

LOO OF THE YEAR *Awards* 2019

RESULTS BROCHURE 2019



THE WASHROOM OSCARS'

ASSOCIATE SPONSORS



clean with confidence

Innovative Hygiene Supplies are the sole suppliers of the **NEW** and exclusive BioShield Defence Solutions (BDS) range of multi-purpose & specialist cleaning products, sanitisers & treatments with unparalleled performance for both professional and home use.

innovative hygiene supplies

clean with confidence



now available!

BDS Micro-Clean

an exceptional treatment for even the most stubborn protein, organic and bodily fluid stains and odour sources.

BDS Hard Surface and Fabric Foam Cleaner

giving unparalleled performance on all surfaces & applications

BDS All-purpose Citrus Cleaner

an all-round cleaner and de-greaser producing outstanding results with highly economical dilution rates.

BDS Urine Surface Cleaner and Deodoriser

removes staining and eliminates urine odours at source, an essential and highly effective 'spray and leave' product for all toilet and washroom facility providers.

BDS Fabric and Hard Surface Deodoriser

an 'active' solution for multi-surface elimination of odours and also acts as an air freshener

BDS User-friendly Drain Hair Digester and BDS Environment-friendly Drain Cleaner

both biological solutions which digest organic matter causing slow drainage, blockages and odours without the use of harsh and hazardous chemicals and acids.

"How often have we all entered toilets or washrooms where the overpowering smell of urine and other unpleasant odours dominate the air that we breathe?"

An all-too-familiar problem, but we have the solution:

Our highly effective BDS Urine Surface Cleaner & Deodoriser is a simple 'spray and leave' solution which targets the source of the problem and completely transforms the atmosphere and cleanliness of all toilets and washrooms and other contaminated areas.

Visit our on-line shop

w: ihslimited.co.uk

e: info@ihslimited.co.uk

t: 02380 617936

2019 Review

Entries

Brexit worries did not stop high levels of entrants in the 2019 Loo of the Year Awards – the ‘Washroom Oscars’ across the sixteen market sectors including many new entrants.

There were significant increases in shopping centre and holiday camp sector entrants who realise that Loo of the Year Award winning washrooms are an attraction and part of the overall package of features that prospective customers expect and their regular customers value.

Inspectors

We were disappointed that Tony and Kitty Neal, our longest serving and most experienced inspectors, were unable to complete inspections in 2019 due to Tony’s ill health. Our remaining inspectors travelled throughout the UK and parts of the Republic of Ireland and were impressed with the high standard of our entrant’s washroom provision. We were particularly encouraged that products and services provided by our past sponsors and supporters were contributing to their success in providing Award Winning facilities.

intu – Retail sector Overall Loo of the Year Awards Trophy winner

intu, who own many of the UK’s largest and most popular retail destinations, are focused on creating the best places for shopping and leisure, so that visitors come more often and stay longer. They have entered a number of their shopping centres in the Loo of the Year Awards for many years and also won the 2019 Washroom Cleaner of the Year Awards Individual Cleaner Trophy and three National Awards for England – a fantastic achievement.

Sponsorship

Loo of the Year Awards relies on its sponsor’s support to ensure that we remain a unique and

leading UK Award provider. They enjoy unrivalled direct access to washroom providers/promotional opportunities.

The three 2019 Associate Sponsors are:

Bathroom Wipe-out 365 from Signo Nano-Care UK Ltd.

Bathroom Wipe-out 365 powered by Liquid Guard® anti-bac technology from Signo Nano-Care UK the newest generation self-disinfecting surface treatment that ensures all surfaces stay clean.

Innovative Hygiene Supplies are the sole suppliers of the new, exclusive BioShield Defence Solutions (BDS) range of multi-purpose and specialist cleaning products, sanitisers and treatments with unparalleled performance for both professional and home use.

P-Wave® - the leading brand of fragranced Urinal Screens and air fresheners in the UK. Simple, effective & 100% plastic recyclable

Our Awards Supporters once more include the loyal support of **Danfo (UK) Ltd** who offer high-quality public toilet installations throughout the UK and **Mitsubishi Electric’s Jet Towel** the high-speed hand dryer dries hands in a matter of seconds using “jet blasts” of air on each side of the hand.

Thank You!

All our new and regular entrants and their cleaning staff who enjoy the benefit from recognition that they provide and maintain Award Winning washrooms and all the Loo of the Year Awards team without whom this year’s Event would not have been possible.

Mike Bone -

Managing Director Loo of the Year Awards

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-one individual Awards categories listed on the entry form. Entries are accepted from anywhere in England, Scotland, Wales, Northern Ireland, the Republic of Ireland, Isle of Man and the Channel Islands.
- Anyone can nominate - staff, customers, visitors, managers, owners or 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 competition entries will receive a grading; ranging Bronze, Silver, Gold, Platinum AND NEW FOR 2019 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 2020 Loo of the Year Awards logo as the award covers the period to 31st December 2020.

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 (where applicable)
- External building signage (where applicable)
- Internal customer communication signage

DÉCOR 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 - basins, 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 & SPACE TO CHANGE TOILET FACILITIES

EDUCATION HYGIENE ROOM FACILITIES

OVERALL MANAGEMENT/CUSTOMER CARE

- Is the facility being properly managed?

