

No. 219/25

10th October 2025

Dear Colleagues,

Just Can't Wait Toilet Card Scheme & Toilet Map UK

Following on from LTB 052/25 issued on the 6th March regarding Prostate Cancer Awareness Month - Health & Wellbeing Communication, the purpose of this LTB is to again highlight and draw to Branches' and members' attention the 'Just Can't Wait' toilet card scheme.

The 'Just Can't Wait' card scheme started around 2017 and was simply designed to allow people with bladder and bowel conditions to discreetly access toilets in public places when needed urgently. This card can also be used for conditions such as Crohn's disease, Colitis, Endometriosis, Adenomyosis, Menopause and other conditions that require urgent toilet access needs.

The card, which is available FREE to be downloaded digitally on Apple and Android phones, is now widely accepted at many cafes, shops, restaurants, entertainment venues and other businesses. Approximately 170,000 people carry the 'Just Can't Wait' card across the country, which is also available in a plastic credit card size and design if preferred.

The card uses the universally acknowledged 'WC' signage, giving you the benefit of discrete and clear communication for those moments when you just can't wait to use the toilet. This is particularly useful if you have speech difficulties or are not fluent in spoken English.

The 'Just Can't Wait' card has been used successfully in recent years by many CWU members within Royal Mail and Parcelforce and who work outdoors. Accordingly, it was felt beneficial to again highlight the scheme for members and equally ask Branches and in particular our Regional and Divisional Safety Forums to draw members' attention to the 'Just Can't Wait' card.

Although the 'Just Can't Wait' card does not guarantee access to a toilet, using this widely recognised card should prove helpful.

This card is promoted on the following websites:

[Free Just Cant Wait Card | Bladder & Bowel Community](#)

[Using public toilets | Macmillan Cancer Support](#)

In addition to the above, it is also necessary to remind Branches and members that a number of the above medical conditions could be covered by the 2010 Equality Act (Disability Discrimination Act in the case of Northern Ireland), as such, individual reasonable adjustments applications could also be made under the Act to further support individual needs.

Finally, also set out here is a link to Toilet Map UK. This is a website which aims to be a complete, up-to-date, sustainable source of toilet locations. It's the UK's largest database of publicly-accessible toilets with over 14,000 facilities.

<https://www.toiletmap.org.uk/loos/319be340e8d51ca7c2bd210d>

Toilet Map UK simply seeks to advise of all the publicly-accessible toilets, that means all toilets that the public can access without needing to be a customer.

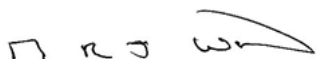
This includes:

- public toilets.
- toilets in train stations, bus stations, service/petrol stations, tube stations, ferry terminals, airports and other transport networks.
- shopping centre toilets.
- toilets in public buildings, such as town halls, libraries, hospitals, museums and leisure centres.
- toilets in other businesses where the business agrees that the public can use their toilets without having to buy anything. These are often part of Community Toilet Schemes (run by councils) and can include shops, cafes, supermarkets, restaurants, hotels and pubs.

Whilst previous LTBs have been issued covering the 'Just Can't Wait' toilet card scheme, it is hoped that this information will be of further use and members who wish to discuss the details of this LTB further are encouraged to contact their relevant Branch, Area Safety Rep or Field Safety Rep in the first instance.

Any enquiries in relation to the content of this LTB should be addressed to the DGS(P) Department hford@cwu.org.

Yours sincerely,



Martin Walsh
Deputy General Secretary (Postal)