

# LOO OF THE YEAR *Awards* 2021

IN ASSOCIATION WITH



## Results Brochure 2021



'THE WASHROOM OSCARS'

ASSOCIATE SPONSORS



# Great toilets deserve great toilet roll!



## Oceans

Kind to behinds, kinder to oceans

Soft, strong and long-lasting toilet roll  
that's 100% plastic-free.

Visit

[oceansplasticfree.com](https://oceansplasticfree.com)

to subscribe or speak to  
our sales team today




**Designed for comfort with enhanced softness and strength**

Bulk buy online via Amazon or speak to our sales team today

**Lead sponsor of this year's Loo of the Year Awards is Accrol Group, the UK's leading independent tissue converter.**

Accrol produces high quality, super soft toilet roll and fully biodegradable moist tissue wipes, complete with 'fine to flush' accreditation. They also manufacture facial tissue and kitchen towel - essentially they cater for all your tissue and wet wipe needs!

As a growing UK business in scale and scope Accrol takes sustainability seriously:

- All products are made using sustainably sourced materials
- 100% green energy used at all 4 of its manufacturing sites
- Zero-waste sent to landfill
- SEDEX accredited to ethical business standards
- On target to achieve net zero carbon emissions by 2025

As a supplier to many major retailers, amazing value is standard, and quality is never compromised. After all great toilets deserve great toilet roll!

**Introducing Elegance and Oceans, proudly produced by Accrol**



**Elegance toilet tissue range**

The Elegance toilet tissue and flushable wipes range offers exceptional value for money.

Designed for comfort with enhanced softness and strength - the range includes cloud soft, feather soft, and pillow soft options as well as 'fine to flush' accredited moist toilet tissue wipes.

Elegance toilet tissue can be conveniently bulk bought for your business online via Amazon or speak to a member of the Accrol sales team today.

**Oceans plastic-free**

Oceans plastic free toilet roll is kind to behinds and kinder to Oceans. This soft, strong and long-lasting toilet roll is 100% plastic free and can be delivered conveniently for free straight to your door.

A donation to the Marine Conservation Society is also made for every pack purchased, helping to keep our seas clean.

Subscribers receive a 5% discount on all orders. Visit [oceansplasticfree.com](https://oceansplasticfree.com) to subscribe or speak to a member of the Accrol sales team today.



"We are looking forward to meeting many of the entrants, supporters and suppliers that have been working with Mike and Donna and also forging new relationships with others as we progress"

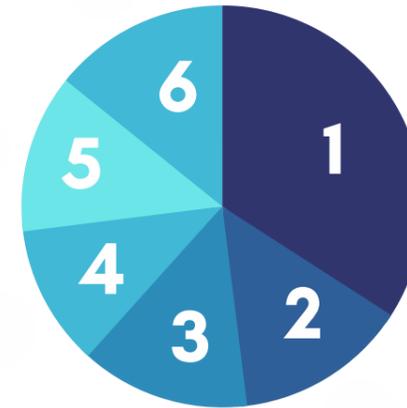


# The Awards in Numbers



### Our Awards Manager Mrs Jane Kibble

I have worked for LOYA for 6 years as Awards Manager and I must say it has been a great period in my life. 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 answering the phone. I enjoy the daily work role as something different happens everyday from dealing with entrants queries on the phone to contacting new entrants. I enjoy the interaction with people and I am looking forward to the Awards Event as it enables me to put names to the faces I speak to. It is always interesting to find out facts about our entrants and it makes you realise what a small world we live in. I am looking forward to the future under the new directorship of Becky and Charles. This will bring new challenges and new ideas with the use of social media platforms and new partnerships with sponsors. It is going to an exciting time and I know that moving forward with the technology will be challenging at times for someone who suffers with senior moments, but we need to embrace the future and run with it, well walk quickly anyway!



**Number of entrants that have entered over the last six years consecutively**

Year 1 represents majority of new entries 2021, but does also include some single year entries in the last six years.