ENTRY CATEGORIES

RETAIL

- Shopping Centres
- Supermarkets
- Department Stores
- Convenience Stores
- Food Superstores
- GM Superstores
- Self Storage Operators
- Markets

HOSPITALITY

- Hotels
- Restaurants
- Quick Service / Fast Food Restaurants
- Cafés & Coffee Shops
- Pubs & Wine Bars
- Night Clubs
- Conference & Banqueting Venues

LEISURE

- Leisure & Recreation Centres
- Community Centres

- Parks & Gardens
- Garden Centres
- Water & Theme Parks
- Visitor Attractions
- Zoos & Safari Parks

HERITAGE

- Museums & Galleries
- Historic Buildings
- Town Halls
- Libraries

ENTERTAINMENT

- Places of Worship & Halls
- Cemeteries & Crematoria
- Theatres
- Cinemas
- Bingo Halls / Casinos
- Concert Halls
- Exhibition Halls

HOLIDAY PARKS

- Camping & Touring or Static Caravan Sites

EDUCATION

- Early Years
- Primary Schools & Play Centres
- Secondary Schools
- Higher Education Establishments
- Special Schools

HEALTH

- Hospitals
- Surgeries
- Day Centres
- Nursing & Residential Homes

OFFICES

- Commercial & Public

CAR PARKS

- Public & Private

LOCAL AUTHORITY

PUBLIC TOILETS

- Full Time Attended
- Non - Attended
- Automatic / Semi-Automatic

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 & Stadia
- Sports & Health Clubs

BEACHES

- Public or Privately Owned - within 50 metres of shoreline

WORKSPACE

- Workplace toilets

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) – up to 61 categories in 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 twelve overall Trophy Winners, covering all Loo of the Year entries:

ACCESSIBLE TOILET ENTRIES TROPHY

Awarded to the best accessible facility entry(s) in all categories.

BABY CHANGING FACILITIES TROPHY

Awarded to the best changing facility entry(s) in all categories.

CHANGING PLACES TOILET TROPHY

Awarded to the best Changing Places Toilet facilities entry(s) in all categories.

SPACE TO CHANGE TOILET TROPHY

Awarded to the best Space to Change Toilet facilities entry(s) in all categories.

ECO FRIENDLY TOILET TROPHY

Awarded to the most environmentally friendly toilet(s).

EDUCATION HYGIENE ROOM TROPHY

Awarded to the best Hygiene Room entry from the Education sector

TOILETS IN EDUCATION TROPHY

Awarded to the best entries from the Education sector

"CHAMPIONS LEAGUE" – STANDARDS OF EXCELLENCE AWARDS

Any provider organisation/authority with 10 or more entries and winning five or more Gold, Platinum or Diamond 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 public toilet entries and is based on the total number of grading points achieved (Diamond is 7 points, Platinum is 6 points, Gold = 5 points, Silver = 4, Bronze = 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.



The **Washroom Cleaner 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 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 Cleaner 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 Cleaner of the Year Award** winners in England, Scotland, Wales and Ireland.



WASHROOM CLEANER OF THE YEAR TROPHIES:

INDIVIDUAL CLEANER TROPHY

Presented to the cleaner (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 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.

2020 LOO OF THE YEAR AWARDS TIMETABLE

- February to July : Nominations and entries received
- July to September : Judging (unannounced visits)
- 4th December 2020 : National Awards Presentation Event

AWARD WINNING TOILETS



Buttercrane Centre Newry NI



Captain Noel Newton JD Wetherspoon Oakham



Church Close Wychavon DC



Dolphin & Anchor JD Wetherspoon Chichester



Exchange Shopping Centre Ilford



Holyrood Palace Edinburgh



Intu The Potteries



Islington Assembly Rooms London



Rosehill Cemetery Oxford



Shamba Holidays Ringwood



Silver Penny Dublin JD Wetherspoon



Swan and Angel JD Wetherspoon

2019 AWARDS SPONSORS



BATHROOM WIPE-OUT 365 sponsor the Washroom Cleaner of the Year Awards UK winners Trophies

Every so often there is an outstanding industry break-through in the cleaning sector which really turns heads. Signo Nano-Care are pleased to announce the latest of these with the launch of a unique permanent bond anti-bacterial coating.

Bathroom Wipe-out365 (Powered by Liquidguard™) is a radical new anti-bac coating which physically kills bacteria as it punctures the microbes' cell wall, thus preventing mutations and

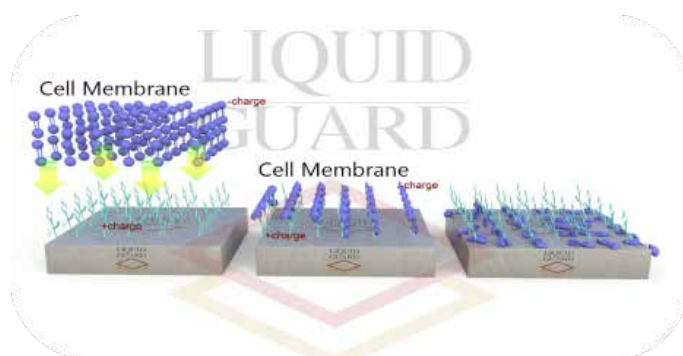
spread of infection. When Bathroom Wipe-out365 is applied to any hard surface it forms a glass like coating, with the anti-bac permanently bonding to the surface of the toilet, sink, door handle etc, leaving a layer of sharp blades which defend against microbial growth. These blades are invisible to the naked eye and touch.

