



Loo of the Year Awards 2022 Recognition Edition

IN ASSOCIATION WITH



ASSOCIATE SPONSORS



"The Washroom Oscars"

Partner with the Trusted Washroom Hygiene Service Provider



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

Make a Positive Impression with Best-in-Class Solutions

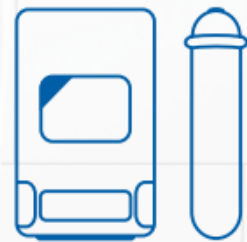
Over 50% of customer complaints involve washrooms

This is a powerful reminder that those small spaces can have a huge impact on your business.

With over 45 years of industry experience, our mission is to elevate the washroom experience with an industry-leading range of solutions, supported by reliably on-time, hassle-free, expert service.

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.



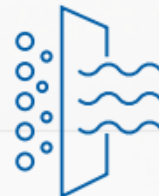
Intelligent Water Management

Reduce your water consumption by up to 90% with our Intelligent Water Management solutions, and save on overhead costs.



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

Choose automatic, energy-efficient hand dryers for a sustainable hand drying solution in your washroom. With a range of options available, Citron Hygiene has a hand dryer to meet the needs of any business.





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, 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 Bronze, Silver, Gold, Platinum 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 2023 Loo of the Year Awards logo as it covers the period to 31st December 2023.

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 houses, 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

2022 Review



Welcome to the 2022 Loo Of the Year Award Recognition Edition, where we are celebrating some of the awards from last year; but also the 35th Anniversary of the LOYA and 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 Joint headline Sponsors this year is the Citron Hygiene and Aunt Flow. Citron Hygiene who are a specialist hygiene services company, providing managed hygiene solutions and consumable items to businesses of all sizes across the UK. Our local hygiene technicians deliver innovative solutions for washroom hygiene, commercial floorcare, water management and commercial kitchens. Aunt Flow who's founder and CEO Claire Coder (Forbes 30 Under 30) is a 25-year-old Thiel Fellow. Claire launched her first company at age 16, designed a bag for Vera Bradley that sold out in 24 hours, and has her own line of GIFs. After getting her period in public without the supplies she needed, at 18-years-old, Claire dedicated her life to developing a solution to ensure businesses and schools can sustainably provide quality period products for free in public bathrooms. Since 2016, Aunt Flow has worked with hundreds of businesses and schools across North America, including organizations like Google, Princeton University, Netflix, the Phoenix Mercury and more, to offer freely accessible period product dispensers, filled with organic cotton tampons and pads.

We also have two associate Sponsors this year, The Accrol Group who very kindly sponsored us as Headline Sponsors for our 2021 Awards. The 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 a 35% 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 this year due to many public toilets still not having yet been re-opened after the Covid 19 lockdowns; however, those that did enter, yet again showed a very high standard of facilities and demonstrated the importance that having toilets for the visitors who visit their towns and cities.

In the introduction to the new Directors Charles and Becky Wall in the awards publication 2021, they mentioned as owners of A Plush Flush their Mobile toilet Company, the importance of entering every year, as they appreciated how important and valuable having an independent inspection is, to keep up with industry standards, especially now more than ever during these strange Covid-19 times. They also explained that the accolades from receiving these award gradings has increased not only their toilet bookings; but has gained valuable commercial contracts due to being recognised as a market leader.

Vision for the future

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 washroom gradings the same as they do the food hygiene gradings before they choose to use the facilities.

2021 Awards Ceremony

Early last year having to change our event date three times we held the Awards on Friday the 18th February, which turned out to be the windiest day on record for many years, with many parts of the Country under red weather warnings. We would like to thank all the sponsors, entrants and guests who managed to take part in the day, which was very successful.

During our awards event we recognised the retirement of the previous Owners and Company Directors of Loo of The Year Awards Mike and Donna Bone who retired on the 1st December 2021. Mike and Donna were presented with some Crystal Glass wear and a bouquet of flowers.



During the network section of the day, we held a 'toilet brush' throwing competition to raise funds for our chosen charity which was ERIC The Children's Bowel & Bladder Charity. This went down a hoot, with many of the guests, sponsors and staff taking part. We must thank Radio Two and the Zoe Ball for the idea after hearing that a family that rang into the show played this every Christmas when the family got together.

At the Awards we were also very excited to announce that the Loo Of The Year Awards and the British Toilet Association (BTA) had formed a working partnership in the hope to raise the highest possible standards of hygiene and provision in all "away from home" toilet facilities within the UK and Ireland.



New for our 35th Anniversary

New for our 35th Anniversary and the future with Loo Of The Year Awards

As we are celebrating our 35th Anniversary of the Loo Of The Year Awards, we have many exciting things happening for the future, and many of these are being launched at the 2002 Awards:-

New categories

This year we are for 2022 we have added a construction award after working with The Bald Builders Breakfast Show on Fix Radio, who have entered a construction portable toilet to a high standard and hope to encourage building companies, construction sites and developers to increase the standard of their facilities for the staff and visitors.

