

LOO
OF THE YEAR
Awards
2024



Recognition Edition

IN ASSOCIATION WITH



P-WAVE®

'THE WASHROOM
OSCARS'
1987 - 2024

One coreless solution, many efficiencies



Tork OptiServe® Coreless Toilet Paper System – designed to optimise operational efficiency and minimise environmental impact

A wide range of dispensers allows you to cater for many needs and use only ONE solution across your facility. Innovative compact rolls have 3x more paper.¹ And no core and no wrap cuts packaging by 92%² to greatly reduce waste.

Less waste to dispose of, plus high-capacity dispensers that are certified Easy to use³ for fast refilling and fewer checks, saving your cleaners' time.

Better hygiene for better business

tork.co.uk/optiserve or tork.ie/optiserve

1 Tork Coreless art. 472630 (2-ply roll) is 94.3 m long while the average length of Tork (2 ply) articles 110767 (DE), 100320 (UK) and 122170 (FR) is 28.3 m
2 Tork Coreless art. 472630 versus the average of Tork articles 110767 (DE), 100320 (UK) and 122170 (FR) as compared to the packaging weight, which includes cores and two layers of plastic packaging
3 Certified by the Swedish Rheumatism Association

Tork, an Essity brand

TORK
Think ahead.

Tork Focus4 Sustainability: Empowering Businesses to Meet Their Goals

In today's world, businesses need clear and comprehensible sustainability data to make informed decisions when choosing suppliers. Tork Focus4 Sustainability is a new programme from Essity designed to promote transparency and help customers achieve their sustainability goals with accessible and reliable information.

Tork Focus4 Sustainability offers a comprehensive summary of the key sustainability benefits of selected Tork systems. As Lydia Brant from Essity explains, "As sustainability legislation evolves and expectations increase, businesses need a clear view of sustainability product claims and benefits to understand their impact on people and the planet."

By sharing the sustainability benefits that matter to customers in a consistent way, Tork aims to educate and empower businesses to make informed decisions that support their sustainability goals. Tork approaches sustainability through a circular lens, focusing on four key areas: materials and packaging, use and waste, carbon, and hygiene for all. These areas are based on a lifecycle approach, key customer needs, and the European Green Deal priorities.

"Reducing environmental footprint and improving sustainability is a business imperative," says Lydia. "However, decoding sustainability claims can be challenging. At Essity, we are continually evolving how we deliver transparent, easy-to-understand information to our Tork customers so they can compare our products and select those that fit their sustainability ambitions."

Tork, part of Essity, is ranked as one of the world's 100 most sustainable companies by Corporate Knights Global. The Tork Focus4 Sustainability materials include resources that: Offer an overview of comparable sustainability benefits for each of Tork brand's focus areas: materials and packaging, use and waste, carbon, and hygiene for all.



Share a Tork European average for carbon-in-use for napkins, toilet paper, and hand towels.

Feature a product information tool that simplifies tender completion.
Improve sustainability knowledge with free access to interactive training modules.

According to the inaugural 2024 Tork Insight Survey, 67% of public washroom users want facility managers to be more considerate about sustainability and the environment when it comes to washroom solutions or management[1]. Providing accessible and reliable sustainability data helps businesses make educated product decisions.

Focus4 is part of the Tork brand's holistic effort to help businesses benefit from sustainable hygiene across their facilities. This includes initiatives like Tork PaperCircle®[2], the world's first recycling service for paper hand towels, which helps businesses reduce waste.

Tork products are designed with sustainability at the forefront. Many feature lower levels of packaging or eliminate cardboard cores to reduce waste and material use. Some products are compressed to save transport space and reduce carbon emissions, and Tork systems offer innovative one-at-a-time dispensing to reduce paper consumption.

Additionally, Tork offers a range of carbon-neutral certified dispensers produced with certified renewable electricity and compensated with climate projects by ClimatePartner[3]. Many Tork solutions are also EU Ecolabel certified and FSC® labelled, acknowledging reduced environmental impact and responsible sourcing.

To learn more about Focus4 Sustainability and how Tork sustainable hygiene solutions can improve your facilities, visit www.tork.co.uk/sustainability.