The positively charged atoms of nitrogen on the surface attract the negatively charged cell membranes of bacteria and puncture them.

Why use Bathroom Wipe-out 365 instead of regular anti-bac cleaners? Because "clean and disinfected" doesn't stay "clean and disinfected" for long, according to researchers studying restrooms at San Diego State University, California. Within one hour of cleaning and disinfecting, bathrooms were completely re-contaminated with microbes and faecal bacteria, which are then transferred between customers via the hand-surface-hand transfer route. The ineffectiveness of regular application anti-bac cleaners has been repeatedly highlighted; frequently, the microbes that survive an anti-bac cleaner application have an ability to mutate, by feeding on cell residue. Essentially this increases their occurrence and strength, rendering increasing strengths of anti-bac cleaners ineffective.

Surfaces protected with Bathroom Wipe-Out365 can be cleaned regularly and as required by use of damp cloths or standard non-bio cleaners.

Here's just a small selection of the virulent bathroom bacteria to which Bathroom Wipe-out 365 has been certified in laboratory conditions to deliver a non-mutating "full-kill":



- Staphylococcus aureus (MRSA = methicillin-resilient Staphylococcus aureus)
- Escherichia coli (intestinal bacteria)
- Klebsiella pneumoniae (odour-creating bacteria)
- Listeria monocytogenes (food-stuff)
- Salmonella choleraesuis (food-stuff)
- Aspergillus niger (slightly sporidial)
- Pseudomonas aeruginosa
- Enterococcus hirae

In addition, Bathroom Wipe-out365 also fulfils these key functions and characteristics:

- Prevents odours caused by bathroom microbes
- Provides a safe long-term anti-bacterial treatment for all hard surfaces including vending machines
- Prevents mould and fungal growth on smooth & textured surfaces such as tiles, counter tops, soap dispensers, taps and toilet seats
- Provides permanent fungicidal action against infections such as athletes' foot- ideal for gym and leisure centre changing rooms
- Skin safety – dermatologically tested, achieving a rating of 'excellent' (independently tested)
- Easy clean - facilitates the cleaning and removal of lime scale and soap residue.



INNOVATIVE HYGIENE SUPPLIES sponsor the UK Corporate Provider Entries Trophy

Innovative Hygiene Supplies are the sole suppliers of the new, exclusive BioShield Defence Solutions (BDS) range of multi-purpose and specialist cleaning products, sanitisers and treatments with unparalleled performance for both professionals and home use.

"How often have we all entered toilets or washrooms where the overpowering smell of urine and other unpleasant odours dominate the air that we breathe?"

An all-too-familiar problem and we have the solution - our highly effective BDS Urine Surface Cleaner and Deodoriser is a simple 'spray and leave' solution which targets the source of the problem and completely transforms the atmosphere and cleanliness of all toilets and washrooms and other contaminated areas.

Developed from more than 30 years of knowledge and hands-on expertise within the cleaning and hygiene industry, BDS products have been specially formulated to effectively tackle the problem areas that most general and even specialist cleaning products simply can't manage.

With BDS you really can 'clean with confidence' with guaranteed results.

The product range currently includes:

BDS Micro-Clean - an exceptional treatment for even the most stubborn protein, organic and bodily fluid stains and odour sources.

BDS Hard Surface and Fabric Foam Cleaner - giving unparalleled performance on all surfaces and applications

BDS All-purpose Citrus Cleaner - an all-round cleaner and de-greaser producing outstanding results with highly economical dilution rates.

BDS Urine Surface Cleaner and Deodoriser - removes staining and eliminates urine odours at source, an essential and highly effective 'spray and leave' product for all toilet and washroom facility providers

BDS Fabric and Hard Surface Deodoriser, an 'active' solution for multi-surface elimination of odours and also acts as an air freshener

BDS User-friendly Drain Hair Digester and BDS Environment-friendly Drain Cleaner - both biological solutions which digest organic matter causing slow drainage, blockages and odours without the use of harsh and hazardous chemicals and acids.

Further information on the product range and on-line shop can be found on the IHS website: www.ihslimited.co.uk or telephone **02380 617936** or email to: info@ihslimited.co.uk



P-WAVE sponsor the Individual Category Awards & Trophy

Leading air-freshening innovator P-Wave® has delivered a new angle on splash prevention and a major step forward in terms of urinal deodorising technology with the launch of its new Slant6 urinal screen.

Available in five fragrances, Slant6 consistently outperforms all other 30-day urinal screens. It has the highest ratio of fragrance load to plastic than any other urinal screen, uses up to 50% less plastic and is 100% recyclable. Easy to install, Slant6 fits more urinals than any previous design from P-Wave. The 'anyway-up' design, ensures correct installation every time, and its unique angled bristle design keeps walls, floors and trousers dry.

"As innovators in the air freshening industry, P-Wave has continually raised the bar in terms of urinal screen technology and we are proud to announce that our new 5th generation Slant6 screen is another massive step forward," said P-Wave Sales and Marketing Manager Mark Wintle. "With less plastic, a smaller size to fit more urinals and 'zero splash-back', the Slant6 reinforces why P-Wave is the number one brand of urinal screen in the UK.