New Awards

For this year we have added a Platinum Plus Grading Award which sits between the Platinum and the Diamond. This was to show the small percentage of entrants who were achieving very high marks; but were not able to reach the Diamond however were worthy of a further grading.

We have with our headline sponsors from Citron Hygiene and Aunt Flow added the Period Dignity award, which is to raise the profile of free and accessible sanitary products within all 'away from home' washrooms.

For more information and the criteria for this award which can be entered during the 2023 inspection period, please see further in this publication.

Name changing of awards: through many years the Loo Of The Year Awards have also recognised the hard work of the 'Washroom attendant and cleaner' who look after the various toilet facilities that haven been entered. This year we are re-launching the name of this award from the 2023 award entries to be the 'Washroom Technician'

The Loo Of The Year Awards are launching an App to record all the gradings of the entrants of LOYA form 2021 and 2022 to help the general public find the 'away from home facilities' when they are on their every day travels.

Overall Loo Of the Year Awards Trophy Winner

Mitie have been a regular entrant in the Loo Of The Awards, this has been direct as entrants or as a facilitator through their facility management within other companies and local authorities. In 2021 they were part of the Standards of Excellence awards, were the facility management company for many National Category Winners and were the facility management company for Wychavon District Council who won the Public Toilet Entries Trophy and for Kings Cross Station who won the Changing Place Toilet Entries trophy. Mitie's head office is in London within the Shard; but has many other offices around the UK, Ireland and Spain.

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 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 7 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



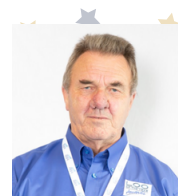
Martin and Tess - North East and North West England



Julie and John - Midlands and South West England



Anthony - Wales



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



Dean and Mark - Staffordshire and Sussex



Raymond - Ireland and Scotland



Corrine - South England and South West London



Our Host & Entertainer for 2022



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 Nickless Entertainer

Ben is one of Britain's most inventive comedy talents. This year has seen Ben receive recognition across the world as he got to the final of ITV's *Britain's Got Talent*.

This year marks Ben's 21st year as a comedian, regularly performing across the UK in cabaret, comedy clubs, holiday parks, hotels, television and many theatre summer season appearances including Blackpool North Pier alongside the legendary Cannon and Ball.

Ben has proven to be one of the UK's most popular pantomime performers playing major theatres alongside many household names.

In 2018, Ben won the award for Best Panto Comic in the UK at the Great British Pantomime Awards.

He has recently supported Shane Richie on tour and has written for Basil Brush's 2022 Edinburgh Festival Show.



2021 Toilet Brush Challenge



The Toilet Brush Challenge took place during the networking section of the day at the 2021 awards in February last year. As mentioned earlier in this edition the idea came from the Zoe Ball Breakfast show on Radio 2. The aim of the game was to have three toilet brush holders in a line, with a line to stand behind at 2.5 metres away from the holders. The competitors then tried to throw the toilet brushes into the holders with the hope that the brushes would remain in them. This was much fun and also raised a little money for our chosen charity of the year ERIC, which is The Children's Bowel and Bladder Charity. We were very pleased to raise £72.00 on the day which Loo Of The Year Awards added some more money to and gave the charity £150.00. The prize for the winner was a bottle of champagne.



On the 29th June Jane and Becky met with Juliette and Alina from the ERIC charity to discuss the charity and its work. Juliette also had a young lady who had been taking part in some work experience with them, who had also benefitted from the Charity as she suffers from spina bifida and hydrocephalus and asked whether we would be happy for Carys to join us and tell us about how the charity had helped her. We were delighted to have Carys and her mother join us, and the information and their first hand experiences were very interesting to hear. Carys then sent Juliette the following e-mail after our meeting.



"Hi Juliette, I just wanted to thank you so much for letting me join you today, I found the meeting with the Loo of the Year Award people really interesting. As promised, I have included just a few lines about myself; my name is Carys Marnell and I have spinabifida and hydrocephalus which has left me with a neuropathic bladder and bowel. I cannot thank ERIC enough for all the support and help they have given me over the years with dealing with these issues. I often use the ERIC website for supplies and to see other children's year awards and the work they do to improve standards of toilets for disabled people like myself, and across the board too.

Thanks again and all the best, Carys"



The Children's Bowel & Bladder Charity

This year ERIC again is our chosen charity and we have chosen to do the toilet brush challenge again this time well as how many balls can you throw into a pan of clean toilet pan before the soft closing toilet seat closes.



Harmonise your washroom with the same fragrances across our powerful & 100% recyclable air freshening range...

