

LOO
OF THE YEAR
Awards
2023

Recognition Edition



IN ASSOCIATION WITH

citron
HYGIENE

ASSOCIATE SPONSORS



"The Washroom Oscars"

1987 - 2023

Partner with the Trusted Washroom Hygiene Service Provider



- ✓ Industry-leading solutions
- ✓ Reliable, on-time service
- ✓ Expert management of waste
- ✓ Commitment to sustainability

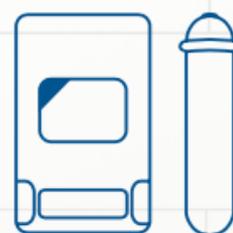


Best-in-Class Solutions and Reliable, Expert Service

97% *success rate of delivering service within
the week promised - an industry best!*

The Period Dignity Washroom

Create a worry-free time of the month for menstruators by offering free period products and hygienic, sanitary waste disposal solutions from Citron Hygiene.



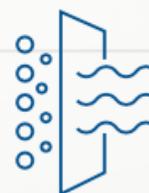
Urinal & Toilet Care

Manage uric scale and odours with our urinal and toilet care solutions that prevent build-up and save your plumbing.



Air Care & Purification

Sustainable, highly effective odour management and air purification systems can improve your washroom user experience. Now available with IoT innovation.



Hand Care & Dryers

With a range of soaps, dispensers, and refilling service for your convenience, as well as air-purifying, energy-efficient hand dryers, your washrooms users will always have the most hygienic hand care available.



Awards Information

AWARDS ENTRY CRITERIA: any type of 'away from home' washroom can be nominated or entered in the competition, in any of the sixty three individual awards categories listed on the entry form. Entries are accepted from anywhere in England, Scotland, Northern Ireland, Republic of Ireland, Isle of Man and the Channel Islands.

- Anyone can nominate - staff, customers, visitors, managers, owners and contractors. Entries need to be **authorised by owners or managers to guarantee payment of relevant entry fees which cover the inspection visit(s), judging, and the issue of a Loo of the Year Awards Certificate**

JUDGING CRITERIA: All the competition entries will receive a grading- ranging from Bronze, Silver, Gold, Platinum, Platinum plus and Diamond following an unannounced visit by an authorised Loo of the Year Awards Inspector. All entries receive an Award Grading Certificate. The certificate will show the 2024 Loo of the Year Awards logo as it covers the period to 31st December 2024.

Each entry is fully assessed against the following judging criteria, covering both male and female facilities, as well as any separate baby changing, accessible, changing places, education hygiene room, or space to change toilet facilities provided:

SIGNAGE AND COMMUNICATION: directional signage, external building, signage, internal customer, communication, signage

DECOR AND MAINTENANCE: state of repair, internal and (if applicable) external

FIXTURES AND FITTINGS PROVISION: sanitary fittings, taps, locks, hooks, etc

CLEANLINESS: walls and ceilings, floor areas, fixtures and fittings – basin, and WC bowls, WC 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

BABY CHANGING FACILITIES: proper provision for both sexes or a unisex facility

CHANGING PLACES, TOILET FACILITIES AND SPACE TO CHANGE TOILET FACILITIES

EDUCATION HYGIENE ROOM FACILITIES

OVERALL MANAGEMENT/CUSTOMER CARE: is the facility cleaning and maintenance well-managed ?

ENTRY CATEGORIES

Retail - shopping centres, supermarkets, department, stores, convenience stores, food superstores, GM superstores, self storage operators, markets

Hospitality - hotels, restaurants, fast, food, restaurants, Cafes/coffee, shops, pubs, and wine, bars, nightclubs, conference and banqueting venues

Leisure - leisure and recreation centres, Community Centre, Park/Gardens, garden, centres, water, and theme, parks, visitor, attractions, outdoor events, venues

Heritage - museums, and galleries, historic buildings, town, halls, libraries

Entertainment - places of worship and holes, Cemetery and crematoria, theatres, cinemas, bingo, halls/casinos, concert, and exhibition halls

Holiday parks - camping and touring or static caravan sites

Education - early years, primary school and play centres, secondary schools, higher education, special schools

Health - hospitals, surgeries, day, centres, nursing/residential homes

Offices - commercial, and public

Car Parks - public and private

Mobile toilets - mobile/portable toilets

Transport - motorway, service areas, roadside restaurants/service, stations, railway stations, trains, airports, ferry, ports, ferries, bus/coach stations

Sport - sports venues and Stadia, sport and health clubs

Beaches - public or privately owned within 50 m of shoreline

Workplace - workplace, toilets

Construction - Building site toilets, civil engineering welfare units

Our Team



The Company Directors and Owners of the Loo Of The Year Awards are Charles and Becky Wall BEM, who having been involved with LOYA as entrants since 2009 are really pleased to have completed their second year at the helm. This would not have been so enjoyable and fulfilling if they were not fortunate to have such a great team working with them within the business.

Our Awards Manager Mrs Jane Kibble

I have worked for LOYA now for 8 years as Awards Manager. My job role involves a number of different avenues from marketing, contacting previous entrants and prospective newcomers, daily administration duties, creating spreadsheets, co-ordinating and distributing the entrants to the inspectors, invoicing and of course answering the phone. I have worked from home since starting my role, so the pandemic has not affected my working practice.



Our Inspectors



Becky and Eleanor - Greater London



Jane - West Midlands



Martin and Tess - North East and North West England



Julie and John - Midlands and South West England



Anthony - Wales



Lin and Colin - East Midlands, Home Counties, East Anglia and Kent



Dean - Staffordshire



Raymond - Ireland and Scotland



Mags - Sussex and South West London



Corrine - South England

Welcome to the 2023 Loo Of the Year Award Recognition Edition, where we are celebrating some of the awards from our 35th Anniversary year; but also this years recognitions.

Sponsorship

Loo of the Year Awards benefits from its sponsors who support to ensure that it remains a unique and leading Uk Award Provider. Our Headline Sponsor this year is the Citron Hygiene who are a specialist hygiene services company, providing managed hygiene solutions and consumable items to businesses of all sizes across the UK. Their local hygiene technicians deliver innovative solutions for washroom hygiene, commercial floorcare, water management and commercial kitchens. This is the third year that Citron Hygeine have worked with Loo Of The Year Awards and we are looking forward to working with them again this year.

We also have two associate Sponsors this year, Accrol Group who very kindly sponsored us as Headline Sponsors for our 2021 Awards and have sponsored as Associate sponsors for the 2022 Awards and now 2023 Awards. Accrol Group who are the UK's leading independent tissue converter, producing toilet tissue, kitchen towel, facial tissue and biodegradable wet wipes. Our mission is to deliver the best possible value to the UK consumer on essential everyday tissue, household and personal hygiene products. Once again P-Wave have kindly supported us for the 2022 Awards and they have been a regular exhibitor and supporter at the Loo of The Year Award Events, are the leading brand of fragranced Urinal Screens and air fresheners in the Uk.

Loo Of the Year Awards Management would like to thank you all for your support again this year.



Entries:

We have had entries once again from all over the UK and Ireland and pleased that we have seen an increase of 18% in new entries compared to last year.

There were entries across the majority of categories from entrants who understand that an award from Loo of The Year Award showing their winning 'away from home' washrooms are part of the attraction within their establishments. Local Authorities had a lower number of entrants again this year due to many public toilets still not having been recommissioned after the Covid 19 outbreak of 2020. This is very disappointing as public toilets within our town and cities are an asset and helps increase the footfall of visitors.

Our vision for the future is to work with our sponsors and form partnerships to help and encourage other Washroom providers to enter the awards, so they too can be seen as market leaders with high standards of 'away from home' washrooms, which in turn will provide a better experience for all users. Our overall vision is that the general public will look for Loo Of The Year Awards washroom gradings the same as they do the food hygiene gradings before they choose to use the facilities.

2022 Awards Ceremony

Last year we celebrated our 35th Anniversary, we welcomed entrants, colleagues and guests to a day and evening of celebration. We launched some new categories and awards plus the first insight to our new web link app which was to be launched in the Summer of 2023.

The first new category was a construction award after working closely with the The Bald Builders Breakfast Show from Fix Radio, and we showed a video that they had produced showing the upgrading of a Plastic Portable Standalone Toilet. The Quirky category was also awarded for the first time, this was to show washrooms that had been put together using a theme that our inspectors felt was quirky. This was won by Colchester Arts Centre.



The Platinum Plus was added as a grading during the 2022 inspections to acknowledge the percentage of entrants and their establishments who were gaining high marks in the Platinum grade; but were not quite hitting the Diamond grades; however deserved to have a further grading. It was very pleasing to award 17.2% of the entrants with the new grade.

