

# We all need the toilet!



## AN ALL GENDER ACCESS TOOLKIT



FOR SAFER  
NIGHTLIFE

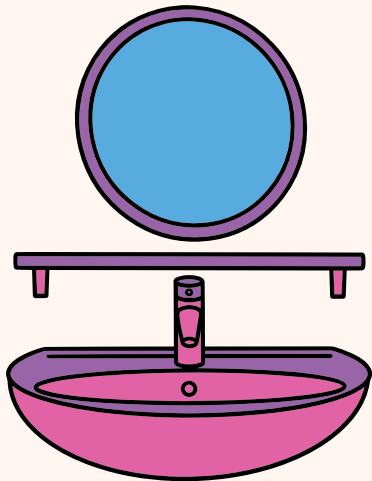


FOR SAFER  
NIGHTLIFE

### TALK TO US

-  [goodnightoutcampaign.org](https://goodnightoutcampaign.org)
-  [goodnightoutcampaign](https://www.facebook.com/goodnightoutcampaign)
-  [@goodnightoutcampaign](https://www.instagram.com/goodnightoutcampaign)
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# What is this?



This is a simple guide for any space that provides toilets for visitors. It has been written with nightlife premises such as venues, pubs, bars, and clubs in mind, but can help leisure, arts and cultural spaces too.

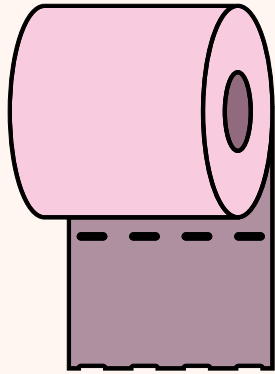
If you want to make sure your place of business offers bathroom facilities that all customers feel safe and comfortable using, regardless of their gender identity or gender expression, read on to learn:

- why gender can be an accessibility issue
- the myths and realities when it comes to safety and bathroom access
- the dangers of exclusion and the benefits of having inclusive facilities
- what your legal responsibilities are to prevent discrimination
- what your options are to make your toilet facilities more accessible

It has been compiled by Good Night Out, the campaign for safer nightlife in partnership with Galop, the UK's LGBTQ+ anti-violence charity. At the end of the toolkit you'll find a simple glossary explaining some of the terms we have used.

**WE HOPE IT HELPS!**

# Let's get engaged



At home, on trains, in aeroplanes and at the office – chances are you've used an all-gender toilet and never thought about it. In the hospitality industry however, some businesses still segregate toilets by gender—e.g. 'Ladies' and 'Gents'—even if the facilities inside each room are exactly the same. Why does this matter?

In our society, it's still all too common for people to make assumptions about others based on how they look. When it comes to gender, those who don't 'fit' or **conform** are often punished for this. Too many **trans** people have experienced being challenged, questioned or even attacked for being in the 'wrong' toilet. Similarly, cis women who **present** in a 'masculine' way often experience harassment for being in the 'wrong toilets' when they use the 'Ladies' loo. **You cannot know someone's gender, or what type of bathroom they will feel most comfortable using, simply by looking at them.** Having safe toilets that work for everyone makes business sense too.

# The impact of exclusion



Whilst the majority of people don't have to think twice about which bathroom they should use, for transgender, non-binary and gender-non conforming people, the experience of using toilets in public or a business premises can be a stressful, nerve-wracking or even dangerous one.

According to Galop's 2020 Transphobia Report<sup>1</sup>, nearly two thirds of respondents felt unable to use public toilets due to transphobia. 1 in 4 respondents had experienced or been threatened with transphobic physical assault and 1 in 5 had experienced or been threatened with sexual assault.

# Toilet Troubles

As a woman who presents in a masculine way, using public toilets can feel like an everyday struggle. This seems to be made all the worse by small things like a fresh haircut, wearing a cap, and especially since the pandemic with facemasks. I have countless experiences of being challenged in women's toilets, ranging from subtle double takes to confrontations and serious aggression. I don't want to make anyone feel uncomfortable, and I also don't want to have to somehow demonstrate or prove my gender to every stranger I come across. In spaces where I expect the crowd will be less understanding, I avoid women's toilets and opt for the wheelchair accessible one (though that is not ideal). In LGBTQ+ spaces or venues with mixed toilets or signs, I just don't have to worry about any of that. I can actually just pee in peace.