"At P-Wave® we're passionate about the environment and recognise that we have a social responsibility to introduce eco-friendly products. There really is no planet B! And that's why, despite being the most fragrant on the market, the Slant6 has the lowest plastic content of any premium competing urinal mat. And while the product is designed with waste recycling in mind, it also includes an additive that ensures faster biodegradation, should it find its way to landfill.

"Representing a significant sustainability breakthrough, from January 2020, Slant6 will replace our existing best-selling 1.5 urinal screen. This will also help our customers improve their environmental credentials.

"Slant6 really is the most eco-friendly, highly fragranced urinal screen on the market!"

2019 Awards Supporters



Danfo (UK) Ltd is the leading supplier of high-quality public toilet installations throughout the UK. Loo of the Year Awards Supporter since 2007



Mitsubishi Electric's Jet Towel is the high-speed hand dryer which dries hands in a matter of seconds using "jet blasts" of air on each side of the hand.

BECOME PART OF
THE 2020 LOO OF THE YEAR AWARDS
AND PROMOTE YOUR COMPANY, BRAND,
PRODUCTS OR SERVICES

2020 AWARDS SUPPORTER PACKAGE
£1,999 + VAT
(£2,500 + VAT including a table for 10 guests)

- Use of Loo of the Year Awards 'Supporter' logo on any Supporter's corporate stationery, promotional/ exhibition material, website, vehicle livery, until 31st December 2020
- Placing of Supporter's corporate/product logo on the Awards Supporter section on all pages of the Loo of the Year Awards website, with a link to Supporter's website (visit www.loo.co.uk to view)
- Inclusion of Awards Supporters logo in the 2020 Loo of the Year Awards results brochure
- Four places at the National Awards Presentation on Friday 4th December 2020 and a 10% discount off any additional tickets purchased (tables for 10 available).
- Half page Supporters advert in the 2020 version of this Loo of the Year Awards Results Brochure
- 2m x 1m table top or pop-up display space at the National Awards Presentation Event on Friday 4th December 2020– a captive audience of the leading washroom suppliers, Cleaning & FM companies .

TROPHY WINNERS

LOO OF THE YEAR AWARD TROPHY WINNER

INTU



CORPORATE PROVIDER ENTRIES

Sponsored by Innovative Hygiene Supplies



JD WETHERSPOON

INDIVIDUAL CATEGORIES

Sponsored by P-Wave



McLEAN RESTAURANTS

PUBLIC TOILET ENTRIES



DANFO

ACCESSIBLE TOILET ENTRIES



JD WETHERSPOON

BABY CHANGING FACILITIES ENTRIES



INTU

CHANGING PLACES TOILET ENTRIES



GLASGOW AIRPORT ABM UK Ltd

SPACE TO CHANGE TOILET ENTRIES



CHICHESTER DISTRICT COUNCIL

ECO FRIENDLY TOILET ENTRIES



DORNOCH FIRTH CARAVAN PARK TAIN

LOCAL AUTHORITY ENTRIES



OXFORD DIRECT SERVICES

'HALL OF FAME'

OVERALL LOO OF THE YEAR AWARDS TROPHY WINNERS 1987 – 2019

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

TROPHY WINNERS



intu own many of the UK's largest and most popular retail destinations and a growing presence in Spain. With 20 centres across the UK and Spain, their whole business is focused on creating the best places for shopping and leisure, so that visitors come more often and stay longer. They do that by bringing together their scale, expertise and understanding of what visitors want to provide compelling experiences that deliver real results for their customers, restaurateurs and leisure specialists.

In 2007 The Trafford Centre in Manchester (part of intu) was awarded the Overall Loo of the Year Awards Trophy. In 2019 intu entered ten shopping centres and in addition to being awarded the prestigious Overall UK Loo of the Year Awards Trophy, and UK Baby Change Facilities Trophy, for all of their entries, they were Awarded the Overall UK Washroom Cleaner of the Year UK Trophy and four National Awards for England. Their achievement is unprecedented!



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

In 1991 the company started its Cleanliness, Beer, Service (CBS) scheme, highlighting cleanliness, beer and service. The scheme, still in operation, is aimed at ensuring that standards are always at the highest level as a result of inspections from head-office staff and senior management. 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's washrooms (and pubs) are unique – individually designed, built and equipped to very high standards. They are also large enough to accommodate their high number of customers and provide a range of facilities in each pub to meet their customer's needs. J D Wetherspoon is the only entrant to have won the Overall LOYA Trophy more than once: in 2001, in 2009 and 2018 and has been awarded numerous other national and UK awards in the past. In addition to the 2019 UK Corporate provider Entries and 2019 UK Accessible Toilet Entries Trophy, J D Wetherspoon have also been awarded several other 2019 National and UK Awards.



MCDONALDS - The McDonald's Corporation is the world's largest chain of hamburger fast food restaurants, with 36,000 outlets in over 100 countries with 1.9 million staff.

McDonalds individual franchisees enter toilets throughout the UK and competition is rife between individual restaurant managers. Although many of their toilets are compact, they are well equipped, kept very clean and are well maintained. Their accessible toilets meet Equality Act criteria and include baby change facilities. McDonald's won the Overall Loo of the Year Awards Trophy in 2009 and has been awarded numerous national and UK awards in the past. In 2019 McDonald's entries were awarded the UK Individual categories trophy and National Award for England.