## Our Inspectors



### Charles & Becky

Wales, Shropshire, Staffordshire  
Becky and Eleanor  
Greater London



### Jane

West Midlands



### Martin & Tess

North East & North West  
England



### Julie & John

Midlands and South West  
England



### Anthony

West and South Wales



### Lin & Colin

East Midlands, Home  
Counties,  
East Anglia and Kent



### Corrine

South England  
& South West London

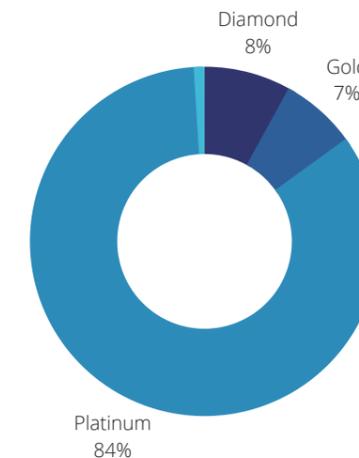


### Mike

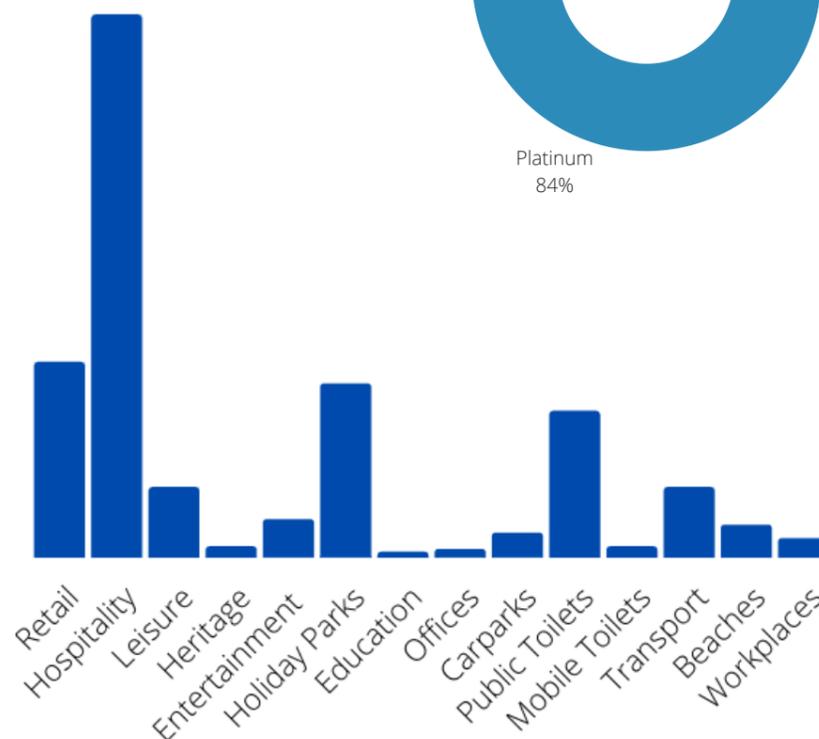
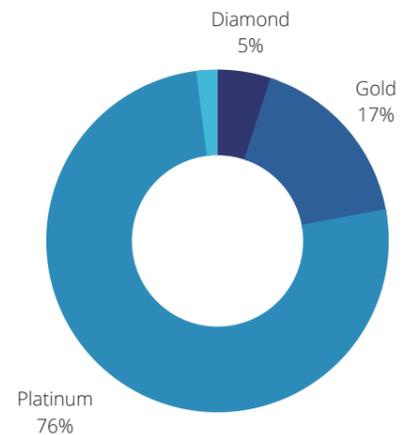
Ireland, Scotland  
& Sussex

## Entries within National Category Awards

### 2020 Grading Results



### 2021 Grading Results





**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*.

**Marc Spelmann**  
Mystery Artist

Marc Spelmann, often referred to as 'Spelmann' calls himself a 'Mystery Artist', as he combines the secrets and principles of a magician, the influence and deductive techniques of a mind reader, and the showmanship of a grand illusionist to create truly astonishing demonstrations of the improbable and impossible.

He has entertained heads of state, celebrities and royalty over a career established since 1995. Spelmann caused a global viral sensation when he auditioned for *Britain's Got Talent* in 2018.



**THE BELL JDW**



**GUNWHARF QUAYS**



**BLUE TOWER**



**THE KINGFISHER JDW**



**PAULTONS PARK**



**NEWLANDS SHOPPING CENTRE**



**READING RAILWAY STATION**



**THE JOHN RUSSELL FOX JDW**



**EDINBURGH AIRPPORT**



**PENCELLI CASTLE CARAVAN AND CAMPING PARK**



**WYCHAVON DISTRICT COUNCIL**



**KINGS CROSS STATION**

Leading air-freshening innovator P-Wave® has always been at the forefront when it comes to product evolution and this has never been more evident than with their latest urinal screen - the Slant6. With less plastic than any previous incarnation of P-Wave® screen, the Slant6 is recyclable but also contains the EcoPure additive for faster biodegradation should it find its way to landfill. Best of all, the Slant6 is designed to improve hygiene standards by keeping walls, floors and trousers dry thanks to its unique 'virtually zero splash' angled bristle technology. The screen features the same high fragrance load that has always been synonymous with P-Wave air fresheners.

In addition to their market leading urinal screens, the wide range of highly effective and easy to use air fresheners offered by P-Wave® are perfect for harmonizing your washrooms and spaces with the same great fragrances.

New Products for 2021

Whilst we at P-Wave® are predominantly renowned for air freshening, finding innovative and unique products has always been at the heart of everything we do. As part of the ongoing fight against coronavirus we have added two product ranges to help venues ensure they are compliant and can continue to operate as safely as possible.

