



INCORPORATING THE



THE 2011 LOO OF THE YEAR AWARDS DETAILS

BACKGROUND

- Since its introduction in 1987, the annual Loo of the Year Awards competition has helped focus the spotlight on 'away from home' toilets throughout the UK.
- The Awards are run independently and promoted by the British Toilet Association.
- The Awards are also supported by the national tourism bodies of England, Scotland, Wales and Northern Ireland.
- The Awards have a simple objective, namely, to encourage the highest possible standards in all types of 'away from home' or public toilets.
- Everyone has a shared responsibility to make this happen - toilet providers, managers, washroom suppliers, contractors, staff, visitors and customers - all toilet users.

AWARDS ENTRY CRITERIA

- Any type of 'away from home' toilet can be nominated or entered in the competition, in any of the sixty separate Awards categories listed on the entry form. Entries are accepted from anywhere in England, Scotland, Wales, Northern Ireland, the Republic of Ireland and the Channel Islands.
- Anyone can nominate - staff, customers, visitors, managers, owners or contractors. Entries need to be authorised by owners or managers, prior to payment of relevant entry fees which cover the inspection visit(s). Nominate at www.loo.co.uk

JUDGING CRITERIA

- All competition entries will receive a star grading, ranging from 1-5 stars, following an unannounced visit by an authorised Loo of the Year Awards Inspector. Each entry is fully assessed against the following judging criteria, covering both male and female facilities, as well as any changing and accessible facilities provided:-

- | | |
|--|---|
| - SIGNAGE AND COMMUNICATION | - Directional signage (where applicable) |
| | - External building signage (where applicable) |
| | - Internal customer communication signage |
| - DÉCOR AND MAINTENANCE | - State of repair - internal and external (if applicable) |
| - FIXTURES AND FITTINGS PROVISION | - Sanitary fittings, taps, locks, hooks etc. |
| - CLEANLINESS | - Walls and ceilings |
| | - Floor areas |
| | - Fixtures and fittings - basins, bowls, seats, taps etc. |
| - HYGIENE EQUIPMENT | - Hand washing |
| | - Hand drying |
| | - Toilet tissue |
| | - Sanitary product disposal |
| - AIR QUALITY | - Ventilation, drainage smells etc. |
| - EXTRAS | - Added value enhancement - vending, flowers etc. |
| - SECURITY | - Lighting, entrances, external areas (if applicable) |
| - ACCESSIBLE FACILITIES | - Proper provision for both sexes or a unisex facility |
| - CHANGING FACILITIES | - Proper provision for both sexes or a unisex facility |
| - OVERALL MANAGEMENT AND CUSTOMER CARE | |

The Loo of the Year Awards judges decision is final.

The AWARDS

LOO OF THE YEAR AWARDS CERTIFICATES are provided for all entries that achieve a 3, 4 or 5 star grading

ATTENDANT OF THE YEAR AWARDS CERTIFICATES are provided for all 3, 4 and 5 star grading entries that are declared as 'attended toilets' on the Entry Form

CERTIFICATES are provided for all entries that are winners of a National Category Award

FRAMED CERTIFICATES are presented to all UK Market Sector Winners and National Award Winners including National Attendant of the Year Award Winners

FRAMED CERTIFICATES are presented to all 'Champions League' and 'Premier League' Award Winners

TROPHIES are presented to all UK Trophy Winners

AWARDS PRESENTATION EVENT WILL BE ON FRIDAY 2ND DECEMBER 2011



NATIONAL AWARDS

Any entry receiving a five and possibly a four star grading will be considered for one of the following major NATIONAL AWARDS – **one each for England (including the Channel Islands), Scotland, Wales, Northern Ireland and the Republic of Ireland.**

- **Category Winners** (see entry categories schedule – up to 60 categories in each country)
- **Accessible Toilet Winner** - Awarded to the best accessible facility entry in all categories in each country.
- **Adult/Child Changing Facilities Winner** - Awarded to the best adult/child changing facilities entry in all categories in each country.
- **Baby Changing Facilities Winner** - Awarded to the best baby changing facility entry in all categories in each country.
- **ECO Friendly Toilet Winner** - Awarded to the most environmentally friendly toilets from all entry categories in each country.
- **Toilets in Education Winner** - Awarded to the best entries from the Education categories entries in each country
- **Individual Category Entries – National Loo of the Year Awards Winner** Awarded to the top entry from all individual categories in each country - i.e. excluding public toilet categories
- **Individual Public Toilet Entries – National Loo of the Year Awards Winner** Awarded to the best individual entry from the public toilet entry categories in each country.
- **Local Authority Award Winner** - Awarded to the local authority entrant with the best overall 'away from home' toilets in all categories

“CHAMPIONS LEAGUE” – STANDARDS OF EXCELLENCE AWARDS

Any provider organisation/authority with 10 or more entries and winning five or more five star Awards, automatically qualifies for membership of the Loo of the Year Awards “Champions League”.

