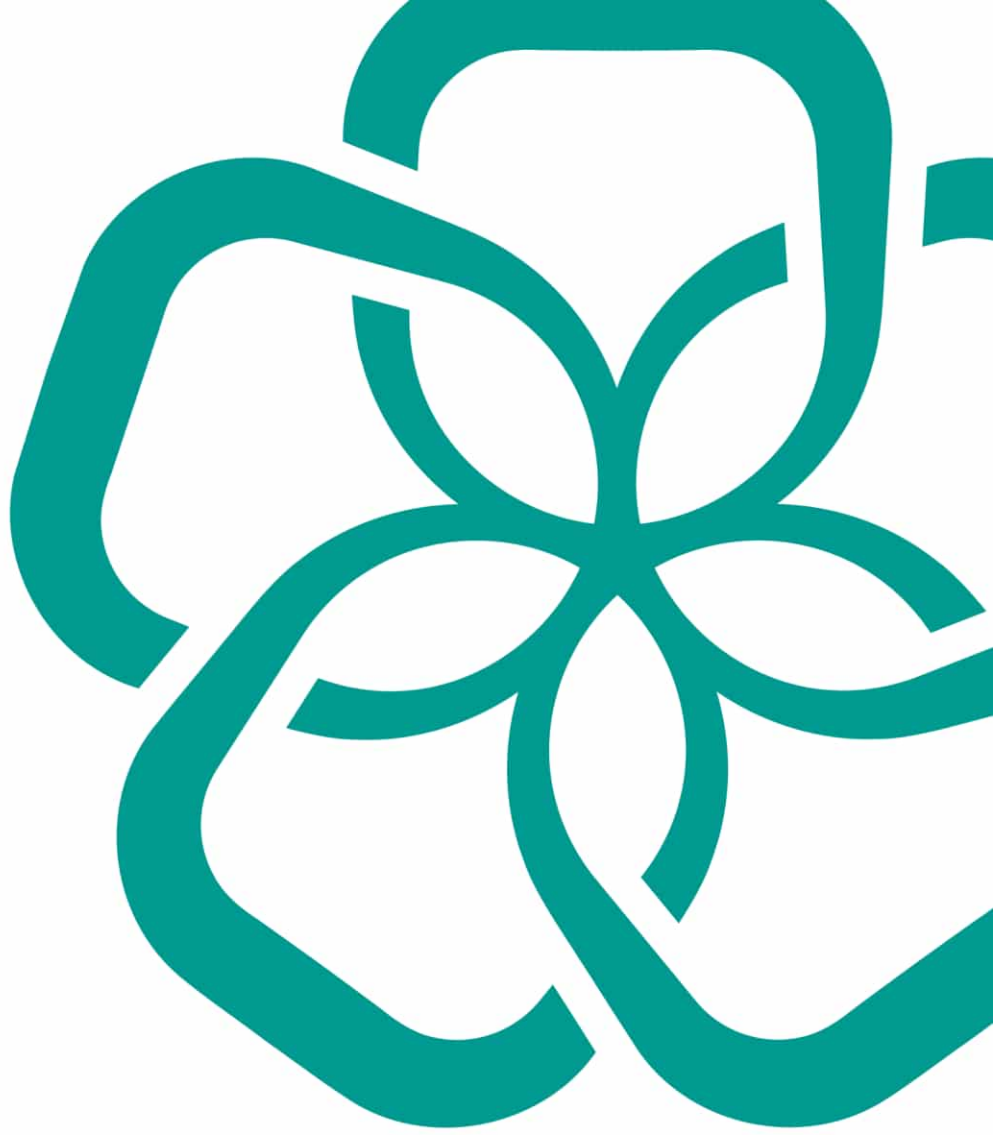
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Risk Assessments and Method Statements

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Risk Assessments and Method Statements

Method Statement (MS)

A "Method Statement" is a planned and detailed document provided by a contractor before they carry out work. This documents how the job will be done and within what timescales. Generic MS documents are usually held at Bus Station Services Office for term contracts, but it is advisable that Bus Station Managers familiarise themselves in order to check whether or not a job is being carried out to their specification, and not to what extent arrangements will have to be made to facilitate the work.

Risk Assessment (RA)

All work carried out at the Bus Station must be assessed for Risk before the job goes ahead. The assessment of risk fundamentally considers several factors, namely the likelihood that an accident or incident could be caused, the severity of the outcome, in terms of injury damage or loss and the number of people affected, also the frequency of exposure to the risk. Therefore, risk is the term used to describe the seriousness of a hazard, and the risk is formally defined as:

"The likelihood that the hazard will cause harm multiplied by the severity of that harm were it to occur"

RISK = LIKELIHOOD X SEVERITY

Risk Assessment Form						West Yorkshire Combined Authority		Tracy Brabin Mayor of West Yorkshire	
Activity to be Assessed	Bus Station Operation		Location	Keighley Bus Station		Reference Number	Kly - V1 052023		
People who may be affected:									
WYCA Staff - Office	Yes	Cleaning Staff	Yes	Contractors	Yes	General Public	Yes		
WYCA Staff - Field	Yes	Drivers and Delivery Staff	Yes	Emergency Services	Yes	Other: Please list	No		
Visitors	Yes	Security / Customer Care	Yes	People with additional needs	Yes				
Risk Rating									
To calculate a risk rating for each hazard you should assess the severity of harm and likelihood of occurrence using the tables below. These 2 figures multiplied together give the rating - Severity of Harm(S) x Likelihood of Occurrence(L) = Risk Rating									
Note: If after controls are in place the risk remains high work must not commence until the risk has been reduced to moderate or Except in very rare circumstances the severity of harm will not change, improvements in rating are achieved by reducing the									
Severity of Harm(S)		Rating		Likelihood of Occurrence (L)		Rating			
Insignificant - No Harm, injury or damage.		1		Extremely Unlikely - Wont occur.		1			
Minor - First aid treatment only.		2		Unlikely - Probably wont occur.		2			
Moderate - Lost time injury up to 7 Days.		3		Possible - Could occur.		3			
Major Injury - Lost time injury 7 Days or over, RIDDOR reportable.		4		Likely - Probably will occur.		4			
Catastrophic (Permanent physical or mental incapacity, Death)		5		Almost Certain - Will occur.		5			
Risk Rating		Description							
1 - 2 (Low)		Low level of risk: No further action is necessary unless circumstances change. Ensure controls are maintained							
3 - 15 (Moderate)		Medium level of risk: Examine task closely. Additional controls may be required. Ensure controls are maintained							
16 - 25 (High)		High level of risk: Improvements in risk control are necessary. Suspend task until new controls are implemented							



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RSD Display Guidelines

Craig Kirby

2026

RSD Display Guidelines

RSDs, posters, and notices should be displayed using the following rules:

- New timetables must be displayed in time for any changes and any destination information that may have changed should be updated.
- QR code cards should be removed from old RSD and placed on the newly inserted RSD.
- RSDs, posters, and all information must always be straight. Do not put posters at angles.
- Some operators are allowed to produce certain RSDs for HoQ at certain bus stations with full agreement with The Combined Authority.
- Use professionally produced posters only.
- Use clean, crease free posters only and report any deficiencies.
- Any passenger notes and other ad hoc notices that you may need to display have to be produced using the “customer information” template. It is a good idea to produce a few that you know you will need frequently such as “out of order” Notices and laminate them.
- Some stations have community and police notice boards these must be kept up to date. The manager can delegate this to the CCO to do weekly checks to prevent out of date posters being displayed.