[1] Data from the 2024 Tork Insights Survey of 6,000 individuals 18-65+ and 900 respondents representing businesses in the United States, Mexico, UK, Germany and France

[2] Tork PaperCircle is available in select European countries

[3] Valid for dispensers sold or leased in Europe (except France) from May 2023. ClimatePartner certified product: www.climate-id.com/9VIUDN.

Awards Information

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

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

JUDGING CRITERIA: All the competition entries will receive a grading- ranging from Bronze, Silver, Gold, Platinum, Platinum plus and Diamond following an unannounced visit by an authorised Loo of the Year Awards Inspector. All entries receive an Award Grading Certificate. The certificate will show the 2024 Loo of the Year Awards logo as it covers the period to 31st December 2025.

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

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

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

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

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

HYGIENE EQUIPMENT: hand washing, hand drying, toilet tissue, sanitary product disposal

AIR QUALITY: ventilation, drainage smells etc

EXTRAS: added value, enhancement, vending, flowers etc

SECURITY: lighting, entrances, external areas (if applicable)

ACCESSIBLE FACILITIES: proper provision for both sexes or a unisex facility

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

CHANGING PLACES, TOILET FACILITIES AND SPACE TO CHANGE TOILET FACILITIES

EDUCATION HYGIENE ROOM FACILITIES

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

ENTRY CATEGORIES

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

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

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

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

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

Holiday parks - camping and touring or static caravan sites

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

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

Offices - commercial, and public

Car Parks - public and private

Mobile toilets - mobile/portable toilets

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

Sport - sports venues and Stadia, sport and health clubs

Beaches - public or privately owned within 50 m of shoreline

Workplace - workplace, toilets

Construction - Building site toilets, civil engineering welfare units

Quirky - Any washroom facility that has a quirky design

Our Team



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

Our Awards Manager Mrs Jane Kibble

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



Our Inspectors



Becky and Eleanor - Greater London



Jane - West Midlands



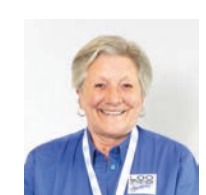
Martin and Tess - North East and North West England



Julie and John Midlands and South West England



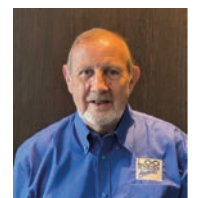
Anthony - Wales



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



David- Sussex and South West London



Raymond - Ireland and Scotland



Mags - South England



Corrine

2024 Review

As we look back on an exceptional year for the Loo of the Year Awards, it's clear that 2024 was a standout chapter in our 37-year history. From record-breaking entries to exciting new trophies and impactful events, this year was packed with milestones that showcased the vital role of high-quality washroom facilities across the UK and Ireland.

This edition of our Recognition Edition celebrates the achievements of our entrants, the dedication of our sponsors, and the growing recognition of washroom excellence. Join us as we reflect on the highlights of 2024 and look forward to the continued success of the Loo of the Year Awards!

Sponsorship Spotlight

The Loo of the Year Awards owes much of its success to the support of our generous sponsors.

Headline Sponsor: Tork

We are delighted to welcome Tork, a global leader in professional hygiene, as our Headline Sponsor for 2024-2025. Tork's innovative approach to hygiene solutions, from sustainable washroom dispensers to cost-saving refills, helps businesses enhance user experiences while maintaining efficiency. As part of Essity, their commitment to time- and resource-saving solutions aligns perfectly with our mission of improving "away-from-home" washroom standards.

Associate Sponsor: P-Wave

A loyal supporter of the Loo of the Year Awards, P-Wave remains a vital partner for 2024. Known for their fragranced urinal screens and air fresheners, P-Wave combines functionality with thoughtful messaging. This year, they continued their collaboration with the NHS, printing prostate and bladder cancer awareness information directly onto their products—a meaningful innovation that helps raise awareness while serving practical needs.

To all our sponsors, thank you for your unwavering support in making these Awards a platform for excellence!

Record-Breaking Entries

The 2024 Awards attracted a remarkable array of entries from across the UK and Ireland. This year, we saw an encouraging increase in new participants and a notable rise in entries from Local Authorities, a testament to growing recognition of the importance of high-quality public facilities.