DANFO (UK) Ltd is the world's leading manufacturer of sanitation solutions for a public environment. They have delivered installations to all five continents and by offering the widest range of products on the market means they have a solution for everybody. Danfo (UK) Ltd have been entering Loo of the Year Awards for many years and won National and UK awards including the Overall Loo of the Year Awards in 2014 and the Washroom Cleaner of the Year External Contractor Cleaning Team Trophy in 2018. In addition to being awarded the 2019 UK Public Toilet Entries Trophy Danfo (UK) Ltd were also awarded several national Loo of the Year Awards and Washroom Cleaner of the Year Awards.



ABM - Since 1987, ABM have been providing award winning facility service solutions the UK.

They serve locations across the UK including Shopping Centres, Commercial locations and Airports. They employ more than 6,000 skilled and motivated people and greatly respect each one, working together to meet and exceed expectations for safe working environments, career development and best practice in innovation.

ABM (and previously GBM) have entered Loo of the Year Awards for over 10 years and won many awards during that time including the UK Overall Loo of the Year Awards Trophy in 2017. In 2017 they were awarded the UK Changing Places Toilet Entries trophy and National Washroom Cleaner of the Year Awards.

TROPHY WINNERS



CHICHESTER DISTRICT COUNCIL'S Chichester District Council's public toilets have been entered in the Loo of the Year Awards for two years. In 2019 They were awarded the National Space to Change Toilet Entries Award for England and the UK Space to Change UK Trophy.



DORNOCH FIRTH CARAVAN PARK is a peaceful, family-owned holiday park in the heart of the Scottish Highlands. The Park enjoys expansive views of the beautiful Dornoch Firth which has become a popular holiday destination for many people over the years. They were awarded the 2019 UK Eco Friendly Toilet Entries Trophy and National Award for Scotland.



OXFORD is a fast-growing international city with a population of 160,000 and is currently the eleventh fastest growing city, with one third of the population aged 18-29. Nearly seven million visitors came through the city in 2014, supporting over 13,000 jobs in Oxford. Oxford is also the least affordable city in the UK. Oxford Direct Services have entered their public toilets in Loo of the Year Awards for over 12 years and have made significant improvements in the facilities provided during this period. In the 2019 Loo of the Year Awards their entries were awarded the UK Local Authorities Entries Trophy and National Award for England



FIFE COAST & COUNTRYSIDE TRUST is a local independent charity based at the Harbourmaster's House in Dysart, dedicated to giving everyone the opportunity to experience Fife's great outdoors. They manage, maintain and preserve wide areas of the countryside of Fife, promoting responsible access to our wonderful and diverse outdoor sites. They also provide a number of publicly accessible toilets many off-road.

The Trust were awarded the 2019 UK Washroom Cleaner of the Year In-House Cleaning Team Trophy and National Award for Scotland, the Loo of the Year Awards Public Toilet Entries Award, the Local Authority Entries Award for Scotland and awarded five National Category Awards.



MITIE acquired VSG at the end of 2018 prior which both companies entered their client's washrooms in Loo of the Year Awards. Their joint entries in 2019 achieved the award of the UK Washroom Cleaner of the Year External Contractor Cleaning Team Trophy and National Award for England



CAN YOUR WASHROOMS BECOME A UK/IRELAND LOO OF THE YEAR AWARD WINNER?



All Loo of the Year Awards entries are judged against the same criteria (up to one hundred and one per set of toilets!)

It doesn't matter where you are located in England, Ireland, Scotland or Wales you can enter and be considered for Awards in sixty one Entry Categories for each country and a whole range of National and UK/Ireland Awards detailed in this brochure.

Your washroom cleaners can also be considered for Individual Cleaner, In-House Cleaning Team and External Contractor Cleaning Team National Awards and UK/Ireland Trophies.

Many single entry and small business entries have won National and UK/Ireland Awards including eleven UK Awards in the 2019 Loo of the Year Awards

Enter in 2020! www.loo.co.uk

2019 NATIONAL AWARD WINNERS

AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL CATEGORY ENTRIES	McLean Restaurants T/A McDonald's	ABM	St David's Dewi Sant Cardiff	JD Wetherspoon
PUBLIC TOILET ENTRIES	Wychavon District Council	Fife Coast & Countryside Trust	Danfo	Belfast City Council
ACCESSIBLE TOILET ENTRIES	Eldon Square Newcastle Intu	Paddle Steamer Largs JD Wetherspoon	Pontlloftyn Abertillery JD Wetherspoon	Silver Penny Dublin JD Wetherspoon
BABYCHANGE FACILITIES ENTRIES	Intu	Trinity Shopping Centre Aberdeen	St David's Dewi Sant Cardiff	Buttercrane Centre Newry
CHANGING PLACES TOILET ENTRIES	Intu Merry Hill	Glasgow Airport ABM	St David's Dewi Sant Cardiff	City Hall Belfast
SPACE TO CHANGE TOILET ENTRIES	Northgate Car Park Chichester District Council	Eastgate Shopping Centre Inverness	Coppet Hall Beach Centre	Buttercrane Centre Newry
ECO FRIENDLY TOILET ENTRIES	Dalton Park Shopping Centre County Durham	Dornoch Firth Caravan Park Tain		Giants Causeway - Robinson Services Bushmills
LOCAL AUTHORITY ENTRIES	Oxford Direct Services	Fife Coast & Countryside Trust	Danfo	Belfast City Council

'CHAMPIONS LEAGUE' – STANDARDS OF EXCELLENCE

Presented to any organisation or local authority with eight or more entries and awarded five or more Platinum or Diamond 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.