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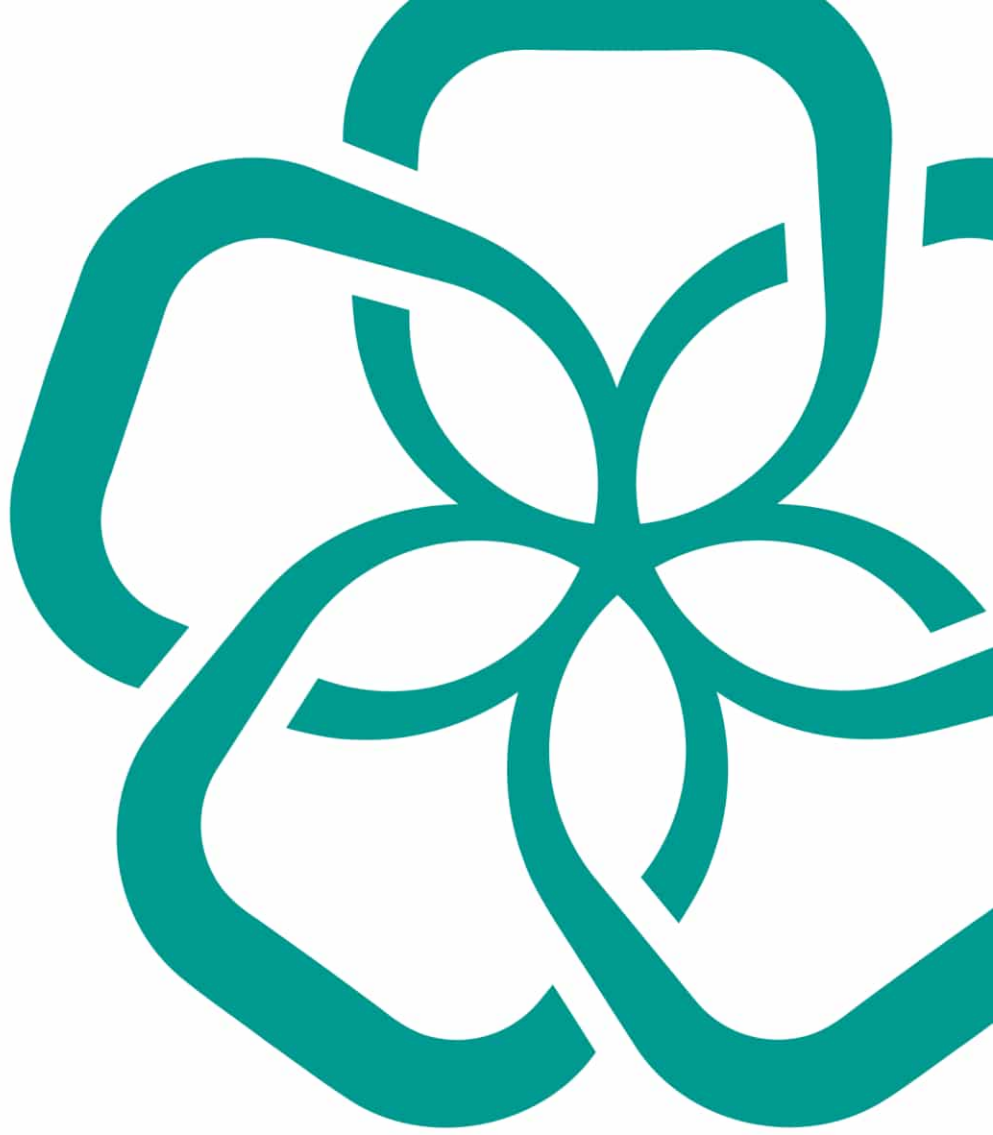
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Weekend & Bank Holiday Cover

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Weekend & Bank Holiday Cover

Each Bus Station Manager is on a rota to work weekends at a designated bus station. The location of the duty bus station manager is distributed weekly by the bus station services manager the distribution list includes the CCTV control room.

Guidance – Saturday & Sunday

The working pattern should ideally be a five-day week covering seven days for the weeks in which they work a weekend. Usually once you have completed your Saturday and Sunday working the following Monday and Tuesday will be taken as rest days. However, these rest days may be changed due to operational requirements and agreeable by the bus station services manager.

Unsocial hours premium is payable for working Saturday after 1200 hours and Sunday at time and a half. (This means the hours worked appeared at 0.5).

Note: you only get paid for the hours you work so you need to deduct your lunch break.

You record the hours worked on the overtime spreadsheet in the decimal time format and submit it to the bus station services manager who is the budget holder for authorisation I will submit it to payroll. Please note overtime is paid in arrears.

Guidance – Bank Holidays

Bus station managers will also be required to cover bank holiday working including Christmas Day and New Year's Day even though currently bus stations are closed to the public. On Christmas Day and New Year's Day The bus station manager who is allocated to work these days can work from home. The remuneration for working bank holidays you will get your normal pay with bank holiday premium plus time off in lieu. As with working Saturday and Sundays you only get paid for the hours you work so you need to deduct your lunch break. You record that was worked overtime spreadsheet in the decimal time format and submit to the bus station services manager who has overall control for the budget I will pass this on to payroll once authorised.



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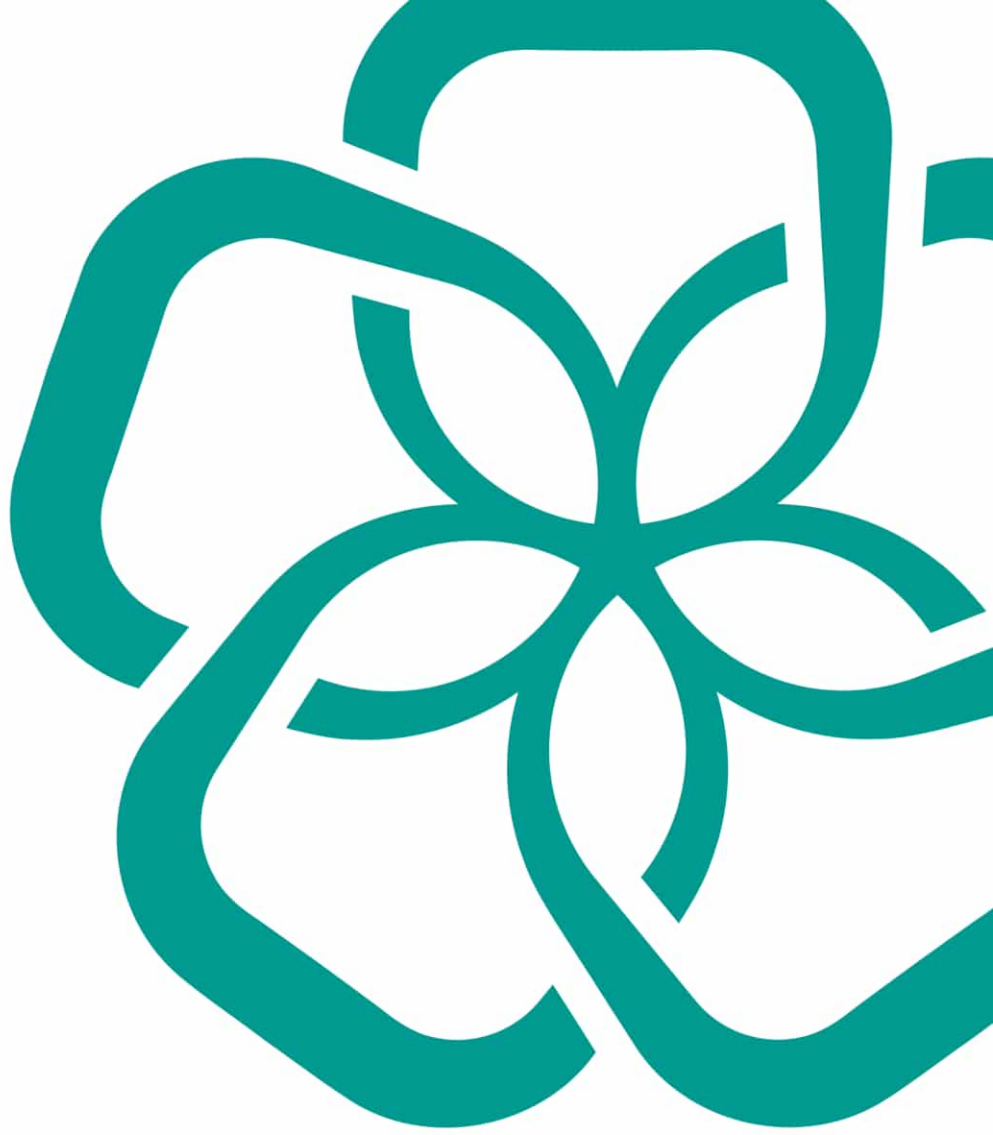
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First Aid and Medical

Craig Kirby

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3. **First Aid and Medical Facilities**

3.1 First Aid

3.2 Reporting of Injuries, Diseases and Dangerous Occurrence

3.1 First Aid

- The Contractors' staff must be familiar with the arrangements for summoning help in the event of a serious accident, which must be determined prior to commencing any work.
- Contractors must provide their own first-aid equipment and must nominate responsible persons as required under the First Aid Regulations.

