Throughout the COVID-19 pandemic, many of us have felt frustrated at being unable to freely shop, socialise and meet up with friends.

Yet we took comfort in the knowledge that the lockdowns were only temporary, and we were only ever a few weeks away from restrictions being lifted.

For thousands of people living with learning disabilities, motor neurone disease, multiple sclerosis, cerebral palsy and other conditions, that moment of relief has yet to come. Long before the pandemic, many struggled to meet friends, family and neighbours in public.

It was difficult to visit shops, restaurants, cafes or pubs due to there being wholly inadequate facilities nearby.

In our national effort to build back better from COVID-19, the Government wants to create a stronger, safer and fairer society in which everyone is treated with dignity and respect. That is why we have introduced a major change to statutory guidance in England, making it compulsory to include a Changing Places toilet in new, publicly accessible buildings – but we now want to go much further.

This prospectus marks an important milestone in our journey to make our shops, high streets and public places much more accessible.

And it is accompanied by £30 million to help local authorities substantially increase the number of Changing Places toilets in every part of the country – the largest investment by any Government to date in these crucial facilities.

District and unitary local authorities can now “opt in” to receive a proportion of this funding, based on need, to install facilities in their communities and help more residents enjoy a worry-free day out.

We want to deliver as many new facilities as possible with this funding. But we recognise that Government investment alone can only do so much.

We also need to work with charities and grass-roots organisations – many who have long-campaigned for change – utilising their expertise and knowledge to build a more equal society after COVID.

That is why our funding programme will be delivered with our charity partner, Muscular Dystrophy UK, to help councils consider where Changing Places toilets are most needed in their communities and how they can be installed without delay.

This prospectus also includes tips and advice for councils to work with charities on the ground along with a series of useful case studies from pioneering local authorities who are blazing a trail for others to follow.

With central government, local government and the third sector working more closely together than ever before, we will put the right facilities in the right places for those who need them the most – extending freedom, accessibility and dignity to all.

Luke Hall MP
Minister of State for Regional Growth and Local Government
Changing Places Toilets Insights

Foreword from Catherine Woodhead, Chief Executive of MDUK

It’s incredible that in 2021 as this programme is launched, we are still striving to improve something that many of us take for granted: local access to suitable toilet and changing facilities for disabled people.

Muscular Dystrophy UK (MDUK) is the charity that supports people who are impacted by more than 60 rare and very rare progressive muscle-weakening and wasting conditions, affecting around 70,000 children and adults in the UK. A key part of our mission is to ensure that people with muscle-wasting conditions can live well and can access all areas of society.

That’s why, since 2018, MDUK has been proud to be co-chair of the Changing Places Consortium, which seeks the installation of Changing Places toilets in public spaces so that children, adults and families can access their community. The Changing Places Consortium also promotes their availability and officially registers Changing Places toilets, ensuring that the people who need to use them can find them, by displaying their location on an online map at www.changing-places.org.

Over a quarter of a million people, including many with muscle-wasting conditions, need Changing Places toilets to enable them to get out and about and enjoy the day-to-day activities that many of us take for granted. Changing Places toilets go beyond the provision of standard accessible toilets, offering more space and the right equipment. Without access to these facilities, people have told us the indignity they experience of being changed on dirty toilet floors, dehydrating themselves before going out, or staying at home altogether – and even of resorting to surgery.

We warmly welcome the Government’s investment of £30m for the installation of Changing Places toilets in existing buildings in England. We are delighted to be working with the Ministry of Housing, Communities and Local Government (MHCLG) to help guide the distribution of this funding and to provide information and advice to local authorities as they plan and manage installations in their area. We would urge all local authorities to engage with this scheme to make your community as open and inclusive to disabled people as possible.

Please be part of this transformation, for your local community, and for travel to and tourism in your local area.

Catherine Woodhead
CEO
Muscular Dystrophy UK
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1. **Background**

1.1 Over 250,000 severely disabled people across the UK do not have access to public toilet facilities that meet their needs. Changing Places toilets open up public places to this group and their families, enabling them to enjoy the same experiences as everyone else.

1.2 Changing Places toilets are larger accessible toilets for severely disabled people, with equipment such as hoists, privacy screens, adult-sized changing benches, peninsula toilets and space for carers.

1.3 The government wants to see a step change in the number of Changing Places toilets across the country. This is why at Budget\(^1\), the Chancellor announced a £30m **Changing Places Fund to accelerate provision in existing buildings in England**. This prospectus sets out how district and unitary local authorities can access this fund.

1.4 This programme is a key part of the government’s plans to increase the provision of Changing Places toilets including:

- The Department for Health and Social Care announced in 2018 that £2m would be made available for additional Changing Places toilets in NHS hospitals.\(^2\)

- The Department for Transport awarded funding to 59 motorway service stations across 2019 and 2020 for the installation of Changing Places toilets.\(^3\)

- A major change to building rules in England in 2020 making it compulsory for Changing Places toilets to be included in some newly built or majorly refurbished facilities including stadiums and art venues.\(^4\)

1.5 To be classified as a Changing Places toilet, facilities must meet set specifications and be registered by the Changing Places Consortium. Muscular Dystrophy UK (MDUK) as co-Chairs of the Consortium are perfectly placed to bring their expertise to work in partnership with the Ministry for Housing, Communities and Local Government (MHCLG) to deliver this exciting funding programme.

1.6 There are around 1,200 registered Changing Places toilets in England but demand for provision far outstrips supply. Where people shop, go out, or travel should not be determined by their disability. That is why the provision of Changing Places toilets is so important for people who cannot use standard accessible toilets. The number of Changing Places toilets needs to increase.

1.7 As society starts to open up again, as we recover from the pandemic, it is crucial that our built environment allows everyone to enjoy the benefits of lockdown easing.

1.8 District and Unitary local authorities are being invited to “opt in” to receive a proportion of this funding, to install these vital facilities in their communities.

1.9 This programme has been designed based on feedback and engagement through the largest consultation to date of users of Changing Places toilets in England to help develop our understanding of their needs and priorities.

