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Toilet and Washroom Policy

Document Control	
Document author	Jake Parkinson
Statutory status	Non-Statutory
Website status	On website
Approved by	Management Committee
Date approved	October 2026
Approval cycle	Biannually
Next review date	October 2028

Document history			
Version	Date	Reviewer	Note of revisions

Associated documents

All our policies are constructed using the Monmouthshire values:

Teamwork Openness Fairness Flexibility Kindness

All our policies are co-constructed and informed by professional learning, pupil voice, parent carer voice, staff voice and subject to challenge and support by our Management Committee.

This policy makes clear how people should treat others and what may happen where things go wrong.

1. Purpose

The Pupil Referral Service is committed to providing a safe, respectful, and inclusive environment where all pupils have reasonable access to toilet and washroom facilities. This policy aims to:

- Safeguard the dignity, health, wellbeing, and privacy of all pupils and staff.
- Ensure toilet access is managed safely without creating unnecessary barriers.
- Support pupils with medical, emotional, developmental, or additional learning needs.
- Minimise disruption to learning while recognising individual needs.

2. Principles

The Service recognises that:

- Access to toilet facilities is a basic human need and should not be used as a sanction or reward.
- Pupils should be treated with dignity and respect when requesting toilet access.
- Some pupils may require more frequent access due to medical conditions, anxiety, trauma, medication, menstruation, or other individual needs.
- Staff should exercise professional judgement and demonstrate flexibility where appropriate.
- Safeguarding and health and safety considerations must always be prioritised.

3. Toilet Access During the School Day

During Lessons

- Pupils are encouraged to use toilet facilities during breaks, lunchtime, and transition times where possible.
- Pupils may request access during lessons if required.
- Staff should consider the timing of the request, the individual pupil's needs, and any safeguarding concerns.
- Toilet access should not be unreasonably refused where there is a genuine need.

Individual Arrangements

Some pupils may have:

- Medical toilet passes.
- Individual Healthcare Plans (IHPs)
- Additional Learning Needs (ALN) requirements.
- Individual risk assessments

These arrangements must be respected by all staff.

In PRU centres, access to the bathrooms may be via a padlock on the outside of the door that all staff have the code to. This is a preventative measure, so that pupils can be kept safe and learning disrupted within the centres, ensuring only single pupils access the toilet at the same time.

In the EOTAS M centres, due regard must be given to the fact that the centres are sometimes used by members of the public. In Ty Ceirios North (Abergavenny Community Centre) all learners use a designated bathroom, not open to members of the public, on the ground floor Merthyr Road entrance. Pupils are not to use the toilets on the Park Street entrance (although these may be used by staff). Staff must ensure pupils are accompanied to the ground floor corridor.

In Ty Ceirios South (Bulwark Community Centre) all toilets are single cubicle. Staff must still always accompany pupils to the toilet area to ensure all are safeguarded,

4. Medical and Additional Needs

The Service will make reasonable adjustments for pupils who require enhanced toilet access due to:

- Medical conditions (e.g., diabetes, Crohn's disease, IBS, bladder conditions).
- Medication side effects.
- Physical disabilities.
- Neurodiversity.
- Mental health needs.
- Menstruation and related health concerns.

Information will be managed sensitively and in accordance with data protection requirements.

Where there is need for personal care support or intimate care, the service will liaise with parents/carers and the Local Authority to best meet the needs of the learner whilst also following Welsh Government guidance and trade union recommendations for staff.

5. Safeguarding and Supervision

To ensure pupil safety:

- Staff must be aware of pupils leaving learning areas.
- Where appropriate, signing-out procedures may be used.
- Only one pupil may leave a classroom at a time unless alternative arrangements are agreed.
- Staff should be vigilant regarding patterns of absence from lessons, vaping, bullying, self-harm concerns, or other safeguarding issues linked to toilet use.

Any safeguarding concerns must be reported immediately in line with the Cysgod y Coed Safeguarding Policy.

6. Behaviour Expectations

All pupils are expected to:

- Use facilities respectfully and hygienically.
- Return promptly to lessons or activities.
- Respect the privacy of others.
- Report damage, maintenance, or safety concerns to staff.

The following behaviours are unacceptable:

- Vandalism.
- Smoking or vaping.
- Bullying or intimidation.
- Filming or photographing others.
- Misuse of hygiene products or facilities.

Incidents will be managed in accordance with the Behaviour and Relationships Policy.

7. Toilets and Gender Inclusion

Cysgod y Coed is committed to creating an inclusive environment that respects all protected characteristics.

- Pupils will be supported to access facilities safely and with dignity.

- Individual arrangements may be agreed following consultation with the pupil, parents/carers (where appropriate), and relevant professionals.
- Any decisions will balance the rights, privacy, dignity, and safety of all users.

8. Hygiene and Maintenance

The Service will ensure that:

- Toilet facilities are maintained to an appropriate standard.
- Handwashing facilities are available and stocked.
- Sanitary disposal facilities are provided where appropriate.
- Defects are reported and addressed promptly.
- Cleaning schedules are implemented and monitored.

9. Staff Responsibilities

Staff are responsible for:

- Applying this policy consistently and fairly.
- Responding appropriately to requests for toilet access.
- Respecting confidentiality regarding medical and personal needs.
- Reporting safeguarding, health and safety, or maintenance concerns.
- Promoting positive hygiene practices.

10. Monitoring and Review

The Head of Cysgod y Coed will monitor implementation of this policy and review it annually, or sooner if required following guidance changes, incidents, or identified needs.

This policy was approved by the Management Committee

Signed: ... *Lwile* ...

Chair of the Management Committee

Date:14th October 2026...

Signed:J. Parkinson.....

Head of Cysgod y Coed

Date:14th October 2026.....