Entries spanned a wide range of categories, with entrants appreciating how a Loo of the Year Award showcases their facilities as a key feature of their establishments. Whether in tourism, hospitality, retail, or local government, businesses and organisations alike understand that clean, welcoming washrooms contribute to positive visitor experiences and repeat business.

To build on this success, we have partnered with Fiona Scott Media Consultancy Ltd., who is helping us to share stories that highlight the value and impact of the Awards.

Celebrating the 2023 Awards Ceremony

The 36th annual Loo of the Year Awards ceremony was a day to remember, celebrating excellence, innovation, and camaraderie within the industry.

Introducing New Trophies

Two exciting new awards made their debut last year:

Chairman's Trophy: Awarded to Witches Craig Caravan Park in Falkirk for their long-standing commitment to excellence, with over 20 years of entries. Their additional recognition as Scotland's Best Caravan Park by the AA was well-deserved.

Most Improved Facilities: Inspired by feedback from our inspectors, this trophy was awarded to Oakmoor Caravan Park, with inspectors John and Julie presenting the honour.

Memorable Moments

The event also featured standout moments:

A heartwarming video showcased Charles and Becky's visit to Canon Hall Farm, where even the animals eagerly awaited inspection results.

P-Wave's impactful prostate and bladder cancer awareness campaign highlighted the importance of regular health checks, encouraging men to recognise symptoms like frequent urination or blood in urine.

Laughter echoed throughout the room during networking activities, including the popular "toilet brush throwing" and "toilet ball toss" competitions, which raised funds for ERIC - The Children's Bowel & Bladder Charity.

When severe weather prevented some winners from attending, Charles and Becky hit the road in January to personally deliver trophies—a touching gesture that was met with much appreciation.



Beyond the Awards Ceremony

The impact of the Loo of the Year Awards extends far beyond the ceremony.

February: A race day at Ludlow Racecourse brought sponsors, inspectors, and friends together for a day of networking and celebration.

May: Becky attended a prestigious roundtable at the House of Lords, hosted by the Honourable Lord Starky and the Changing Places consortium, to discuss funding and support for accessible public facilities.

November 19th – World Toilet Day: Charles and Becky were honoured to participate in two key events: The launch of Caught Short: A Public Toilet Strategy for Soho at Soho Place Theatre. This collaborative initiative, involving local forums and professional bodies, aimed to address public toilet needs in urban areas.

A Westminster Roundtable Meeting, where representatives from the British Toilet Association and Loo of the Year Awards met with policymakers to discuss the critical importance of increased funding for public toilet provisions. These discussions emphasised the role of accessible, high-quality washrooms in fostering inclusivity and supporting community wellbeing.

Recognitions for Becky and the Team

The Awards team had much to celebrate this year, with Becky earning multiple honours for her contributions to the industry:

A Silver Award for Business Woman of the Decade at the Best Business Women Awards.

A Special Recognition Award for her outstanding work in elevating standards through A Plush Flush and the Loo of the Year Awards.

Becky was also invited to share her insights at several high-profile events, including the Herefordshire Means Business Signature Breakfast and the Herefordshire Business Awards. Her talks emphasised the importance of awards in building business credibility and using accolades to enhance marketing strategies. A Year of Progress and Pride

From new milestones to cherished traditions, 2024 was a testament to the passion and commitment of everyone involved in the Loo of the Year Awards. Thank you to all who made this year a success!



Inspector News

Our lovely inspectors John and Julie get engaged:

“John surprised me with a full on down on one knee' beautifully traditional proposal in the famous Plaza de Espana in the centre of Sevilla on 5th December last year. John knew I would like to choose the ring myself and so we decided to wait until we attended the Loo of the Year Awards in Birmingham on 16th in January. The very next day following the Awards Ceremony, we visited the renowned Jewellery Quarter in the heart of Birmingham and chose the engagement ring and the wedding ring together. Now we just have to plan the wedding!

No date yet but we are thinking of a small intimate celebration maybe in Portugal.

Thank you for including our exciting news within the Loo of the Year celebrations. It was a kind thought.”



How can The Loo of The Year Awards help you

How Can the Loo of the Year Awards Help You?

Are you considering entering the Loo of the Year Awards but unsure where your facilities currently stand? Or have you taken part before and are looking for guidance to improve your grades? Whatever your starting point, we are here to help you achieve the recognition you deserve.