P-WAVE®

www.p-wave.co.uk



EASY FRESH



ECO AIR



CURVE



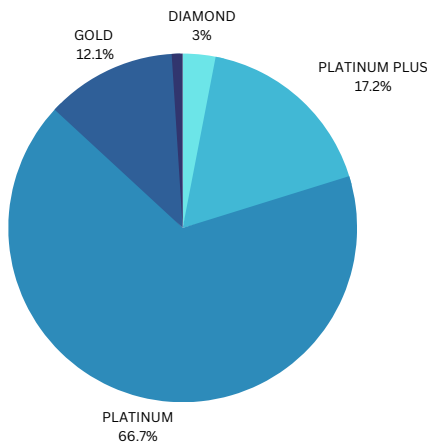
HANG TAG



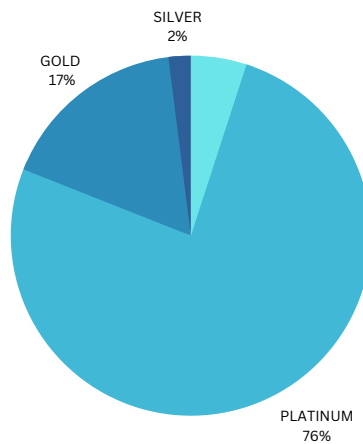
2021 Trophy Winners



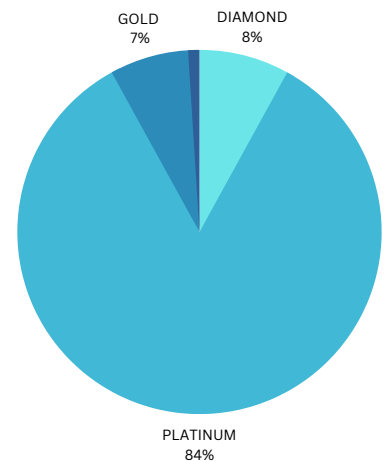
The Awards in Numbers



2022 Grading Results



2021 Grading Results



2020 Grading Results

A DAY IN THE LIFE OF A “LOO OF THE YEAR” TOILET INSPECTOR

When we tell anyone what we do, the first thing they do is to laugh. “You inspect toilets?”

However, when we go on to explain who and why companies are proud of their facilities, they gain a better understanding and then usually go on to ask more questions.

When we first get that year’s entrants, it can look a bit daunting and wonder how on earth we’re going to get around in two months. We cover the North East, North West, Cumbria, Manchester and Liverpool area. Public Houses, Shopping Centres, Holiday camps are many of the clients we visit. Planning is the key element. The entrants are sorted into Post Code order and we set about calling on the nearest ones that can be done in one day.

We then plan those that are further afield and require nights away. These are the ones that we really look forward to. We get to visit towns and cities we wouldn’t usually go to; drive on roads we’ve not been on before. Luckily, we enjoy driving and visiting new places.

As we have been inspectors for a few years, knowing where the premises are and nearby parking, it makes it much easier to complete the visits. We always introduce ourselves and are greeted with a warm response. In many cases they remember us from previous visits. Remember, the clients that enter are usually very keen to show off their toilets and take great pride in their upkeep. It’s always nice to see previous years award certificates framed and hanging on the walls. Many of the loos we visit have what we call a “wow” factor. This is where clients go that extra mile to give their customers a better experience. This could include Child Friendly décor in baby changing rooms; flowers, brightly coloured wallpaper. In some cases, murals of local beauty spots.

The toilets are viewed to see they meet the minimum standard required e.g. Size of the cubicles, grab rails in the Accessible toilets, the correct length of emergency cord etc. Every facility is marked individually and then totalled to give an overall score. Needless to say, they are nearly all to a very high standard. We also make recommendations where we believe improvements can be made. Over the years we have become quite passionate about our job and get real satisfaction when we visit a really good facility. We are very proud to wear our LOTY shirt.

We have completed all the entries for this year but as we leave, we quite often say to the client that we look forward to seeing them again this time next year - Martin



Lifetime Achievement Award

The Lifetime Achievement Award for the 35th Year Anniversary this year has been selected to be given to a member of the Loo Of The Year Awards Inspecting team. Antony Leamon has been inspecting with the team now for over 11 years. He is an integral part of the team and highly thought of. He supports the team on the day of the Awards Event, helping to set up and take down the equipment and talking to the guests.



Antony is always up for the challenge of getting 100s of inspections done. When he first got involved, he would do part of England and all of Wales, and he would be out for three weeks at a time. He would spend many an hour discussing Toilets, Parking and the state of the hotel his friend Shaun had booked him into. Shaun helped Antony plan his journeys and where to stay whilst out inspecting. Antony doesn't mind how long his day inspecting is, as long as he could get a curry and a pint at the end of the day, he is happy. ish!.

Antony's full-time job is Director of an Accredited Training Company in Wales, which offers quality training and pathways into employment. All training courses offered, focus on the essential Health and Safety elements of the cleaning industry such as the importance of colour coded policies, COSHH, safe working practices, risk assessment, manual handling, as well as industry approved cleaning techniques.

Antony is a very private person, who helps to look after his elderly Mum and loves nothing more than walking his dogs; also we understands he can cook a mean curry. Which we are still waiting to try!!



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



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 2023!

www.loo.co.uk



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)

"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.

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 entries 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 2022 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 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.