The New Period Dignity Award was announced along with the criteria, to raise the profile of free and accessible sanitary products within all 'away from home washrooms', this was promoted and designed by our 2022 Joint Headline Sponsors Citron Hygiene and Aunt Flow. This year will be the first year for the new award has been presented and we would like to congratulate Standard Chartered Bank for winning.

We were also very grateful to Delia Cannings who as Vice-Chairman of the British Cleaning Council put an informative video together to talk about the importance of cleaning training within our industry and also what help is available to provide this. Delia also congratulated everyone on their hard work through the COVID Pandemic and how their diligence to cleaning had helped the Country get back to some sort of normal. Delia has since taken the role of Chairperson of the BCC and we congratulate her on this.

As part of the 35th celebration, everyone who attended the Awards, were asked to complete a questionnaire and then each Questionnaire was entered into a prize draw. The Prize was £1000.00 of holiday vouchers and was won by Werner Du Plessis. Werner wrote to us to thank us for the voucher and this is what he said ' I recently had to cancel a trip to Italy for a family wedding due to my critical ill father in South Africa and the financial support needed for my family. My wife and daughter were disappointed that I had to cancel the trip, as my daughter is very close to her godmother (the one getting Married).At the Loo of the year event last January 2022, I won a £1000 holiday voucher, and the following day I left it on our bed for my wife to decide how we could use it. We are leaving for Italy tomorrow to attend the wedding and will be there for 8 days. The flight and rental car, along with some entertainment expenses, cost me £1.50 and the voucher covered the rest. My wife, daughter, and I are deeply grateful for this trip, as it was much needed for us.

During the network section of the day, as last year we held a 'toilet brush' throwing competition to raise funds for our chosen charity. We also did the throwing the balls into a clean toilet pan before the soft closing seat shuts. These both went down a hoot, with many of the guests, sponsors and staff taking part. We raised money for our chosen charity which was ERIC The Children's Bowel & Bladder Charity.

New for 2024

Although we are in our 36th Year we are still wishing to grow and raise awareness of the importance of the standards of 'away from home washrooms'. We have therefore launched some new awards for this year to be given out and also are in the process of working on future ones.

New category

We have launched at the 2023 awards a new category for the best Supermarket Toilets and we are hoping to encourage supermarkets to enter. These toilets are used by many of us every week and if you have one near you that are especially good, please nominate them on our website.

New Awards

So this time last year we announced the new award for Period Dignity kindly sponsored by the 2022/23 headline sponsors Citron Hygiene and Aunt Flow. This award is to raise the profile of free and accessible sanitary products within all 'away from home' washrooms. We are pleased to announce that the first winners of this Award is Standard Chartered Bank.

Charles the Chairman of Loo Of The Year Awards has this year kindly donated a new Trophy, which will be called the 'Chairman's Trophy' and this will be given for any outstanding contribution that he Chairman deserves acknowledgment and an award for. Charles was very pleased to announce that this Trophy for the first time has been given to Witches Craig a caravan park in Falkirk, who have been entering for over 20 years and have shown a high consistency in their grades received.

Another new trophy to be given out for this year is The Most Improved Facilities:- It had been highlighted to us by our Inspectors that we do have entrants who enter and pay for a B report and therefore have a feed back to what they can improve within their washrooms to raise the standards and the experience for their staff and customers. This year it was our pleasure to present this to Oakmoor Caravan Park, which our Inspectors have highlighted the work that the park undertakes to work with the B report and keep improving their facilities.

Hillcroft Park is the Loo Of the Year Awards Trophy Winner- Hillcroft Park have been a regular entrant in the Loo Of The Awards. In 2022 Hillcroft Park graded with a Diamond and was the Market Sector Winner for Holiday Parks and were blown away with this. Again now for 2023 they have once again been graded with a Diamond Grade and won the Market Sector Award for the Holiday Parks. I am sure that you would agree that this consistency of standard deserves to be recognised and all here at Loo Of the Year Award congratulate them on their achievements and especially winning the Overall Loo Of the Year Award trophy for 2024. Thank you!

Finally I would like to thank all our entrants, their staff who enjoy the benefit from their recognition of providing Award Winning 'away from home' washrooms, our sponsors and supporters and thank you also to the Loo of the Year team, whom without, this year's Loo of the Year Awards would not have been possible.

Wishing you all a very Happy New Year.



Our Host & Entertainer for 2023



Jules Hudson
Event Compère

We are delighted to welcome Jules Hudson to the Loo of the Year Awards as our Compère for the day. Jules is an English archaeologist, television producer and presenter, best known for presenting the BBC series *Escape to the Country*. He has also frequently presented sections of *Countryfile* on BBC One

However, lately Jules has been presenting Channel 5's *This Week on the Farm*.

Ben Hanlin
Magician



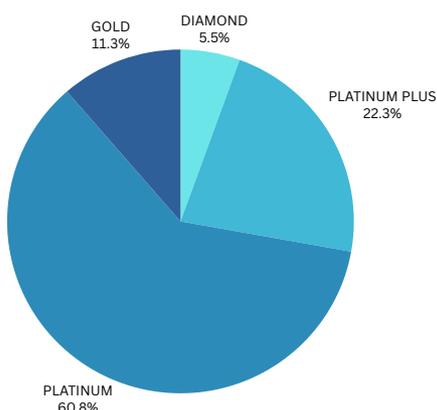
Ben has been seen on TV shows all over The World such as, *The Tonight Show* with Jimmy Fallon, *Celebrity Juice* and as a contestant on ITV's *Dancing on Ice* (semi finalist).

He has been making content all across social media which has resulted in over 2 million followers and a number of partnerships with brands such as, Amazon Prime and McDonalds. His big passion is still performing LIVE in front of audiences and his goal is always to make his shows funny, amazing and interactive! So if you're in the audience, you may become part of the show!

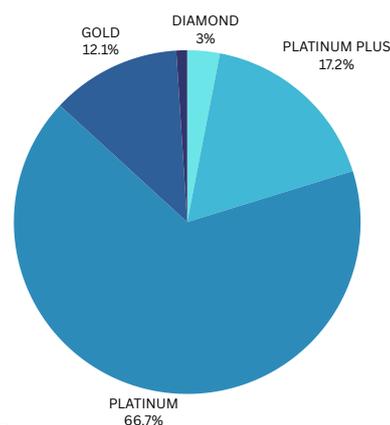


The Awards in Numbers

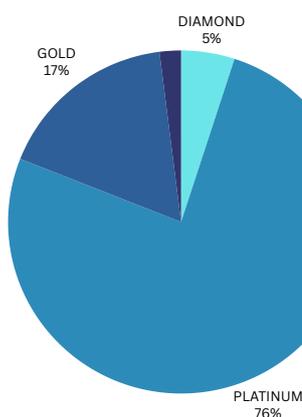
2023 Grading Results



2022 Grading Results



2021 Grading Results



2022 Event

Toilet Brush and Toilet Pan Challenge

At our Awards celebrating the 2022 achievements, we chose during the networking session to resurrect the Toilet Brush Challenge. For those of you who have not seen this before, this was an idea borrowed from the Radio 2 Zoe Ball Breakfast show. This is where guests were asked to pay a pound and take up the challenge of throwing the three toilet brushes into their holders from behind a line 2.5metres away from the holders. This caused a lot of laughter and fun, so this time we also added the Soft Closing Seat Challenge. For the Soft Closing Seat Challenge, again the guests were asked to donate a pound to have ago, this took the form of a soft closing seat fixed on a toilet pan (all new and clean) and then the guests were given a box of plastic toy balls and were challenged to throw as many balls into the toilet pan before the seat closed again from behind a 2.5 metre line. Harder than you think as if thrown too hard they bounce back out, that is if you can get them into the hole in the first place.



We raised £53.45 on the day and this was for Eric, The Children's Bowel and Bladder Charity, we then added a donation to this and sent a cheque to the charity for £200.00. Janette and Alina from Eric also attended the Awards event and they brought the charity mascot with them Poo. They delivered a talk on the charity, which helped raise awareness to how the charity works and the support it provides to both children and their families who have Bowl and Bladder issues. The winners of both competitions won a bottle of champagne.

We are really pleased to announce that for a third year the staff have chosen to support this charity once again and we hope to have some fun raising some funds during the 2023 Awards celebrations.