Our mission is simple: to raise standards in away-from-home toilets across the UK and beyond. We understand that improving facilities can feel overwhelming, which is why we offer personalised, one-to-one site visits to help you identify exactly what's needed to reach—and maintain—the standards required for your desired grade.

What We Offer:

- **Tailored On-Site Assessments:** Our expert inspectors will visit your site, evaluate your facilities, and provide actionable feedback specific to your setup.
- **Guidance to Improve Grades:** Whether you are striving for Platinum Plus or higher, or aiming to refine specific areas, we will highlight what is needed to achieve your goals.
- **Expertise You Can Trust:** Our inspectors are highly trained and share a passion for excellence in all away from home toilet standards. They understand the importance of clean, accessible, and well-maintained facilities and are here to help you meet those expectations

Why It Matters:

Participating in the Loo of the Year Awards isn't just about recognition—it's about demonstrating your commitment to providing outstanding facilities for your customers, visitors, and staff. A higher grade reflects not only the quality of your toilets but also your attention to detail and care for the people who use them.

Let's Work Together

Ready to take your facilities to the next level? Get in touch with us today to arrange a consultation. Together, we'll ensure your toilets are a true reflection of the high standards your organisation stands for.

Our Host & Entertainer for 2024

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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*.



Shaun Williamson

Shaun Williamson came to acting late, after the Navy and a stint as a postman. He also worked in the wines & spirits department at Safeway, before being shot to fame as Barry Evans in *EastEnders*. He returned to the screen as a long-suffering, struggling actor known by all as Barry (because of the profile of his *EastEnders* role) in Ricky Gervais's hit show *Extras*.

After leaving the Square, Shaun also turned his hand to game shows as host of *The 24 Hour Quiz* on ITV. (He is an obsessive quizzier with an in-depth knowledge of films, pop and boxing.) He also won *Celebrity Mastermind*, *Celebrity Pointless*, and *Celebrity Stars in Their Eyes*. He also re-joined Ricky Gervais and Stephen Merchant in their Warwick Davis sit-com *Life's Too Short*.

Shaun is a skilled and versatile all-rounder. He performs in cabaret, speaks after dinner (offering a peek inside Albert Square amongst other tales) - and fronts his own soul band.



Keynote Speaker



Stefan Thomas is the author of Amazon bestsellers '*Business Networking for Dummies*', '*Instant Networking*' and '*Win The Room*'. He speaks at conferences for organisations such as BT, The Chartered Institute of Management Accountants, The Solicitors' Sole Practitioners Group, Google, Oxford Brookes University, and many others.

A veteran of the mosh pit, having been to over 750 punk gigs since 1981. Stefan lives in Oxfordshire with his wife Sharon with whom he shares a blended family of five grown up children.

Diagnosed with ulcerative colitis in 1998, Stefan is passionate about the provision of available and clean toilets in venues and anywhere the public needs to be. As an organiser of networking and business events, the availability of toilets for every guest is a huge part of the decision making process - which is why Stefan was the perfect fit for The Loo of the Year Awards.

Every business needs to network and every business person needs to build a network around them. As part of our awards ceremony Stefan will speak about how to use events like ours, as well as conferences, networking events and social media, to build the right network, which will be profitable for us and our business or our career. It will be a fast paced and dynamic presentation, with plenty of time to ask Stefan questions during and after his speech.

2023 Roadtrip

'We will travel 500 miles and a bit and we will travel 500 miles and a bit more'

On the Monday 29th of January at lunchtime Charles and I started a whirlwind of a road trip. The aim was to deliver personally some of the cups and trophies that had been won at the 2023 awards celebration on the 16th January, to the winners who had not been able to attend to receive them. We started from home and went via the Road Chef Services at Strensham to collect a trophy to deliver to Killington Lakes, this trophy had been received by a member of Road Chef team from Strensham on behalf of the Killington Lakes; but as we were heading towards Aberdeen for one of our presentations, we said we drop it off. Charles on the way treated me to supper at the truckers T-Bay stop and very nice it was too (he really knows how to treat a lady) although he would answer (that is no lady that is my wife). We then stopped about 9pm for an overnight stay at Stirling, which was an hour and a half from Aberdeen.