3.2 **Reporting of Injuries, Diseases and Dangerous Occurrences**

- The Contractor must comply with the Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR). These cover the death of any person, specified major injuries, injuries causing incapacity for more than three days and specified dangerous occurrences and diseases. Certain accidents involving members of the public must also be reported. Reference should be made to HSE booklet 31.
- In accordance with RIDDOR all accidents must be reported to the Contract coordinator for the works at the WYCA premises, who will complete the appropriate details. Accident Books are held at locations advised by the Contract Coordinator.
- A full report of the incident must be sent by the Contractor to the contract coordinator and WYCA's Health and Safety Manager.
- Any near misses, minor slips, trips, or falls must also be reported to the Contract coordinator and WYCA's Health and Safety Manager.





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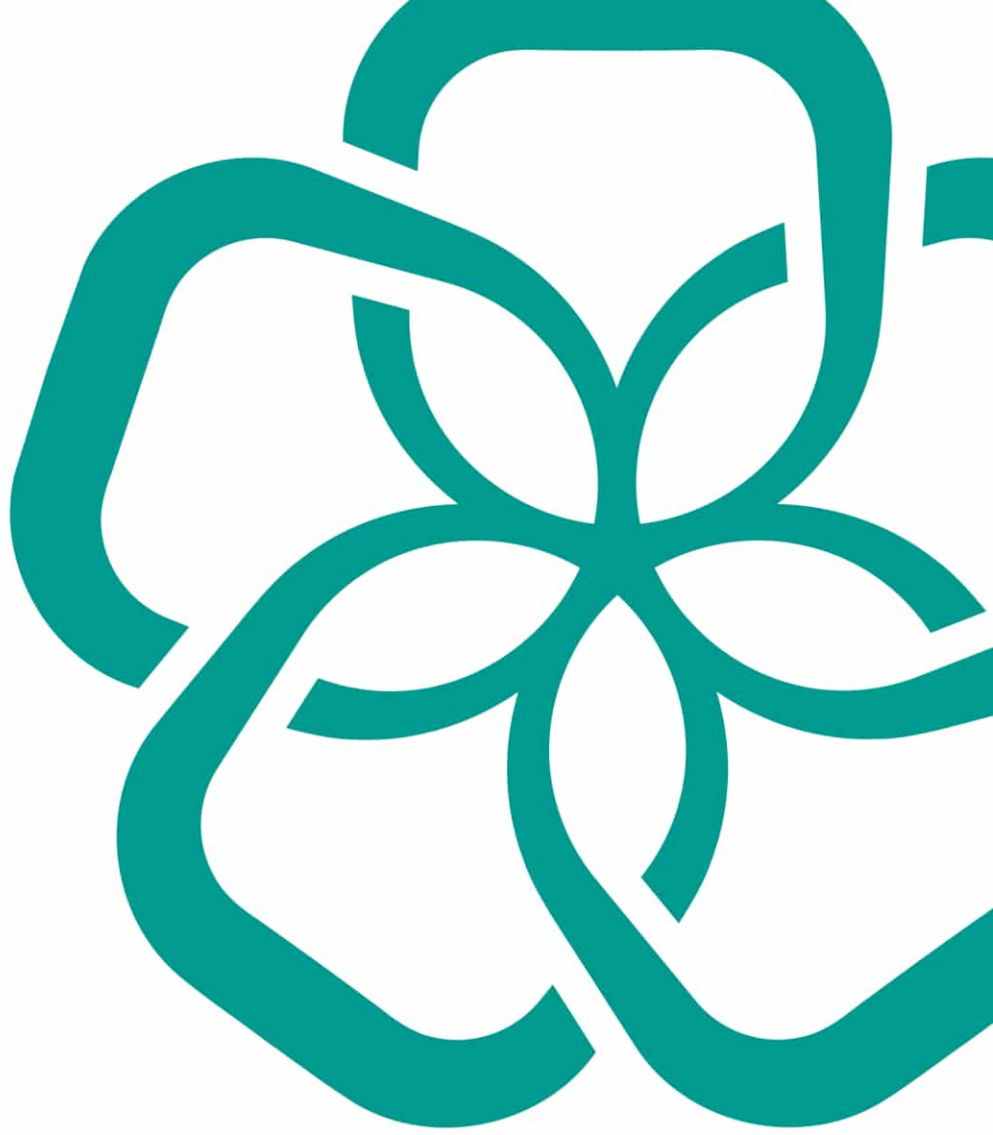
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Fire Safety

Craig Kirby

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2. **Fire Safety**

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- 2.2 Contractor's Responsibilities
- 2.3 Fire Alarm Systems
- 2.4 Testing of Fire Alarms
- 2.5 Should a Fire be Discovered.
- 2.6 Should a Fire Alarm be Heard/Seen



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2. **Fire Safety**

2.1 **Introduction**

- The incidence of fires can be prevented by taking effective fire precautions and by adopting safe working practices. Therefore, the Contractor must work together with WYCA, to ensure that adequate detection and prevention measures are provided/maintained and work on site is undertaken to the highest standards of fire safety, therefore affording the maximum level of protection to the building and its occupants.
- Suitable and sufficient planning for fire safety must be an integral part of overall preparations for the efficient running of a project. Clear procedures and standards must be in place prior to the commencement of any work activity, and adequate resources must be committed to the prevention of fire.

2.2 **Contractors' Responsibilities**

- The Contractor must appoint a responsible person to coordinate all fire safety matters regarding the work area. This person's duty shall include the following:
 - (a) Ensuring that the organisation of responsibility for fire safety regarding the Contractor's activities is suitable and sufficient and agreed with the Contract coordinator.
 - (b) Ensuring that general fire precautions relating to the Contractor's site/area of work and associated implications to non-site areas are suitable and sufficient.
 - (c) Ensuring that existing fire precautions, i.e., automatic fire detection, warning alarms and firefighting equipment, are maintained.
 - (d) Ensuring that all emergency escape routes are maintained, or that alternatives are agreed with the Contract Coordinator in consultation with building users.
 - (e) Ensuring that access and facilities for Emergency services are maintained, both to and within the site/area of work.
 - (f) Ensuring that the Contractors' staff are familiar with the general fire procedure for WYCA locations.
 - (g) Ensuring that the Contractors' staff are familiar with the location and use of firefighting equipment on site.
 - (h) Ensuring that effective security measures are in place to minimise the risk of arson.
 - (i) Ensuring that there is an effective materials storage and waste control policy.
 - (j) Ensuring that No Smoking restriction is enforced.
 - (k) Ensuring all the Contractors' staff are informed of the evacuation assembly point.

2.3 **Fire Alarm System**

The function of the fire alarm is:

- (a) To give staff and visitors early warning in the event of a fire.
- (b) To alert the local Fire and Rescue Service via automatic notification or monitored surveillance of the potential fire.
- (c) Allow evacuation and first aid firefighting to be carried out, if necessary.

Audible Alarms

- Fire alarm detection systems covering WYCA premises are, in all cases, divided into zones. In the event of a device being activated, the fire alarm will sound in all areas of the building: the sound may be continuous or two tone or a voice message instructing people to evacuate premises.
- Where installed, the Contractor can use the Deaf Alert facility when working in noisy areas, or if it is partially or completely deaf.