**RACHEL, BUTCH CIS WOMAN, LONDON, 30**



**M, TRANS WOMAN, SHEFFIELD, 36**

Usually I'll wait for the disabled loo if there is one, because walking into the ladies' in most clubs is a recipe for immediate harassment for me, especially if there's a queue. It'll be invasive questions, pointing, comments and I have friends who've been physically attacked for being trans in the toilets. Often people tell you you're in the 'wrong' one. If you correct them then you immediately 'out' yourself, if you don't then you have to leave and use the men's. You really can't win. My gender is no one else's business and it makes you feel so humiliated to not be able to do something everyone just else takes for granted?

## Toilet Troubles cont.

A group of guys got their phones out and started filming me in the gents at a pub once, crowding around and laughing, making comments about my body and asking if I was lost. I was terrified. It makes you feel like you don't belong anywhere, because I've had the same questions in women's toilets too. It makes me feel super anxious about drinking while I'm out and about, and if you need help you can't rely on staff to get it.

**M, TRANS MAN, LONDON, 24**

# Sweet Relief

**J, GENDER NON CONFORMING, LONDON, 27**

One of the first times I went out in femme attire, it was a venue with a majority cis, straight audience and I was really anxious. I remember feeling incredibly reassured when I went to the toilet and saw it was for all genders. I reapplied my lipstick at the mirror, and a person smiled at me and said they liked my makeup. This may seem small, but it was a big 'gender euphoric' moment!

# Flushing out Fiction

Here we look at some of the common concerns in relation to inclusive bathrooms, and separate fact from fiction.



## FICTION ONE

*THE 'LADIES  
LOOS' ARE A  
SAFE SPACE  
AWAY FROM MEN.  
WON'T THIS  
PUT WOMEN IN  
DANGER?*

It's true that many women, cis or trans, value these spaces. However it's important to point out that women who are trans are just as entitled to that sense of safety, and experience disproportionately high levels of harassment and violence predominantly at the hands of men.

There is also no evidence that implementing explicitly trans-inclusive bathroom access increases rates of sexual assault, despite what some media outlets say. Findings from a 2018 peer-reviewed study charting reports of sex crimes, voyeurism and assault before and after a trans inclusive anti-discrimination bill in Massachusetts, USA actually showed a decrease in sexual violence after the bill was passed into law.<sup>2</sup>

The right to use the toilet most appropriate for one's gender has been protected under the Equality Act in the UK since 2010, but this is nothing new. It has been happening for as long as there have been toilets, and trans people, i.e. always! The first segregated public toilets



## *Flushing out Fiction cont.*

**I'VE HEARD  
THAT ALL-  
GENDER TOILETS  
ARE UNFAIR  
BECAUSE THEY  
CAUSE LONG  
QUEUES.**

for men and women only originated in the mid-late 1800s in the US and Western Europe, prior to this, social norms about privacy and toilets differed greatly. There is no evidence to suggest cisgender men, women and children are unsafe sharing either all-gender or gender-segregated public toilets with trans people.

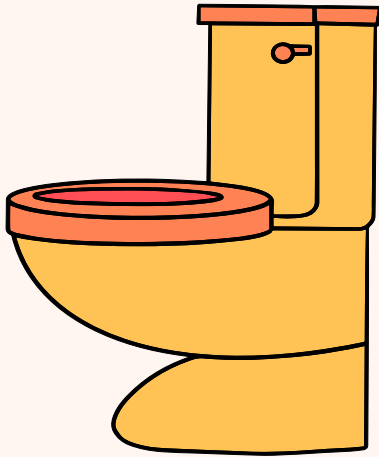
Having an all-gender bathroom somewhere on site should come as part of a broader commitment to safety for staff and customers. If you feel that your women's bathroom is the only place in your venue where women are safe, this does not reflect well on the rest of the venue! There is a bigger cultural issue to consider here around the prevalence of sexual harassment and assault in nightlife, for which we can recommend staff training, new policies and better support.