On the following morning we got up to a cold frosty morning and travelled on up to Aberdeen to the Trinity Shopping Centre to present them with the UK Winner for the Accessible Toilets Entries along with several National Award Certificates. It was a pleasure to meet Ken, Alex and Colin. From here we headed back South in the beautiful sunshine, to Stirling to visit The Witches Craig Camping and Caravan Park to deliver the new Chairmans Award Trophy, awarded this year for 20 continuous years of a constant high level of standard for every year that they have entered their washrooms. Unfortunately, Veda Dewer was unable to meet us due to being in hospital; but we left it with her partner ready for her return. After a lovely cup of tea, a chat and a play with the dog at Witches Craig, we headed further down south to Killington Lake Services to meet Pedro and Fanel and present them with the UK Trophy for the best Public Toilet Entry, what a beautiful view of the lakes from the services and the toilets were very good too!



Our next stop was to be on the Wednesday on Anglesey, so a Premier Inn Cheshire was found for an early night as we needed to be up and away early the next morning. When we got up, there had been a sprinkle of snow and the sunrise was amazing. We drove over to Anglesey to visit Tyddyn Isaf Caravan Park to award Arthur, Beverley, Hayley and Simon the UK Winner's trophy for the Eco Toilet Entries, whilst there they showed us their new coffee lounge and toilets which they were working on ready for the opening of the Park in March. A lovely view of the Cravan Park and the Cove from the lounge and the outdoor seating. After a cup of coffee and some photos we left on to our next port of call, which was the Welcome Break Services at Sarn Park South Wales. Here we met Wassim and presented him with the certificate for the In House Cleaning Team award for Wales. It was really impressive to see all the certificates that they had received mounted on the wall just before the washrooms and also on their overhead screens showing the Loo of The Year Awards logo and the certificates and awards that they had received. Our last visit of the day was to head to Cardiff to visit Llandaff North and Gabalfa Hub, where we met Antony and Romey who Charles presented the UK Changing Places Toilet Entry Trophy to. It was such a privilege to visit this hub and learn about all the great work the team does for and with their local community.



Next stop was to find a bed for the night to recharge before popping into St David's Dewi Sant Shopping Centre on Thursday morning to meet Matt and pass on a range of certificates and awards his team had won. Then after leaving Cardiff Central we headed for home sweet home, with one more stop to make at the International Convention Centre at Coldra Woods, Newport, where we met Elena to pass their winning award for the Entertainment Venue Toilets within the Market Sector. By lunchtime that day we had arrived home after just over 1200 miles road trip, feeling tired but very fulfilled after meeting so many of the entrants and awarding them all for their hard work in providing the 'best of away from home toilets'. Whilst we were out and about visiting winning entrants, two of our Inspectors from the North, Martin and Tess Harrington visited Ester Mosteiro at Chorley Market and Danny Rose at McDonalds at the Capital Centre, Preston. They also visited Gregg O'Brien the Managing Director of the AM Services Group to present National, Market Sector and Champions League Standards of Excellence Awards. Thank you to all who met all of us, provided us with refreshments and showed us around their washrooms.

2023 Trophy Winners



The Importance of The Awards by Robbie Blyth

When awarded the Lifetime Achievement Award last year, my mind went back to that day on the 16th of January 1984 when I was cleaning out a blocked toilet at my local swimming pool in Fife. It was my first job as a 15-year-old on the Youth Training Scheme (£25 a week) and I thought maybe it was a bad idea not staying on at school after all.

Looking back now I have no regrets as it was the first step to a career that has offered up many opportunities and, once again, I would like to thank all who nominated and considered me for the award.

Several years ago, I was on holiday in the Scottish Highlands with my kids and yes, we were looking for a public toilet and fortunately we came across a small town with a public toilet proudly displaying its Loo of the Year Award Certificate. At the time my only thought was getting the kids into the toilet after 100-mile trip thus preventing any accidents and the mission was accomplished.