Visual Alarms

- In areas where audible alarms are undesirable, visual alarms like flashing lights are provided. These may also be provided as supplements to voice message alarms.

2.4 **Testing of Fire Alarms**

- Each week at fixed times in each location, the WYCA staff will test the activation of the fire alarm system in each normally occupied building. During the test, the audible and visual alarms will be activated for a short time. The Contract Coordinator will advise test times prior to commencing work.
- Apart from the weekly test, the Contractor is to treat any other activation of the fire alarm system as a real fire event.
- In buildings which are not normally occupied, the Contract coordinator will agree with the Contractor about the appropriate testing required.

2.5 **Should a Fire be Discovered**

- (a) Operate the nearest fire alarm point or, if no alarm is provided, verbally raise the alarm to others present.
- (b) On hearing the fire alarm, persons with no specific emergency duties must immediately evacuate the building by way of the nearest exit and assemble at the pre-agreed assembly point.
- (c) Ensure that WYCA staff have been informed.



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- (d) Do not use lifts.
- (e) Do not interfere with the main supply of gas, electricity, or water, unless authorised to do so.
- (f) Use fire-fighting equipment for small fires, only if you have been trained in the use of fire extinguishers and only if it is safe to do so. NB: The provision of fire extinguishers is there for the safe evacuation of staff, and visitors, from a building, not specifically to fight fires, except where the means of escape is blocked by fire.
- (g) Do not re-enter the building until the Fire Brigade has indicated that it is safe to do so.

2.6 Should a Fire Alarm be Heard/Seen

- (a) Where it is safe to do so, all personnel should ensure that they carry out the following procedures in their immediate areas.
 - (i) Stop machines and processes, own equipment only.
 - (ii) Shut off gas appliances to your own equipment only.
 - (iii) Shut off electrical supplies to own equipment only. Lighting may be left on.
- (iv) Close but do not lock doors.
- (b) Evacuate the building by the nearest exit without stopping to collect personal belongings.
- (c) Assemble in the designated area as indicated in the local fire action notices. If personnel are unsure of the correct assembly point, or cannot get to it safely, then personnel should report their presence to a member of WYCA staff who will advise on the next course of action.



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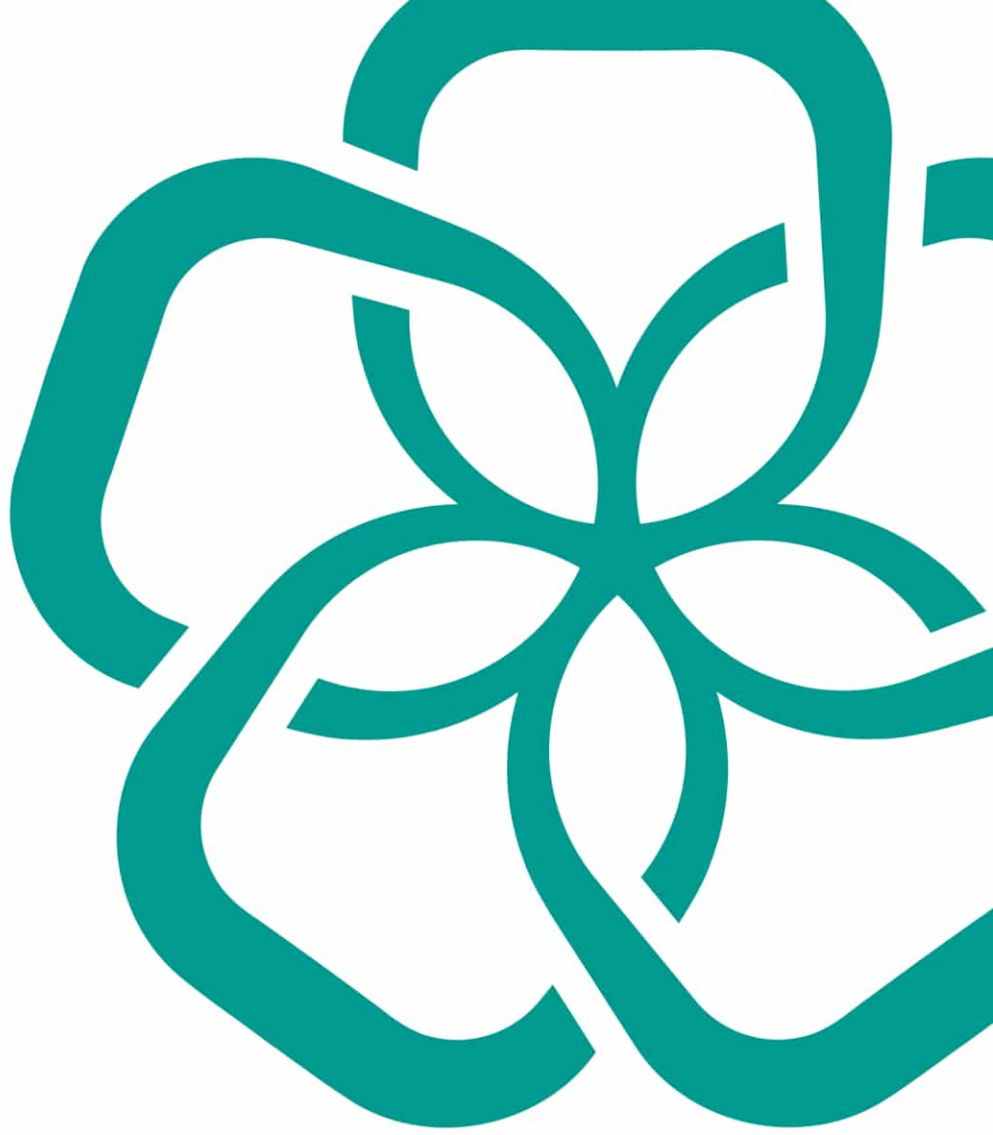
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First Aid and Medical

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3. **First Aid and Medical Facilities**

3.1 First Aid

3.2 Reporting of Injuries, Diseases and Dangerous Occurrence

3.1 First Aid

- The Contractors' staff must be familiar with the arrangements for summoning help in the event of a serious accident, which must be determined prior to commencing any work.
- Contractors must provide their own first-aid equipment and must nominate responsible persons as required under the First Aid Regulations.

3.2 **Reporting of Injuries, Diseases and Dangerous Occurrences**

- The Contractor must comply with the Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR). These cover the death of any person, specified major injuries, injuries causing incapacity for more than three days and specified dangerous occurrences and diseases. Certain accidents involving members of the public must also be reported. Reference should be made to HSE booklet 31.
- In accordance with RIDDOR all accidents must be reported to the Contract coordinator for the works at the WYCA premises, who will complete the appropriate details. Accident Books are held at locations advised by the Contract Coordinator.
- A full report of the incident must be sent by the Contractor to the contract coordinator and WYCA's Health and Safety Manager.
- Any near misses, minor slips, trips, or falls must also be reported to the Contract coordinator and WYCA's Health and Safety Manager.



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Safety Rules For Contractors

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 - 1.8.18 Live Working on Electrical Systems



Appendix A

Acknowledgement of Safety Rules for Contractors Document

1. Co-operation and Co-ordination

In the terms of this Health and Safety document the word “Contractor” shall mean the Contractor employed by WYCA to execute works or provide services and shall include any employees, agents, or subcontractors of the Contractor.

1.1 Introduction

WYCA will make every effort to identify and utilise competent Contractors, in accordance with its statutory obligations under the Health and Safety at Work Act.

It is important that Contractors are aware of the importance WYCA places on safe working procedures. The purpose of this document is to ensure:

- (a) That WYCA and its Contractors discharge their respective statutory obligations.
- (b) That the health and safety of members of the public, WYCA employees and Contractors' employees is maintained.
- (c) That safe access and egress is maintained.
- (d) That safe working methods are established and applied.

