

# Equality Means Business

## Accessible Public Toilets: RADAR Key Scheme

**“Gibraltar; everybody different,  
everybody equal”**



**Department of Equality**

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HM Government of Gibraltar

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everybody equal”**

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Note to readers:

The typeface, font (Arial 14) and left justification applied in this booklet has been used in order for the content to be legible to more readers. In addition, this booklet has been printed on matt paper in order to reduce reflective surfaces. This booklet is also available electronically.

## **Introduction**

People with certain disabilities and/or impairments may have difficulties using standard public toilets and this may affect their social and cultural interaction within our community. Access to Accessible Public Toilets is the key to their inclusion at local events and family outings.

Gibraltar has numerous Accessible Public Toilets that operate under an opening hour arrangement. However, it is recognised that this in itself places a restriction. It is because of this that the Department of Equality has, in consultation with the Ministry of the Environment, introduced a local RADAR Key Scheme.

## **Frequently asked questions**

### **What is the RADAR Key Scheme?**

The RADAR Key Scheme is the availability of a skeleton key which enables keyholders to have access to an Accessible Public Toilet after opening hours. The need to have a RADAR Key is to ensure that the toilet is not used inappropriately and that it is kept in a suitable state.

## **What are the benefits of having a RADAR Key?**

The RADAR Key does not confer any legal rights to the Key holder, but it has other types of benefits:

- Boost the confidence of people with disabilities and/or impairments to participate in cultural or social events.
- Greater participation in family outings.
- May prevent feeling discomfort, distress and embarrassment.

## **Who is eligible for a RADAR Key?**

The RADAR Key may be applied for by individuals with certain disabilities and/or impairments or by their parent, guardian or authorised representative if the applicant is under the age of 18 or is unable to personally apply. The applicant must be resident in Gibraltar and have a valid Gibraltar Identity Card or valid GHA Health Card. Either of these need to be presented to the Department of Equality when submitting the application form.

Photocopies of the Gibraltar Identity Card or valid GHA Health Card will be accepted on the proviso that the

copies are of both sides of the document.

If applying on behalf of a person with a disability and/or impairment, Section 2 of the application form needs to be completed as if you were the applicant.

Section 3 is to be completed by the parent, guardian or authorised representative if the applicant is under 18 of age or if unable to personally complete it.

Section 4 must be completed by a Medical Practitioner.

### **Is there an age limit to apply?**

There is no upper or lower age limit.

### **How much does a RADAR Key cost?**

There is no fee.

### **Where may I obtain an application form?**

Application forms are available:

- Upon request via the email of the Department of Equality [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi)

- At the Department of Equality, Suite 955, Europort.
- <https://www.gibraltar.gov.gi/department-equality>

## **Are my personal details kept confidential?**

It is advisable if you are considering to apply, that you read the Privacy Notice in reference to how the Department of Equality collates information about you, what we do with that information, why we do it and how we protect your privacy.

The Privacy Notice can be found in the Department's website <https://www.gibraltar.gov.gi/department-equality>. A hard copy may also be requested via e-mail [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi) or by calling 20046253.

## **Where do I submit my application form together with valid Gibraltar Identity Card or valid GHA Health Card?**

At the Department of Equality, Suite 955, Europort. The Department will make a photocopy of any original documents.



## **How long will it take to process my application?**

The application will be processed within 28 working days from the date of receipt.

The Department of Equality will maintain a stock of RADAR Keys. The process period may be affected by the availability of RADAR Keys from the supplier.

## **How will I know when my RADAR Key is ready?**

Notification will either be, depending on circumstances, to the applicant or the person who has completed Section 2 of the application form, on behalf of the applicant. This will be via e-mail or telephone.

## **Who is authorised to collect the RADAR Key when ready?**

The RADAR Key may only be collected by the person who has signed Sections 2 and/or 3 of the RADAR Key application form in their capacity as the applicant or parent or guardian or authorised representative.

## **What happens if I lose my RADAR Key?**

A RADAR Key can be replaced upon the completion of a

Replacement RADAR Key application form which must be accompanied by a Gibraltar Police Lost Property Report.

A Replacement RADAR Key application form is available from the Department of Equality at Suite 955, Europort and can also be requested electronically by e-mailing [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi).

## **Where are the RADAR Key Accessible Public Toilets located?**

The Accessible Public Toilets at Market Place, John Mackintosh Square, Europa Point and Camp Bay, will be accessible after closing time with the use of a RADAR Key.

## **What is an Accessible Public Toilet?**

An Accessible Public Toilet is designed to meet the majority of the requirements of people with certain disabilities/impairments. These toilets are designed to assist its users by providing more space, background contrasting grab rails for transfers, an emergency alarm system triggered by a red chord and a mixer tap with an easy grip lever to assist users with limited dexterity.





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