"The Coronavirus pandemic has been tough for so many people, significantly impacting everyone both personally and professionally. We decided to put our sourcing expertise to work, doing our best to find products with the highest efficacy and the lowest cost in use over the long term. GermErase 24hr and Steri-Core are the culmination of extensive testing and research and we believe they are the best products for killing viruses and bacteria in their respective categories," said P-Wave® Sales & Marketing Manager, Mark Wintle. GermErase 24hr

Tested at Southampton University and proven to kill LIVE SARS-CoV-2 (the virus that causes COVID-19) in less than 30 seconds and then carries on protecting for 24hrs. GermErase 24hr is kind to the environment, alcohol free and is safe for use on both hands and surfaces. Proven to kill at 99.999% (5-log) on surfaces or between washes on hands

Steri-Core door handles and push plates

Killing bacteria and viruses between your standard cleaning regime, the Steri-Core products use antimicrobial protection right through to the core to offer peace of mind on some of the most frequently used touch points - door handles! Simply replace your existing door furniture just once with the Steri-Core handles and push plates, for long lasting protection against bacteria and viruses.

**GermErase® 24hr**

**KILLS THE VIRUS THAT CAUSES COVID-19 (SARS-CoV-2) IN LESS THAN 30 SECONDS**

**CONTINUES TO KILL AT 99.999% (5-LOG) FOR 24 HOURS**

**PROTECT & REFRESH**

**ECO AIR**

**HANG TAG**

**CURVE**

**EASY FRESH**

**BOWL CLIP**

**HARMONISE YOUR SPACE WITH THE SAME GREAT FRAGRANCES IN RECYCLABLE PRODUCTS THROUGHOUT THE RANGE**

**WWW.P-WAVE.CO.UK**

**P-WAVE®**

*The highly fragranced, simple solution to bad odours*



**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 twelve 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).

**HYGIENE ROOM TROPHY (Education)** Awarded to the Hygiene Room entry judged to be the best from the Education sector

**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.

**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 2021 WINNER** - Awarded and presented to the provider of one or more entries who in the opinion of the judges, deserves to receive the highest Loo of the Year Award - the Golden Loo Seat!

**"CHAMPIONS LEAGUE" - STANDARDS OF EXCELLENCE AWARDS**

Any provider organisation/authority with 8 or more entries and winning five or more Diamond, Platinum or Gold 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 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 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 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 AWARDS TROPHIES: INDIVIDUAL CLEANER(S) 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 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.



**LOO OF THE YEAR AWARD TROPHY WINNER 2021**

PAULTONS PARK



<b>CORPORATE PROVIDER ENTRIES</b>		JD WETHERSPOON
<b>INDIVIDUAL CATERGORIES</b>		EDINBURGH AIRPORT
<b>PUBLIC TOILET ENTRIES</b>		WYCHAVON DISTRICT COUNCIL
<b>ACCESSIBLE TOILET ENTRIES</b>		MCLEAN RESTAURANTS (MCDONALD'S)
<b>BABY CHANGING FACILITIES TOILET ENTRIES</b>		PENCELLI CASTLE CARAVAN & CAMPING PARK
<b>CHANGING PLACES TOILET ENTRIES</b>		KINGS CROSS STATION
<b>SPACE TO CHANGE TOILET ENTRIES</b>		BUTTERCRANE CENTRE
<b>ECO FRIENDLY TOILET ENTRIES</b>		BROADWATER PARK WAVERLEY BOROUGH COUNCIL
<b>LOCAL AUTHORITY ENTRIES</b>		FIFE COAST & COUNTRYSIDE TRUST
<b>TOILETS IN EDUCATION</b>		MADLEY PRIMARY SCHOOL

# Hall of Fame

Overall Loo of the Year Awards Trophy winners  
1987-2021

YEAR	WINNER	SECTOR
2021	PAULTONS PARK	LEISURE
2020	WYCHAVON DISTRICT COUNCIL	LOCAL AUTHORITY
2019	INTU	RETAIL
2018	JD WETHERSPOON	HOSPITALITY
2017	ABM	CLEANING & FM
2016	GATWICK AIRPORT	TRANSPORT
2015	WE CLEAN	CLEANING & FM
2014	DANFO UK	LOCAL AUTHORITY
2013	BRIGHTON & HOVE CITY COUNCIL	LOCAL AUTHORITY
2012	STAFFORDSHIRE COUNTY COUNCIL	LOCAL AUTHORITY
2011	CEREDIGION COUNTY COUNCIL, WALES	LOCAL AUTHORITY
2010	JD WETHERSPOON	HOSPITALITY
2009	McDONALD'S	HOSPITALITY
2008	ASDA STORES	RETAIL
2007	THE TRAFFORD CENTRE, MANCHESTER	RETAIL
2006	THE CAMPING & CARAVANNING CLUB	HOLIDAY PARKS
2005	MOTO HOSPITALITY	TRANSPORT
2004	THE HIGHLAND COUNCIL, SCOTLAND	LOCAL AUTHORITY
2003	THE EDEN PROJECT, BODELVA, CORNWALL	LEISURE
2002	EAST LOTHIAN 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 AUTHORITIES
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

# Trophy Winners



**PAULTONS PARK** is a family Theme Park. It is owned and run by the Mancey family who created the park which opened in 1983. Home of Peppa Pig World and is located in the village of Ower, near Romsey in Hampshire, England. The Theme Park has 70 rides and attractions, and the park covers 140 acres of land which features a collection of around 80 species of birds and animals, in addition to the rides. Majority of the theme park rides are designed for Children, which is why the park considers itself a family theme park. This year they have opened a new a brand-new world at Paultons Park called Tornado Springs. Set in a Midwest desert resort town in the American heyday of the 1950s this features 8 new rides and experiences including a spinning coaster, gyro swing ride and a driving school. Paultons Park has been a regular entrant winning Market Sectors and National Category awards on two previous occasions. This year they have upped their game and through hard work and dedication their washrooms have achieved Diamond Status. Which in turn has achieved Paultons Park the top accolade of Overall Winner.