1.2 Application and Use of this Document:

- (a) The Contractor shall comply with this document as a minimum. Signing and returning the final page, Appendix A, acknowledges formal acceptance of the terms and conditions contained therein.
- (b) Where the provisions of this local arrangement document imply a less stringent obligation than those imposed by the Contract, statute, or common law then the Contractor shall comply with the more stringent obligation.
- (c) The Contractor shall consider when preparing his tender or quotation any extra costs to be incurred to comply with this Local Arrangements for Contractors document when working on WYCA's premises.
- (d) This document has been prepared so that Contractors can adopt safe working methods and comply with various statutory requirements while working on WYCA's premises however, it must not be assumed that the contents of this document cover every contingency or hazard, and the observance of the rules does not relieve the Contractor of their statutory obligations or any obligations under the Contract. The Contractor must ensure compliance to all relevant Health and Safety legislation throughout the duration of their project.

- (e) Contractors must ensure that the contents of this document are made known to and understood by both their employees and subcontractors. Any issues or queries about this document must be brought to the attention of WYCA's Contract coordinator.
- (f) Failure to comply with legislation or this document may result in the work being stopped until compliance is achieved. WYCA will not be held liable for the cost of any delays incurred.

1.3 **General Rules**

- (a) There will be no deviation or variation of these rules without the prior permission of the Contract coordinator.
- (b) The Contractor will abide by the conditions always specified and be able to provide samples evidencing compliance on request.
- (c) All statutory notices relating to the Contractor's operation shall be displayed in their area of work and the Contractor is responsible for the provision of these notices.
- (d) All work must be sufficiently supervised by the Contractor; particularly where enhanced supervision has been identified in the method statement provided for particularly hazardous tasks.
- (e) All work must be carried out by competent (and where specifically required qualified) staff. In assessing competence, the Contractor should take due recognition that certain individuals may have difficulty in understanding instructions, warnings, and alarms.
- (f) The Contractor shall not bring unauthorised persons onto WYCA premises.
- (g) The Contractor is responsible for the erection and maintenance of suitable and sufficient barriers around the work area to prevent other personnel including members of the public entering an area posing a safety risk. Barriers must also carry clear signage to explain the nature of the hazards present. Specific barrier requirements may be detailed by WYCA's Contract coordinator.
- (h) No WYCA service, plant or equipment may be used without the permission of WYCA's Contract coordinator.
- (i) All tools and equipment used by the Contractor's staff must be the correct tools for the work being carried out (and the environment in which it is being carried out) and be regularly checked and maintained to ensure that they are safe prior to being used.
- (j) All electrical equipment must be safe to use and comply with the requirements of the Electricity at Work Regulations. The equipment must be isolated from the supply at the end of each working period (eg mealtimes, evening etc.).
- (k) All portable/electrical equipment must be tested and maintained in accordance with the HSE publication IND(G) 107L: Maintaining Portable and Transportable Electrical Equipment.

(l) The Contractor is to ensure that every precaution is taken to reduce noise and disturbance from the execution of the works to all persons in the vicinity of the works including third parties.

(m) The Contractor will provide its employees with all necessary Personal Protective Equipment (PPE) required for the work they are carrying out and/or any other work being carried out nearby together with suitable and sufficient training in the use of that PPE and ensure that sub-contractors are similarly provided.

(n) The Contractor will ensure that all PPE clothing and equipment is maintained in good condition and used correctly by its employees or sub-contractors where necessary.

(o) Before commencement of any work Contractors' staff must familiarise themselves with the safety rules within this document and WYCA's policies and procedures, specifically regarding hazards and risks on the site, the location of fire prevention precaution equipment and procedures and any action in the event of an emergency.

(p) Certain highly specialised hazards exist within areas of WYCA's premises. Therefore, all the Contractors' staff must ensure that they fully understand the safety rules for the area within which they are working.

(q) All Contractors' staff must undergo the relevant WYCA Contractor induction prior to commencing any work on site and subsequently at any required time for a refresher induction, with a record kept of the induction and attendees.

(r) In the event of an incident on WYCA premises associated with or in the vicinity of the Contractors work, the Contractor shall inform the Contract coordinator, or their local representative, so that the cause and effects of the incident can be promptly investigated, assessed and appropriate action taken to assist in minimising the effect of that incident. This includes appropriate staff remaining at the location, the location not being unduly changed, and appropriate staff being made available for post-incident interviews.

(s) Any Contractors Health and Safety file is to be available for the Contract coordinator's inspection, both prior to, during, and on completion of the works.

(t) The Contractor will assist WYCA in fulfilling requirements placed upon it as a Client under such legislation as the CDM Regulations.

1.4 Contractor Requirements

1.4.1 Risk Assessments

Contractors must provide copies of their risk assessments of the significant risks related to the work activities they undertake required by the relevant Regulations. Copies of these assessments will be held at relevant WYCA office locations for reference and review by WYCA staff and the enforcing authorities if required.

1.4.2 Method Statements

Contractors are required to provide a method statement to cover any operations which could, in the opinion of WYCA, be deemed hazardous by virtue of either its nature or its location. Such Method Statements must be agreed with the Contract coordinator before work commences.

Having assessed the significant hazards inherent in the works being undertaken or arising out of the selected method of working, the Contractor will be required to provide a job specific risk assessment and method statement, stating how their employees on site will manage the risks. The Contractors' staff must have access to these method statements, and a copy is given to the Contract coordinator before the commencement of work and sufficient time for it to be reviewed.

Where the work activity takes place over an extended period, the job specific method statement and risk assessment will be required to be reviewed, and updated as necessary, at least on an annual basis.

1.4.3 Records

- The Contractor is to provide the Contract coordinator with records of any of their employee's competency and/or qualification to complete the works, if requested.

1.5 Consultation Prior to Commencement of Work

Prior to starting work on site, the Contractor shall advise the Contract coordinator of the place, date and time of his arrival to enable an External Notification of Works to be issued to advise all parties of his presence on site and to consider any impact the work may have with building users prior to work commencing.

All Contractors' staff should report, immediately on arrival at any WYCA property, directly to the Contract coordinator or his designated nominee. The Contract coordinator shall give instructions regarding the work, arrange permits to work, where necessary, and notify building users of the work that the Contractor is to undertake.

The Contractor's staff should ensure that they have:

- (a) the area of the work clearly defined.
- (b) the hours of work clearly defined.
- (c) considered the access and egress of WYCA's premises to the place of work, so that materials may be delivered, stored safely, and removed from the place of work.
- (d) removed waste materials and not allowed waste to accumulate, removing all materials, barriers, signs, and notices on completion of the work.
- (e) arranged for external or agreed WYCA provision of Contractor welfare facilities.
- (f) discussed all security issues which may be applicable to the area of work.



(g) been issued any keys for access, if required, and understand that a charge of £50 will be made should the keys not be returned to the Contract coordinator.

(h) fully understood WYCA's access, fire, and emergency procedures. Fully understood WYCA's accident reporting procedures.

Behaviour of individuals on Site

Whilst the Contract Coordinator and the Contractor have responsibilities under the Management of Health and Safety Regulations, everyone is responsible for their own safety and that of others in the workplace. Individuals must follow the site safety rules as they are there for the protection of all personnel and the general public. These include:

(a) All work to be carried out in accordance with the relevant Risk Assessments, Method Statements and, if in place, Permits to Work.

(b) If Traffic Management is in place do not move any signs, cones etc. unless you are the competent person on site.

(c) Keep a tidy work area at all times, store spoil in a manner that will not cause obstruction to others and remove from site at the end of the shift.

(d) Only competent and certificated people are allowed to operate mobile plant.

(e) Anybody on site found to be in possession of or under the influence of alcohol or drugs will be removed from site.

(f) Do not attempt to lift objects that are too heavy. Seek assistance from colleagues and do not put yourself at risk of injury.

(g) Before doing any digging on site ensure that the area has been scanned and any utilities recorded, and appropriate precautions taken.

1.7 Completion of Work

On completion of the works, a representative of the Contractor shall notify the Contract Coordinator who will arrange to check the work completed prior to the Contractor's representative leaving site.

Where work is to continue for several days, the Contractor's staff must ensure that the work area and areas immediately adjacent to the work area are left in a safe condition at the end of each work period.