1.10 This knowledge has been built on through engagement with Industry and local authorities, to understand the risks and needs and how those eligible authorities could be supported with expert advice and training to aid in the delivery of these facilities.

1.11 This prospectus sets out the scope of the funding programme, the support available and provides details of how local authorities can access funding.

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2. Case Studies & User Insights

What does having access to a Changing Places toilet mean to you?

“It means not having the constant worry of whether I would actually be able to have adequate space to transfer safely. It would mean that I am able to go out more, instead of having to limit my fluid intake.”

“It means fairness and being included.”

“Access to Changing Places toilets means I can travel, can work, see my friends, go to conferences, have a meal without needing to be in an embarrassing situation.”

Trafford Centre, Manchester

2.1 The Trafford Centre in Manchester is one of the largest shopping centres in the UK and attracts approximately 600,000 customers from across the UK every week, some of whom suffer from severe learning and physical disabilities and require a Changing Places toilet for themselves and their families and carers.

2.2 The Changing Places toilet at the Trafford Centre includes all the required equipment, including an adult sized height adjustable changing bench, ceiling track hoist, ample space for the disabled person and two carers, a toilet, movable sink and emergency alarm. The toilet is in regular use and customers and local disability organisations have provided positive feedback.

What difference would having access to Changing Places toilets make to you as a family member or professional carer/supporter?

“Life changing. My son is 5 and full care, non-mobile and non-verbal. We currently struggle to use nappy changing tables still, but this won’t be possible much longer. Not being able to safely change him in a clean and appropriate environment will limit our life immeasurably.”

“It would mean in future my child would not be limited in being able to access different areas…. it’ll mean that I don’t have to tell him ‘no’ all the time and he will be able to go and enjoy life how he wants to spend it.”

“I can maintain my daughter’s dignity and comfort – the alternative is to change her on the floor of our van or the floor of the disabled toilet.”
The Deep, Hull

2.3 The Deep in Hull is one of the UK’s biggest aquariums and is an award winning, inclusive, and fully accessible attraction.

2.4 By listening to the disabled community’s feedback, The Deep opened its exemplar Changing Places facility in 2018, and continues to welcome visitors with all varieties of needs, from the total 250,000 people in the UK who require additional support.

2.5 The facility offers all the necessary Changing Places equipment including: Nirvano (CTE) Changing Table, overhead hoist, ABW6 height adjustable wash basin, centrally located toilet and portable privacy screen. It has a marine theme that ties in with its unique location.

2.6 The facility is greatly valued by all with exemplary customer feedback.

What difference would having access to Changing Places toilets make to your life?

“I would be able to leave the house more and have more of a life. I use a mobility scooter and when I have shopping etc and am on my own I have to be able to use somewhere that has plenty of room for a bulky scooter and give me space to move freely as well.”

“Confidence to go out with family and not have to worry all the time about incontinence issues.”

“Having access to hoists would give me peace of mind knowing I will not fall whilst transferring.”
3. Definition of a Changing Places toilet and the target user group

3.1 Changing Places toilets were created to meet the needs of disabled children and adults with complex care needs who need carer support, appropriate equipment and more space. This is because standard accessible toilets were designed to meet the needs of disabled people who can use a toilet independently.

3.2 Standard accessible toilets are unsuitable for this different group of profoundly disabled children and adults. Children and adults with complex care needs require carer support and standard disabled toilets cannot accommodate a wheelchair and carers, have no specialist equipment and are simply not designed for complex care needs and large wheelchairs.

3.3 The Target User Groups:

- Those with complex disabilities who require hoisting from their wheelchair onto the toilet and providing support once on the toilet.
- Those who are incontinent and who require hoisting from their wheelchair onto a height adjustable adult sized changing bench to have their continence pads changed.
- Those who are not wheelchair users but whose other complex needs are not met in current public toilet provision. This includes disabled children and adults who have balance or health/size issues, or severe autism or challenging behaviours who are not easy to toilet and need adequate space for carer support on both sides of the toilet, or to manage behaviour and hyperactivity.
- To enable family or professional carers to use the toilet with dignity whilst keeping the wheelchair user safe.

3.4 Changing Places toilet design overview:

3.5 To meet their needs, a design was created after extensive consultation with various professionals working in the field of: care, access, building design, physiotherapy and occupational therapy. After consultation with carers and with a strong evidence base driving the standard, a 12sqm design became included in British Standard BS8300 in 2009.

- **Height adjustable adult sized changing bench** – The main driver for Changing Places toilets has been carers who for some time have had to lay disabled children and adults on dirty public toilet floors to change their continence pads. This facility is therefore essential in any Changing Places toilet.
- **Ceiling hoist (preferably H frame)** – Is also essential in order to lift someone out of their wheelchair onto a height adjustable changing bench or toilet depending on their needs. An H frame hoist enables the whole room to be covered by the hoist should someone accidentally fall out of their wheelchair. A mobile hoist is not the preferred option as carers use ceiling hoists in their home and are not familiar with using mobile hoists, which can be cumbersome and take up valuable floor space.

- **Peninsular toilet** – is essential as many disabled children and adults needing carer support cannot use standard accessible toilets as they require support from both sides whilst on the toilet due to balance or health/size needs, severe autism, or challenging behaviours which cause them to be unable to sit on the toilet by themselves due to hyperactivity. A peninsular toilet also enables someone to be lowered onto the toilet with support from the carer. (A corner toilet is not suitable for this group of people).
- **Size (12sqm)** – After test driving various sized layouts, the most suitable size was 12sqm. This could meet the needs of the widest range of users with different needs from within our target group. It became clear that although a smaller room can meet the needs of many children and their carers, adults (many with larger wheelchairs/leg extensions) have great difficulty turning in a smaller space, and for some large wheelchairs it is impossible. A smaller space could also pose a health and safety issue for carers reversing out of the room into a public corridor (e.g. a shopping centre or street).