## wetherspoon

**JD 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. Chairman Tim Martin is passionate about providing excellent washrooms in his pubs and many Wetherspoon's pubs are independently assessed each year as part of entry into Loo of the Year Awards. They are adding Changing Places facilities to many of their sites where space permits. Wetherspoon's are the only entrants to have achieved winning the overall Loo of the Year Awards Trophy three times. This year they have achieved Diamond status for a number of their Hotels and Pubs. They have also secured Awards National Awards Category, Market Sector and the Corporate Provider Trophy.



**EDINBURGH AIRPORT** is Scotland's busiest airport, welcoming more than 14.7 million people through our doors in 2019. They fly to more than 150 destinations and work with 40 airlines to welcome people to Scotland. Directly employing around 750 staff with a further 7000 across the campus, Edinburgh Airport is owned by Global Infrastructure Partners (GIP), a leading global, independent infrastructure investor. This is the first time that Edinburgh Airport have entered, and they are supported by their FM team from Sasse Ltd who keep the washroom facilities in an excellent clean and well-maintained condition. This is their first time of entering and they have achieved Diamond Grades for their washroom facilities, secured a National Category Award, won two National Awards for Scotland and a trophy for the Individual Category.



**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 have also been awarded the Space to Change Toilet Entries Trophy for the Church Walk Pershore entry as well as other National and UK awards and two Diamond awards - the only public toilet entrant to achieve this ultimate award. Wychavon District Council for 2021 have been awarded with the Public Toilet Entry Trophy this year along with many other National Awards. This includes 7 out of their 10 entries achieving Diamond grades.



**MCLEAN RESTAURANTS (McDONALD'S)** The McDonald's Corporation is the world's largest chain of hamburger fast food restaurants, with 38,000 restaurants in over 100 countries with 1.9 million staff and serve sixty-nine million people each day. 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. McLean Restaurants were awarded the Accessible Toilet Entries Award for England and the UK/Ireland Accessible Toilet Entries Trophy for the second year in a row. This year they have achieved Diamond status for one of their entries and Platinum for all their others.



**PENCELLI CASTLE CARAVAN AND CAMPING PARK** is in the Beacons National Park. Pencelli is situated four miles East of the historic market town of Brecon. It is an ideal location for walking, cycling, mountain biking, pony trekking, canoeing the adjoining canal, bird watching as well as relaxing in the peace and tranquillity of this beautiful area. This unique, small and peaceful Park caters for touring caravans, motorhomes and tents in three very different and picturesque fields. The Park is serviced by an award-winning facility block, which is luxurious and spacious. The family who owns Pencelli Caravan Park have been regular entrants over many years and proudly have all their well-earned certificates displayed on the walls in the reception and shop. Their achievements this year include a Diamond Certificate and the trophy for the UK/Ireland Baby Changing Facilities.



**KINGS CROSS STATION** Is one of London's busiest stations. Servicing over 50 million commuters in and out of the capital each and every year. In modern times, the station has undergone extreme regeneration with £400m worth of work conducted between 2005 and 2012. The new concourse roof, a complex latticed shell structure, is one of the most visually arresting architectural feats in the whole city. The Inspectors this year were so impressed with how clean, well-stocked and welcoming the facilities were and they visited late afternoon. The Station has been awarded one of the prestigious Diamond Grade and also the UK/Ireland Trophy for Changing Places Toilet.



**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 this year. A National Award for Space to Change for Ireland and a Trophy for their Space to Change Facilities for the UK and Ireland.



**BROADWATER PARK, WAVERLEY BOROUGH COUNCIL** Broadwater Park is situated next to Godalming Leisure Centre and is a Green Flag Award winning park. It has a large lake, woodland and open grass areas, enclosed play area and a Multi-Use Games Area (MUGA), next to the play area - a court suitable for playing a variety of ball games. It also has football and cricket pitches, tennis courts, and their award-winning public toilets. These toilets have won a National Award and Trophy for ECO Friendly Facilities.