The Contractor shall ensure it gives adequate training to the Contract coordinator and/or other nominated WYCA staff and provides any necessary operation, maintenance and training manuals which may be applicable to the works (O&M manuals, etc.).

At the completion of work, it is the duty of the Contractor to ensure that the work areas are left clean and tidy.

1.8 **Specific Considerations**

1.8.1 **Asbestos**

WYCA maintains asbestos registers, and the Contract coordinators will inform the Contractor of asbestos materials near the works. All Contractors working on WYCA's premises must contact the Contract coordinator before arrival to inspect the asbestos register.

Should any Contractor's staff be unsure of the nature of any fibrous products near their work, they must seek guidance from the Contract coordinator before starting any work.

If any asbestos containing materials (or any material thought to contain asbestos) is accidentally disturbed, work must stop without delay and the contact person nominated by the Contract coordinator must be telephoned for immediate advice.

The area of the incident must be evacuated and isolated until an air test has been carried out, and the status of the material is established by analysis.

Other than those activities permitted under relevant HSE guidance, no Contractor shall undertake any work involving asbestos removal, management, or treatment unless they hold a current license under the Control of Asbestos Regulations. Before treatment works begin, the relevant licensed Contractor will be provided with a bulk analysis report, completed by an accredited analysis laboratory.

Failure to comply with this requirement could lead to the Contractor's removal from site.

1.8.2 **Confined Spaces**

Contractors' staff may not enter manholes, sewers, tanks or other confined spaces without the appropriate certificated training, the necessary atmosphere tests being carried out and the correct safety rescue equipment being provided for such operations. The Contractor is to state if any normal activity undertaken by him can inadvertently turn 'open' spaces into confined spaces, albeit temporarily

A contractor requiring entry to a confined space, under a work permit, must be able to provide written evidence of adequate training for the purpose.

No one can work alone in any confined space.

1.8.3. **Demolition**

All demolition work must conform to Construction (Design and Management) Regulations. All necessary steps must be taken to warn, and prevent the approach of, persons who may be endangered by the operations.

A detailed method statement specific to the operation must be provided and approved. Additional specific precautions will apply should the demolition involve handling any material suspected of containing asbestos or any other hazardous material.

1.8.4 **Hot work**

Includes cutting, welding, brazing, soldering, and processes involving the application of a naked flame. Drilling and grinding are also included in this definition where a flammable atmosphere is potentially present. All hot work will be the subject of a Permit to Work.

Particular attention must be given to the following:

- Care must be taken when the work activity generates sparks that could ignite flammable material or come into contact with a member of staff or members of the public.
- The immediate work area must be segregated to the greatest extent practicable by non-combustible screens.
- Fire alarm detectors in their area shall be isolated as defined in the Permit to Work.
- The immediate work area must be adequately cleaned and freed from combustible material before work commences.
- Work in any enclosed building or structure shall require the presence of an additional Contractors employee whose duty shall be to guard against the outbreak of fire.
- Adequate and suitable means of extinguishing fire shall be readily available and provided by the Contractor.
- Hot work equipment shall never be left unattended when lit.
- A thorough examination of the work area shall be carried out at the end of each working period. A one-hour staffed fire watch period is to follow any hot working process.
- All burning/welding gear should only be retained at the workplace for the duration of its actual use. All cylinders must be secure or fixed in a purpose-built trolley and flash back arrestors fitted between the regulator and the hose. Only regulators designed for the pressure and type of gas, and the type of cylinder are to be used.
- Prior to “burning off” existing metal work built into or projecting through walls or partitions, an examination/assessment must be carried out to establish that the remaining material is not near combustible material which may be ignited by the conduction of heat.
- The Contractor shall include identifying the effect of any heat working close to partitions, particularly to check for heat effects, or sparks encroaching into non-work areas through any partition.
- LPG cylinders that are not in use should be stored in the open air in a well-ventilated area at ground floor level on a firm even surface at least 3 meters away from cellars, drains, excavations or other hollows (where vapour may collect) and in a position where the store will not prejudice existing means of escape.

- Hoses and valves on all gas cylinders shall be examined for damage before work commences and valves shall be closed at the bottle during rest periods and hoses de-pressurised before any period of extended period of non-use.
- Bitumen boilers, heaters and melting torches must be fitted with an armored hose, and there must never be less than 3m between the gas cylinder and the appliance. Bitumen boilers must never be unattended, whilst lit or containing hot bitumen.
- No “Hot Work” may be undertaken on a flat roof above an occupied room and all access and egress points must be protected with a suitable canopy to protect persons entering and leaving premises.

1.8.5 **Services**

Contractors must not connect to, or interfere with electrical, gas or any other services within WYCA locations without the express written permission of the Contract coordinator.

1.8.6 **Work in connection with moving machinery**

- The Contractor may not remove or displace any guard, fencing or other safety equipment fixed to or provided at any machinery, etc., from any place where safety equipment has been provided, except with the written permission of the Contract coordinator. Where permission is granted, additional specific precautions must be taken.
- The guard, fencing, or other safety equipment must be replaced immediately after the work has been completed. The Contractor must take steps to ensure that no machinery is set in motion without replacing guards, fencing, or other form of physical barrier.
- Care must be exercised when working on items of plant which can be moved by remote control. No person must work on any such plant without first notifying the Contract coordinator or his nominated contact point to ensure that it has been completely isolated both locally and remotely. Before commencing work, the trip switch mounted on the unit to be worked on must be put in its ‘trip’ position. If the risk is sufficiently high, then mechanical locking is required together with the posting of ‘danger’ boards showing the name of the person or company working on the equipment.

1.8.7 **Working at Height**

- Contractors’ staff are not allowed entry on the roof of any building or any other structure, without the permission of the Contract coordinator. An assessment of risks and method statements is required before work commences.

Persons working in shafts, at openings in vertical walls (including where appropriate window cleaning) or from high ladders should wear and use safety belts and/or an approved fall arrest harness in accordance with the guidelines on the use of rope access methods for industrial purposes issued by the Industrial Rope Access Trade Association. The lanyard or fall-arrest equipment must be securely attached to the anchor point agreed with the Contract coordinator.

- All mobile towers and scaffolding used by the Contractor must be of sound construction and erected and dismantled by a competent person who has completed a tower scaffolding course (PASMA) or in the case of tube and fitting scaffolds, a competent scaffold Contractor (Registered Scaffolder: CITB). All scaffolding must be recorded on the WYCA Scaffolding Register and must be inspected by a qualified person at the intervals dictated by legislation.
- Attention should be given to the provision of guardrails and toe-boards at working platforms and workplaces, gangways etc., to prevent, so far as is practicable, the falls of persons, tools, and materials.
- A hand-over certificate must be obtained for all tube and fitting scaffolds, a copy of which must be available for inspection by the Contract coordinator and/or WYCA's Health and Safety Advisors.
- All Contractors' staff should understand the safe use of ladders, with respect to their condition, fixing and suitability for use.
- Whilst on WYCA property all ladders which are to be left unattended at night, or over weekends, should be left un-climbable.
- Articles must not be thrown or dropped from heights in any circumstances. Items must be lowered to the ground in a controllable manner.

1.8.8 **Toxic/Hazardous Materials and Substances**

- Contractors using toxic/hazardous materials or substances shall ensure that they provide the Contract coordinator with a copy of a suitable and sufficient risk assessment, in accordance with the requirements of the Control of Substances Hazardous to Health Regulations, prior to use on site. Attention should be paid to the health of the Contractors' staff, WYCA staff on the premises, and members of the public.
- Contractors shall ensure that all their employees are familiar with the COSHH assessment for any hazardous materials or substances they are using, including the identified control measures.

1.8.9 **Weil's Disease**

- The attention of the Contractor is drawn to the risk, however minimal, of contracting Leptospirosis, otherwise known as Weil's Disease through contact with rat's urine in some parts of WYCA premises (e.g., Tunnels inverts, Ferries vessels and near drainage water/sewage pipes).
- The early stages of this disease are often mistaken for influenza, pneumonia, tonsillitis, rheumatic fever and later for catarrhal jaundice, gallstones etc. If untreated, Weil's disease can have serious and even fatal consequences. Contractors' staff should take the following precautions when working in such locations.