MARKET SECTOR AWARDS

RETAIL



INTU

HOSPITALITY

wetherspoon

JD WETHERSPOON

LEISURE



PAULTONS PARK OWER

HERITAGE



WINDSOR CASTLE
ROYAL COLLECTION TRUST

ENTERTAINMENT



SAGE GATESHEAD AXIS

HOLIDAY PARKS



SHAMBA HOLIDAYS

EDUCATION



UNIVERSITY OF WORCESTER

HEALTH



NHS EAGLE BRIDGE CREWE
INDEPTH MANAGED SERVICES

OFFICES



AURORA FINZELS REACH BRISTOL
CHURCHILL CONTRACT SERVICES

CAR PARKS



CHURCH CLOSE CAR PARK WYCHAVON DC

MOBILE TOILETS



CONVENIENCE COMPANY

TRANSPORT



VICTORIA RAILWAY STATION NETWORK RAIL

BEACHES



PUTSBOROUGH SANDS BRAUNTON

WORKPLACE



AM SERVICES

NATIONAL CATEGORY AWARD WINNERS

CATEGORY			ENGLAND
RETAIL	1	Shopping Centres	ELDON SQUARE NEWCASTLE INTU
	8	Markets	CHORLEY COVERED MARKET
HOSPITALITY	9	Hotels	TROLL CART J D WETHERSPOON
	10	Restaurants	SPANISH CITY TRENCHERS
	11	Fast Food Restaurants	MCDONALD'S GREENGATE ST STAFFORD - MCLEAN RESTAURANTS
	12	Cafes & Coffee Shops	THE TREE HOUSE, ALNWICK GARDENS
	13	Pubs & Wine Bars	PRIOR JOHN J D WETHERSPOON
	15	Conference & Banqueting Venues	THE KINGS FUND CAVENDISH SQUARE
LEISURE	16	Leisure and Recreation Centres	XSCAPE CASTLEFORD
	17	Community Centres	PHOENIX HUB SANDWICH
	18	Parks and Gardens	LIDO SQUARE WYCHAVON
	20	Water & Theme Parks	PAULTONS PARK OWER
	21	Visitor Attractions	LOOKOUT DISCOVERY CENTRE BRACKNELL
	22	Zoos & Safari Parks	NEWQUAY ZOO
HERITAGE	23	Museums & Galleries	THE FAN MUSEUM
	24	Historic Buildings	WINDSOR CASTLE
	25	Town Halls	OXFORD TOWN HALL
	26	Places of Worship & Halls	FRIENDS HOUSE EUSTON
ENTERTAINMENT	28	Cemeteries & Crematoria	ROSE HILL CEMETERY - OXFORD DIRECT SERVICES
	29	Theatres	SAGE AT GATESHEAD
	33	Concert & exhibition Halls	ISLINGTON ASSEMBLY ROOMS
HOLIDAY PARKS	34	Camping & Touring or Static Caravan Sites	SHAMBA HOLIDAYS RINGWOOD
EDUCATION	38	Higher Education	UNIVERSITY OF WORCESTER
HEALTH	42	Health	NHS EAGLE BRIDGE CREWE
OFFICES	44	Offices	AROURA FINZELS REACH BRISTOL
CAR PARKS	45	Car Parks	CHURCH CLOSE BROADWAY WYCHAVON DISTRICT COUNCIL
LOCAL AUTHORITY PUBLIC TOILETS	46	Full Time Attended Public Toilets	CITY OF LONDON ALL TOILETS
	47	Non-attended Public Toilets	YORKSHIRE DALES NATIONAL PARK
	48	Automatic/Semi Automatic Public Toilets	SHANKLIN TOILETS - DANFO
MOBILE TOILETS	49	Mobile / Portable Toilets	A PLUSH FLUSH EATON BISHOP
TRANSPORT	50	Motorway Service Areas	EXTRA MSA PROPERTIES
	51	Road Side Service Stations	
	52	Railway Stations	VICTORIA RAILWAY STATION
	54	Airports	STANSTED AIRPORT
	57	Bus & Coach Stations	EAST LINDSEY DC TO BUS STATION LOUTH - EAST LINDSEY – DANFO
BEACHES	60	Beaches	PUTSBOROUGH SANDS BRAUNTON
WORKPLACE TOILETS	61	Workplace Toilets	AM SERVICES ALL TOILETS