3.6 Recognising that this is potentially new for many local authorities, MHCLG has partnered with Muscular Dystrophy UK to provide expertise and support in the form of training sessions, dedicated officer support and the production of a Changing Places manual setting out the requirements of a Changing Places toilet to support local authorities to successfully deliver this programme and increase the number of facilities within their communities.
4. Programme Aims & Scope

4.1 The Changing Places Fund will invest up to £30m over three financial years from 2021/22 to increase the number of Changing Places toilets in existing buildings that are accessible to the public.

4.2 The funding will work alongside changes that have already been made to building regulations requiring Changing Places toilets to be included in many new buildings to deliver an outcome of thousands of people with complex needs and their families having greater access to public places and services that many of us take for granted.

4.3 This will work towards all disabled people being able to take part in everyday activities with the same dignity as everyone else – to go to the shops, attend hospital appointments, enjoy community life, socialise and travel.

4.4 The aims of the programme are to:

- Substantially boosting the number of Changing Places toilets in existing buildings across England;
- Improve the geographical spread of Changing Places toilets by addressing areas that are underserved; and
- Increase provision in sectors and venue types of greatest need (based on Insight research carried out by MDUK and set out in Annex A) to ensure that more disabled people can take part in everyday activities that have the greatest impact on their quality of life.

Summary – here is what Changing Places users told us

1 Awareness

78% have heard of Changing Places Toilets
83% would use a Changing Places Toilet if available
50% found it difficult to find out where CPTs are when planning a trip.

2 Current use and value

Retail settings are the most common places where respondents have used a CPT. Having days out, taking part in/enjoy leisure/sport activities and going shopping are the three top activities that the presence of a CPT have allowed people to do. Respondants valued having days out most because of a CPT; one in five (21%) said that not having CPT available made it impossible for them to have a day out.

3 Future provision

Country parks/open spaces, tourist attractions and transport networks are the top three locations respondents would like to see future provision. Beaches/seaside, motorway services and parks and gardens are the top three venues or places respondents would like to see CPTs in the future.

What is in scope

4.5 All venue and location types are in scope. The available funding aims to increase the number of Changing Places toilets in publicly accessible places.

4.6 Publicly accessible means a venue or place where one of the primary purposes is access to the general public for recreational, social or related activities. This includes but is not limited to buildings owned or operated by public sector organisations and could include buildings owned or operated by the private or voluntary and community sectors.

4.7 For example, Changing Places toilets in art galleries, cinemas, concert halls, shopping centres, recreation and entertainment buildings, libraries, museums, visitor centres, beaches, parks and gardens would all be in scope.

4.8 To aid local authorities in the delivery of facilities in places where users, their families and carers want to see Changing Places toilets installed, we have worked with MDUK to undertake the largest consultation on Changing Places toilets. This research (available at annex A) provides insight as to where facilities are best placed to help users, their families and carers, to enable them to achieve their goals to be able to ‘have a day out’ and undertake social and recreational activities with dignity, confidence and freedom.

Item 1: Summary of findings of insights research

4.9 The venue types specified do not represent an exhaustive list and all venue types are in scope if they meet the requirement of being publicly accessible.

4.10 Care should be taken not to duplicate support available through existing schemes for installation of Changing Places toilets in specific venue types i.e. funding available through DfT for Motorway service stations and the DHSC scheme for NHS premises. However, as the transport network is crucial to people’s mobility and hospital premises are important hubs in many places, both will be in scope where there is no duplication of provision.

4.11 In some circumstances, purchase of an external modular Changing Places toilet may be appropriate if space within an identified venue isn’t available.

4.12 Although the main focus of the funding is to increase provision in existing buildings, extending Changing Places toilet provision through the use of mobile Changing Places toilets which could align and contribute to activities supporting economic recovery (e.g. events to encourage people back to town centres) may also be considered. However, it is clear from User engagement that it is critical that they know that facilities are available in order to plan their movements. Therefore, whilst mobile units may play a part in local authority plans this must be carefully considered and balanced with the fact that due to their peripatetic nature Users will find it more difficult to plan journeys.

4.13 For the avoidance of doubt, the hire of temporary facilities, either mobile or static is not eligible under the fund.

4.14 Local authorities will be responsible for identifying local places that would be best placed to house a Changing Places toilet and working with relevant partners to build or install the facility.

4.15 The programme seeks to increase the number of Changing Places toilets without detracting from existing toilet facilities – accessible or otherwise. When considering location, local authorities will need to take this into account.

4.16 Expressions of interest will only be accepted from District and Unitary authorities. However, we expect there to be close cooperation with counties, town and parish councils where applicable, as well as clear engagement with community, delivery partners e.g. tourism locations, country parks etc and other interested partners.
5. Support available from Muscular Dystrophy UK

5.1 To make this simple for local authorities, Muscular Dystrophy UK have been engaged to provide a full package of support to assist in applying, navigating and delivering Changing Places toilets across England.

Dedicated advice and information

5.2 Local authorities will have access to advice and information from dedicated Changing Places Support Officers. They will help to guide local authorities through the process for choosing the location, to designing and planning the installation through to registration as a Changing Places toilet.

5.3 Through the Changing Places Support Officers, local authorities will also have access to support with more complex queries that might require specific technical expertise from members of the Changing Places Consortium and other experts. Installing a Changing Places toilet in an existing building can present more complicated challenges and the Changing Places Support Officers will be on hand to support and signpost local authorities every step of the way.

Changing Places manual

5.4 A comprehensive Changing Places manual will be available to local authorities covering all aspects of the installation and management of a Changing Places toilet. Information covered includes; the legislative and regulatory background around Changing Places toilets; the planning and design of a Changing Places toilet; the equipment and environment required in and around a Changing Places toilet; and the management and maintenance required of a Changing Places toilet.

Training

5.5 Local authorities in receipt of funding from MHCLG will have access to bespoke virtual training sessions that will accompany the Changing Places manual. These training sessions will explain the full process and key points to consider around the installation and registration of a Changing Places toilet in an existing building and their safe maintenance and upkeep. Further training on specific aspects of Changing Places may also be made available as the programme develops.