After working in contact with drainage water, sewage or refuse, wash hands and boots thoroughly with soap and warm water. If clothes or boots are contaminated with drainage water, wash thoroughly after handling them. It is particularly

important to do this before taking any food or drink (or putting anything near your mouth). Avoid rubbing your nose or mouth with your hands during such work.

- If any cut, scratch, abrasion, or puncture wound to the skin is received, the wound should be washed with soap and water as soon as possible whether the wound was caused at work or not. An appropriate dressing, such as an individually wrapped sterile adhesive dressing should then be applied to the wound. Waterproof gloves must also be worn to prevent contaminated water from getting to the wound. Keep the wound covered until it is healed. Appropriate dressings should be made available. On no account should a wound or cut received at work be sucked.

1.8.10 Working Exposed to Traffic

- Persons working on any roadway which is exposed to traffic must work in an area enclosed by cones, notices, barriers, and flashers to a recognised standard pattern, i.e., Chapter 8 of the Traffic Signs Manual.
- Work will only be allowed on the roadway on lanes that have been closed to traffic.
- People working on any roadway lane or car park which is closed to traffic or footways adjacent to lanes that are open to traffic, must wear a suitable high visibility garment which makes them conspicuous.

The setting up of working areas, except for those set out qualified and experienced Traffic Management Contractors, will be carried out or will be supervised by a competent body nominated by the Contract coordinator.

- People wishing to cross the highway, bus way or car park must cross carefully, using a designated crossing path if provided.
- Contractors driving to a site within an area closed to traffic, or an area enclosed by cones, must do so at no more than 10 mph.

1.8.11 Working with lifting equipment

- When work is to be carried out using a crane, runway beam or Hiab all precautions appropriate to the equipment and the activity, as identified in the specific risk assessment, shall be in place and the plant and all associated equipment shall have current certification and be suitably marked. If approved by the Contract coordinator, WYCA runway beams may be utilised provided this use is within the marked Safe Working Load of the equipment.



- Extreme caution should be taken when passing through areas that are holding water or otherwise flooded, as such locations may contain deep water, flooded sumps and raised gratings.

1.8.14 **Entering Unstaffed Buildings**

- Some WYCA buildings are normally unstaffed. Generally, keys for such buildings will not be made available to Contractors; however, arrangements will be made for a member of WYCA staff to open and close the station for outside Contractors. During Contracts, a key may be made available for a longer period after completion of a site-specific induction for the keyholder.
- It is nevertheless the Contractors' responsibility to advise the person nominated by the Contract coordinator via the appropriate telephone number, of their arrival and departure at an unstaffed building.
- In certain cases, the Contract coordinator may allocate a member of staff to escort Contractors who are unfamiliar with the WYCA buildings.

1.8.15 **Fire Protection Equipment**

- Certain rooms in and around the WYCA premises, i.e., engine rooms, switch rooms, pump rooms, sumps, etc., are protected by automatic gas fire protection systems. If a contractor's work is likely to take persons into a protected area, a specific induction will be provided by the Contract coordinator. Additionally, Contractors will need to have a duly authorised 'Permit to Work' to enter an LV or HV switch room.
- Keys will be issued to persons requiring access who have been instructed on how to set the system to "Manual" which should be done every time a room, so protected, is entered.
- The modern systems have Manual/Automatic switches situated outside the protected room.
- Where the system has the switching facility, this must be set to "manual" before entering the room.
- A warning that the extinguishing gas is about to discharge is given by a sounder which will sound for fifteen seconds before the gas is discharged. Upon hearing the sounder, all personnel should leave the room immediately and close all access doors.
- The gases used are non-toxic but are 'Asphyxiants' because they purge the enclosed protected space of oxygen bearing air.

- Unless in exceptional circumstances which must be agreed in writing with WYCA, all isolation of WYCA assets must only be carried out by an authorised member of WYCA staff, or a contractor.
- WYCA operates a Permit-to-Work system as appropriate in line with their Electrical Safety Regulations and Procedures document. A copy can be requested at any time from the Contract coordinator.
- Compliance with these Regulations is mandatory for all persons working on, working near, testing, or operating electrical equipment and systems within the scope of these Regulations.

1.8.17 **Trade Locks**

- In some WYCA premises, as considered appropriate following risk assessments, a Trade Lock system is in operation to assist in the safe local isolation of plant. Where present, any contractors will be expected to utilise and adhere to this Trade Lock system.

1.8.18. **Live Working on Electrical Systems**

- In specific circumstances, such as identification of plant failure or commissioning of new plant, live working on electrical systems or equipment will occur. Prior to any live working being undertaken the operative must:
- Discuss the issue of live working with, and get the agreement of, the Contract coordinator.
- Ensure suitable precautions have been taken to prevent injury, including the provision of suitable PPE.
- Ensure that the conditions contained in the HSE Electricity at Work, Safe Working Practices, and Regulation 14 are met. Ensure the guidance contained in the
- Compliance with the above guidance is mandatory for all personnel intending to work on live equipment at any WYCA location. This compliance must be documented by:
- Undertaking a written risk assessment that states that live working must never be carried out by a lone worker and producing a written method statement of how the work is to be done and what safety precautions have been taken including no lone live working.



Find out more
westyorks-ca.gov.uk

West Yorkshire Combined Authority

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All information correct at time of writing



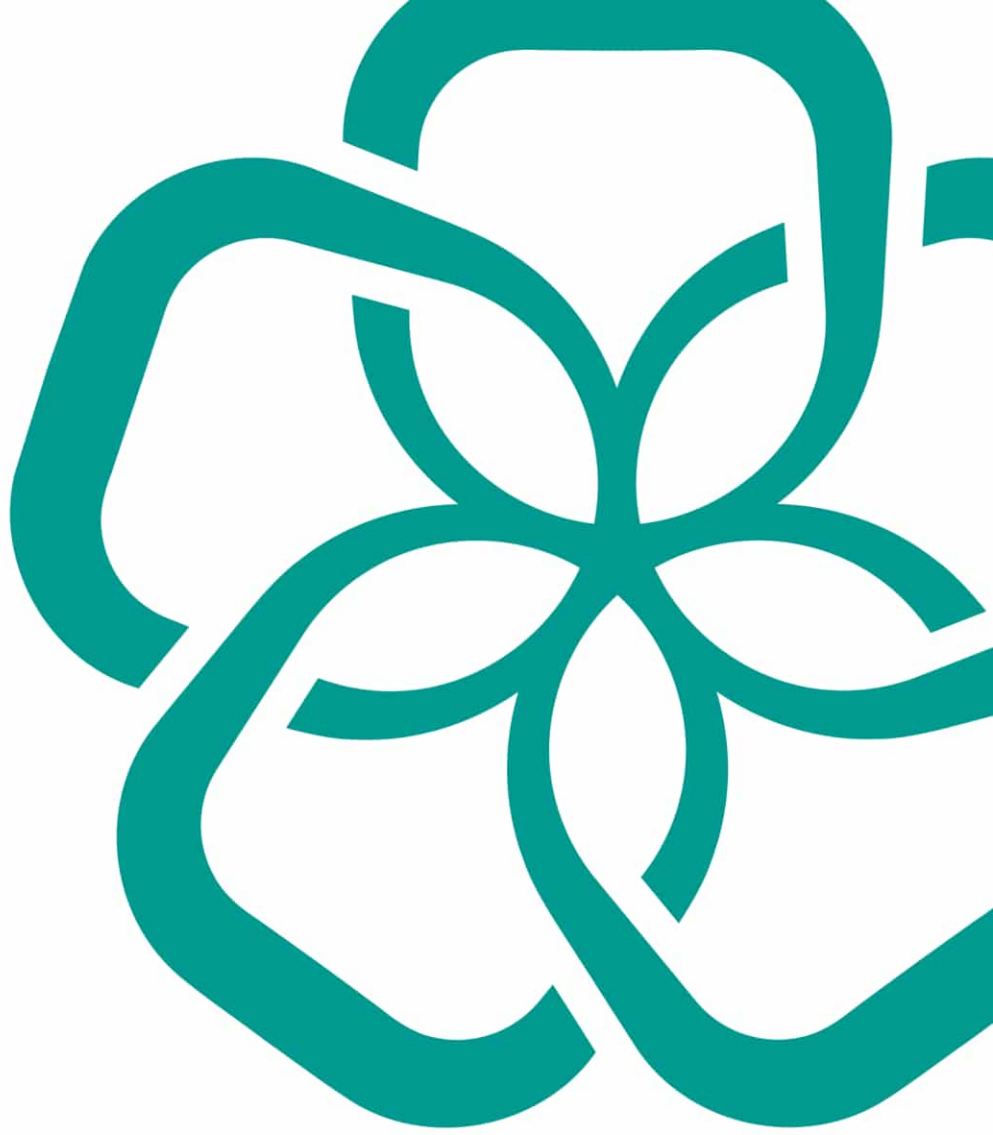
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Welfare, Facilities and Conduct