Trophy Winners

LOO OF THE YEAR AWARD

TROPHY WINNER 2022

Mitie



CORPORATE PROVIDER ENTRIES		J D WETHERSPOON
INDIVIDUAL CATEGORIES		BRYNDU & CARAVAN & CAMPING PARK
PUBLIC TOILET ENTRIES		FIFE COAST & COUNTRYSIDE TRUST
ACCESSIBLE TOILET ENTRIES		WYCHAVON DISTRICT COUNCIL
BABY CHANGING FACILITIES TOILET ENTRIES		FOYLESIDE SHOPPING CENTRE
CHANGING PLACES TOILET ENTRIES		ST DAVIDS DEWI SANT
SPACE TO CHANGE TOILET ENTRIES		THE BUTTERCRANE CENTRE
ECO FRIENDLY TOILET ENTRIES		KINGS CROSS STATION NETWORK RAIL
LOCAL AUTHORITY ENTRIES		WYCHAVON DISTRICT COUNCIL
TOILETS IN EDUCATION		THE AGA KHAN UNIVERSITY



MITIE Delivering the exceptional every day Founded in 1987, they are the UK's leading facilities management and professional services company.

Customers are at the heart of everything they do. Applying expertise, care, technology, insight and focus on sustainability, Mitie helps partners achieve strategic goals and create amazing environments. With a broad customer base encompassing a range of blue-chip private and public sector organisations, they understand each of their clients unique needs. The 'Science of Service' captures Mitie's approach, which supports every customer to be exceptional, every day.

They tailor our service to meet every customers' needs. However, the sectors that each of those customers operate within share a unique set of common requirements. Thanks to their wealth of experience across a wide range of sectors, they can anticipate your needs and share industry best practice.

Every organisation is constantly reacting to change and adapting to new ambitions. They create solutions that help organisations to achieve goals and experience positive, long-lasting outcomes.

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.



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.



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 this year have also been awarded Diamond for 9 out of their 11 entries, they have achieved 2 trophies, the only public toilet entrant to achieve this ultimate award.



FOYLESIDE SHOPPING CENTRE With over 50 top stores including M&S, Dunnes, River Island, Next and H&M, Foyleside is the North West's premier shopping destination. The priority for all of us at Foyleside is for our shoppers to have a safe and enjoyable experience whilst visiting the centre. The health and safety of our customers and staff is of the utmost importance, and our goal is to ensure that everyone in Foyleside can shop or work while feeling safe. Our team at Foyleside are dedicated to continuing to be the industry leader in providing the very best of customer service in the country. Foyleside won the Retail Customer Focus Award in 2013 and 2014 and also received the Park Mark Safer Parking Award from the British Parking Association in 2015. Not only do we have a fully trained customer service team of 80 individuals who offer a welcome smile and assistance, the centre now offers a range of additional services ensuring the greatest shopping experience. We have Shop Mobility including a sighted guide shopping service. We are delighted to offer the very best customer service and a warm welcome to all of our shoppers. Foyleside have been awarded a National Category for Shopping Centres in Ireland, also a National Award for Changing Places and Baby Change facilities. In addition they have 3 Diamond grades for their toilet facilities



ST DAVIDS DEWI SANT The development of St David's built upon well-loved regions in Cardiff including the original St David's Shopping Centre and The Hayes. Its aim was to transform the Southern end of the city centre and breathe life into a previously underused area, establishing Cardiff as the home of fashion in Wales. In addition to the new shopping centre St David's has helped to elevate Cardiff into a world-class shopping destination; over 300 apartments, a significant investment in the public realm and public art, and an iconic new library building, this development brings a new cosmopolitan look and feel to the city. Looking to the future, St David's will play its part in helping Cardiff to become a leading European retail destination. It has created attractive public spaces for people to enjoy, alongside unique and exciting stores and cafes which cater to the needs of the 21st century shopper. They have won 2 National Awards for Baby Change and Changing Places for Wales, two National Categories in Changing Places and Full Time attended toilets. They also achieved 2 diamond awards for their toilets and a Platinum Plus for their changing places facility.



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.



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. When inspected this year, they were very impressive being very clean and well stocked and the staff were friendly and welcoming. This was during the commuter rush in the morning. The Station has been awarded the UL/Ireland ECO Award Trophy.



THE AGA KHAN UNIVERSITY

AGA KHAN UNIVERSITY The mission of the Aga Khan University (AKU) is to improve quality of life in the developing world and beyond through world-class teaching, research and health-care delivery. The University educates students for local and global leadership, generates new knowledge to solve problems that affect millions of people, and raises standards and aspirations in the countries in which it works. We empower women and the disadvantaged, build support for pluralism, and collaborate with local partners and world-renowned organizations to achieve shared goals. Founded in 1983 as Pakistan's first private university, AKU is a not-for-profit institution and an agency of the Aga Khan Development Network. AKU began life as a health-sciences university. We are among the largest private health-care providers in Pakistan and East Africa. Our hospitals were the first in those regions accredited by U.S.-based Joint Commission International, and our research and our graduates have influenced health policy and practice nationally and internationally. In the near future, we will launch a Faculty of Arts and Sciences whose programmes will educate future leaders in a wide range of fields, and we will establish additional graduate professional schools. Our goal, in the words of our founder and Chancellor, His Highness the Aga Khan, is to be "on the frontiers of scientific and humanistic knowledge, radiating intelligence and confidence, research and graduates, into flourishing economies and progressive legal and political systems."



