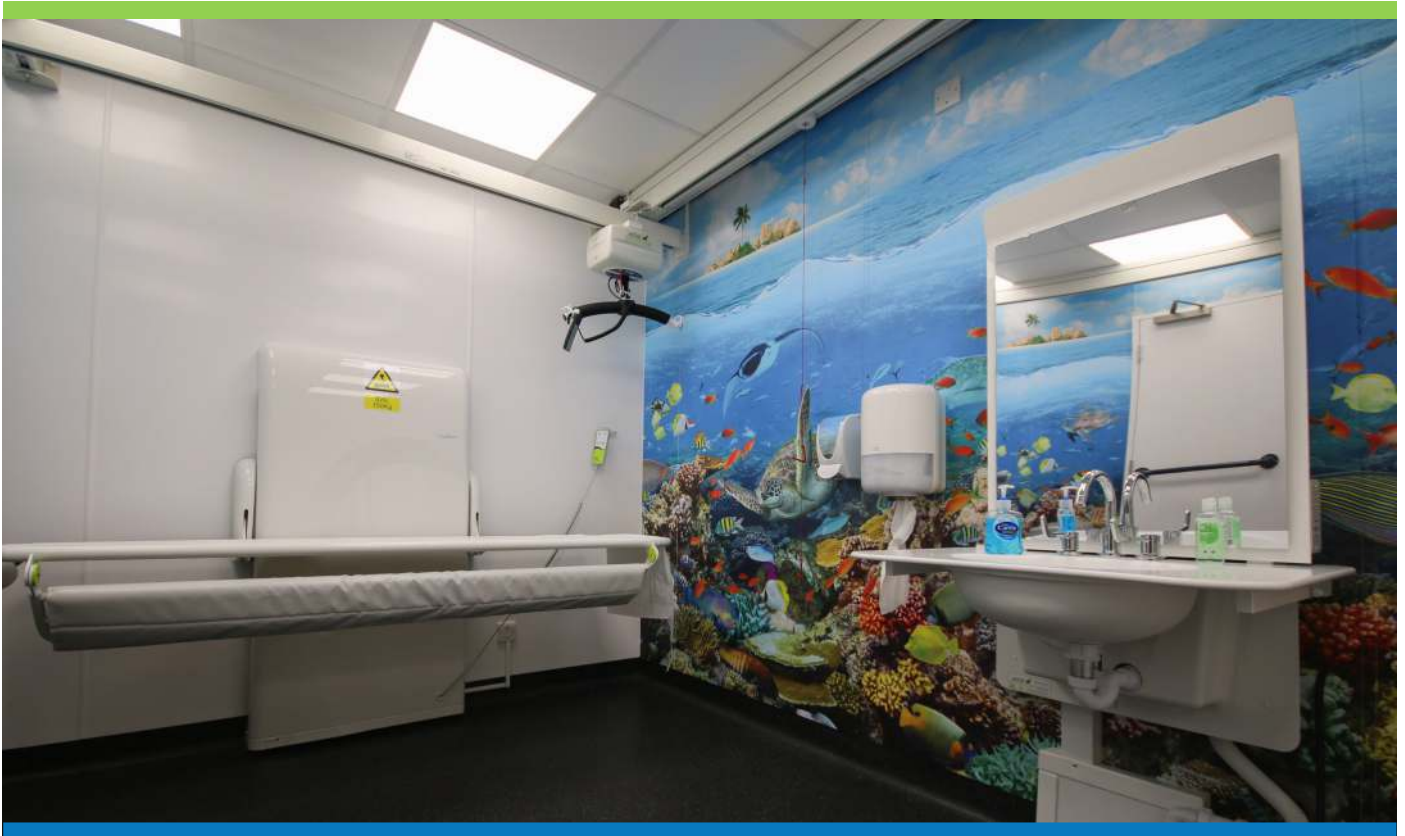


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Case Study: The Deep, Hull

Aveso increase access for all with the first Changing Places installation in an aquarium

The Deep, Hull is one of the UK's biggest aquariums, opening its doors everyday to a wide range of people. This makes accessibility a real priority for the centre, having noticed that their current accessible toilets do not cater for the 250,000 people in the UK who require additional support.

In March 2018, the Changing Places facility was opened to the public, all the equipment designed and installed by the Aveso team - The Deep adding a quirky, marine theme. The toilet is located on the ground floor of the attraction, close to the main reception desk.

The Deep felt it was important to provide a Changing Places facility not only for its visitors but for those visiting the City of Hull, in order to provide an inclusive and accessible day out for all.

What does it include?

The Changing Places facility includes:

- Nirvano (CTE) Changing Table
- Over Head Hoist
- ABW6 Height Adjustable Wash Basin
- Centrally Placed Toilet
- Portable Privacy Screen



Why was it installed?

Customer research in recent years had shown the aquarium that visitors (and the City) would benefit from a Changing Places facility. Aveso spoke to The Deep's Marketing Officer, Zoe Montgomerie to find out what spurred them on to install the accessible toilet:

'Here at The Deep, we pride ourselves on offering an inclusive and fully accessible attraction for all. We provide a range of support for those with additional needs; from audio and Braille guides, to special events such as Quiet Days, a full Access Guide and Social Story, however there was one thing we felt was lacking (and so did our customers) - a Changing Places facility.'

She also continued to tell Aveso that The Deep believes it is important that all tourist attractions are able to provide an accessible day out to the best of their abilities.



What has the feedback been like?

The Deep has received fantastic feedback from visitors and people who have never visited The Deep but now feel they can due the installation of the Changing Places facility.

'We announced the new facility on 2 March via social media. The impact far exceeded our biggest expectations. On Facebook alone, over 320,000 people saw the post ; 10,740 people reacted to it; 1,545 people commented on it and 2,073 people shared it!'

This illustrates how passionate people are about the installation of Changing Places facilities, across the UK. Customers also giving helpful suggestions to make the facility even better - which have since been implemented by The Deep.



Customer Feedback

Alison Douthwaite - *'We have family in North Yorkshire and always struggle to find places to visit when we are up there with our daughter who needs hoist and changing bed! Hooray! The Deep will be an amazing place to come visit. What amazing news!'*

Lindsey Gayle Elizabeth Goodwin - *'This is absolutely fantastic, having a child of nearly 15 years old and still in nappies it's so hard to find accessible toilets when are out 😞 we want to come visit the Deep in the summer holidays and this will make our visit so much easier'*

Rebecca Wakelin - *'Great news! Wish a lot more places would follow as it's a shame that many places don't factor in that some visitors need these facilities as may not be able to walk or stand/weight bare! Least now we have another place we can visit'*

What are Changing Places?

Changing Places provide additional support to people who aren't able to use standard accessible toilets. Many thousands of people have profound disabilities and require a space where they can change and go to the toilet with dignity. It is also important that carers have the right equipment to assist the user and make sure that they are both safe and comfortable.

It seems simple enough that everybody should have accessible toilets, but for many of us it is something we take for granted.

As Sponsors of the Changing Places campaign, Aveso have supplied equipment to numerous Changing Places facilities across the UK:, including: Yorkshire Sculpture Park, Sheffield Hospital, Tesco Supermarket and Arsenal FC.

Driven by passionate campaigners, the Changing Places campaign is growing and strengthening—many tourist attractions recognising the need for more accessible toilets.

Who are Aveso?

Aveso is a partnership formed between two companies, Astor-Bannerman and OpeMed, both with specialist expertise of Changing Places. We manufacture and install all transfer and care equipment for our Changing Places projects. Find out more about us: <http://aveso.co.uk/about-us/why-aveso/>