2022 Trophy Winners



A Year in the life of an Awards Manager



My days usually start by me being woken up by a gentle nudging of a cold nose on my arm or leg whichever is the closest to the edge of the bed. If I respond I am greeted by a frantic wagging of the tail. If I do not respond soon enough, then the nudging becomes more persistent. I sit up to be greeted by a very happy Labrador, Duke. We have a chat and then we go downstairs so that he can go out into the garden and have a sniff around to see what visitors we have had overnight. This could have been a deer, fox, hedgehog, or a rabbit. We then have a cup of tea ready to start our day.

Once dressed we go off for a walk round the orchard, and nose to the ground for the dog but I am taking in the views and if its not raining, then enjoying the walk. Once back breakfast is enjoyed by us both and then we get to work, well I do, Duke just lies down and goes to sleep.

I never know what each day will bring. It could be answering the phone to customers and answering queries. Making phone calls to entrants, to prospective entrants, and trying to secure sponsorship for our Awards Event, or just the average day of doing invoices and chasing payments. It maybe that I have a call from Becky, and we discuss matters and chew over ideas. It could be going to meetings and networking.

Throughout the early part of the year, I am encouraging entrants from previous years to re-enter again. This starts with me sending out emails to previous entrants with the entry form attached and a flyer with any changes that may be taking place this year. Once entries start coming in then they are entered onto the master spreadsheet. I then send out an invoice to the entrant. As entries are coming in I am designating them to each inspector by the postcode. We have a training day just before we start inspecting, when all the inspectors meet up and go through new additions or changes made to forms or standards, they also collect all the paperwork they will need to do their inspections. Inspections begin on the 1st August through until the end of September. This can bring some fun times and some problems too. But we get through it all (and with a smile on our faces, I hope).

Each inspector will take photographs of all the sites they visit and at the end of each week they send in their grading forms. I will then enter all the results onto the spreadsheet. The B reports are sent in when the inspector finishes their inspections, and these are all sent out to the entrant with their grade by email at the end of October and the grade achieved will be inputted onto the app. If it needs to be changed then I will do this.

All the inspectors then have a meeting to decide who are worthy of an Award. These winners are announced and presented on the day of our Awards Event.

We try to encourage as many of these winners to attend but without giving away the fact that they have won. The winner can be from any category and each inspector must give the reason why they think that their entrant should win an award.

Once all the winners are decided then I email all last year's winner to let them know that we will be collecting the trophies in ready for them to be engraved and then polished ready for the Awards Event.

The preparation for the Event is something that is on going through the year. I will contact the venue and make the arrangements then all the paperwork is sent through to Becky for her to sign. We have to decide on the food for the Event, who the entertainment is going to be and the programme of the day. The programme for the day and the brochure have to designed and sent to the printers, we are very lucky to have Charlotte who does all our designing for us, (Becky's daughter).

Once this is all done, we can relax and wait for the Event (that does not happen believe me). The inspectors all meet up the day before the Event and then on the day they all pitch and help get everything ready, as people start arriving at the Event they are greeted by the inspectors and myself and we try to ensure that everyone has a great day.

Then it all starts again. I wouldn't have it any other way, I love my job and thank Charles and Becky for the opportunity to carry on doing something I enjoy.

Lifetime Achievement Award

The Lifetime Achievement Award for 2023 goes to Robbie Blyth, Head of Operations at Fife Coast and Countryside Trust (FCCT). Robbie is driven to provide excellent toilet facilities throughout Fife and has long been passionate about, and an advocate for, the Loo of the Year Awards.

FCCT manages 15 public toilets on behalf of Fife Council. They are located along the 117-mile Fife Coastal Path, including the world-famous destination of St Andrews, and at inland places such as the 25 square mile Lomond Hills Regional Park. Fife's public toilets consistently win Loo of the Year Awards and last year lifted the UK trophy for public toilets, as well as Scotland national awards.



Robbie's career began in coastal water safety. It was while managing the Beacon Leisure Centre in Burntisland, Fife, that he first had the vision to manage and improve the local beach and facilities. He recognised that clean and tidy facilities would draw more visitors and boost the local economy. Robbie joined FCCT from Fife Council 11 years ago and has notched up 27 years' service between the two organisations. During the busy summer season, he oversees a team of 18 (including six seasonal workers) who take care of toilets and litter.

Robbie is always thinking about how he can improve facilities for locals and visitors. Under his leadership, modern new toilet blocks have been built at Fife's most popular beaches of Kingsbarns and Elie Ruby Bay. Robbie is also driving forward improved motorhome parking facilities and, as part of that, new chemical waste disposal points and overnight toilets are being installed.

One visitor told FCCT: "I've always been impressed by how clean the public toilets are in the East Neuk. It's a pleasure to visit here. Well done to your brilliant staff."

Robbie is so invested in public toilets that he has a hand in designing new blocks. He's never off duty, checking sites whenever he's on the road, and is the first to go and clean toilets himself if extra resources are needed.

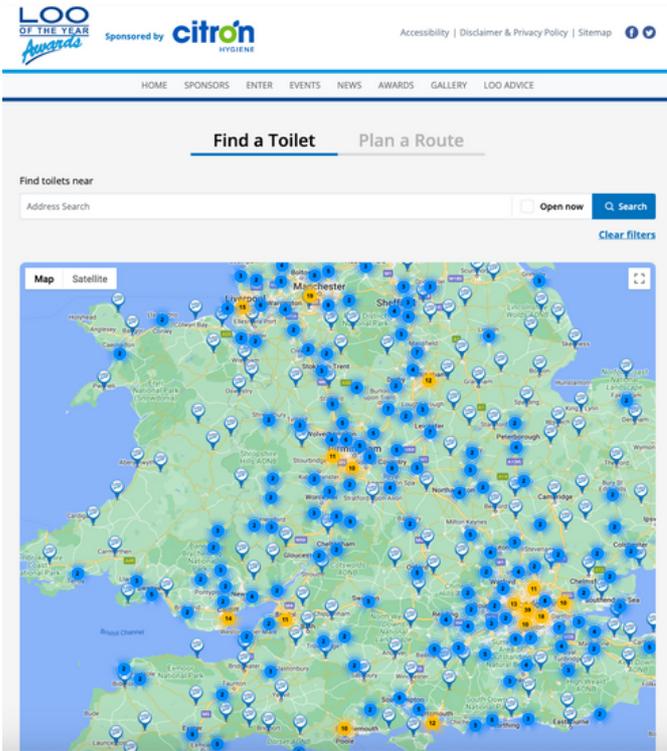


**FIFE COAST &
COUNTRYSIDE TRUST**

Part of his role includes sitting on Fife Council's Emergency Planning Group. In the unfortunate occurrence of a whale stranding, Robbie is on site straight away (whatever the hour), liaising with partners and overseeing contractors for its rescue or safe removal.

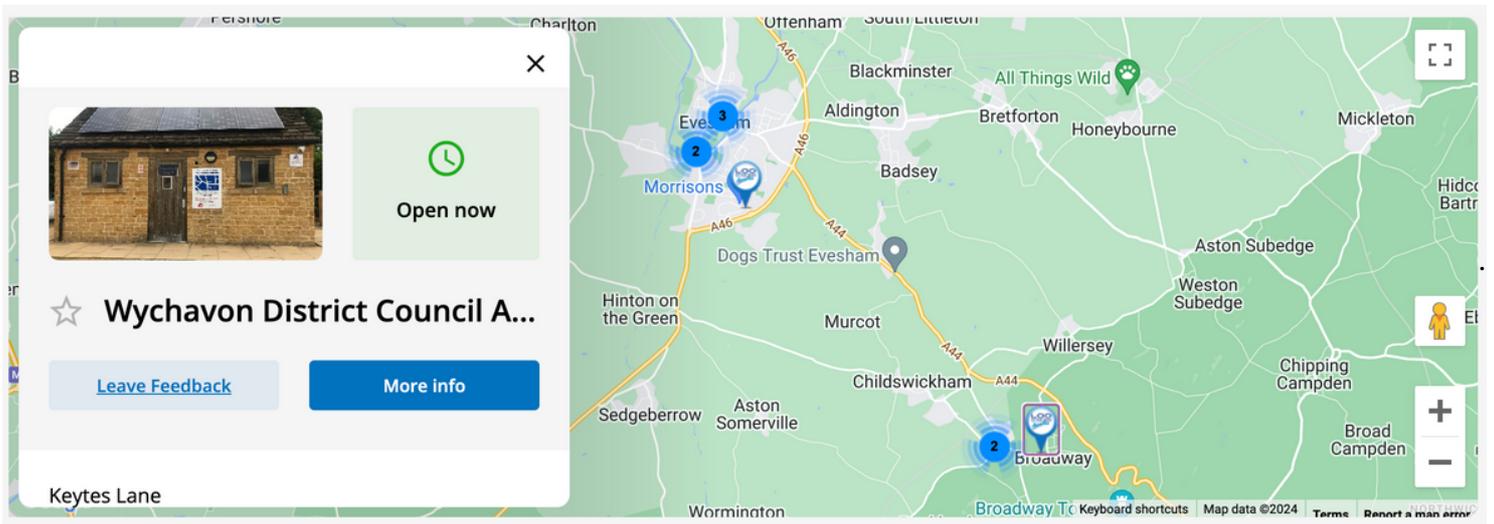
Jeremy Harris, CEO at FCCT, says: "I know that Robbie would say this Lifetime Achievement Award reflects the efforts of the entire hard-working team. But it also recognises his vision, passion and tenacity for providing excellent facilities for Fife's locals and tourists. It really is very well deserved."