SCOTLAND	WALES	IRELAND
LIVINGSTON DESIGNER OUTLET - ABM	ST. DAVID'S DEWI SANT	BUTTERCRANE CENTRE NEWRY
JOLLY'S HOTEL J D WETHERSPOON	CASTLE HOTEL J D WETHERSPOON	THE OLD BOROUGH J D WETHERSPOON
	MCDONALDS VALEGATE RETAIL PARK - HUNKY DORY RESTAURANTS	
CALEY PICTURE HOUSE J D WETHERSPOON	THE GATEKEEPER J D WETHERSPOON	THE SILVER PENNY J D WETHERSPOON
		BELFAST CITY HALL
ABERDOUR BLACK SANDS, FIFE COAST & COUNTRYSIDE TRUST		DRUMGLASS PARK PC BELFAST CC
GRANTOWN EAST CULTURAL CENTRE PERTH	GYPSY WOOD CAERNARFON	GIANTS CAUSEWAY BUSHMILLS
HOLYROOD PALACE		
ANNANDALE DISTILLERY	THE PICTURE HOUSE COLWYN BAY JDW	BELFAST CITY HALL
		BELFAST CITY HALL
	WALES MILLENNIUM CENTRE CARDIFF	
	WALES MILLENNIUM CENTRE CARDIFF	
LOCH NESS SHORES	GREENWAYS OF GOWER	
OFFICE SUITE INVERNESS AIRPORT		
ELIE HARBOUR FIFE COAST & COUNTRYSIDE TRUST	THE GREEN SALTURNS PEMBROKESHIRE COUNTY COUNCIL/DANFO	HARBOUR ROAD GROOMPORT ARDS & NORTHDOWN DC
	WALES MILLENNIUM CENTRE	SOUTH PIER TOILETS -ARDS & NORTH DOWN DC
ST ANDREWS - FIFE COAST & COUNTRYSIDE TRUST	MULTI STORY TENBY PEMBROKESHIRE CC/DANFO	WINETAVERN STREET PC - BELFAST CC
	CONVENIENCE COMPANY	
GREEN WELLY STOP TYNDRUM		
	ABERGYNOLWYN STATION	
INVERNESS AIRPORT HIGHLANDS & ISLANDS AIRPORTS		
SILVER SANDS ABERDOUR - FIFE COAST & COUNTYSIDE TRUST	COPPET HALL BEACH SAUNDERSFOOT	HARBOUR ROAD GROOMPORT ARDS & NORTH DOWN DC

TROPHY & NATIONAL WINNERS

Washroom Cleaner of the Year Awards are sponsored by **Bathroom Wipe-Out 365 from Signo Nano-Care UK** and presented to both in-house as well as external contractor cleaning staff. While the Loo of the Year Awards recognise the quality of the various toilet facilities, the Washroom Cleaner of the Year Awards recognise the dedicated staff who look after toilets all over the UK.

THERE ARE THREE OVERALL UK WASHROOM CLEANER OF THE YEAR AWARD TROPHIES, AS FOLLOWS:

INDIVIDUAL CLEANER TROPHY
2019 WINNER



CATHERINE KERR
INTU VICTORIA NOTTINGHAM

IN-HOUSE CLEANING TEAM TROPHY
2019 WINNER



Fife Coast and Countryside Trust
Experience. Engage. Enjoy.

FIFE COAST &
COUNTRYSIDE TRUST

EXTERNAL CONTRACTOR
CLEANING TEAM TROPHY
2019 WINNER



mitie/VSG

Sponsored by bathroom Wipe-out 365

2019 WASHROOM CLEANER OF THE YEAR AWARDS – NATIONAL WINNERS

NATIONAL AWARD	ENGLAND	SCOTLAND	WALES	NORTHERN IRELAND
INDIVIDUAL WASHROOM TEAM ONE ENTRY	Catherine Kerr Intu Victoria Nottingham	Jan Bell Eastgate Shopping Centre Inverness	Janine & Mathi St David's Dewi Sant Cardiff	George Finnigin Castle Park PC Coomber Ards & North Down BC
IN-HOUSE CLEANING TEAM MULTIPLE ENTRIES	City of London	Fife Coast & Countryside Trust	Convenience Company	Ards & North Down BC
EXTERNAL CONTRACTOR CLEANING TEAM MULTIPLE ENTRIES	Mitie/VSG	ABM	Danfo (UK) Ltd	ABM

2019 LOCAL AUTHORITY PUBLIC TOILET ENTRIES

‘PREMIER LEAGUE’

POSITION		LOCAL AUTHORITY	TOTAL NO. PUBLIC TOILET ENTRIES	NO. POINTS (P=6PTS,G=5PTS=4PTS, B=3 PTS)
2019	2018			
1	1	Pembrokeshire County Council / Danfo (UK) Ltd	72	360
2	4	Wyre Borough Council / Danfo (UK) Ltd	20	102
3	3	Oxford Direct Services	22	107
4	8	Blackpool Council / Danfo (UK) Ltd	13	77
5	5=	Belfast City Council	12	72
6	N/A	East Lindsey District Council	13	68
7	7	Wychavon District Council	10	63
8	9	Fylde Borough Council / Danfo (UK) Ltd	12	59
9	5=	Wycombe District Council / Danfo (UK) Ltd	10	52
10	10	Carmarthenshire County Council / Danfo (UK) Ltd	9	51
11	11	Malvern Hills District Council	8	40
=12	12	Lancaster City Council / Danfo (UK) Ltd	7	36
=12	N/A	Torbay Council	6	36
14	N/A	North Yorkshire County Council/Danfo (UK) Ltd	5	29
15	18	City of Lincoln Council	5	28
16	N/A	North East Lincolnshire Council	5	57
17=	17	City of London	4	23
17=	13=	Hackney Council / Danfo (UK) Ltd	4	23
19=	19=	Ards & North Down District Council	4	22
19=	N/A	Rustington Parish Council	4	22