Learning from others

5.6 With over 1,200 Changing Places toilets registered in England there is a wealth of case studies and testimonials that we can share with local authorities about Changing Places toilet installations in a wide variety of settings, venues and sectors.

Connecting local authorities with local partners

5.7 Local authorities will be connected with local organisations, charities, Changing Places toilet users and community groups to help ensure that communities can assist and support local authorities on where new Changing Places toilets should be located – and celebrate their participation in the programme.

Suppliers and installation companies

5.8 Signposting, information, and contact details will be available about the leading Changing Places toilet suppliers and manufacturers that install and provide equipment.

Promotion and publicity

5.9 Throughout the programme MDUK will work with local authorities to publicise their participation and the availability of new Changing Places toilets as they are completed through website updates, social media and national and local press activity.

Registration

5.10 Only officially registered Changing Places toilets are able to use the Changing Places branding and signage and appear on the digital Changing Places map. Local authorities will be supported through that process – and by engaging with Muscular Dystrophy UK throughout the full planning and installation processes it can be ensured that there are no issues at this final stage and that facilities meet the required registration criteria. Advice will also be available on service and maintenance contract requirements.
6. Funding details

How funding will be allocated

6.1 Local authorities (District Councils and Unitary Authorities) are being invited to lodge an expression of interest in this programme by 26th September 2021 in order to receive funding.

6.2 Every local authority that opts into this programme will be able to receive funding equivalent to the average cost of installing at least one Changing Places toilet in their area (based on cost average assumption of £40,000).

6.3 To assist local authorities to submit a good expression of interest, an explanation of the funding allocations methodology is set out at Annex B.

6.4 Local authorities should work with local partners including voluntary and community groups, parish and town councils and others to identify the potential to install new Changing Places toilets in their area and work with building owners to assess the viability of potential projects.

6.5 The funding provided will be capital only. Local authorities will be expected to cover the ongoing costs of maintenance of the facilities.

6.6 Local authorities must opt-in via an expression of interest in order to receive funding. We hope that each eligible local authority will apply, however we realise that due to local circumstances some may choose not to opt-in to receive funding.

6.7 Expressions of interest should be signed by an officer with appropriate authority and be counter-signed by the section 151 officer to confirm the proposals are deliverable and that ongoing revenue costs of maintaining and cleaning facilities have been identified and committed.

6.8 It is expected that local authorities will provide co-funding in order to maximise the impact of government funding and to manage the development and ongoing maintenance of new Changing Places toilets. As part of the expression of interest we are keen to understand the level of co-funding available, including in-kind contributions.

6.9 Local authorities should set out what co-funding they and partners can bring to the project. This should include the value and source of the funding. Eligible co-funding includes: capital contributions and any in-kind contributions directly related to the delivery of new CPTs (e.g. dedicated staff time and technical support such as surveys and plans). Recognising that once delivered CPTs will need to be regularly cleaned and maintained, it is likely this will be as part of variation to an existing contract. Noting from consultation this can be a barrier to delivery, where they can be clearly identified, we will allow the first 3 years of these costs to be eligible as co-funding. For the avoidance of doubt, costs incurred after the 3 years are not eligible to be considered as co-funding and the relevant operators of the CPTs will be responsible for their ongoing maintenance and cleaning for their lifetime.

6.10 MHCLG Ministers will make decisions on final funding allocations taking into account the number of EOIs and CPTs that can be delivered, and their geographical spread.

6.11 In the circumstance of too few EOIs received or insufficient geographical spread to meet the areas of need, the Department may choose not to allocate the full £30m in this round, instead opting to run a further round of EOIs to ensure the sufficient number and spread of applications across England.

6.12 We recognise that it can take considerable time to plan and execute the installation of a new Changing Places toilet and therefore local authorities should set out the expected financial profile over financial years 2021/22, 2022/23 and 2023/24.

6.13 The duration of a Changing Places toilet installation can vary greatly depending on the complexity of the individual project and any specific challenges that are created by the space identified, building issues encountered or funding complexity – this is particularly true of installations in existing buildings. Installations can take as little as three months but have been known to take up to 24 months in rare and difficult development circumstances. Local authorities will need to consider deliverability within their expression of interest.

6.14 Funding will be allocated via a ring-fenced section 31 payment. Upon confirmation of funding allocations, Grant Offer Letters will be issued detailing the purpose and associated requirements of the funding.

6.15 MHCLG will work with local authorities to agree a profile for the expenditure. It is expected that work on some new CPTs will begin during this financial year.

6.16 A template expression of interest form is also available.

6.17 All applicants must also consider how they will deliver in line with subsidy control (or State Aid in Northern Ireland) as per Government guidance, as well as all other relevant legal obligations such as procurement.
7. Monitoring

7.1 It is important that MHCLG is able to fully account for public funds. Therefore, we will require bi-annual monitoring reporting from opting-in local authorities that will provide details of actual and forecast spend as well as project updates. This will be supported by individual bilateral meetings with specific local authorities as required.

7.2 It is also important that we understand the impact that the funding is having. Local authorities will be expected to engage in programme evaluation. In addition we will be working with Muscular Dystrophy UK to produce a quarterly insight report based on engagement with local authorities which will help to understand barriers to delivery and identify as well as amplify and celebrate delivery success.
8. **Timings and next steps**

8.1 Expressions of interest must be submitted by 26 September 2021 via MS Forms.

8.2 Forms will only be accepted if submitted via the link above. However, to aid in its development a copy of the EOI questions is set out in the template form.

8.3 MDUK will be holding a series of information sessions for local authorities over the coming months to address questions and offer support to develop strong expressions of interest.