New Toilet Locator Map



At the awards last year we announced that the Loo Of The Year Awards were working with the British Toilet Association and Velocity 42, to provide a web linked app that would show all entries for the year and the grades that they had achieved on a map. This we would hope help all of us who use washrooms and toilets away from home; but also increase recognition and footfall for those establishments who are providing a higher standard of away from home facilities for their customers and staff. We were pleased to launch this on July 1st 2023. Every entry that took part in the Awards and were graded during the 2022 season were entered on the map, and are shown by a pin with the LOYA Award on.

When this pin has been clicked on, the address and a photo showing the frontage of the property for that entrant is listed. The entry also shows the facilities offered at the establishment and the grade that they have achieved when being inspected. Every year this map is updated showing only those washrooms/facilities that have been graded during the present year and any from previous years will be removed, therefore hopefully portraying an up to date record of the standards achieved.



The map can then be used to plan a route for a journey you may be taking, showing where all the graded entries are on your way.

As the App is accessed through the Loo Of The Year Website a shortcut can be formed and then used on the front of your phone or tablet for further and quicker use.

We are very excited about this Web Linked App and are very grateful for the sponsorship from Citron Hygiene who helped to launch it. Visit www.loo.co.uk to find a toilet near you.

SPONSORED BY



SUPPORTED BY



NATIONAL AWARDS

Any entry receiving a Platinum or Diamond grading will be considered for one of the following major NATIONAL AWARDS

- one each for England, Scotland, Wales and Ireland.
- * Category Winners (see entry categories schedule above)
- up to 61 categories for each country
- * Accessible Toilet Winner
- * Baby Changing Facilities Winner
- * Changing Places Toilet Winner
- * Space to Change Toilet Winner
- * ECO Friendly Toilet Winner
- * Education Hygiene Room Winner
- * Toilets in Education Winner
- * Local Authority Award Winner (Excluding public toilet entries)
- * Public Toilet Entries Winner
- * Individual Category Entries (Excluding public toilet entries)

TROPHY WINNERS

There are fourteen overall Trophy Winners, covering all Loo of the Year entries:

- ACCESSIBLE TOILET ENTRIES TROPHY** Awarded to the accessible facility entry(s) judged to be the best in all categories.
- BABY CHANGING FACILITIES TROPHY** Awarded to the changing facility entry(s) judged to be the best in all categories..
- CHANGING PLACES TOILET TROPHY** Awarded to the Changing Places Toilet facilities entry(s) judged to be the best in all categories.
- SPACE TO CHANGE TOILET TROPHY** Awarded to the Space to Change Toilet facilities entry(s) judged to be the best in all categories.
- ECO FRIENDLY TOILET TROPHY** Awarded to the entry(s) judged to be the most environmentally friendly toilet(s).
- TOILETS IN EDUCATION TROPHY** Awarded to the best entries from the Education sector entry(s)
- CORPORATE PROVIDER TROPHY** Awarded to the corporate 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 entry(s) from the public toilet entry categories
- PERIOD DIGNITY AWARD TROPHY** Awarded to the entry providing the best facilities for menstruators
- MOST IMPROVED FACILITIES TROPHY** Awarded to the entry that has most improved since their last inspection
- CHAIRMAN'S AWARD TROPHY** Awarded by the Company Chairman at his discretion
- INDIVIDUAL CATEGORY ENTRIES TROPHY** Awarded to the top entry(s) 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, excluding public toilets.
- OVERALL LOO OF THE YEAR AWARD TROPHY - THE 2023 WINNER** - Awarded and presented to the provider of one or more entries who in the opinion the judges, deserves to receive the highest loo of the Year Award - the Golden Loo Seat!

THE WASHROOM TECHNICIAN OF THE YEAR AWARDS

form part of the annual Loo of the Year Awards but relate specifically to the cleaning staff that look after facilities, rather than the loos themselves. While the range of 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 a Washroom Technician of the Year Award. 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 Washroom Technician of the Year Award winners in England, Scotland, Wales and Ireland.

"CHAMPIONS LEAGUE" - STANDARDS OF EXCELLENCE AWARDS

Any provider organisation/authority with 8 or more entries and winning five or more Diamond, Platinum Plus or Platinum Awards Automatically qualifies for membership of the prestigious Loo of the Year Awards

"Champions League"

LOCAL AUTHORITY PUBLIC TOILET TOP TWENTY "PREMIER LEAGUE"

Membership of the "Premier League" is restricted to public toilet entries and is based on the total number of grading points achieved (Diamond is 7 points, Platinum plus is 6 points, platinum is 5 points Gold =4 points, Silver = 3) against the total number of entries

MARKET SECTOR AWARDS

Awarded to the entrant with the best entry(s) from each of the Market Sectors: Retail, Hospitality, Leisure, Health, Heritage, Entertainment, Holiday Parks, Education, Offices, Car Parks, Mobile Toilets, Transport, Sport, Beaches and Workplace market sectors.

WASHROOM TECHNICIAN OF THE YEAR AWARDS TROPHIES:

INDIVIDUAL CLEANER(S) TROPHY

Presented to the technician (s) who, in the opinion of the judges, is performing a high quality "ambassadorial" role for the washroom provider, in terms of cleaning, appearance, attitude, commitment and efficiency.

IN-HOUSE CLEANING TEAM TROPHY

Presented to the cleaning team employed by any washroom provider with multiple entries in the Loo of the Year Awards. who, in the opinion of the judges, are performing a high quality "ambassadorial" role for the loo provider, in terms of cleaning, appearance, attitude, commitment and efficiency.

EXTERNAL CONTRACTOR CLEANING TEAM TROPHY

Presented to the cleaning contractor company or other external 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.

Trophy Winners

LOO OF THE YEAR AWARD
TROPHY WINNER 2023

Hillcroft Park



CORPORATE PROVIDER ENTRIES	wetherspoon	J D WETHERSPOON
INDIVIDUAL CATEGORIES		BRYNDU CARAVAN & CAMPING PARK
PUBLIC TOILET ENTRIES		KILLINGTON LAKES
ACCESSIBLE TOILET ENTRIES	TrinityCentre	TRINITY SHOPPING CENTRE ABERDEEN
BABY CHANGING FACILITIES TOILET ENTRIES	<i>festival</i> PLACE BASINGSTOKE	FESTIVAL PLACE
CHANGING PLACES TOILET ENTRIES		LLANDAFF NORTH AND GABALFA HUB
SPACE TO CHANGE TOILET ENTRIES	buttercrane for you, in Newry	BUTTERCRANE CENTRE
ECO FRIENDLY TOILET ENTRIES	 Tyddyn Isaf Camping & Caravan Park - Est. 1946	TYDDYN ISAF CARAVAN PARK

<p>LOCAL AUTHORITY ENTRIES</p>	 <p>WYCHAVON DISTRICT COUNCIL <i>good services, good value</i></p>	<p>WYCHAVON DISTRICT COUNCIL</p>
<p>TOILETS IN EDUCATION</p>		<p>MADLEY PRIMARY SCHOOL</p>
<p>MOST IMPROVED FACILITIES</p>		<p>OAKMOOR TOURING PARK</p>
<p>CHAIRMANS AWARD</p>		<p>WITCHES CRAIG</p>
<p>PERIOD DIGNITY AWARD</p>		<p>STANDARD CHARTERED</p>

In partnership with



NHS
Blood in your pee?
Contact your GP practice
by **p-WAVE**

We're working together with NHS England to deliver an important health message and to encourage body awareness.

Thousands of men are diagnosed with bladder cancer each year. The most common sign of bladder cancer is blood in pee. It's important that people contact their GP practice if they spot this sign – even just once. Scan the QR code opposite for additional information.

Our urinal screens provide a unique opportunity to present this high-impact message to a captive audience whilst at the urinal. We will be running this important partnership throughout 2024.

On behalf of the NHS England and P-Wave teams,

Thanks for your support!