Cistermiser

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The multi-award winning...

Easyflush^{EVO}

The Easyflush^{EVO} will not leak due to debris, scale or degradation of the seal, as it has been designed without a flush seal below the water line, unlike traditional WC flush drop valves. The Easyflush^{EVO} will save up to 78,475 litres of water per unit per year.

Easyflush^{EVO} sensor WC dual flush valve is easy to install, as a retrofit or new build installation.



Product codes:

- EVO 1.5" (1.5" outlet fitting)
- EVO 2" (2" outlet fitting)
- EVO CISTERN (Sensor Flushing Cistern)

*Sensor is included



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Hall of Fame

Overall Loo of the Year Awards Trophy

Winners

1987 - 2022

YEAR	WINNER	SECTOR
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 LEONARD	HOSPITALITY

2022 National Award Winners

AWARD	ENGLAND	WALES	SCOTLAND	IRELAND
INDIVIDUAL CATEGORY ENTRIES	The King's Fund	Bryndu Caravan and Camping	Angus Larder and Grill	Forty Foot J D Wetherspoon
PUBLIC TOILET ENTRIES	Junction 32 Shopping Centre		Trinity Aberdeen	Buttercrane Centre
ACCESSIBLE TOILET ENTRIES	Viaduct Meadow Wychavon District Council	Yr Hen Dderwen J D Wetherspoon	Carrick Stone J D Wetherspoon	Silver Penny J D Wetherspoon
BABYCHANGE FACILITIES ENTRIES	Merry Hill Shopping Centre	St David's Dewi Sant	The Forge Shopping Centre	Foyleside Shopping Centre
CHANGING PLACES TOILET ENTRIES	Telford Shopping Centre	St David's Dewi Sant	St James' Quarter	Foyleside Shopping Centre
SPACE TO CHANGE TOILET ENTRIES	Gunwharf Quays Designer Outlet	Coppett Hall Beach Centre	Eastgate Shopping Centre	Buttercrane Centre
ECO FRIENDLY TOILET ENTRIES	Kings Cross Station	Coppett Hall Beach Centre	Craigmead Toilets Fife Coast & Countryside Trust	
LOCAL AUTHORITY TOILET ENTRIES	Wychavon District Council		Fife Coast & Countryside Trust	
TOILETS IN EDUCATION	Aga Khan University			



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.



wetherspoon

Welcome Break



2022 Market Sector Awards

LOO
OF THE YEAR
Awards
2022

RETAIL



Teesside Shopping Park

HOSPITALITY

TheKingsFund>

The King's Fund

LEISURE



Paultons Park

HERITAGE

SCIENCE
MUSEUM

The Science Museum

ENTERTAINMENT



International Convention Centre Wales

HOLIDAY PARKS



Hillcroft Park

EDUCATION



THE AGA KHAN UNIVERSITY

The Aga Khan University

OFFICES



Standard Chartered Bank

CARPARKS



Wychavon District Council

MOBILE TOILETS



Nomadic Washrooms

TRANSPORT



Moto Hospitality Rugby

BEACHES



FIFE COAST &
COUNTRYSIDE TRUST

Harbour Master House

WORKPLACE



Scania GB Ltd

SPORT



Ludlow Racecourse



	CATEGORY	ENGLAND
RETAIL	1) SHOPPING CENTRES	Teeside Park
	8) MARKETS	Chorley Market
HOSPITALITY	9) HOTELS	The George Hotel Bewdley
	10) RESTAURANTS	Trenchers Restaurant
	11) FAST FOOD RESTAURANTS	McDonald's Station St
	12) CAFES AND COFFEE SHOPS	Strawberry Field's
	13) PUBS AND WINE BARS	The Scarsdale Hundred
	15) CONFERENCE & BANQUETING	The Kings Fund
LEISURE	16) LEISURE & RECREATION CENTRES	
	17) COMMUNITY CENTRES	Royston Community Association
	18) PARKS AND GARDENS	Broadwater Park
	19) GARDEN CENTRES	Harrogate Garden centre
	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	The Science Museum
	24) HISTORIC BUILDINGS	Colchester Arts Museum
	25) TOWN HALLS	
ENTERTAINMENT	28) CEMETRIES AND CREMATORIA	
	29) THEATRES	
	30) CINEMAS	VUE Cinema Shepherd's Bush
	33) CONCERT AND EXHIBITION HALLS	
HOLIDAY PARKS	34) CAMPING/TOURING/STATIC HOLIDAY PARKS	Hillcroft Touring Park
EDUCATION	38) EDUCATION	Aga Khan University
OFFICES	44) OFFICES	Chartered Bank
CAR PARKS	45) CAR PARKS	Church Close Broadway Wychavon DC
LOCAL AUTHORITY PUBLIC TOILETS	46) FULLTIME ATTENDED PUBLIC TOILETS	Petty Wales City of London
	47) NON ATTENDED PUBLIC TOILETS	Viaduct Meadow Wychavon DC
	48) AUTOMATIC/SEMI AUTOMATIC PUBLIC TOILETS	Devizes Town Council
MOBILE TOILETS	49) MOBILE/PORTABLE TOILETS	The Convinience Company
TRANSPORT	50) MOTORWAY SERVICE AREAS	Moto Hospitality Rugby
	51) ROADSIDE SERVICE STATIONS	Rothwell Truck Stop
	52) RAILWAY STATIONS	Kings Cross Station
	57) BUS AND COACH STATIONS	Lincoln Bus Station
BEACHES	60) BEACHES	Putsborough Sands
WORKPLACE	61) WORKPLACE TOILETS	Scania (UK) Ltd

