



## Accessible Toilets

### What is an accessible toilet

An accessible toilet is a toilet that has been designed to accommodate people with disabilities and long term health conditions.

The purpose of an accessible toilet should be to enable disabled people to gain prompt access to facilities that might be different from regular toilets in terms of the available space, layout, equipment, flooring or lighting.

### The National Key Scheme/RADAR Keys

The National Key Scheme (NKS), previously referred to as RADAR keys, offer disabled people independent access to locked public accessible toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other places. You may also sometimes find keys called NRS Disabled Access Toilet keys which also fit NKS locks.

### Where can I purchase an NKS?

You can buy from **Disability Rights**

**UK** (<https://shop.disabilityrightsuk.org/products/radar-key>) through their website.

Keys cost £6, or £5 if you are eligible for **VAT Relief**.

(<https://www.disabilityscot.org.uk/info-guide/vat-exemption-on-disability-products/#overview>) Additionally, some local authorities have one-stop-shops or local charities that you can get them from. You may need to provide proof of your disability when buying one. Here is a list of locations you can purchase a NKS key:

#### Scottish Borders

The keys are available over the counter from Council Contact Centres. Proof of disability has to be given. Search for **Scottish Borders Council Contact Centres**. ([https://www.scotborders.gov.uk/directory/4/contact\\_centres](https://www.scotborders.gov.uk/directory/4/contact_centres))

#### Edinburgh

Keys can be purchased from the **Grapevine** (<http://www.lothiancil.org.uk/our-services/grapevine/>) service for £5 each or posted out to you for £5.50. To collect a Radar Key from Grapevine you need to make sure that you arrange a pick-up time in advance from their offices to ensure that someone is available. Location: Norton Park, 57 Albion Road, Edinburgh, EH7 5QY.

#### Falkirk



You can collect an application form from your local **Advice and Support Hubs** (<https://www.falkirk.gov.uk/places/oss-ash/>) If you are eligible, your first key will be provided free of charge.

## Fife

You can buy Keys in person at any of the Fife locations listed below: **Fife library** (<http://onfife.com/all-venues?venueType=libraryOrArchive>) , **Fife museum** (<https://www.onfife.com/all-venues/?venueType=museumOrGallery>) or **Fife theatres** (<https://www.onfife.com/all-venues/?venueType=theatre>) – maps are available on these links and keys cost £3.50.

## Glasgow

You can purchase Keys from **Mobility Solutions** (<http://www.mobilitysolutions.co.uk/>) based at 75 Hawthorn Street, Glasgow G22 6HY.

## Moray

Shopmobility sells radar keys. You can find them at 59 High Street, Elgin, IV30 1EE.  
T: 01343 552528 Radar keys cost £2.50 from this outlet.

## Disability Rights UK

Disability Rights UK sell radar keys online at their online shop here:

<https://shop.disabilityrightsuk.org/>

or you can phone or email their shop on:

Phone: 0203 687 0790

Email: [shop@disabilityrightsuk.org](mailto:shop@disabilityrightsuk.org)

## Boots.com

You can also purchase keys online from Boots but you will need to search for an **NRS Disabled Access Toilet key**. (<https://www.boots.com/nrs-disabled-access-toilet-key-10315682>) If you click on the button to check store stock and put in your postcode then you can check which branches of Boots have the key in stock.

## Changing Places

Although there are accessible toilets throughout Scotland, many people with disabilities often need extra facilities to allow them to use toilets safely and comfortably. A campaign was launched to provide toilets with enough room for a wheelchair and 2 carers, a hoist and an adult-sized, height adjustable changing bench. These are known as Changing Place Toilets, and there are roughly 150 throughout Scotland. In February 2009, Changing Places toilets were included in the British Standards BS8300, this means that they should be included in all new larger buildings and complexes such as:

- Large railway stations & airports



- Sports & leisure facilities
- Cultural centres such as concert halls and art galleries
- Shopping centres
- Health facilities such as hospitals

## Each Changing Places toilet provides:

### The right equipment

- a height adjustable adult-sized changing bench
- a tracking hoist system, or mobile hoist if this is not possible.

### Enough space

- adequate space in the changing area for the disabled person and up to two carers
- a centrally placed toilet with room either side
- a screen or curtain to allow some privacy.

### A safe and clean environment

- wide tear off paper roll to cover the bench
- a large waste bin for disposable pads
- a non-slip floor.

For further information, you can visit the **Changing Places** (<http://www.changing-places.org/>) website

## Where to find a Changing Places Toilet

PAMIS (an organisation helping people with profound and multiple learning disabilities) has compiled a **Map of locations of changing places toilets**. (<https://www.changing-places.org/find>)

## Other Schemes

### Just Can't Wait

Many people have conditions which mean they often need to access a toilet urgently. Many charities have produced cards which you can use to ask for access to toilets that are not generally open to the public. Further information is available on their websites:

**IBS Network** (<https://www.theibsnetwork.org/cant-wait-card/>)

### Bladder and Bowel Foundation

(<https://www.bladderandbowelfoundation.org/resources/toilet-card/>)

**Macmillian** (<https://be.macmillan.org.uk/be/p-22493-generic-toilet-card.aspx>)

### Comfort Scheme

In an attempt to save money, many Local Councils are closing public toilets. As an alternative, they are introducing the Comfort Partnership Schemes.



The scheme works in partnership with local businesses and amenities. During business opening hours members of the public can use their toilets free of charge. To find out what local businesses are taking part in the scheme you can search your local council website, or contact our helpline and we can help search for you.

Information last updated on **14 February 2024**. Please note that information may be subject to change. All information is provided in good faith but Disability Information Scotland does not endorse any product or service referred to within this resource.