P-WAVE[®]

www.p-wave.co.uk/nhs

About the Winners



Owned and operated by the Heath Family, the award-winning Hillcroft Park is set in the beautiful Ullswater Valley in the north of the Lake District. It offers year-round self catering holiday accommodation to suit every taste and budget. Sitting above the pretty lakeside village of Pooley Bridge, we offer traditional camping, pods, glamping pods, luxury lodges and holiday homes plus two fully-equipped, year-round self-catering cottages and a house in the heart of this Lake District village. Hillcroft Park is a modern holiday park, attractively landscaped with all the amenities you will need. So if you are looking for a self catering family holiday or wish to purchase a luxury holiday lodge, Hillcroft Park is the perfect destination for you to get away from it all. Designed to meet the needs of holiday makers who appreciate the peace and tranquillity found in this part of the world, Hillcroft Park provides an ever-changing landscape that is simply breathtaking throughout the year. Hillcroft Park is ideally situated, in the Lake District National Park and on the edge of Ullswater. It is the perfect stop over location if you're heading either North or South, just 6 miles from junction 40 on the M6 motorway. We love what we do and work hard to go that extra mile for our guests. Providing the best facilities with a personal touch, we've an onsite shop and a play area. In fact, everything you'd expect from a good holiday park – plus a few surprising extras, including luxury hot tubs for you, and a doggy shower for your four legged friends!

wetherspoon

J D WETHERSPOON aims to provide customers with good-quality food and drinks, served by well-trained and friendly staff, at reasonable prices. The pubs are individually designed, and the company aims to maintain them in excellent condition. The UK's first pub to be equipped with Changing Places toilets was the Wetherspoon Velvet Coaster pub in Blackpool. They now have 8 Changing places within their pubs. Chairman Tim Martin is passionate about providing excellent washrooms in his pubs and many Wetherspoon's pubs are assessed each year as part of entry into Loo of the Year Awards. Wetherspoon entries were awarded 14 prestigious Loo of the Year Awards Diamond Awards, 9 National Category Awards, National Awards for Ireland and Wales, and the UK/Ireland Corporate Provider Entries Trophy.



BRYNDU CARAVAN AND CAMPING PARK is a Traditional working farm also a quiet, family run caravan and camping site, with a variety of accommodation and onsite Award Winning Massage Therapy. It is set within some of the most beautiful scenery Mid Wales has to offer. It is an ideal base for touring Mid Wales, Black Mountains and Brecon Beacons, walking, cycling, pony trekking, fishing, canoeing, golfing, or just simply relaxing. Closely located to The Royal Welsh Show, Brecon Jazz and Hay-on-Wye Book Festival. This unique, small and peaceful family site caters for touring caravans, motorhomes and tents in three very different and picturesque fields; The Paddock, The Plock and The Orchard. The site is serviced by a luxurious and spacious toilet block. Getting back to nature, taking in the fresh air, experience the grass between your toes and star gaze into the dark night skies.



KILLINGTON LAKES: First opened in 1972 as a partnership between Roadchef and BP, Killington Lake services had a unique foundation. It was one of the first service stations in the UK to be intentionally built as far away from the Motorway as possible. This innovative approach provided the opportunity to utilise the views the Lake could offer to customers and give a sense of separation from a long road trip. During 1985 the services underwent a full renovation, with the entire amenity building being rebuilt. This proved to be a positive decision as in 1986 Which? magazine labelled Killington Lake one of the most attractive service stations in the UK. Since the initial rebuild in 1985 the service station has kept with the times and planning permission was granted in 2019 to perform large renovations. This included expansion in all directions, providing larger seating areas, additional shops such as Spar and WHSmith alongside a games arcade. During this renovation the Costa was moved to have a greater view of the lake, similar to that of Annandale Water.

TrinityCentre

TRINITY CENTRE: The Trinity Centre (known as "The Mall Aberdeen" from 2006 to December 2009, and before that as Trinity Shopping Centre) which opened in October 1984 is a one floor shopping centre in Aberdeen, Scotland. Located in the heart of the city, the Trinity Centre couldn't be easier to find. We're located on the high street, Union Street, and are near the railway station, His Majesty's Theatre, St Mary's Cathedral and Aberdeen Art Gallery. We're home to over 20 great shops and kiosks, bringing you everything from fashion to footwear, DVDs to jewellery, accessories to eateries all under one roof. With big high street brands like Superdrug, HMV, Flying Tiger Copenhagen, Toytown and Ernest Jones there is something for everyone.

Our fully trained staff pride themselves on their customer service skills and are always happy to help. Bringing the car? Our car park has over 400 spaces with wider spaces for the disabled and drivers with children. The centre is located in the middle of the city with entrances on Union Street, Bridge Street and Guild Street. There is also an underground walkway that leads to Aberdeen railway station. It is built over the Aberdeen-Inverness line.

festival PLACE BASINGSTOKE

FESTIVAL PLACE: is a shopping centre in Basingstoke, Hampshire, England which opened on Tuesday, 22 October 2002. It houses over 200 shops including large stores such as Next, Marks and Spencer, Apple ...

Festival Place is a shopping centre situated in the centre of Basingstoke, just off the M3, housing over 140 big brand stores including Next, Marks & Spencer, Apple, H&M, and MINISO. It is home to over 20 mouthwatering eateries, and a 10 screen Vue multiplex cinema. Festival Place provides you with a safe shopping experience.

Between 2018 and 2019, Festival Place underwent a major refurbishment project, with a new identity, logo and signage throughout the centre, the car park was massively overhauled with new signage, coloured parking zones, wider spaces, bay light monitoring system and increased disabled/parent parking spaces. Payment machines were only located on the ground floor of the mall, but they have now installed payment machines on every floor in the lift lobbies of the car park. St Johns Square which was part of the old town centre was refurbished with new shopfronts, fascia's and the square given a new modern look with outdoor seating so it is in keeping with the new look of the centre and the opposite Malls Shopping Centre.



THE LLANDAFF NORTH AND GABALFA HUB: brings together the work of the Council and other agencies under one roof, allowing you to use our services more quickly and conveniently. At Llandaff North and Gabalfa Hub you can get help with welfare and benefit advice, the housing waiting list and support you if you are facing homelessness. The Hub also provides a library service offering a wide variety of books and computer access. We offer housing and benefit advice every day, along with weekly advice surgeries with officers from other areas such as Money Advice and Into work. We also run community activities for groups of all ages. There are 21 hubs in Cardiff all there for the benefit of the public.

buttercrane for you, in Newry

BUTTERCRANE CENTRE is a completely renovated shopping mall in Newry, Northern Ireland. In September of this year 2021 the centre reopened after a multimillion-pound investment from Buttercrane and Lidl NI. It has 'future proofed' the centre for the next thirty years plus at least commented centre manager Peter Murray. Buttercrane have been entering Loo of the Year Awards for a number of years and have often won awards for their baby change facilities, their space to change facilities and their ECO system toilets. They also have a sensory room for children with Autism and a Mothers room. Their public toilets are of an excellent standard of cleanliness. Which in turn has earned them a Diamond Grade last year and Space to Change Toilet Trophy this year.



TYDDYN ISAF CAMPING AND CARAVAN PARK is set in an Area of Outstanding Natural Beauty on the North East coast of the Isle of Anglesey, North Wales. Our beautifully manicured, multi award winning 5 star park offers an array of pitches to suit all tastes, catering for tents, touring caravans, campervans and motorhomes as well as offering holiday home ownership. As a long-established traditional family run park we can offer you the perfect setting to relax and unwind whilst enjoying the idyllic views across Lligwy Beach and the surrounding Lligwy Bay to the Great Orme and the breath-taking Snowdonia Mountain range. Tyddyn Isaf Camping and Caravan Park sits within 20 acres of naturally terraced land which meanders towards Lligwy Bay. Within our grounds we have acres of woodland and meadows which guests are welcome to explore and enjoy. Beyond the gates of Tyddyn Isaf you can choose to discover the vast selection of coastal paths and cliff top walks, or alternatively spend a day soaking up the sunshine on the glorious golden sand of Lligwy Beach. We strive to minimise our environmental impact through the use of eco-friendly products and practices, and by promoting responsible tourism. It is very easy to leave conservation to other people; however, we think that it is everybody's responsibility to create an environment where resources are respected, and where wildlife can thrive.