**FIFE COAST & COUNTRYSIDE TRUST**

**FIFE COAST & COUNTRYSIDE TRUST** Are an independent environmental charity committed to ensuring that everyone has the opportunity to experience Fife's great outdoors, through careful management in a manner which respects the balance between people and nature. We manage many sites and paths throughout the Kingdom including the Fife Coastal Path, Fife Pilgrim Way and the Lomond Hills Regional Park. Part of our remit is to manage and maintain a number of publicly accessible toilets throughout the area, some of these are off road. The trust have been awarded UK Washroom Cleaner of the Year In House Cleaning Team Trophy in 2019, the National Award for Scotland The Loo of the Year Public Toilet Entries for Scotland The Local Authority Award and five National Categories Awards in the past. This year they have achieved a Diamond grade amongst others from their entries and have been awarded 3 National Category Awards a Market Sector award and Local Authority Trophy for their heritage building at the Harbour Masters House.



**MADLEY PRIMARY SCHOOL** is a small primary school where they 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. Values are very important part of the children's education and is practised in all parts of the schools including the use of all of the washroom facilities. The inspectors were very impressed with the facilities provided for the children and the passion about the importance of these areas being clean and safe so children feel happy using them. This is the first time that Madley Primary School have entered. They have won their Award for Toilets in Education.

**LOO**  
OF THE YEAR  
*Awards*  
2022

**IS YOUR WASHROOM A  
UK/IRELAND LOO OF THE  
YEAR AWARD WINNER?**

**WASHROOM CLEANER  
OF THE YEAR  
*Awards*  
2022**

All Loo of the Year Award entries are judged against the same criteria (up to hundred and one 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.