Craig Kirby

2026

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4. **Welfare Facilities and Conduct**

4.1 **Welfare**

- The Contractor is responsible for ensuring adequate welfare facilities are available for its employees, e.g., drinking water, washing and toilet facilities etc. In some instances, WYCA facilities may be used if agreed by the Contract coordinator.

4.2 **Conduct**

- The Contractor must conduct themselves in a courteous and orderly manner. Any person found contravening this rule is liable to be escorted from the site and may not be permitted to return at any time. Offensive language will not be tolerated on any WYCA premises.
- WYCA reserves the right to refuse admittance to persons they consider to be unacceptable.

4.3 **Radios**

- The use of radios, etc. on site, is not permitted, except with the permission of the Contract coordinator responsible for the work.

4.4 **Telephones**

- The Contractor is not allowed to use WYCA telephones to make external calls except with the Contract coordinator's permission.

4.5 **Smoking**

- WYCA is a “non-smoking” organisation. The same restrictions apply to members of the public and Contractors who visit WYCA locations.
- The Contractor’s employees must observe the requirements of the No Smoking legislation on site and including external areas. Any person found contravening this legislation is liable to be escorted from the site and may not be permitted to return at any time.

4.6 **Gambling**

- Gambling or betting on site is prohibited. Any person found contravening this rule is liable to be escorted from the site and may not be permitted to return at any time.



4.7 **Computers and Communications Equipment**

- The Contractor is not permitted to use, interfere with or move or connect to any communication equipment without the permission of the Contract Coordinator.

4.8 **Fitness to Work**

- The contractor shall ensure that all staff are fit, able, and competent to carry out their functions whilst on WYCA premises. Any condition that would render such an employee liable to put themselves or others at risk shall automatically preclude them from working at the site/area of work whilst that condition is present.

5. **Site Access, Unloading, Loading and Parking**

- Arrangements will be made, where appropriate, to control or prohibit the parking of either Contractors, or their staffs' vehicles.
- Arrangements for unloading and parking must be considered and agreed with the Contract coordinator prior to commencement of work. Care must be taken not to impede access for emergency vehicles and normal operational vehicles on WYCA premises.
- Transport of materials through WYCA buildings should avoid, as far as is practicable, routes taken by staff, public and visitors. The usage of goods lifts is preferable to passenger lifts.

6. **Prohibited and Restricted Areas**

- Unless they are part of the Contractors designated work area, certain areas are considered off limits to Contractors. The following areas should only be entered with the express permission of the Contract coordinator:

- **All areas not agreed as work areas**

- Boiler Houses

- Electrical Switch Rooms

- Services Risers

- All Communication and IT Equipment Rooms

- All Plant Rooms

- All Electrical Sub stations/Switch Rooms.



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7. Accommodation and Storage

- The Contractor shall be responsible for the safe storage of any material. Should the Contractor arrange to store materials on WYCA premises, it does so at its own risk, and WYCA will not be held liable for any loss or damage.

8. Waste Collection and Disposal

- The Contractor shall always be responsible for the tidiness of its working area. The Contractor shall provide waste bins, trolleys, etc. for the disposal of waste. The Contractor should empty these items regularly. The waste material disposal should be done in accordance with current legislation. Consideration should be given to the Special Waste Regulations, the WEEE Regulations, and the Control of Asbestos at Work Regulations. Copies of all disposal notes are to be sent to the Contract coordinator.
- The Contractor must not deposit any chemicals, oil, or other similar waste materials into drains or watercourses.
- The provision of skips on WYCA premises must be agreed with the Contract coordinator. Any skips used by the Contractor must be provided with a lockable lid or doors if combustible materials are to be left within them overnight.

9. Working Hours

- Construction and engineering works can create considerable disturbance to the normal running of WYCA locations. Works of this nature are usually conducted at times that are appropriate to the service that WYCA provides and convenient to WYCA staff and will be considered and discussed with the relevant Contract coordinator and building users prior to work commencing.
- Normal working hours for maintenance of Contractors to attend WYCA sites will be agreed with the relevant Contract coordinator. The Contractor may work outside these hours only with the permission of the Contract Coordinator.

10. Security

10.1 General

- The Contractor is to ensure the security of WYCA premises is not compromised.
- The Contractor is not to access buildings, except by recognised routes.
- The Contractor is not permitted access to any unauthorised person into a WYCA building.
- Contractor is to confine himself to the area of work and any associated access routes.

10.2 **Contractor's Contact Procedure**

- Contractors must ensure a third person knows where their staff are by informing the Contract coordinator, or designated contact point of their intentions and estimated timescale. No one should work alone in isolated places or in other places out of public view unless this has been complied with.
- Persons entering isolated areas or any group of workers entering such areas lit only by electricity shall ensure that at least one serviceable electric torch is carried per person.
- Contractors must book in and out of buildings (and remote parts of buildings or infrastructure) via the contact point designated by the Contract coordinator.

Key WYCA Contact Numbers:

Please advise who these will be for each contract.

10.3 **Identification**

- All Contractors are to complete at each site visit a "Contractors Pass" before commencing work. The Contractor must ensure they provide the information requested to allow the pass to be fully completed. All passes should be returned before leaving site at the end of each attendance on site unless specifically approved by the Supervising Officer.
- The Contractor's pass, if issued, must be displayed while on WYCA premises.
- Contractors working on behalf of WYCA on the highway, or other premises must, if requested, display suitable personal identification approved by the Contract coordinator.

10.3 **Inspection and Search**

- Contractor staff and vehicles may be stopped and searched at any time by WYCA staff or Security Contractor.

10.4 **Closed Circuit Television**

- The Contractor shall note that CCTV is operating in most WYCA premises.
- WYCA may use CCTV to monitor Contractors to ensure the attendance, conduct, welfare, and security of the Contractor's staff.

11. **Legislation**

- Any references in this procedure to any statute or statutory provision include a reference to that statute as amended, extended, or re-enacted.

Appendix A

Acknowledgement of Safety Rules for Contractors Document

Statement of Contractor

I, the undersigned being an officially authorised agent of the company, acknowledge receipt and acceptance of WYCA's safety rules for Contractors Working on WYCA Premises.

I also acknowledge that I have been given the opportunity to read, understand, and question any points in this document for further clarification as required.

I also confirm that all employees, agents, and sub-Contractors engaged will strictly adhere to the recommended procedures contained within the document while carrying out the work.

The work to be carried out

.....

Signed:Position in Company.....

Print Name:Contact Details

Name of Company:

Company Address:

Date:

Important

Please detach this appendix from the document and return it in the manner designated by the Contract coordinator.



**West
Yorkshire
Combined
Authority**

**Tracy
Brabin
Mayor of
West Yorkshire**



Find out more
[**westyorks-ca.gov.uk**](https://westyorks-ca.gov.uk)

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All information correct at time of writing



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