WYCHAVON DISTRICT COUNCIL is in the West Midlands region. It is made up of the three towns of Droitwich Spa, Evesham and Pershore, and nearly 100 villages and hamlets. The District Council is extremely proud of its public toilets that are operated by Mitie and have entered LOYA for many years. The high standard of their public toilet provision includes excellent, well designed and equipped, very clean and well maintained male and female, accessible, baby change and Changing Places toilets. As a result of their efforts they were the smallest local authority to win the UK/Ireland Public Toilet entries Trophy in 2014, which was awarded to them again in 2017. In addition to the 2020 Overall Loo of the Year Awards Trophy, Wychavon DC in 2022 were also awarded Diamond for 9 out of their 11 entries, they have achieved 2 trophies, the only public toilet entrant to achieve this ultimate award.



MADLEY PRIMARY SCHOOL in Herefordshire aim to provide the kind of ethos where positive attitudes and values are fostered, where children can feel confident and secure, where independence, self-discipline and respect for others can develop alongside a balanced range of learning opportunities for all children. Their vision and values are at the core of everything they do. They underpin our teaching and learning, and provide an environment which prepares our pupils as confident, happy citizens. Outdoor learning and environmental citizenship, sport and physical activity, and the creative arts are embedded in school life and they are an accredited Forest School.



OAKMOOR TOURING PARK is situated on the South Dartmoor boarder, the gateway to the Dartmoor National Park is a peaceful location making Oakmoor Touring Park the perfect place to relax and unwind, away from the stresses of everyday life. This site is a family-run park in a rural position next to the Chudleigh Knighton Heath Nature Reserve and just a half mile off road walk through the heath to Chudleigh Knighton village, the Claycutters Arms pub and village shops. This dog-friendly campsite has 47 sheltered pitches for tents and tourers. Bordering the Devon Wildlife Trust Chudleigh Knighton Heath Nature Reserve, Oakmoor Touring Park offers spacious pitches and good facilities. Perfect for families, cyclists, ramblers and explorers in this outdoor haven.



WITCHES CRAIG CARAVAN PARK: A warm welcome awaits you at Witches Craig Caravan Park from owner Veda. For forty years the family run, family friendly park has been a gateway to the highlands and a base for exploring historic Stirling. Nearby you'll also discover the scenic Trossachs, the rolling hills of Perthshire, the tranquil beaches of the Kingdom of Fife... Witches Craig is located in a peaceful, relaxing part of Central Scotland where every pitch has stunning views of the Ochil Hills and across to the historic city of Stirling. If you're feeling active, you can access the Ochil Hills direct from the park, wander along an ancient roadway to the village of Blairlogie, or walk in the footsteps of William Wallace to the nearby Abbey Craig. For a more relaxing stroll you can see lots of wildlife around the Stirling University campus loch. The Battle of Bannockburn Visitor Centre is a ten minute drive from the park, while the Forth and Clyde Canal, with the iconic "Kelpies" at the Helix Park and "Falkirk Whether you are looking for a base to explore the heart of Central Scotland, or a place with breathtaking local scenery for a relaxing weekend, Witches Craig Caravan and Camping Park has something for everybody.



STANDARD CHARTERED plc is a British multinational bank We are a leading international banking group, with a presence in 57 of the world's most dynamic markets and serving clients in a further 64. Our purpose is to drive commerce and prosperity through our unique diversity, and our heritage and values are expressed in our brand promise, here for good. We're listed on the London and Hong Kong Stock Exchanges. We take pride in our ability to bridge the physical distance between our clients in the region, who are looking to expand into and across our network, and vice versa. The Europe and Americas region is a centre of expertise for the Bank's major product groups, allowing us to provide a wide range of services, platforms and capabilities to meet the growing needs of our clients across Asia, Africa and the Middle East.



Hall of Fame

Overall Loo of the Year Awards Trophy Winners 1987 - 2023

YEAR	WINNER	SECTOR
2023	HILLCROFT PARK	HOLIDAY PARKS
2022	MITIE	CLEANING AND FM
2021	PAULTONS PARK	LEISURE
2020	WYCHAVON DISTRICT COUNCIL	LOCAL AUTHORITY
2019	INTU	RETAIL
2018	J D WETHERSPOON	HOSPITALITY
2017	ABM	CLEANING AND FM
2016	GATWICK AIRPORT	TRANSPORT
2015	WE CLEAN	CLEANING AND FM
2014	DANFO UK	LOCAL AUTHORITY
2013	BRIGHTON & HOVE CITY COUNCIL	LOCAL AUTHORITY
2012	STAFFORDSHIRE COUNTY CONUCIL	LOCAL AUTHORITY
2011	CEREDIGION COUNTY COUNCIL, WALES	LOCAL AUTHORITY
2010	J D WETHERSPOON	HOSPITALITY
2009	MCDONALD'S	HOSPITALITY
2008	ASDA STORES	RETAIL
2007	THE TRAFFORD CENTRE, MANCHESTER	RETAIL
2006	THE CAMPING AND CARAVANNING CLUB	HOLIDAY PARKS
2005	MOTO HOSPITALITY	TRANSPORT
2004	THE HIGHLAND COUNCIL, SCOTLAND	LOCAL AUTHORITY
2003	THE EDEN PROJECT, BODELVA, CORNWALL	LEISURE
2002	EAST LOTIAN COUNCIL, SCOTLAND	LOCAL AUTHORITY
2001	J D WETHERSPOON	HOSPITALITY
2000	THE ORACLE SHOPPING CENTRE, READING	RETAIL
1999	NATIONAL TRUST, GIBSITE ESTATE, TYNE & WEAR	HERITAGE
1998	EUROTUNNEL, FOLKSTONE	TRANSPORT
1997	THE MANOR HOTEL, ST ALBANS	HOSPITALITY
1996	PORTSMOUTH HISTORIC DOCKYARD	HERITAGE
1995	CITY OF WESTMINSTER COUNCIL	LOCAL AUTHORITY
1994	HERITAGE MOTOR MUSEUM, GAYDON	HERITAGE
1993	NO LOO OF THE YEAR AWARDS	
1992	WELCOME BREAK SERVICES, M3 FARNBOROUGH	TRANSPORT
1991	GRAMPION ROAD, AVIEMORE, SCOTLAND	LOCAL AUTHORITY
1990	EAGLE & CHILD, GWAENYSGOR, NORTH WALES	HOSPITALITY
1989	CHILDRENS WORLD STORES	RETAIL
1988	THE LIDO, WORTHING	LOCAL AUTHORITY
1987	HATTON GARDEN HOTEL, UPTON ST LEONARDS	HOSPITALITY

2023 National Award Winners

AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL CATEGORY ENTRIES	Watershed Bristol	Trinity Shopping Centre	Bryndu Caravan & Camping Park	Buttercrane Centre
PUBLIC TOILET ENTRIES	Killington Lakes	Trinity Shopping Centre	St Davids Dewi Sant	Ards & North Down South Borough Council South Pier
ACCESSIBLE TOILET ENTRIES	The Rawson Spring JD Wetherspoon	Trinity Shopping Centre	Yr Hen Dderwen JD Wetherspoon	Buttercrane Centre
BABYCHANGE FACILITIES ENTRIES	Festival Place	St Enochs Shopping Centre	St Davids Dewi Sant	Foyleside Shopping Centre
CHANGING PLACES TOILET ENTRIES	Bingley Town Council	Annandale Services	Llandaff North and Gabalfa Hub	Ards & North Down Borough Council Groomsport
SPACE TO CHANGE TOILET ENTRIES	Gunwharf Quays Designer Outlet	Eastgate Shopping Centre	Coppet Hall Beach Centre	Buttercrane Centre
ECO FRIENDLY TOILET ENTRIES	The Hideaway Baxby Manor	Fife Coast & Countryside Trust Craigmead	Tyddyn Isaf Caravan & Camping Park	
LOCAL AUTHORITY TOILET ENTRIES	Wychavon District Council	Fife Coast & Countryside Trust	Cardiff Council	Ards & North Down Borough Council
TOILETS IN EDUCATION	Madley Primary School			
QUIRKY AWARD	St. Stephens Church	St Enochs Shopping Centre	Nomadic Washrooms	
PERIOD DIGNITY AWARD	Friends House			

Champions League

Standards of Excellence

Presented to any organisation or local authority with eight or more entries and awarded five or more Diamond, Platinum Plus or Platinum awards and who in the opinion of the judges, are maintaining a consistently high standard of management in all their Loo of the Year Awards Entries.