AWARD WINNERS



SCOTLAND	WALES	IRELAND
Forge Shopping Centre	St Davids Dewi Sant	Foyleside Shopping Centre
The Guildhall & Linen Exchange	The George Hotel Brecon	Keavan's Port Dublin
Angus Grill and Larder	Marmalade Vintage Tea Rooms	
The Crossed Peels	Yr Hen Dderwen	The Silver Penny JDW
	International Convention Centre	
Annandale Distillery	Gypsy Wood	
The Guildhall & Linen Exchange	The Palladium	The Silver Penny JDW
	Wales Millennium Centre	
	VUE Cinema Swansea	
	International Convention Centre	
Ord House	Bryndu Caravan and Camping Park	Loaneden Caravan Park
Elie Harbour Fife Coast & Countryside Trust	Sarn Services	Harbour Rd Ards & North Down
	St Davids Dewi Sant	South Pier Ards & North Down
	Nomadic Washrooms	
Annandale Services		
Green Welly Stop		
Harbour House	Coppet Hall Beach	Harbour Road
	KB Beauty	



Fix Radio and the Bald Builders Breakfast Show

FIXRADIO

On May 10th, Becky received a phone call from Jack at Fix Radio asking whether there was a category for builder's restrooms. Becky explained that the mobile toilet category would be the one. Jack explained that they had an idea to ask their Breakfast Show listeners what they would like to see in toilets whilst on building and construction sites and would then like to build a mobile toilet and provide it to be judged.

The Breakfast show also wanted to win an award, having seen a Loo Of The Year Award Certificate in a motorway services on display. Becky explained that the Loo Of The Year Awards would like to be involved but the awards were a serious grading system and any involvement would have to show and promote this.

The Bald Builders through their Breakfast Show then went about gathering information from their listeners and started to construct a mobile toilet for a building site. Charles and Becky were then asked to go and inspect and mark the toilet. They travelled down to Littlehampton near Chichester, where they met Jack, Brad, Sam and Adam to check over and inspect the toilet.



Charles and Becky were very surprised with what they saw, it ticked many boxes and if being used on a site and kept clean and hygienic, it would have earned a platinum certificate. This piece of work has however has brought a lot of attention to how poor washroom facilities are both on building and roadside construction sites. Fix Radio have therefore agreed to work with the building and construction trades to raise awareness both of the importance of good washrooms within the industry and the work that the Loo Of The year Awards does to improve standards. We look forward to working with them in the future and we are now adding a Building and Construction site toilet category to the awards from 2023.

2021 Awards Event

LOO
OF THE YEAR
Awards
2022





Trophy and National Award Winners 2022



TROPHIES:

INDIVIDUAL CLEANER TROPHY:



ISABELLA GREEN

IN-HOUSE CLEANING TEAM TROPHY WINNER:



FOYLESIDE SHOPPING
CENTRE

EXTERNAL CONTRACTOR CLEANING TEAM TROPHY WINNER:



MITIE

NATIONAL AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL WASHROOM CLEANER ONE ENTRY	ISABELLA GREEN LOOK OUT DISCOVERY CENTRE	EWA CIESIELSKA WITCHES CRAIG	INATALINO ABREHA ST DAVIDS DEWI SANT	BRIAN FERRIS BUTTERCRANE CENTRE
IN-HOUSE CLEANING TEAM MULTIPLE ENTRIES	MCLEAN RESTAURANTS T/A MCDONALD'S	FIFE COAST & COUNTRYSIDE TRUST	JD WETHERSPOON	FOYLESIDE SHOPPING CENTRE
EXTERNAL CONTRACTOR CLEANING TEAM MULTIPLE ENTRIES	MITIE	ABM (UK) LTD	BIDVEST NOONAN	MERCURY FACILITIES

A Snapshot of a day in the life of a Loo Inspector

It's the beginning of August. We have targeted our first inspection area for this year. The route has been calculated by the route finder app it doesn't always get it right and that's when the arguments start with the sat nav. Ours doesn't seem to know its left from its right as our destination is always on the opposite side to what the sat nav says!!