While heading further north I started to think about the Loo of the Year Award Certificate and thinking why we don't have that in Fife. It made a lasting impression, oh and the next loo stop for the kids was a single-track road layby with a flock of sheep for company. In 2010 while working for Fife Council I was given the task of managing several coastal toilets. At best we received constructive criticism on opening hours, standards of cleanliness and the age of the facilities we managed. Conscious that improvements were required, the Local Authority transferred my post and the management of the toilet blocks to Fife Coast and Countryside Trust (FCCT). As improvements needed to be demonstrated under the guardianship of FCCT, various performance indicators were considered. Then it was decided that this could be achieved through an independent form of verification which was "The Loo of the Year Award".



**FIFE COAST &
COUNTRYSIDE TRUST**



Slowly but surely, year by year, improvements have been made. Toilet blocks have been replaced and FCCT and Fife Council have benefited from the accolades associated with the many awards we have received.

As you know, there is no statutory requirement for standalone public toilets in the UK. Therefore, when local authorities are asked to prioritise their spending, a strong case needs to be made to keep these services. National recognition associated with the Loo of the Year Awards helps make the case for this provision.

In Fife we have managed to upgrade, replace and even introduce new toilets. We use several levers to draw down the funding, but, in every case, always highlighting the achievements through our association with the Loo of the Year Awards scheme.

The case for the provision of public toilets – in terms of good environmental health, wellbeing, visitor services, etc – is well made and cannot be denied. However, I do think local and national government investment in our public toilets creates growth and wealth.

Several years ago, FCCT procured a new toilet block for one of our beaches in Fife. This investment created a facility with all year-round, 24-hour access, which is important in itself. However, the introduction of a new block created opportunities for an outdoor sauna, small eatery and the provision of overnight motorhomes creating employment and investment in the local community.

To summarise: Public Toilet Investment = Growth

Lifetime Achievement Award

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The Changing Places Toilets campaign was started in 2003 by the late Loretto Lambe, founder and CEO of PAMIS with the production of a video in partnership with Mencap, that showed how parents and carers had to change their child on dirty toilet floors, or in the back of mobility vehicles. The Consortium were also supporting families with similar needs across the UK and who had also highlighted major problems in away-from-home toilets.

It was 2004 when Martin Jackaman from Nottingham City Council got involved and realized this was a problem for Day Services staff, as well as families, and he was pivotal in setting up a project team to design a toilet that would be fully accessible for all. The project team targeted plans for the new public toilets that were due to open in Nottingham in July 2006 and, using the video, he successfully persuaded the Council to include the design in those new city centre toilets. Martin has been involved with Changing Places for some 20 years and actively supports the Changing Places Consortium with its valuable work, both in an advisory and campaigner capacity, and has seen Changing Places numbers surpass the 2000 milestone late last year.



The Department of Health Valuing People Team that was set up in 2001 to improve services by the Government, and some 4 years later in 2005 the Team suggested bringing together PAMIS, MENCAP, with Martin Jackaman and Cally Ward (PMLD Lead from the Valuing People Team) to set up a Consortium to look at this issue across the UK.

Martin was instrumental in his Consortium work creating a campaign strategy, logo and website and officially launched the Changing Places campaign at Tate Modern in July 2006, and began working with Councils, shopping centres, airports, tourism sites and numerous leisure venues to really establish Changing Places toilets across the UK. In 2007 there were 30 Changing Places toilets in the UK, with a large proportion initiated by Martin with one agreed layout, using Martin's Nottingham layout as an initial design. Martin's work included working with British Standards, and for which inclusion in BS8300 was achieved in 2009. And the first interface with the Department of Communities commenced where Changing Places toilets were included within their Strategic Guide to Public Toilet provision, and changes to Part M of the Building regulations and by 2013 with significant references and requirements for Changing Places toilets to being included in public toilets, alongside standard accessible toilets, and referring people to the changing places website. Our further and more recent work with the MHCLG followed this earlier work and has seen nearly 500 additional Changing Places toilets added to the Changing Places map. Without the groundwork by PAMIS and indeed Martin Jackaman I'm absolutely convinced that MDUK would have been involved with this massive success.

Whilst Martin retired from Nottingham City Council, he has been recognized for his work. He has been honoured by having a successful day service for people with learning disabilities named after him in recognition of his work over many years. The Martin Jackaman Centre, run by Nottingham City Council is located in Aspley where Martin grew up as a child. It has to be said that Martin worked tirelessly at Nottingham City Council and then with the Consortium across the country persuading developers to install Changing Places toilets in public buildings so that people with all kinds of disabilities can take full advantage of activities and opportunities in their communities and further afield. Martin's work has enabled people with profound and multiple learning disabilities and others who need extra support can access the same opportunities as everyone else. Martin and Changing Places has made this possible.