2023 Market Sector Awards

RETAIL



East Midlands Designer Outlet

HOSPITALITY



Friends House

LEISURE



Look Out Discovery Centre

HERITAGE



The Fan Museum
Greenwich, London

The Fan Museum

ENTERTAINMENT



International Convention Centre Wales

HOLIDAY PARKS



HILLCROFT PARK

Hillcroft Park

EDUCATION



Madley Primary School

OFFICES



Amazon House London

CARPARKS



Wychavon District Council

MOBILE TOILETS



Nomadic Washrooms

TRANSPORT



Green Welly Stop

BEACHES



Coppet Hall Beach Centre

WORKPLACE



Adam & Eve DDB

SPORT



Ludlow Racecourse

2022 Awards Event





	CATEGORY	ENGLAND
RETAIL	1) SHOPPING CENTRES	East Midlands Designer Outlet
	8) MARKETS	Chorley Town Council
HOSPITALITY	9) HOTELS	The Queens Head Hotel JD Wetherspoon
	10) RESTAURANTS	
	11) FAST FOOD RESTAURANTS	GJB Trading t/a McDonald's
	12) CAFES AND COFFEE SHOPS	Artfuls
	13) PUBS AND WINE BARS	The Rose Saltern JD Wetherspoon
	15) CONFERENCE & BANQUETING	The Friends House
LEISURE	16) LEISURE & RECREATION CENTRES	
	17) COMMUNITY CENTRES	
	18) PARKS AND GARDENS	The Eden Project
	19) GARDEN CENTRES	
	20) WATER AND THEME PARKS	Paultons Park
	21) VISITOR ATTRACTIONS	Lookout Discovery Centre
	22) ZOOS AND SAFARI PARKS	Wolds Wildlife Park
	HERITAGE	23) MUSEUMS AND GALLERIES
24) HISTORIC BUILDINGS		The Stargazer JD Wetherspoon
25) TOWN HALLS		
27) PLACES OF		St Stephen's Church
ENTERTAINMENT	29) THEATRES	
	30) CINEMAS	Watershed Bristol
	33) CONCERT AND EXHIBITION HALLS	
HOLIDAY PARKS	34) CAMPING/TOURING/STATIC HOLIDAY PARKS	Hillcroft Touring Park
EDUCATION	38) EDUCATION	Madley Primary School
OFFICES	44) OFFICES	Adam & Eve DDB
CAR PARKS	45) CAR PARKS	Church Close Broadway Wychavon DC
LOCAL AUTHORITY PUBLIC TOILETS	46) FULLTIME ATTENDED PUBLIC TOILETS	City of London
	47) NON ATTENDED PUBLIC TOILETS	Bingley County Council
	48) AUTOMATIC/SEMI AUTOMATIC PUBLIC TOILETS	
MOBILE TOILETS	49) MOBILE/PORTABLE TOILETS	The Convenience Company
TRANSPORT	50) MOTORWAY SERVICE AREAS	South Mimms Service Area
	51) ROADSIDE SERVICE STATIONS	Killington Lake Services
	52) RAILWAY STATIONS	Kings Cross Station
	57) BUS AND COACH STATIONS	Lincoln Bus Station
BEACHES	60) BEACHES	Putsborough Sands
WORKPLACE	61) WORKPLACE TOILETS	Standard Chartered

Award Winners



SCOTLAND

WALES

IRELAND

Trinity Shopping Centre Aberdeen

St Davids Dewi Sant

Foyleside Shopping Centre

Jollys Hotel JD Wetherspoon

The George Hotel JD Wetherspoon

Keavan's Port JD Wetherspoon

Angus Alchemy

The Standing Order JD Wetherspoon

Yr Hen Dderwen JD Wetherspoon

The Silver Penny JD Wetherspoon

International Convention Centre

Pitcairn Centre

Gypsy Wood

Annandale Distillery

The Capital Asset JD Wetherspoon

The Palladium JD Wetherspoon

The Old Borough JD Wetherspoon

The Woods Caravan Park

Bryndu Caravan and Camping Park

Craigmead FCCT

South Pier Ards & North Down

St Andrews FCCT

Ards & North Down Harbour Road

Nomadic Washrooms

Sarn Park Services

Green Welly Stop

Elie Ruby Bay

Coppet Hall Beach Centre

Cannon Hall Farm



Cannon Hall Farm is a family run attraction in Yorkshire where you can visit, adopt, feed and play with animals, as well as enjoy various events and activities.

Charles and I travelled to Canon Hall Farm during the Summer to inspect their toilets. Canon Hall Farm has four sets of toilets, throughout different sections open to visitors, so we had our work cut out, these included the Outside Area by the Reptile House, the Childrens Play Barn at The Hungry Llama, The Lucky Pup restaurant and The White Bull.

Rob and Dave Nicholson had also agreed with Jules Hudson to record a promotional video for us, to help highlight the importance of toilet and washroom facilities at public attractions. So in September, we put together a video, where we included some of the animals including the famous Jon Bon Pony, who have been seen regularly on the television programme 'Spring, Winter, Summer, Harvest and Christmas on the farm which is shown on Channel 5. Many of you may also follow the farmers and their farm on social media, where they share the day-to-day ups and downs of a working farm. Jules who has very kindly hosted our Loo of the Year Awards Event for the last few years, is also a presenter on the farming TV show, so he also joined in with the video.



We had great fun putting this together and it was refreshing to have their support and Dale's too, who shot the video for us. The whole Canon Hall family and team, very much understand the importance of the need to have high standards when it comes to away from home washrooms, changing places and baby change.

We thank them all for their support.



2022 Awards Event





Trophy and National Award Winners

WASHROOM TECHNICIAN OF THE YEAR Awards 2023



TROPHIES:

INDIVIDUAL TECHNICIAN TROPHY:	Zilda Stanley (GJB Trading t/a McDonald's)	
IN-HOUSE CLEANING TEAM TROPHY WINNER:	Fife Coast & Countryside Trust	 FIFE COAST & COUNTRYSIDE TRUST
EXTERNAL CONTRACTOR CLEANING TEAM TROPHY WINNER:	Bidvest Noonan	 Bidvest NOONAN

NATIONAL AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL WASHROOM TECHNICIAN ONE ENTRY	Zilda Stanley GJB Trading t/a McDonald's	Jan Bell Eastgate Shopping Centre	Inatalino Abreha St Davids/Dewi Sant	Brian Ferris Buttercrane Centre
IN-HOUSE CLEANING TEAM MULTIPLE ENTRIES	Cannon Hall Farm	Fife Coast & Countryside Trust	Sarn Park Services Welcome Break	Ards & North Down Borough Council
EXTERNAL CONTRACTOR CLEANING TEAM MULTIPLE ENTRIES	Bidvest Noonan	ABM UK (Ltd)	Mitie	DGS Service Solutions

Fix Radio

In July 2022, The Bald Builders from Fix Radio asked their construction and builder listeners to what should be in a toilet. With this information they put together what they called the perfect Single Standalone Plastic Portable Toilet. Charles and Becky went down to judge it and the Bald Builders and their team out a video together showing the construction of the perfect portable toilet and included Charles and Becky when doing the inspection. The team then came to the awards in January and Jack the Breakfast show producer spoke on the importance of clean and serviceable toilets and especially in the construction and Building Industry, he explained how when he called Becky he wanted to make it fun; Becky had agreed, as long as he also understood that this topic was serious too. With this the video that had been made was shown to the audience and although it was fun, it also helped show the message that they were raising. The Team also announced the new category for construction and building toilets and they were presented with a certificate and a small cup for their entry.



Brad and Sam also joined in with the fun of the toilet brush and the Soft Seat Toilet Seat Closing Challenges and also joined in with Wee and Poo Form the ERIC Charity. We have really enjoyed working with them and their team, and hope to do more in the future with them too.

New Window Stickers



Last year we introduced window stickers showing the grades that entrants had achieved as well as the certificates to use for marketing purposes. The Loo Of The Year Awards Management's vision is that the Loo Of The Year Awards Gradings will be recognised and looked for in the same way as the Food Hygeine Gradings, so with this in mind we have re-designed the stickers. They have been made larger and double sided with a white background, so that they are much more visible when displayed on a window or door.