8.4 For any queries about the fund please email: ChangingPlaces@communities.gov.uk

8.5 To register interest in receiving support from MDUK please contact: cpt.funding@musculardystrophyuk.org
Annex A – Research Institute for Disabled Consumers (RiDC): Insight research

What we were trying to find out

01. What were the levels of awareness of Change Places Toilets (CPT)?

02. What are the type of building where people most value the current provision of Change Places toilets?

03. What areas of society do Change Places Toilet users feel least able to access because of a lack of provision?

04. What types of buildings that people, who use or could use Change Places toilets, would most like to see provision within?
Our approach

Online survey

Overall surveys opened

1,436

Consent

1,332

(No consent = 85)

Completed

1,085

(Partial: 247)

Completed England Responses

1,204

(965 complete: 239 partial)

Total valid responses

1,204

Start: 30/03/21 (3pm)
Close: 23/04/21 (6pm)

RiDC Panel respondents:
633 (survey sent on 30/03/21 and reminder on 7/4/21)

Wider CPT community (Social media) respondents:
801 (survey circulated 8/4/21)

Focus groups

Held between 26/4/21 and 29/4/21 via Zoom – Total participants = 21

- Four focus groups divided between current users (males and females), carers and future users. Each focus group lasted 90 minutes
- Emerging findings from the survey were shared with participants

See accompanying slide pack for thematic analysis based on the outcomes of the focus group
Summary

1 Awareness
78% have heard of Changing Places Toilets
83% would use a Changing Places Toilet if available
50% found it difficult to find out where CPTs are when planning a trip.

2 Current use and value
Retail settings are the most common places where respondents have used a CPT.
Having days out, taking part in/enjoy leisure/sport activities and going shopping are the three top activities that the presence of a CPT have allowed people to do.
Respondants valued having days out most because of a CPT; one in five (21%) said that not having CPT available made it impossible for them to have a day out.

3 Future provision
Country parks/open spaces, tourist attractions and transport networks are the top three locations respondents would like to see future provision.
Beaches/seaside, motorway services and parks and gardens are the top three venues or places respondents would like to see CPTs in the future.
Who responded to the survey

1,204 respondents
(55% filled it in for themselves, 45% on behalf of someone else)

30% family member/carer, 7% as a professional provided care or support and 8% = other

Demographics

Age

Gender

19.6% 15.2% 28.0% 33.2% 4.0% 61.3% 36.4% 1.8% 0.4%
## Awareness and use of CPTs

### 78% have heard of Changing Places Toilets
- 95% of current users of CPTs said they were aware of CPTs
- 45% of future users of CPTs are not aware of CPTs
- Highest levels of awareness reported in East Midlands (87%)
- Lowest levels of awareness reported in London (68%)

### 57% had used a Changing Places Toilet
- Highest CPT use was reported in Yorkshire and Humberside (68%); the lowest use was reported in London (52%)

### 83% would use a Changing Places Toilet if available
- 91% of respondents in Yorkshire and Humberside and the West Midlands would use a CPT if available

### 51% found it difficult to find out where CPTs are when planned a trip
- 39% of current users of CPTs said it was easy to find information on CPTs, compared with 28% overall.
- Respondents in the East Midlands (58%) found it most difficult to find information.
- Whereas respondents in the West Midlands (28%) found it most easy to find information.
% of respondents that have used CPT by region

<table>
<thead>
<tr>
<th>Region</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Midlands</td>
<td>62.5% (n=104)</td>
</tr>
<tr>
<td>West Midlands</td>
<td>63.2% (n=87)</td>
</tr>
<tr>
<td>Eastern England</td>
<td>55.8% (n=95)</td>
</tr>
<tr>
<td>London</td>
<td>52.0% (n=113)</td>
</tr>
<tr>
<td>South East England</td>
<td>57.8% (n=108)</td>
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</tr>
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<td>North West England</td>
<td>48.7% (n=58)</td>
</tr>
<tr>
<td>Yorkshire</td>
<td>68.3% (n=104)</td>
</tr>
</tbody>
</table>
Types of buildings where people use and value CPTs

Respondents completing the survey themselves used CPTs more in public buildings (47%) and hospitality (44%) settings compared to those who are filling the survey in for someone else.

Those filling it in for someone they support used CPTs more in tourist attractions (55%), country parks (53%) and healthcare (52%) compared to those filling the survey in themselves.
Types of buildings where people use and value CPTs

- Retail
- Healthcare buildings
- Tourist attractions
- Leisure/sport venues
- Transport networks (including motorway services)
- Country parks/open spaces/seaside
- Public buildings/libraries/places of worship
- Hospitality
- Entertainment
- Other

Regional variations

- **Yorkshire and Humberside** have the highest proportion of people using CPTs in healthcare buildings and country/parks
- **West Midlands** has the highest proportion of people using CPTs in retail settings and leisure/sports venues, tourist attractions and public buildings
- **East of England** has the highest proportion of people using CPTs in transport hubs/networks
Where CPTs have been available it has allowed people to

- Have days out
- Take part in/enjoy leisure/sport activities
- Go shopping
- Attend hospital
- Go on holiday

Sample size: 637
CPTs have allowed people to do... by user

- **I am filling it in for myself**
- **I am filling it in for a family member / carer**
- **I am filling it in as a professional**
- **Other**

### Activities

- **Go to a place of worship**: 53.6% for myself, 35.7% for a family member/carer, 3.6% for a professional, 62.2% other.
- **Go to an educational setting/university**: 32.2% for myself, 59.3% for a family member/carer, 6.8% for a professional, 19.2% other.
- **Go to work**: 73.1% for myself, 19.2% for a family member/carer, 7.7% for a professional, 9.3% other.
- **Go out socially for a drink or something to eat**: 42.4% for myself, 45.8% for a family member/carer, 7.9% for a professional, 19.2% other.
- **Take part in/enjoy cultural activities**: 36.2% for myself, 50.4% for a family member/carer, 8.9% for a professional, 12.1% other.
- **Have days out**: 40.8% for myself, 46.8% for a family member/carer, 8.1% for a professional, 11.2% other.
- **Go shopping**: 38.1% for myself, 49.2% for a family member/carer, 9.0% for a professional, 11.2% other.
- **Be part of my community**: 37.9% for myself, 45.9% for a family member/carer, 11.2% for a professional, 7.6% other.
- **Go on holiday**: 36.9% for myself, 52.9% for a family member/carer, 7.6% for a professional, 7.9% other.
- **Visit family and friends**: 36.9% for myself, 47.0% for a family member/carer, 7.9% for a professional, 7.6% other.
- **Total**: 38.6% for myself, 48.4% for a family member/carer, 8.7% for a professional, 62.2% other.
Things that a lack of CPT makes impossible to do

It makes it impossible to...