Below is an extract from the Guardian, recognising Martin's early work:

"Today, thanks to the vision of Martin Jackaman, disabled people in Nottingham and elsewhere in the UK are able to visit the toilet with dignity. Jackaman, who works as the day service modernisation manager for Nottingham city council, was instrumental in introducing the first Changing Places toilet in the city last year and was recruited by the government on to a national steering group to get similar toilets established around the UK.

He is modest about his achievement: "I always knew this was the right thing to do when I started this journey four years ago." With 37 years' experience in social care, working with people with learning disabilities, Jackaman, realised that some disabled people had difficulty accessing the traditional standard accessible toilet, which is designed with a wheelchair user in mind. But the standard accessible toilet is of no use to those disabled people who require a hoist to get on to the toilet seat or need extra space in order to have incontinence pads changed.

Jackaman says: "While the government says it wants more community activity for disabled people, my staff were telling me 'I can't do that because we can't toilet people with special care'." At the same time, he was being told by carers and parents of disabled people that they were restricted to going out for only a couple of hours because they knew they would have to return home to use their own accessible toilet. Jackaman decided to get together with council architects, social workers, neighbourhood services staff, physiotherapists and occupational therapists, as well as staff who adapt homes for disabled people, to work on designing a truly accessible toilet that would meet the needs of all disabled people. "I told them: 'This is the task, let's design a toilet.'"

The team came up with a design that included a room big enough to allow a toilet to stand in the middle with access all around, a hoist and a changing bench, which would cost around £8,000. With the plans finalised, Jackaman discovered a video produced by Pamis, a charity that supports people with learning difficulties and their families in Scotland, which highlighted the problems disabled people have accessing public toilets. He showed the film to councillors in order to win political support for the initiative and the first Changing Places toilet opened in Nottingham city centre last year.

Twelve months on, thanks to the Changing Places campaign launched by the national steering group which includes Jackaman, around 30 of the toilets have been established around the UK.

Jackaman says: "People don't like talking about toilets but it's the of the most basic human needs and has been such a barrier to disabled people their families and carers. I saw this as a mission."

'Race to the Restroom'

Loo of The Year Awards Leap Year Gallop

On February 29th, the Loo of the Year Awards team celebrated Leap Year with a special event that brought together a love of marketing, sports, and a dash of adventure.

Dubbed the 'Race to the Restroom' Leap Year Gallop, the event took place at Ludlow Racecourse—a perfect choice for its proximity to the Awards' head office, its welcoming atmosphere, and its status as both an entrant and the winner of the Sports Section in the 2023 Market Sector Awards for sports venues.



The day was organised to unite key players in the Loo of the Year Awards community. Sponsors, inspectors, suppliers, staff, guests, and friends all gathered for a day of camaraderie, fine food, and thrilling horse racing. Blessed with fair weather and excellent visibility for the races, the atmosphere was electric from the start.

To set the tone, Managing Director Becky welcomed everyone with a heartfelt speech. She expressed gratitude for all their unwavering support over the first three years of ownership by herself and Charles, a period that has seen the Awards grow from strength to strength. Her words of appreciation set the stage for what was to be a day full of joy, connection, and celebration.



Guests were treated to a packed seven-race meeting card, a scrumptious buffet, and a well-stocked bar to keep spirits high. Among the highlights was the sponsorship of three races by the Loo of the Year Awards, adding a touch of prestige and visibility to the day's events.

Before each sponsored race, Becky, along with Jane and other guests, visited the paddock to award the prize for the best-turned-out horse, recognising the hard work and dedication of the grooms. Following each race, they had the honour of presenting trophies to the winning owners, jockeys, and trainers—a thrilling moment for all involved.



The day wasn't just about racing; it was also a platform to celebrate excellence. Becky presented Ludlow Racecourse's Heather with their Market Sector Award for Sports Establishments, an accolade they earned at the 2023 Loo of the Year Awards. The presentation was a proud moment, symbolising the racecourse's commitment to outstanding facilities for visitors. The event provided ample exposure for the Loo of the Year Awards, with branding visible throughout the racecourse and mentions on racing TV.