## **FICTION TWO**

Every venue should carefully plan how to adapt your bathrooms to balance safety and practicality. But far from increasing queues, all-gender bathrooms that include a combination of stalls and urinals have actually been found, in controlled studies using computer simulators, to result in the lowest combined wait time overall (one minute 27 seconds for women and 58 seconds for men).<sup>3</sup>

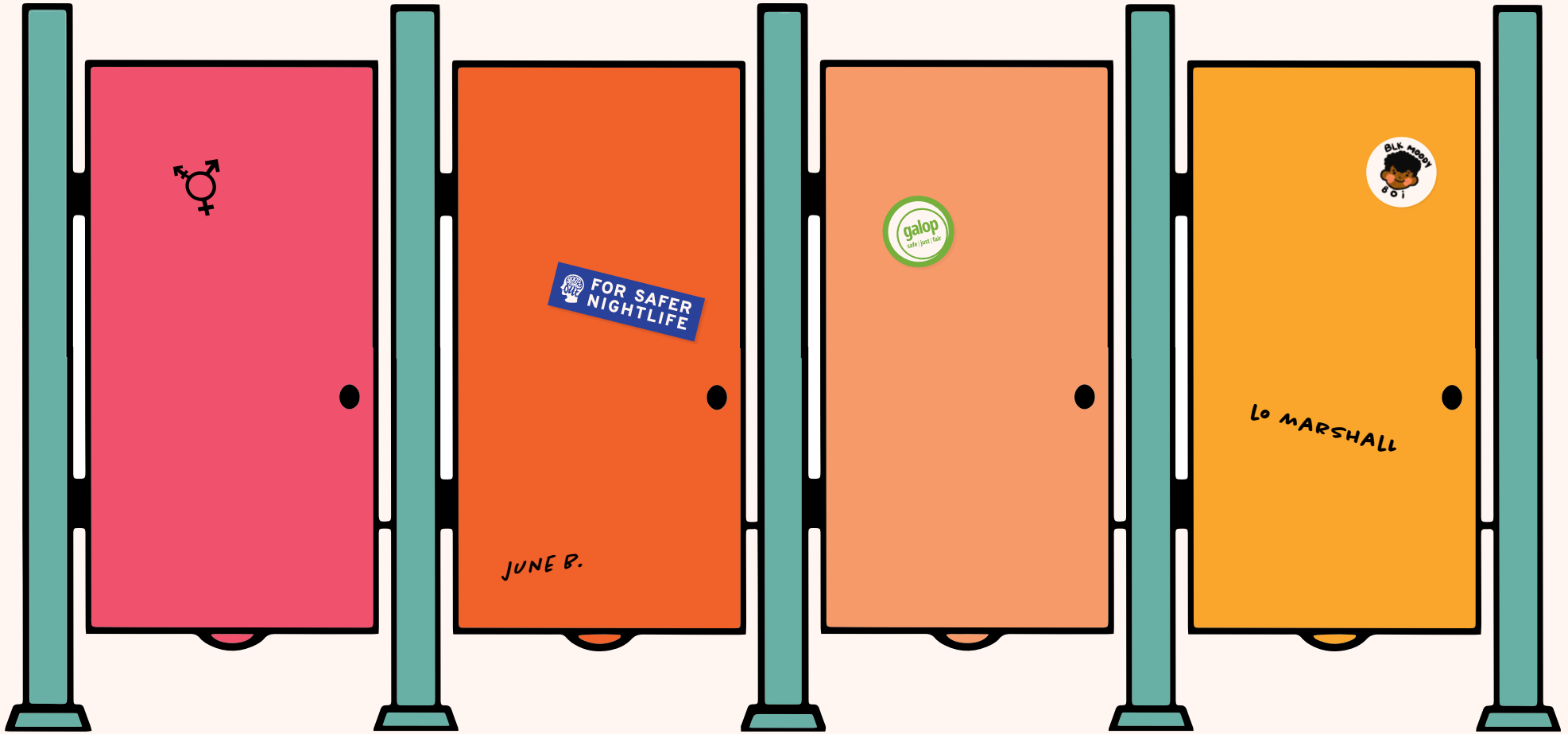
# Legal Responsibilities



Under UK law, trans people have a default right to use whichever single-sex area they choose, and can only be turned away if doing so can be legally justified as proportionate.