**Enter in 2022!**  
[www.loo.co.uk](http://www.loo.co.uk)

# 2021 National Award Winners

## AWARD

### INDIVIDUAL CATEGORY ENTRIES

### PUBLIC TOILET ENTRIES

### ACCESSIBLE TOILET ENTRIES

### BABYCHANGE FACILITIES ENTRIES

### CHANGING PLACES TOILET ENTRIES

### SPACE TO CHANGE TOILET ENTRIES

### ECO FRIENDLY TOILET ENTRIES

### LOCAL AUTHORITY ENTRIES

### TOILETS IN EDUCATION

## ENGLAND

Paultons Park

Wychavon District Council

Trinity Gateshead

Ludlow Caravan Park

Kings Cross Station

Gun Wharf Designer Shopping Outlet

Broadwater Park Facilities  
Waverley Borough Council

Charnwood Borough Council

Madley Primary School

## WALES

International Convention Centre

St David's Dewi Sant

Pencelli Castle Caravan Park

International Convention Centre

Coppet Hall Beach Centre  
Hean Castle Estate

Vale of Rheidol Railway

## SCOTLAND

Edinburgh Airport

Fife Coast & Countryside Trust

The Carrick Stone JD Wetherspoon

Edinburgh Airport

Annandale Services

Eastgate Shopping Centre

Fife Coast & Countryside Trust

## IRELAND

The Silver Penny JD Wetherspoon

Ards & North Down Borough Council

The Forty Foot JD Wetherspoon

Foyleside Shopping Centre

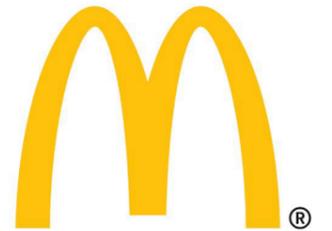
Foyleside Shopping Centre

Buttercrane Centre

# 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.



# 2021 Market Sector Awards

## RETAIL



Shopping at the heart of Shrewsbury

DARWIN CENTRE SHREWSBURY

## HOSPITALITY



JD WETHERSPOON

## LEISURE



WOLDS WILDLIFE PARK

## HERITAGE



FIFE COAST & COUNTRYSIDE TRUST

HARBOUR MASTERS HOUSE

## ENTERTAINMENT



THE COURTYARD

## HOLIDAY PARKS



BROADHEMBURY HOLIDAY PARK

## EDUCATION



MADLEY PRIMARY SCHOOL

## OFFICES



ZEN INTERNET

## CAR PARKS



WYCHAVON DISTRICT COUNCIL

## MOBILE TOILETS



THE CONVENIENCE COMPANY

## TRANSPORT



EDINBURGH AIRPORT

## BEACHES



COPPET HALL BEACH CENTRE,  
HEAN-CASTLE ESTATE

## WORKPLACE



THE VICTORIA MEDIA CITY,  
SALFORD QUAYS

## SPORT



XSCAPE CASTLEFORD

# National Category Award Winners

## CATEGORY

## ENGLAND

RETAIL	1) SHOPPING CENTRES	DARWIN SHOPPING CENTRE SHREWSBURY
	8) MARKETS	CHORLEY MARKET
HOSPITALITY	9) HOTELS	SANDFORD HOUSE JD WETHERSPOON HUNTINGDON
	10) RESTAURANTS	TRENCHERS AT SPANISH CITY WHITLEY BAY
	11) QUICK SERVICE/FAST FOOD RESTAURANTS	MCLEAN RESTAURANTS (MCDONALD'S)
	13) PUBS & WINE BARS	THE ROSE SALTERNE JD WETHERSPOON BIDFORD
	15) CONFERENCE & BANQUETING VENUES	KINGS FUND LONDON
LEISURE	16) LEISURE AND RECREATION CENTRES	XSCAPE CASTLEFORD
	18) PARKS AND GARDENS	ABBEY PARK WDC EVESHAM
	20) WATER & THEME PARKS	PAULTONS PARK OWER
	21) VISITOR ATTRACTIONS	LOOK OUT DISCOVERY CENTRE BRACKNELL
	22) ZOOS AND SAFARI PARKS	WOLDS WILDLIFE PARK HORNCastle
HERITAGE	23) MUSUEMS & GALLERIES	THE FAN MUSEUM GREENWICH
	24) HISTORIC BUILDINGS	THE KING DONIERT JD WETHERSPOON LISKEARD
ENTERTAINMENT	28) CEMETRIES & CREMATORIA	BOTLEY CEMETERY TOILETS
	29) THEATRES	THE COURTYARD HEREFORD
	30) CINEMAS	CINEWORLD CRAWLEY
HOLIDAY PARKS	33) CONCERT AND EXHIBITION HALLS	ISLINGTON ASSEMBLY ROOMS
	34) CAMPING & TOURING OR STATIC CARAVAN SITES	BROADHEMBURY CAMPING & CARAVAN PARK KENT
EDUCATION	38) EDUCATION	MADLEY PRIMARY SCHOOL HEREFORD
OFFICES	44) OFFICES	ZEN INTERNET ROCHDALE
CAR PARKS	45) CAR PARKS	WYCHAVON DISTRICT COUNCIL PERSHORE
LOCAL AUTHORITY PUBLIC TOILETS	46) FULL TIME ATTENDED PUBLIC TOILETS	TOWER TOILETS PETTY WALES LONDON
	47) NON-ATTENDED PUBLIC TOILETS	ST ANDREWS SQUARE WDC DROITWICH
	48) AUTOMATIC/SEMI AUTOMATIC PUBLIC TOILETS	WEST CENTRAL CAR PARK SUPERLOOS DEVIZES
MOBILE TOILETS	49) MOBILE/PORTABLE TOILETS	THE CONVENIENCE COMPANY HEREFORD
TRANSPORT	50) MOTORWAY SERVICE AREAS	WELCOME BREAK OXFORD
	51) ROAD SIDE SERVICE STATIONS	
	52) RAILWAY STATIONS	KINGS CROSS LONDON MEZZANINE LEVEL
	54) AIRPORTS	
	57) BUS AND COACH STATIONS	LINCOLN BUS STATION
BEACHES	60) BEACHES	PUTSBOROUGH SANDS BRAUNTON
WORKPLACE	61) WORKPLACE TOILETS	THE VICTORIA SALFORD QUAYS



**WALES**

**SCOTLAND**

**IRELAND**

ST DAVIDS DEWI SANT CARDIFF	TRINITY SHOPPING CENTRE ABERDEEN	FOYLESIDE DERRY
THE GEORGE HOTEL JD WETHERSPOON BRECON	THE SALTOUN INN JDW FRASERBURGH	KEAVENS PORT JDW DUBLIN
THE ANEURIN BEVAN JDW CARDIFF ICC WALES NEWPORT	THE CORRYVRECKAN JDW OBAN	THE SILVER PENNY DUBLIN JDW
GYPSY WOOD PARK CAERNARFON VALE OF RHEIDOL RAILWAY ABERYSTWYTH	ANNANDALE DISTILLERY	
THE PALLADIUM JDW LLANDUDNO	HARBOUR MASTERS HOUSE DYSART FIFE	SILVER PENNY DUBLIN JDW
VUE CINEMA SWANSEA		
LLANBERIS TOURING PARK, LLANBERIS	ORD HOUSE COUNTRY PARK, ORD	
	ELIE HARBOUR TOILETS FIFE	
	ST ANDREWS WEST SANDS FIFE	SOUTH PIER TOILETS ARDS & NORTH DOWN
THE CONVENIENCE COMPANY		
WELCOME BREAK SARN PARK	ANNANDALE MOTORWAY SERVICE AREA THE GREEN WELLY STOP TYNDRUM	
VALE OF RHEIDOL RAILWAY ABERYSTWYTH	EDINBURGH AIRPORT	
COPPET HALL BEACH CENTRE SAUNDERSFOOT	ST ANDREWS WEST SANDS FIFE	



**Lifetime  
Achievement Award**



**In Memory of Mr Peter Dewhirst  
1932 - 2021**

The Lifetime Achievement Award has been selected in memory of Mr Peter Dewhirst from Dornafield Camping Site for his contribution and commitment to providing the best "away from home" toilets that have been entered during the last 21 years.

Peter will be sadly missed by his family, friends and all who knew him throughout his many years at Dornafield.

Dornafield is a AA Platinum five Pennant, multi award winning touring caravan and camping park in glorious south Devon between Torquay, Totnes, Newton Abbot and Dartmoor. A Caravan & Motorhome Club Affiliated Site now in its 24th year,

Dornafield Caravan Park is proud to have been a AA South West Campsite of the year, with Platinum award facilities and a David Bellamy Conservation Gold Award. And in 2017 a Bellamy BBKA Honey Bee Friendly Park.