- Have days out: 21.8%
- Go to sporting events: 20.5%
- Take part in/enjoy leisure/sport: 19.2%
- Go on holiday: 17.8%
- Take part in/enjoy culture: 16.8%
- Go out socially: 15.4%
- Visit family and friends: 12.6%
- Get involved in my local community: 12.8%
- Go shopping: 11.2%
- Go to an educational setting: 10.5%
- Go to work: 8.1%
- Go to places of worship: 8.4%
- Attend hospital/health appts: 5.7%

The above graph is based on an overall sample of 1,076. The results in the text box are based on the total number of respondents for each variable (i.e. 817 responded to Have Days Out choice).

Those completing the survey on behalf of someone else, reported...

- 55% stated without CPT provision it is impossible to go to sporting events: (37% of those filling the survey in themselves reported this)
- 52% stated without CPT provision it is impossible to have days out: (38% of those filling the survey in themselves reported this)
- 53% stated without CPT provision it is impossible to take part in/enjoy leisure/sport: (39% of those filling the survey in themselves reported this)
Places people would like to see CPTs provided...

- Country parks/open spaces
- Tourist attractions
- Transport networks
- Entertainment venues
- Retail

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country parks / open spaces / seaside</td>
<td>63.3%</td>
<td>762</td>
</tr>
<tr>
<td>Tourist attractions</td>
<td>59.9%</td>
<td>721</td>
</tr>
<tr>
<td>Transport networks</td>
<td>58.3%</td>
<td>702</td>
</tr>
<tr>
<td>Entertainment venues</td>
<td>53.4%</td>
<td>643</td>
</tr>
<tr>
<td>Retail</td>
<td>52.6%</td>
<td>633</td>
</tr>
<tr>
<td>Hospitality</td>
<td>50.8%</td>
<td>612</td>
</tr>
<tr>
<td>Healthcare buildings</td>
<td>48.9%</td>
<td>589</td>
</tr>
<tr>
<td>Leisure / sport venues</td>
<td>48.4%</td>
<td>583</td>
</tr>
<tr>
<td>Public buildings / libraries / places of worship</td>
<td>45.7%</td>
<td>550</td>
</tr>
<tr>
<td>Other</td>
<td>7.3%</td>
<td>88</td>
</tr>
</tbody>
</table>
### Places people would like to see CPTs provided

<table>
<thead>
<tr>
<th>Category</th>
<th>#Rank 1 location</th>
<th>#Rank 2 location</th>
<th>#Rank 3 location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Retail</strong></td>
<td>Shopping centre</td>
<td>Supermarket</td>
<td>Garden Centre</td>
</tr>
<tr>
<td><strong>Hospitality</strong></td>
<td>Restaurant</td>
<td>Hotel/motel</td>
<td>Cafe/coffee shop</td>
</tr>
<tr>
<td><strong>Leisure / sport venues</strong></td>
<td>Leisure/recreation centre</td>
<td>Sports ground</td>
<td>Community centre</td>
</tr>
<tr>
<td><strong>Healthcare buildings</strong></td>
<td>Hospital</td>
<td>GP surgery</td>
<td>Health clinic</td>
</tr>
<tr>
<td><strong>Transport networks</strong></td>
<td>Motorway services</td>
<td>Airports</td>
<td>Railway stations</td>
</tr>
<tr>
<td><strong>Country parks / open spaces / seaside</strong></td>
<td>Beaches/seaside</td>
<td>Parks/gardens</td>
<td>Caravan park</td>
</tr>
<tr>
<td><strong>Public buildings / Libraries / places of workship</strong></td>
<td>Council run toilets</td>
<td>Town hall/offices</td>
<td>Libraries</td>
</tr>
<tr>
<td><strong>Tourist attractions</strong></td>
<td>Visitor attractions</td>
<td>Zoos/safari parks</td>
<td>Museums/galleries</td>
</tr>
<tr>
<td><strong>Entertainment</strong></td>
<td>Theatres</td>
<td>Bowling alleys</td>
<td>Concert hall/stadium</td>
</tr>
</tbody>
</table>
### 1: Country parks / open spaces

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaches / Seaside attractions</td>
<td>94.6%</td>
<td>721</td>
<td>762</td>
</tr>
<tr>
<td>Parks / gardens</td>
<td>89.1%</td>
<td>679</td>
<td>762</td>
</tr>
<tr>
<td>Caravan park</td>
<td>58.1%</td>
<td>443</td>
<td>762</td>
</tr>
<tr>
<td>Campsite</td>
<td>53.8%</td>
<td>410</td>
<td>762</td>
</tr>
<tr>
<td>Other</td>
<td>7.0%</td>
<td>53</td>
<td>762</td>
</tr>
</tbody>
</table>

### 2: Tourist attractions

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor attractions (eg. aquariums)</td>
<td>88.6%</td>
<td>639</td>
<td>710</td>
</tr>
<tr>
<td>Zoos and safari parks</td>
<td>88.3%</td>
<td>637</td>
<td>710</td>
</tr>
<tr>
<td>Museums and galleries</td>
<td>83.2%</td>
<td>600</td>
<td>710</td>
</tr>
<tr>
<td>National trust properties (stately homes)</td>
<td>82.5%</td>
<td>595</td>
<td>710</td>
</tr>
<tr>
<td>Theme parks</td>
<td>77.1%</td>
<td>556</td>
<td>710</td>
</tr>
<tr>
<td>Historic buildings (e.g. castles)</td>
<td>71.2%</td>
<td>513</td>
<td>710</td>
</tr>
<tr>
<td>Other</td>
<td>7.4%</td>
<td>53</td>
<td>710</td>
</tr>
</tbody>
</table>