Under the Equality Act 2010, gender reassignment is currently a protected characteristic and there are legal consequences if your business is found to discriminate against someone because of their gender. This is regardless of where someone is on their transition journey, or if someone is non-binary.

You may be aware of media coverage about proposed reforms to the 'Gender Recognition Act.' These laws relate only to making it a less expensive and difficult process to change legal gender, and are entirely separate to those protecting trans people from discrimination in places of business.



FOR SAFER NIGHTLIFE

JUNE B.



LO MARSHALL

# Taking the Plunge

## WHAT YOU CAN DO

How you choose to address this issue will come down to the current provisions you have onsite, your premises layout, capacity and of course your budget. Any step which shows that you have considered the bathroom needs of all your customers is a good step forwards! Here are some options to consider.

If you are unable to change the design, build or layout of the toilets in your premises, we recommend the following basic measures:



OPTION ONE  

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SIGNAGE &  
SUPPORT

1. Put up some of our 'Pee in Peace' signs both outside and inside your toilet facilities. These remind customers you encourage them to use the loo they feel most comfortable in, and ask them not to police others based on their gender expression, or question anyone for being in the 'wrong' bathroom.
2. Provide bins for menstrual products in all stalls.
3. Going a little further by removing man/woman figure signs with ones that clearly show or say 'what's in here' (e.g. urinals, stalls) letting your customers choose the facility they need. If you are a smaller premises with e.g. two identical separate stalls, then you already have all-gender loos, and can become immediately more accessible and welcoming with this two minute job.

## *Taking the Plunge cont.*

### **OPTION TWO** --- **REDESIGNATE**

If you have a wheelchair accessible toilet, then you already have an all-gender toilet on the premises! This has always been encouraged because carers of other genders may need to enter to support. Renaming your wheelchair accessible toilet as a general all-gender provision isn't an ideal solution because it is likely to make this toilet much busier, meaning disabled customers may have to wait longer. However this can provide an interim step where you are not (yet) able to create more than one all-gender option.

### **OPTION THREE** --- **REFIT**

If you plan to entirely mix facilities, the Health and Safety Executive requires these spaces to be separate cubicles with individual hand basins, or individual cubicles with a separate all-gender hand washing and drying area. It has also issued guidance on the number of toilets and washbasins that should be provided per person within any mixed use bathroom. While this may be a more significant investment depending on your existing set up, it covers all bases in terms of safety, inclusion and practicality, and is proven to be the most efficient solution for waiting times.

## *Taking the Plunge cont.*

### **DO**

- Make use of our 'Pee in Peace' poster
- Support staff with a briefing on the hows and whys of any change you make and how to deal with any concerns or questions from customers
- Make sure your staff toilets (if different from customer facilities) also have an all-gender option, to better support trans and non-binary employees and meet your requirements of the Equality Act
- Be proud to share and promote that you now have all-gender provision on site, referring to your existing harassment policy to remind people of your stance. (Don't have one? See contact info at the end of this toolkit to find out more.)
- Signpost to support services such as Galop's Helpline.

### **~~DON'T~~**

- Make this into a joke. Remember that bathrooms have been the site of serious violence against trans and gender-non conforming people.
- Use images or drawings of aliens on your bathroom signage. Trans people are human beings, not a curiosity.
- Signpost your all-gender facility as the 'transgender' or 'non-binary' bathroom! Trans people should not be singled out! This adds to stigma as not everyone is 'out' or wants to be separated in this way.

# Venue Case Study

As Programme Producer at Somerset House Studios, one of the things I often have at the fore of mind is the accessibility of our spaces to the public when they come to our events. We strive to ensure that all our spaces are fully inclusive and safe spaces for any person to participate and enjoy without fear of feeling marginalised or unwelcome. One of the ways we do this is by having gender neutral toilets for our events. It is vitally important for us to provide a safe place for trans and gender non-confirming people where they can use the bathroom facilities as easily and safely as all the other visitors who come to Somerset House, adding the transgender symbol is a simple step towards gender inclusivity.