The focal point of the site is the lovely fourteenth-century farmhouse, once besieged by irate Roundheads in the Civil War. The farmyard where the Devon longhorn cattle used to wait to be milked is the setting for barbecues and Morris dancing and the farm buildings have been turned into a Shop, Games Room and tourist Information.





**THE FAN MUSEUM**



**PADDINGTON RAILWAY STATION**



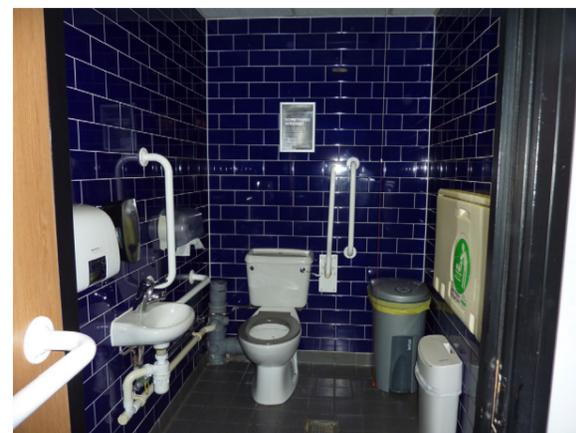
**WOLDS WILDLIFE PARK**



**THE KINGS FUND**



**LICKHILL CARAVAN PARK**



**CINeworld CHICHESTER**

Citron Hygiene™ has spent the last 45 years earning the trust of the world's most prestigious clients, one customer at a time. Citron Hygiene is a specialist hygiene services company, providing managed hygiene solutions to businesses of all sizes across the UK, Canada, and the US. Our local hygiene technicians deliver innovative solutions to enhance your washroom hygiene. Citron Hygiene provides national washroom services, ranging from environmentally friendly waste collections to sanitised surface solutions, air purification to vending, the latest hand drying technology to hand care. Citron is supported by global brands including Dyson, Essity/Tork, Velair, Rubbermaid & many more. Citron is a leader in sustainability and environmental responsibility for our industry, company, and customers. We believe it is both good business practice and our duty to protect the natural resources of the communities we serve. By offering environmentally friendly products such as hand dryers to reduce energy use, or water management solutions to reduce water usage, Citron is changing the conversation in the sector. Partnering with Citron Hygiene means taking an active step in reducing your environmental footprint. Citron's experience covers a wide range of high street brands, from hotels to fast food, leisure to care groups, retail to industrial, all supported by a network of service centres and a dedicated account management team. Hygiene doesn't stop in the washroom. In these modern times there is much more emphasis on exceptional hygiene throughout your organisation and you need to be sure that your hygiene partner has the complete range of products and services to deliver a holistic solution that is bespoke to your environment. As we returned to the new 'normal', the general public, your customers and employees have higher hygiene expectations. Ensure your facility is prepared by outfitting your washroom with the necessary measures, in order to provide peace-of-mind. Whether washroom hygiene or air purification, this will have a direct impact on establishing trust and ensuring footfall/covers return to pre-Covid levels.

**Citron Hygiene - a global brand with an outstanding reputation and an ongoing investment with world leading manufacturers to enable us to deliver unique and innovative solutions for your business.**

citron™  
HYGIENE

ELEVATE YOUR  
WASHROOM  
EXPERIENCE

Their satisfaction.  
Your reputation.



Book your **FREE** washroom hygiene consultation

[citronhygiene.co.uk](http://citronhygiene.co.uk) | 08000 66 55 52



## Trophy & National Winners

Washroom Cleaner of the Year Awards are 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.

### TROPHIES



**INDIVIDUAL CLEANER TROPHY:**

Jo & Leo Freeman  
Llanberis Caravan Park



**IN-HOUSE CLEANING TEAM TROPHY WINNER:**

Fife Coast &  
Countryside Trust



**EXTERNAL CONTRACTOR CLEANING TEAM TROPHY WINNER:**

AM Support Services

NATIONAL AWARD	ENGLAND	WALES	SCOTLAND	IRELAND
<b>INDIVIDUAL WASHROOM CLEANER ONE ENTRY</b>	Catherine Campsell Market Yard Charnwood BC	Jo and Leo Freeman Llanberis Caravan Park	Jan Bell Eastgate Shopping Centre	Maureen Boyle South Pier Ards & North Down
<b>IN-HOUSE CLEANING TEAM MULTIPLE ENTRIES</b>	McLean Restaurants (McDonald's)	ICC Wales	Fife Coast & Countryside Trust	JD Wetherspoon
<b>EXTERNAL CONTRACTOR CLEANING TEAM MULTIPLE ENTRIES</b>	AM Support Services Group	Bidvest Noonan	Sasse Ltd	Mercury Facilities