The car is loaded with our bags and all our paperwork and our inspection tools are at the ready, tape measure, grading sheets, tablet for photos and a good 'nose', as a gentleman at the event commented this year 'you're the ones that sniff the toilets' and I suppose he was right to a certain extent.

We set off to the first inspection, this being a pub. It's a good first choice as they open at 8 am and are nice and quiet at that time, and the parking is usually easy. Our inspections are very varied and some more unusual than others. We have more than a 100 questions to answer with a scoring system and measurements have to be taken, particularly in the Accessible toilets. Followed by photos to back up our answers.

Our next inspection is a shopping centre and includes all the toilets in the building. We find the management offices and introduce ourselves (necessary at all inspections). Even more so at shopping centres as we have learnt over the years, this stops security pouncing on us and questioning our intentions. Shopping centres are a challenge. The loos are in constant use and taking photos can be difficult.



Now all we have to do is find the car in the centre car park. We know what level; but had a difference of opinion on where it is actually parked; at that point we had not only lost the car; but each other too. A phone call later and we are all reunited.



Off to the next inspection and this one is an Arts Centre that we haven't inspected before. It was a breath of fresh air as to its uniqueness. The walls are tiled with mosaics and pennies (spend a penny) and the cisterns have basins above so the water is recycled to flush the loo. Such a clever idea. Time for some breakfast, so the next inspection is a pub. Nicely timed, inspection done and brekkie ordered before they stop serving it and the menu changes to the all day one. Mind you, we only do this when we have ample time on the parking, that, you see is one of our major challenges. Finding suitable parking to get to the inspection, inspect and get back without it costing an arm and a leg.

We motor on to the next stop and this is a motorway service station. Now, these really are a massive challenge. The large ones have on average 30 cubicles and playing dodge the customer is the order of the day!! Sometimes the only way to get to measure the cubicle and the door size is to lock yourself in a cubicle and pretend you are just like everyone else! Taking photos is another obstacle to overcome so as not to include any people in the picture. We have often been asked what we are doing during an inspection and always assure people that it is a job and not just some strange hobby! This inspection includes both sides of the motorway so we seek out security to get us from one side to other as the footbridge is not for public use. It is hammering down with rain and we were provided with an umbrella as we walked over the motorway. Inspection done and we were escorted back to the other side to collect our car and security even gave us a cup tea and a piece of cake to take on our journey, as by this time the traffic was queuing on the motorway.

Our next visit is to offices of a large truck company. We breezed through the security barrier with reception letting us through only to be accosted in the car park by a gentleman who insisted that we would not be entering his building without an appointment. Well, as you all know we always turn up unannounced. Anyway after a phone call to the person who put in the entry, we were allowed in to inspect and given free rein to inspect every toilet in the building. This sort of thing can happen occasionally, when the correct people have not been notified that they have been entered for Loo of the Year.

We move on to some public toilets this time, these are manned most of the day and it's not every day you get to have a cup of tea at a public toilet! Very welcome it was too. Two more public toilets and these were newly constructed or in the construction process. However the first one was merely a hole in the ground, building was delayed, however our 'B' report would have made for some interesting reading and would have been quite extensive!!!! The second set of toilets had a least been built; but the contractors were still working on them. They did offer us the porta loo to inspect instead, on that note we moved on to our last inspection of the day.

Our last pub of the day, so it's time for our supper after carrying out the inspection. Next stop is our hotel and we hope we have made a good choice; we have stayed in some dodgy establishments over the years. Once we are checked into our room our smart watches get a chance to have a well-earned rest after walking up to 5 miles today, work continues in the form of adding up the scores on the grading sheets and organising our route for tomorrow and of course another hotel in a different town.

A Loo Inspector, when on the road inspecting, wakes up in a different bed every morning ready to take on another day that is entirely different from the day before and never the same as the one to follow. It's never boring, we get to meet some lovely people and have a lot of laughs and we only work for 2 months of the year! - Lin

National Category Award Winners

2022 Local Authority Public Toilet

Entries

Premier League

2021	2022	LOCAL AUTHORITY	TOTAL NO OF PUBLIC TOILET ENTRIES	NO. POINTS D=7 P=6 G=5 S=4 B=3
2	1	Wychavon District Council	11	85
3	2	Fife Coast & Countryside Trust	11	56
5	3	Ards & North Down District Council	5	28
9=	4=	Sevenoaks Town Council	3	18
7=	4=	City of Lincoln	3	18
6	5	Rustington Parish Council	3	16
7=	6	Waverley Borough Council	2	12
7=	7	City of London	2	11
9=	8	Chorley Borough Council	1	7
9=	9=	Billingshurst Parish Council	1	6
9=	9=	Goudhurst Parish Council	1	6
9=	9=	Devizes Town Council	1	6
9=	9=	East Preston Parish Council	1	6
8=	9=	Charnwood Borough Council	1	6
9=	9=	Dunstable Town Council	1	6
9=	10	Houghton Regis Town Council	1	5
N/A	11	Hackney Borough Council	2	8