**SOMERSET  
HOUSE**

**LEONARA MANYANGADZE, SOMERSET HOUSE STUDIOS**



# Credits



FOR SAFER  
NIGHTLIFE

**Good Night Out Campaign** is the campaign for safer nightlife. Established in 2014, we offer training, advice and support on gender-based violence to hundreds of venues, pubs, clubs, event organisers and nighttime businesses around the world, through our accreditation programme. GNO helps musical, creative and performing arts communities to better respond to and prevent interpersonal violence, harm and abuse.



**Galop** is the UK's LGBT+ anti-violence charity, supporting people who've experienced hate crime, domestic abuse or sexual violence. As LGBT+ professionals, we offer free, independent and confidential advice to LGBT+ victims and survivors. We also can also help with:

- Advice on your rights
- Talking through and exploring your options
- Advocating on your behalf with police, courts (if you decide to report) and service providers
- Providing help for getting further support (for example, counselling)



**Blk Moody Boi** is a Non-binary trans Afro-Indigenous Latinx self taught illustrator that centres Black and Brown trans people in their art.

## CONSULTANTS

**Lo Marshall** researches nightlife, gender and sexuality as a Research Fellow at the Bartlett School of Architecture and UCL Urban Laboratory

**June Bellebono** is a Community Organiser, Writer and Facilitator

 [@BLKMOODYBOI](https://www.instagram.com/BLKMOODYBOI)



# Signposts



**Galop** runs the National Lesbian, Gay, Bisexual and Trans+ Domestic Abuse Helpline (0800 999 5428) and the LGBT+ Hate Crime Helpline (020 7704 2040) Our helplines are run by LGBT+ people for LGBT+ people, and our service is completely confidential. You can talk to us about abuse, intimidation, threats, harassment, or violence you've experienced because of your orientation or gender identity.

*0800 999 5428*

*020 7704 2040*

## EASS

Being harassed for being trans or non-binary at work? The **Equality Advisory & Support Service** offers guidance and assistance about any type of discrimination at work

*0808 800 0082*

*EQUALITYADVISORYSERVICE.COM*



**Open Lavs** is a practical, online tool for finding non-binary (gender neutral) loos across the UK.

*OPENLAVS.COM*

# Glossary

## CIS

Someone whose gender identity is the same as the sex they were assigned at birth. It is pronounced 'siss' as in sister) and is short for cisgender. It is estimated 99% of the UK population are cis.

## TRANS

An umbrella term used to describe people whose gender is different to the sex they were assigned at birth.

Someone who is trans may or may not choose to 'medically' transition e.g. access hormones or undergo surgeries, which are often expensive and difficult to access. This is a private decision which it is never appropriate to ask a trans person about unless they bring it up with you!

Trans is usually short for transgender, as transsexual is an outdated term although some people may still use it (a bit like homosexual.)

## NON-BINARY

These umbrella terms are used by people whose gender identity doesn't sit comfortably within either 'man' or 'woman.'

A non-binary person might prefer to be referred to as 'they' instead of 'he' or 'she.' To avoid making assumptions, using 'they' (or the person's name!) until you know what pronoun they use is a good habit to get into.

## *Glossary cont.*

### **GENDER IDENTITY**

We *all* have a gender identity. This is a way to describe your innate sense of their own gender, whether male, female or something else (see *non-binary*), which may or may not be the same as the sex they were assigned when they were born. Because of the major prejudice trans people face in our gendered society, many people may not be 'out' as trans for safety reasons. This is another reason that offering an all-gender toilet helps.

### **GENDER EXPRESSION & GENDER NON -CONFORMING**

How we choose to outwardly express our gender using bodies, clothes, or language to suggest masculinity or femininity within the context of societal expectations of gender e.g. makeup, clothes. A person who does not conform to societal expectations of gender might call themselves 'gender non-conforming' or 'gnc' for short. They may not identify as trans, but may often experience similar discrimination or harassment. People's gender *expression* might vary day to day, whereas *identity* is a deeply felt reality.