LOCAL AUTHORITY PUBLIC TOILET TOP TWENTY “PREMIER LEAGUE”

Membership of the “Premier League” is restricted to Local Authority public toilet entries and is based on the total number of grading points achieved (5 Star = 5 points, 4 Star = 4, 3 Star = 3) against the total number of entries.

UK AND IRELAND AWARDS – NEW FOR 2011

- **MARKET SECTOR AWARDS** – Awarded to entrant with the best entry(s) from each the Retail, Hospitality, Leisure, Heritage, Entertainment, Holiday Parks, Health, Offices, Car Parks, Mobile Toilets, Transport and Sport Market Sectors

OVERALL UK AND IRELAND TROPHY WINNERS

There are ten overall **TROPHY WINNERS**, selected from all Loos of the Year entries, as follows:-

- **ACCESSIBLE TOILET ENTRIES TROPHY** Awarded to the best accessible facility entry in all categories.
- **ADULT/CHILD CHANGING FACILITIES TROPHY** Awarded to the best adult/child changing facilities entry in all categories
- **BABY CHANGING FACILITIES TROPHY** Awarded to the best baby changing facility entry in all categories.
- **ECO FRIENDLY TOILET TROPHY** Awarded to the most environmentally friendly toilets from all entry categories
- **TOILETS IN EDUCATION TROPHY** Awarded to the best entries from the Education section entries
- **CORPORATE PROVIDER TROPHY** Awarded to the organisation or authority with ten or more entries, who, in the opinion of the judges, is maintaining a consistently high standard of 'away from home' toilets.
- **PUBLIC TOILET ENTRIES TROPHY** Awarded to the best individual entrant from the public toilet entry category entries.
- **INDIVIDUAL CATEGORY ENTRIES TROPHY** Awarded to the top entry from all individual categories - i.e. excluding public toilet categories.
- **LOCAL AUTHORITY TROPHY** Awarded to the local authority entrant with the best overall 'away from home' toilets in all categories.
- **OVERALL LOO OF THE YEAR AWARD TROPHY – THE OVERALL 2011 WINNER** Presented to the provider of one, or more, entries who in the opinion of the judges, deserves to receive the top Loo of the Year Award.



The Attendant of the Year Awards form part of the annual Loo of the Year Awards but relate specifically to the cleaning staff that looks after facilities, rather than the loos themselves. While the range of star gradings and National Loo of the Year Awards and Trophies provide adequate recognition for the loos and their providers, it is the people who look after each facility – be they individual full time attendants, in-house cleaning teams or external cleaning contractors, who also deserve recognition. All attendants and/or cleaning staff will automatically be entered for an **Attendant of the Year Award**.

We need to know a few basic details about who cleans your Loo of the Year Awards entry/entries. (Refer separate entry form).

Judging is carried out at the same time as the Loo of the Year Awards inspection and any cleaning staff seen at the time of the unannounced visit are deemed to represent the whole cleaning team. **There are a number of Attendant of the Year Award winners in England (including the Channel Islands), Scotland, Wales, Northern Ireland, and the Republic of Ireland and a National Winner for each country.**

ATTENDANT OF THE YEAR TROPHIES

- **INDIVIDUAL ATTENDANT TROPHY** Presented to the attendant who, in the opinion of the judges, is performing a high quality “ambassadorial” role for the loo provider, in terms of appearance, attitude, commitment and efficiency.
- **IN-HOUSE CLEANING TEAM TROPHY** Presented to the cleaning team employed by any loo provider with multiple entries in the Loo of the Year Awards.
- **EXTERNAL CONTRACTOR CLEANING TEAM TROPHY** Presented to the cleaning contractor company or organisation which, in the opinion of the judges, is providing a high level of service to one or more separate Loo of the Year Award entrants.