## WASHROOM CLEANER OF THE YEAR Awards 2021

## National Category Award Winners 2021 Local Authority Public Toilet Entries

### Premier League

Position 2021	2020	Local Authority	Total No Public Toilet Entries	No. Points D=7 P=6 G=5 S=4 B=3
1	3	Oxford Direct Services	22	107
2	5	Wychavon District Council	10	68
3	16	Fife Coast & Countryside Trust	10	57
4	N/A	Malvern District Council	8	45
5	N/A	Ards & North Down District Council	5	28
6	13	Rustington Parish Council	3	17
7=	20=	City of Lincoln Council	2	12
7=	20=	Waverley Borough Council	2	12
7=	N/A	City of London	2	12
8	N/A	Charnwood Borough Council	1	7
9=	N/A	Saffron Walden Town Council	1	6
9=	N/A	Goudhurst Parish Council	1	6
9=	N/A	Houghton Regis Town Council	1	6
9=	N/A	Billingshurst Parish Council	1	6
9=	N/A	Dunstable Town Council	1	6
9=	N/A	Sevenoaks Town Council	1	6



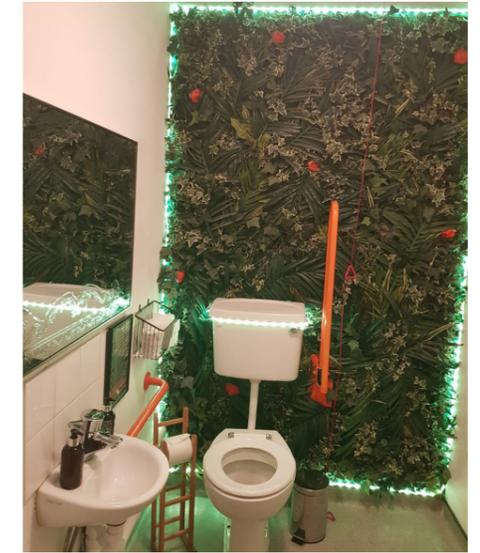
Gargrave Needs A Toilet voluntary group achieves a Platinum Award.  
Photo kindly donated by Rosemary Gibbs LRPS

**Roll of Honour 2021**

PROVIDER	NO OF PUBLIC TOILET ENTRIES	DIAMOND GRADE	PLATINUM GRADE	GOLD GRADE	%
Ards & North Down Borough Council	5		3	2	100
Billingshurst Parish Council	1		1		100
Charnwood Borough Council	1	1			100
Chorley Borough Council	1		1		100
City of Lincoln	3		3		100
City of London	2		2		100
Devizes Town Council	1		1		100
Dunstable Town Council	1		1		100
East Preston Parich Council	1		1		100
Fife Coast & Countryside Trust	9	1	6	2	100
Gargrave Parish Council	1		1		100
Goudhurst Parish Council	1		1		100
Houghton Regis Town Council	1		1		100
Malvern Hills District Council	8		5	3	100
Oxford Direct Services	21		3	17	95
Rustington Parish Council	3		2	1	100
Saffron Walden Town Council	1		1		100
Sevenoaks Town Council	1		1		100
Waverley Borough Council	2		2		100
Wychavon Borough Council	10	7	3		100
<b>TOTAL</b>	<b>74</b>	<b>9</b>	<b>39</b>	<b>25</b>	<b>98</b>



**GYPSY WOOD PARK**



**BIG MOOSE COFFEE COMPANY**



**LUDLOW TOURING PARK**



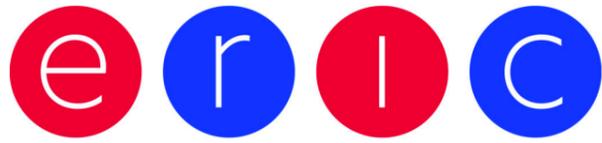
**ST DAVID'S DEWI SANT**



**INTERNATIONAL CONVENTION CENTRE WALES**



**THE CONVINIENCE COMPANY**



**The Children's Bowel & Bladder Charity**

**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.

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](http://www.eric.org.uk)

Facebook: @ERIC.UK1

Twitter: @ERIC\_UK

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

# IS YOUR WASHROOM A UK/IRELAND LOO OF THE YEAR AWARD WINNER?

**Raise your organisations profile in 2022**

Win a nationally recognised award

**LOO**  
**OF THE YEAR**  
*Awards*  
**2022**



**WASHROOM CLEANER**  
**OF THE YEAR**  
*Awards*  
**2022**

EVIDENCE OF ACHIEVEMENT DURING NEGOTIATIONS WITH PROSPECTS

BENCHMARK YOUR COMPANIES PERFORMANCE AGAINST COMPETITORS

GAIN PRESTIGE AND RECOGNITION FOR YOUR BRAND AND EMPLOYEES

All Loo of the Year Award entries are judged against the same criteria (up to hundred and one 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.

**It is with excitement that the Loo of The Year Awards are celebrating 35 years of commemorating and recognising the best of the away from home toilets.**

Enter in 2022!

[www.loo.co.uk](http://www.loo.co.uk)