Local Authority Public Toilet Awards

Roll of Honour 2022

PROVIDER	NO OF PUBLIC TOILET ENTRIES	DIAMOND	PLATINUM PLUS	PLATINUM	GOLD
Ards & North Down District Council	5			3	2
Billingshurst Parish Council	1			1	
Charnwood Borough Council	1				
Chorley Borough Council	1		1		
City of Lincoln	3			3	
City of London	1			1	1
Devizes Town Council	1			1	
Dunstable Town Council	1			1	
East Preston Parish Council	1			1	
Fife Coast & Countryside Trust	11	1		5	5
Goudhurst Parish Council	1			1	
Houghton Regis Town Council	1				1
Rustington Parish Council	3			1	2
Sevenoaks Town Council	3			3	
Waverley Borough Council	2			2	
Wychavon District Council	11	9	1	1	
TOTAL	47	10	2	24	11



Wychavon District Council



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

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 accessibility 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: enquiries@btaloos.co.uk Web: www.btaloos.co.uk Tel: 02891477397 Mobile: 07799881763



**THE SERPENTINE GREEN SHOPPING
CENTRE PETERBOROUGH**



LUDLOW RACECOURSE



KINGS CROSS STATION



THE STANDARD CHARTERED BANK



**BRYNDU CARAVAN AND
CAMPING PARK**



AGA KHAN UNIVERSITY



SCANIA GB LTD



MOTO HOSPITALITY RUGBY



THE SCIENCE MUSEUM



FIFE COAST AND COUNTRYSIDE TRUST



BUTTERCRANE CENTRE



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

The Period Dignity Awards



Criteria:

Citron Hygiene and Aunt Flow have sponsored a new Loo Of The Year Award for 2023.

Entrants will be able to choose to enter this award like they can with the present Eco Award.

For those who do wish to enter the Period Dignity Awards the following criteria will be looked for when inspecting and judging.

- Period product dispensers are provide in all women's and unisex washroom facilities.
- Period products are made of high-quality materials, preferably plastic free and 100% cotton.
- All products to be in adequately stocked dispensers.
- Clear Signage to inform menstruators that the period products are free and to take only what they needed.
- Provision of free menstrual waste disposal bags, from touch free dispensers in each cubicle.
- Provision of Safe and Hygienic menstrual waste bins, again preferably in every cubicle and touch free.
- All bins for the disposal of menstrual products to be lined. (Preferably with bio-degradable liners).
- A safe and proper menstrual waste disposal management contract with a third party who is a certified provider.



Introducing the Period Dignity Award

Together with Loo of the Year, Citron Hygiene and Aunt Flow are co-sponsoring the Period Dignity Award.

A Period Dignity Award-winning washroom provides a safe and hygienic place for people who menstruate.

By providing touch-free, hygienic, in-cubicle sanitary bins and free period products, we can create an environment that is welcoming to menstruators!



Get started here
citronhygiene.co.uk/period-dignity-award





Making the World Better for People with Periods



On a mission to make the world better for people with periods, Aunt Flow provides free-vend dispensing systems stocked with high-quality tampons and pads. Our products are made with organic cotton (no weird stuff), and we are constantly working to reduce our environmental impact!

Claire Coder founded Aunt Flow after getting her period unexpectedly in public without the supplies needed.

At 18 years old, she started developing a solution to ensure businesses and schools could sustainably provide quality period products for free in public bathrooms. Providing Aunt Flow period products recuperates lost work hours, increases school attendance, and is just the right thing to do.

Now thousands of organizations have joined the menstrual movement — making tampons and pads freely accessible across all 50 US states and provinces throughout North America and the United Kingdom. Together we are changing the world one CYCLE at a time!



"After getting my period unexpectedly in public without the supplies I needed, I thought to myself, 'Toilet paper is offered for free. Why aren't tampons and pads?' At that moment, I knew that I wanted to dedicate my life to ensuring everyone has access to period products."

- CLAIRE CODER, FOUNDER & CEO

Designed by menstruators, for menstruators.

Here are a few reasons why people LOVE Aunt Flow:

* Organic Cotton

Tampons and pads are safe for the body and planet, made with organic cotton.

* Women-owned

We are a certified WBENC women-owned company.

* More Capacity

Dispenser holds up to 5x the capacity compared to other brands.

* Give-back Program

For every 10 period products sold, we donate one to a menstruator in need.

* Free-vend Only

Dispensers are designed for the 21st century. That means, no coins.

* Easy to refill

Dispenser includes a window to see when product is running low and reloads 4x faster than other dispensers.



Scan here to get to know Aunt Flow!

Follow us @goauntflow



**Toilet paper is offered for free.
Why aren't pads and tampons?®**

Get high-quality and sustainable period products for your school or business.



LOO
OF THE YEAR
Awards
2023

WASHROOM TECHNICIAN
OF THE YEAR
Awards
2023

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

Raise your organisations profile in 2023
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

All Loo of the Year Awards entries are judged against the same criteria
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 entries
and small business entries have won National and UK/Ireland Awards

Enter in 2023!

www.loo.co.uk