### **GENDER DYSPHORIA**

The distress, discomfort and psychological pain felt when someone's sex assigned at birth and their gender identity does not match. This is also the name for the clinical diagnosis that is currently needed for someone who doesn't feel comfortable with the sex they were assigned at birth and wants to access treatment.

## *Glossary cont.*

### **GENDER REASSIGNMENT**

This is the formal name for a series of medical, surgical and administrative steps which some transgender people may choose to undergo. Very expensive and often inaccessible

### **TRANSPHOBIA**

Negative attitudes towards, treatment of or discrimination against someone who is or is thought to be trans. Examples of transphobic behaviour include refusing to accept—or actively denying—someone else’s gender identity, mockery or ‘jokes’, verbal or physical harassment or other forms of violence, and denial of entry to spaces because a person is or are perceived to be trans.

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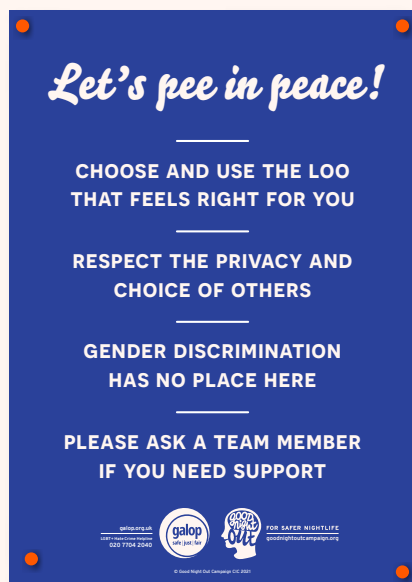
### **ENDNOTES**

<sup>1</sup> Bradley, C. (2020) ‘Galop 2020 Transphobic Hate Crime Report’ [galop.org.uk/transphobic-hate-crime-report-2020](https://galop.org.uk/transphobic-hate-crime-report-2020)

<sup>2</sup> Hasenbush, A., Flores, A.R. & Herman, J.L. (2019) ‘Gender Identity Nondiscrimination Laws in Public Accommodations: a Review of Evidence Regarding Safety and Privacy in Public Restrooms, Locker Rooms, and Changing Rooms’ in *Sex Res Soc Policy* 16, 70–83 [doi.org/10.1007/s13178-018-0335-z](https://doi.org/10.1007/s13178-018-0335-z)

<sup>3</sup> Chalabi, M. (2019) ‘Gender-neutral bathrooms can save women from waiting forever in line’ in *The Guardian* [theguardian.com/news/datablog/2019/sep/05/gender-neutral-bathrooms-can-save-women-from-waiting-forever-in-line](https://www.theguardian.com/news/datablog/2019/sep/05/gender-neutral-bathrooms-can-save-women-from-waiting-forever-in-line)

# What did you think?



Email us with your premises name and address and any questions or feedback about the toolkit, and we will post you a **FREE** printed copy which includes a 'Let's Pee in Peace' poster for your bathroom, as well as information about further training and support.

[INFO@GOODNIGHTOUTCAMPAIGN.ORG](mailto:INFO@GOODNIGHTOUTCAMPAIGN.ORG)

## DOWNLOAD & PRINT

You can also download different versions of our 'Let's Pee in Peace' poster to suit your needs by clicking the links below.

[A4 COLOUR](#)

[A4 BLACK & WHITE](#)

[A3 COLOUR](#)

[A3 BLACK & WHITE](#)

# *Let's pee in peace!*

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**CHOOSE AND USE THE LOO  
THAT FEELS RIGHT FOR YOU**

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**RESPECT THE PRIVACY AND  
CHOICE OF OTHERS**

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**GENDER DISCRIMINATION  
HAS NO PLACE HERE**

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**PLEASE ASK A TEAM MEMBER  
IF YOU NEED SUPPORT**

[galop.org.uk](http://galop.org.uk)  
LGBT+ Hate Crime Helpline  
020 7704 2040



FOR SAFER NIGHTLIFE  
[goodnightoutcampaign.org](http://goodnightoutcampaign.org)