LOCAL AUTHORITY PUBLIC TOILET AWARDS

ROLL OF HONOUR

LOCAL AUTHORITY	NO. OF. PUBLIC TOILET ENTRIES	PLATINUM GRADE	GOLD GRADE	%
Ards & North Down Borough Council	4	2	2	100%
Baildon Town Council	1	1		100%
Belfast City Council	12	12		100%
Billinghurst Parish Council	1	1		100%
Blackpool Council / Danfo	13	12	1	100%
Carmarthenshire County Council / Danfo	9	6	3	100%
Charnwood Borough Council	1	1		100%
Chichester District Council	4	2	2	100%
Chorley Borough Council	1	1		100%
City of Lincoln	5	3	2	100%
City of London	4	3	1	100%
Council of the Isles of Scilly/ADI Access Ltd	1	1		100%
Devizes Town Council	1	1		100%
Dunstable Town Council	1	1		100%
East Lindsey District Council/Danfo	13	3	10	100%
Fife Coast & Countryside Trust	7	2	4	86%
Fylde Borough Council / Danfo	12		11	92%
Gorslas Community Council / Danfo	1		1	100%
Hackney Council / Danfo	4	3	1	100%
Houghton Regis Town Council	1	1		100%
Keswick Community Asset Company(Danfo)	2	2		100%
Knutsford Town Council / Danfo	2	2		100%
Lancaster City Council / Danfo	7	1	6	100%
Malvern Hills District Council	8	1	6	88%
North East Lincolnshire Council	5	2	3	100%
North Hertfordshire District Council / Danfo	3	2	1	100%
North Yorkshire County Council/Danfo	5	4	1	100%
Oxford Direct Services	13	3	9	92%
Pembrokeshire County Council / Danfo	72	6	60	92%
Rustington Parish Council	4	1	3	100%
Shanklin Town Council/Danfo	2	2		100%
Torbay Council	6	6		100%
Chorley Borough Council	1	1		100%
Waverley Borough Council	1		1	100%
Wychavon District Council	8	8		100%
Wycombe District Council / Danfo	14	2	12	100%
Wyre Borough Council / Danfo	20	2	18	100%
Yorkshire Dales National Park	10	10		100%
Total	279	111	158	96%

AWARD WINNING TOILETS



The Fan Museum Greewich



The Kings Fund London



Trinity Shopping Centre Aberdeen



Victoria Square Shopping Centre Belfast



Victoria Station London



Windsor Castle

LOO
OF THE YEAR
Awards
2014
OVERALL
WINNER

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LOO
OF THE YEAR
Awards
2019
AWARDS SUPPORTER

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Whether it's noise, cost, speed, energy usage or hygiene, the Jet Towel Slim and Jet Towel Smart models are the best choice to outperform on every level.

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RAISE YOUR ORGANISATIONS PROFILE IN 2019

WIN A NATIONALLY RECOGNISED AWARD



EVIDENCE OF ACHIEVEMENT DURING NEGOTIATIONS WITH PROSPECTS
BENCHMARK YOUR COMPANIES PERFORMANCE AGAINST COMPETITORS
GAIN PRESTIGE AND RECOGNITION FOR YOUR BRAND AND EMPLOYEES

ENTER THE 2020 LOO OF THE YEAR AWARDS

www.loo.co.uk

PROMOTE YOUR COMPANY IN 2020



AT THE 2020 AWARDS EVENT

EXHIBIT YOUR PRODUCTS AND SERVICES
AND PROMOTE YOUR BRAND

PRESENT YOUR PRODUCT OR SERVICE TO AN
AUDIENCE OF WASHROOM PROVIDERS

PROMOTE YOUR COMPANY AND PRODUCTS
IN THIS BROCHURE

ENJOY NETWORKING AND HOSPITALITY AT THE 2020 AWARDS EVENT

THE UK EVENT EXCLUSIVELY FOR THOSE
INVOLVED IN WASHROOMS

UNPARALLELED NETWORKING
OPPORTUNITIES THROUGH OUT THIS
DAY-TIME EVENT

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ENTERTAINING STAFF, CUSTOMERS
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TOP CLASS AFTER LUNCH ENTERTAINMENT

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Find out more and become involved in the 2020 Loo of the Year Awards:

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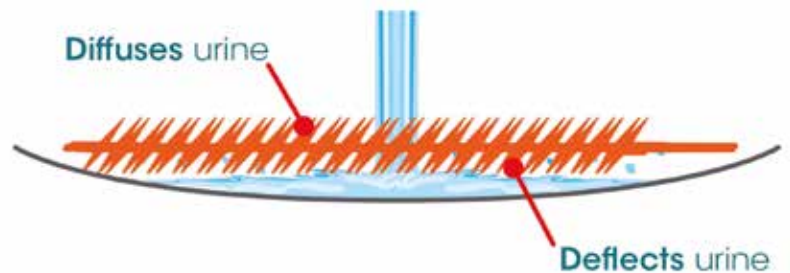
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