National Category Award Winners
2022 Local Authority Public Toilet Entries

Premier League

2022	2023	LOCAL AUTHORITY	TOTAL NO OF PUBLIC TOILET ENTRIES	NO. POINTS D=7 P=6 G=5 S=4 B=3
2	1	Fife Coast & Countryside Trust	14	67
1	2	Wychavon District Council	11	72
3	3	Ards & North Down District Council	5	25
4=	4=	City of Lincoln	3	17
5	4=	Rustington Parish Council	3	17
N/A	5	Derbyshire	3	15
6	6	Waverley Borough Council	2	12
7	7=	City of London	2	10
N/A	7=	North Norfolk	2	10
9=	8=	Billingshurst Parish Council	1	6
N/A	8=	Bingley	1	6
N/A	8=	Cardiff	1	6
8	8=	Chorley Borough Council	1	6
9=	9=	Charnwood Borough Council	1	5
9=	9=	Dunstable Town Council	1	5
9=	9=	East Preston Parish Council	1	5
N/A	9=	Swanley	1	5



Wychavon District Council

Local Authority Public Toilet Awards

Roll of Honour 2023

PROVIDER	NO OF PUBLIC TOILET ENTRIES	DIAMOND	PLATINUM PLUS	PLATINUM	GOLD
Ards & North Down District Council	5			5	
Billingshurst Parish Council	1		1		
Bingley Town Council	1		1		
Cardiff County Council	1		1		
Charnwood Borough Council	1			1	
Chorley Borough Council	1		1		
City of Lincoln	3		2	1	
City of London	2			2	
Derbyshire Dales District Council	3			3	
Dunstable Town Council	1			1	
East Preston Parish Council	1			1	
Fife Coast & Countryside Trust	14		1	9	4
North Norfolk District Council	2			2	
Rustington Parish Council	3		2	1	
Swanley Town Council	1			1	
Waverley Borough Council	2		2		
Wychavon District Council	11	7	3	1	
TOTAL	53	7	14	28	4



Wychavon District Council

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LOO
OF THE YEAR
Awards
2024

WASHROOM TECHNICIAN
OF THE YEAR
Awards
2024

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GAIN PRESTIGE AND RECOGNITION FOR YOUR BRAND AND EMPLOYEES

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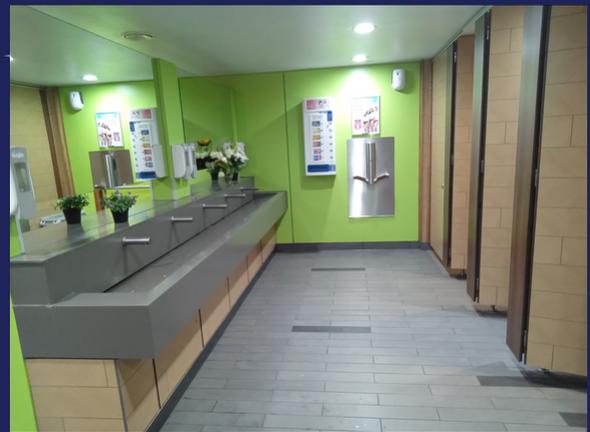
ANNANDALE



FAREHAM SHOPPING CENTRE



OAKMOOR TOURING PARK



CORLEY SOUTH



**THE STARGAZER JD
WETHERSPOON**



THE FAN MUSEUM



THE SCIENCE MUSEUM



THE EDEN PROJECT



FRIENDS HOUSE



STANDARD CHARTERED BANK



BUTTERCRANE CENTRE



**THE GUILDHALL & LINEN EXCHANGE
J D WETHERSPOON**

Proud Providers of Period Dignity Washrooms Globally



We advocate for period dignity - a state in which menstruators can have and manage their periods without the shame and stigma that so many people face.

86% of people who menstruate have reported getting their periods unexpectedly in a public place, yet the products required to manage them are either unavailable or take payment.

Together with our customers and partners, we create and maintain washrooms where menstruators can hygienically and easily access the products and sanitary disposal options they need while away from home.

Having easy access to period products creates menstrual equity. People can stay at work when they get their period unexpectedly, students can go to school and participate to the full extent in sports and other opportunities.

Period dignity involves being able to:

- ✓ Experience a period without stigma or shame
- ✓ Easily access the period products that are needed
- ✓ Safely and hygienically dispose of period products
- ✓ Have access to proper hand-washing facilities
- ✓ Participate fully in school, work and social activities regardless of menstruation
- ✓ Create healthier communities



Proud partners of Youth Sport Trust

*For every 10 Aunt Flow period products purchased,
1 is donated to Girls Active programmes across the UK*

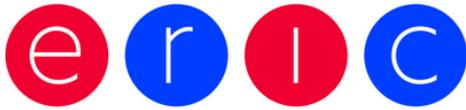


Charity Work

ERIC, The Children's Bowel & Bladder Charity

Life-changing support for children with a bowel or bladder problem

ERIC is the only charity dedicated to helping children and teenagers manage and overcome distressing continence conditions. Whether it's a bedwetting, constipation, soiling problem or difficulty in toilet training a child, ERIC provides expert support, information and understanding to children and young people and enables parents, carers and professionals help these children establish good bowel and bladder health for life.



The Children's Bowel & Bladder Charity

When a child has difficulty controlling their bowel or bladder, it can leave families isolated and unable to talk. It is embarrassing and can ruin a child or teenager's life, affecting their education, friendships, confidence & self-esteem.

More than 900,000 young people in the UK are affected by a bowel or bladder problem, that's at least 2 children in each school classroom across the UK. Sadly, lots of children suffer in silence for many years before their families find the right help. But it doesn't have to be this way.

The majority of children's bowel and bladder conditions are treatable. The sooner families access the right kind of support, the better the outlook for their children.

Each year thousands of families use our Information and Helpline service. Our outreach and education work equips parents and professionals with the knowledge and confidence to identify and tackle continence issues. Many young people tell us they do not feel listened to. We campaign, talking about the 'untalkable and fight the corner of children and young people with a continence problem.

Eric's vision is for all children and young people to live a healthy and happy life regardless of any bladder or bowel issue they may face.

ERIC's mission is to get everyone talking openly about good bladder and bowel health; to empower children and carers with support, information and resources; to contribute to research and policy development and to deliver the best education and advice to all those working with families.

www.eric.org.uk

Facebook: ERIC.UK1

Twitter: @ERIC_UK

BBC Children In Need

As I am sure you are aware from hearing Becky on Radio 2 before the Awards last couple of years, Radio 2 is one of the stations that is listened to by many of our team. So this year we also supported in a small way Radio 2's Vernon Kay in his Ultra Ultra Marathon challenge. Vernon ran/walked 115 miles over four days to raise money for the BBC Children In Need Charity, greeting many people on the way and so we donated a £1.00 for every mile in support of his mammoth challenge.



THANK YOU
Loo Of The Year Awards
for raising a fantastic
£115.00
The money you have raised will be used to help change the lives of children and young people facing disadvantage in communities across the UK.

BBC CHILDREN IN NEED

BBC Children In Need has not verified the above fundraising. This is not a receipt.
© BBC 2007 Reg. charity England & Wales no. 802052 and Scotland no. SC039957.

The British Toilet Association Ltd (BTA) is a not-for-profit members association that campaigns and lobbies for the highest possible standards of hygiene and provision in all "away from home" toilet facilities across the UK. Our members believe that toilets are beyond waste management - they are an essential element to our personal health and well-being to enjoy and manage everyday life/work balances. Everyone deserves reasonable access to good clean toilets when needed; and we strive to lobby on behalf of over a third of the population, all with accessible issues, who need to visit a toilet
- often on a distressingly urgent basis & at very short notice.



Many local authorities have been forced to reduce their overall stock of public toilets and we have seen a growing number of commercial organisations and retail outlets allowing the public to use their in-house facilities. Many of these suppliers have proved that it is possible to have award winning toilets and we applaud the work that the LOYA team are setting out to achieve, in recognising those organisations who maintain an ever increasing range of wonderful toilets and modern family facilities. BTA Director Raymond Martin said: "Having immediate access to a good clean toilet is primarily a human right. So we continue to be concerned at the perceived lack of direct toilet funding for local authorities and town/parish councils; over many years. Additionally, we remain extremely worried by the reported low levels of hygiene and regular maintenance resulting from many local councils restricted budgets. The subsequent arrival of Covid-19 has added an extra burden onto those increased demands for improved sanitation and hygiene to combat that dreadful pandemic.

All that leaves families with young children, business travellers, van and lorry drivers delivering our daily essentials across the country, holiday makers and essentially older persons & accessible users wanting to reengage with the community or visit family, actually knowing or understanding where they might find relief. So we are looking forward to working with LOYA to devise and find some practical solutions.

BTA offers advice and guidance to charities and focus groups whose main role is supporting and working with individuals, families and careers struggling with accessibility issues. Improving access to toilets is a major priority for the association in addressing a host of social inclusion and equality issues for all users. Publicly accessible toilets play a significant role in helping to increase footfall in local retailers, boost local economies and hopefully restore public safety and confidence. We deliver survey and consultancy services to suppliers and providers wishing to upgrade, install new facilities or improve their current standards of provision.

We provide our members with guidance on the technical & legal standards expected

The British Toilet Association Limited, Enterprise House, Balloo Avenue, Bangor, NI. BT19 7QT
E: enquiriesebtaloos.co.uk Web: www.btaloos.co.uk Tel: 02891477397 Mobile: 07799881763



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