### 2: Transport networks

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motorway service areas</td>
<td>95.0%</td>
<td>667</td>
<td>702</td>
</tr>
<tr>
<td>Airports</td>
<td>85.5%</td>
<td>600</td>
<td>702</td>
</tr>
<tr>
<td>Railway stations</td>
<td>83.3%</td>
<td>585</td>
<td>702</td>
</tr>
<tr>
<td>Bus and coach stations</td>
<td>72.1%</td>
<td>506</td>
<td>702</td>
</tr>
<tr>
<td>Ferry ports</td>
<td>71.8%</td>
<td>504</td>
<td>702</td>
</tr>
<tr>
<td>Ferries</td>
<td>70.8%</td>
<td>497</td>
<td>702</td>
</tr>
<tr>
<td>Other</td>
<td>6.1%</td>
<td>43</td>
<td>702</td>
</tr>
</tbody>
</table>
### 4: Entertaiment venues

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theatres</td>
<td>86.5%</td>
<td>556</td>
<td>643</td>
</tr>
<tr>
<td>Bowling alleys</td>
<td>86.0%</td>
<td>553</td>
<td>643</td>
</tr>
<tr>
<td>Concert / stadiums and exhibition halls</td>
<td>72.6%</td>
<td>467</td>
<td>643</td>
</tr>
<tr>
<td>Bingo halls</td>
<td>63.9%</td>
<td>411</td>
<td>643</td>
</tr>
<tr>
<td>Cinema</td>
<td>44.0%</td>
<td>283</td>
<td>643</td>
</tr>
</tbody>
</table>

### 5: Retail

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shopping centres</td>
<td>95.7%</td>
<td>606</td>
<td>633</td>
</tr>
<tr>
<td>Supermarkets</td>
<td>76.0%</td>
<td>481</td>
<td>633</td>
</tr>
<tr>
<td>Garden centres</td>
<td>67.1%</td>
<td>425</td>
<td>633</td>
</tr>
<tr>
<td>Department stores</td>
<td>62.6%</td>
<td>396</td>
<td>633</td>
</tr>
<tr>
<td>Other</td>
<td>12.2%</td>
<td>77</td>
<td>633</td>
</tr>
</tbody>
</table>

### 6: Hospitality

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restaurants</td>
<td>88.4%</td>
<td>541</td>
<td>612</td>
</tr>
<tr>
<td>Hotels and motels</td>
<td>80.9%</td>
<td>495</td>
<td>612</td>
</tr>
<tr>
<td>Cafes and coffee shops</td>
<td>71.9%</td>
<td>440</td>
<td>612</td>
</tr>
<tr>
<td>Pubs and wine bars</td>
<td>66.5%</td>
<td>370</td>
<td>612</td>
</tr>
<tr>
<td>Night clubs</td>
<td>29.6%</td>
<td>181</td>
<td>612</td>
</tr>
<tr>
<td>Other</td>
<td>8.0%</td>
<td>49</td>
<td>612</td>
</tr>
</tbody>
</table>
### 7: Healthcare buildings

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals</td>
<td>95.4%</td>
<td>562</td>
<td>589</td>
</tr>
<tr>
<td>GP surgeries</td>
<td>74.4%</td>
<td>438</td>
<td>589</td>
</tr>
<tr>
<td>Health clinics</td>
<td>74.2%</td>
<td>437</td>
<td>589</td>
</tr>
<tr>
<td>Day centres</td>
<td>70.5%</td>
<td>415</td>
<td>589</td>
</tr>
<tr>
<td>Nursing and residential homes</td>
<td>60.4%</td>
<td>356</td>
<td>589</td>
</tr>
<tr>
<td>Other</td>
<td>5.4%</td>
<td>32</td>
<td>589</td>
</tr>
</tbody>
</table>

### 8: Leisure / sports venues

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leisure and recreation centres</td>
<td>91.9%</td>
<td>536</td>
<td>583</td>
</tr>
<tr>
<td>Community centres</td>
<td>77.2%</td>
<td>450</td>
<td>583</td>
</tr>
<tr>
<td>Sports grounds or stadia</td>
<td>76.5%</td>
<td>446</td>
<td>583</td>
</tr>
<tr>
<td>Sports facilities</td>
<td>73.6%</td>
<td>429</td>
<td>583</td>
</tr>
<tr>
<td>Other</td>
<td>7.5%</td>
<td>44</td>
<td>583</td>
</tr>
</tbody>
</table>

### 9: Public buildings

<table>
<thead>
<tr>
<th>Choice</th>
<th>%</th>
<th>n</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council run public toilets</td>
<td>87.6%</td>
<td>482</td>
<td>550</td>
</tr>
<tr>
<td>Town Hall / public buildings</td>
<td>77.5%</td>
<td>426</td>
<td>550</td>
</tr>
<tr>
<td>Libraries</td>
<td>76.2%</td>
<td>419</td>
<td>550</td>
</tr>
<tr>
<td>Government offices</td>
<td>62.0%</td>
<td>341</td>
<td>550</td>
</tr>
<tr>
<td>Places of workshop and halls</td>
<td>59.5%</td>
<td>327</td>
<td>550</td>
</tr>
<tr>
<td>Cemeteries &amp; crematorium</td>
<td>6.5%</td>
<td>36</td>
<td>550</td>
</tr>
</tbody>
</table>
## Regional variations

<table>
<thead>
<tr>
<th>Region</th>
<th>#1 Tourist attraction</th>
<th>#2 Open Spaces</th>
<th>#3 Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>London</td>
<td>Museums &amp; Galleries</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>East Midlands</td>
<td>Zoos &amp; safari parks</td>
<td>Parks/gardens + beaches</td>
<td>Motorway services</td>
</tr>
<tr>
<td>West Midlands</td>
<td>Visitor attractions</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>South West</td>
<td>Zoos &amp; safari parks</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>South East</td>
<td>Visitor attractions</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>North East</td>
<td>National Trust properties</td>
<td>Parks/gardens + beaches</td>
<td>Motorway services</td>
</tr>
<tr>
<td>North West</td>
<td>Zoos &amp; safari parks</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>Yorkshire &amp; Humberside</td>
<td>Visitor attractions</td>
<td>Beaches &amp; seaside</td>
<td>Motorway services</td>
</tr>
<tr>
<td>East of England</td>
<td>Zoos &amp; safari parks</td>
<td>Parks/gardens + beaches</td>
<td>Motorway services</td>
</tr>
</tbody>
</table>
Annex B – How we will allocate funding – the allocations methodology

The allocations model for this programme has been designed to meet the strategic goals of:

i) Substantially increasing the number of Changing Places toilets in existing buildings across England.

ii) Improving the geographical spread of Changing Places toilets.

iii) Increasing provision in sectors and venue types of greatest need, in line with Insights Research carried out by Muscular Dystrophy UK for MHCLG.

**Approach**

The methodology we will use to allocate funding to local authorities consists of 2 stages:

1. An indicative per eligible authority allocation dividing the £30m available, taking into account the current provision of registered Changing Places (supply) and the disabled population (proxy for demand) within the local authority area.

2. An assessment of the information provided by eligible Local authorities in their expression of interest on cost per Changing Places toilet, value of match funding and the quality of the proposal (e.g. venue type, user engagement, deliverability). Whilst the three factors will be weighted differently, cumulatively they will provide a consideration of value for money of local authority proposals.

**Stage 1: Arriving at the indicative allocation**

The current coverage of Changing Places toilets in the local authority area (Supply) is drawn from Changing Places Consortium data.

The proportion of a local authority’s population which are classified as disabled (Demand) is drawn from 2011 census data.

Utilising this methodology, local authorities have been put into bands to provide an indicative allocation to guide their expression of interest.

It is important to note that it is possible to receive significantly more or less than this indicative allocation based on the quality, number and geographic range of the expressions of interest received.

The weighting for this indicative allocation is 40%. This ensures that all local authorities that choose to opt-in to the programme will receive at least £40k which is the estimated average cost of installing a Changing Places toilet. This means that all eligible local authorities who opt-in would be likely to be able to deliver at least one new Changing Places toilet in their area.

For clarity, those local authorities who do not submit an expression of interest will not receive funding. These monies will then become unallocated, and Ministers will take a decision on their redistribution and/or launch additional funding rounds.

**Stage 2: Expression of Interest**

To opt-in to receive funding local authorities must complete an expression of interest (EoI). This is available via the link in the prospectus.

The questions asked in the EoI are set out in a Word document version within the gov.uk prospectus to help you prepare your responses.

An assessment will be made on the basis of the three following factors. As above the weightings for each factor are included in brackets. This may result in local authorities receiving an allocation higher or lower than their earlier indicative allocation arrived at in Stage 1:

- The number of new Changing Places toilets that will be produced for the funding asked for (25%).
- The amount of match funding from the local authority and partners. (10%)
- Quality of the proposal (25%). This will consider:
  - Types of locations/venues/facilities in which new Changing Places toilets are proposed
  - Rationale – how local authorities have arrived at that decision
  - Consultation with users
  - Deliverability

Where EoIs propose a very large cost per CPT ratio there will need to be strong justification for this in order to be successful.
**Ministerial decision making**

Upon assessment of the EOIs, Ministers will be presented with a list of local authorities and the suggested allocations that each should receive.

This will be banded as:

- Those local authorities that based on the assessment and allocation methodology should receive the amount of funding asked.

- A ranked list of those local authorities that based on the assessment and allocation methodology should receive less than they have asked in their EOI.

Ministers will also be presented with the geographical spread of CPTs to identify poorly served areas thereby ensuring alignment with the strategic goals of the programme.

Ministers will have the discretion to provide additional funding, from unallocated programme funds, to the group of local authorities who chose to opt-in, and/or to run a further funding round, where authorities who have not made a bid will be encouraged to apply.

The discretion to provide greater funding in some cases than indicated through the methodology is limited to where this would result in a substantially higher number of changing places being delivered or a better geographical spread.

In all circumstances, the department will not allocate more funding to a local authority than they have asked for in their expression of interest.
Annex C – Privacy Notice

The following is to explain your rights and give you the information you are entitled to under the Data Protection Act 2018.

1. The identity and contact details of MHCLG and our data protection officer

The Ministry of Housing, Communities and Local Government (MHCLG) is the data controller. The Data Protection Officer can be contacted at dataprotection@communities.gsi.gov.uk

2. Why we are collecting the data

Your personal data is being collected in order to aid the assessment of expressions of interest for the Changing Places programme, as set out in the funding prospectus.

3. Legal basis for processing the data

Data protection legislation sets out when we are lawfully allowed to process your data.

The Data Protection Act 2018 states that, as a government department, MHCLG may process personal data as necessary for our work as a government department.

4. With whom we will be sharing the data

We will share your data with our charity partners MDUK for the purpose of assessing expressions of interest as outlined in the funding prospectus.

5. For how long we will keep the personal data, or criteria used to determine the retention period

Your personal data will be held for the duration of the Changing Places programme.

6. Your rights, e.g. access, rectification, erasure

The data we are collecting is your personal data, and you have rights that affect what happens to it. You have the right to:

a. know that we are using your personal data
b. see what data we have about you
c. ask to have your data corrected, and to ask how we check the information we hold is accurate
d. ask to have your data deleted
e. complain to the ICO (see below)

In some circumstances you may also have the right to withdraw your consent to us having or using your data, to have all data about you deleted, or to object to particularly types of use of your data. We will tell you when these rights apply.
7. Sending data overseas
Your personal data will not be sent overseas.

8. Automated decision making
We will not use your data for any automated decision making.

9. Storage, security and data management
Your personal data will be stored in a secure government IT system.

10. Complaints and more information
When we ask you for information, we will keep to the law, including the Data Protection Act 2018 and General Data Protection Regulation.

If you are unhappy with the way the department has acted, you can make a complaint.

If you are not happy with how we are using your personal data, you should first contact dataprotection@communities.gsi.gov.uk.

If you are still not happy, or for independent advice about data protection, privacy and data sharing, you can contact:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire,
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745
https://ico.org.uk/