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 63 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)
 - Quirky Award

"CHAMPIONS LEAGUE" - STANDARDS OF EXCELLENCE AWARDS

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

"Champions League"

LOCAL AUTHORITY PUBLIC TOILET TOP TWENTY "PREMIER LEAGUE"

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

MARKET SECTOR AWARDS

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

TROPHY WINNERS

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

ACCESSIBLE TOILET ENTRIES TROPHY Awarded to the accessible facility entry(s) judged to be the best in all categories.

BABY CHANGING FACILITIES TROPHY Awarded to the changing facility entry(s) judged to be the best in all categories..

CHANGING PLACES TOILET TROPHY Awarded to the Changing Places Toilet facilities entry(s) judged to be the best in all categories.

SPACE TO CHANGE TOILET TROPHY Awarded to the Space to Change Toilet facilities entry(s) judged to be the best in all categories.

ECO FRIENDLY TOILET TROPHY Awarded to the entry(s) judged to be the most environmentally friendly toilet(s).

TOILETS IN EDUCATION TROPHY Awarded to the best entries from the Education sector entry(s)

CORPORATE PROVIDER TROPHY Awarded to the corporate organisation or authority with ten or more entries, who, in the opinion of the judges, is maintaining a consistently high standard of 'away from home' toilets.

PUBLIC TOILET ENTRIES TROPHY Awarded to the best entry(s) from the public toilet entry categories

PERIOD DIGNITY AWARD TROPHY Awarded to the entry providing the best facilities for menstruators

MOST IMPROVED FACILITIES TROPHY Awarded to the entry that has most improved since their last inspection

CHAIRMAN'S AWARD TROPHY Awarded by the Company Chairman at his discretion

INDIVIDUAL CATEGORY ENTRIES TROPHY Awarded to the top entry(s) from all individual categories - i.e. excluding public toilet categories.

LOCAL AUTHORITY TROPHY Awarded to the local authority entrant with the best overall 'away from home' toilets, excluding public toilets.

OVERALL LOO OF THE YEAR AWARD TROPHY - THE 2024 WINNER - Awarded and presented to the provider of one or more entries who in the opinion the judges, deserves to receive the highest loo of the Year Award - the Golden Loo Seat!

THE WASHROOM TECHNICIAN OF THE YEAR AWARDS

form part of the annual Loo of the Year Awards but relate specifically to the cleaning staff that look after facilities, rather than the loos themselves. While the range of gradings and National Loo of the Year Awards and Trophies provide adequate recognition for the loos and their providers, it is the people who look after each facility - be they individual full-time attendants, in-house cleaning teams or external cleaning contractors, who also deserve recognition. All attendants and/or cleaning staff will automatically be entered for a Washroom Technician of the Year Award. Judging is carried out at the same time as the Loo of the Year Awards inspection and any cleaning staff seen at the time of the unannounced visit are deemed to represent the whole cleaning team. There are Washroom Technician of the Year Award winners in England, Scotland, Wales and Ireland.

WASHROOM TECHNICIAN OF THE YEAR AWARDS TROPHIES:

INDIVIDUAL CLEANER(S) TROPHY

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

IN-HOUSE CLEANING TEAM TROPHY

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



EXTERNAL CONTRACTOR CLEANING TEAM TROPHY

Presented to the cleaning contractor company or other external organisation which, in the opinion of the judges, is providing a high level of service to one or more separate Loo of the Year Award entrants.

Trophy Winners

LOO OF THE YEAR AWARD
TROPHY WINNER 2024
THE CENTRE LIVINGSTON



CORPORATE PROVIDER ENTRIES	wetherspoon	JD Wetherspoon
INDIVIDUAL CATERGORIES		Monkton Wyld
PUBLIC TOILET ENTRIES		Junction 32
ACCESSIBLE TOILET ENTRIES	wetherspoon	The Paulton Elk JD Wetherspoon
BABY CHANGING FACILITIES TOILET ENTRIES	TrinityCentre	Trinity Aberdeen
CHANGING PLACES TOILET ENTRIES	ST JAMES QUARTER	St James Quarter
SPACE TO CHANGE TOILET ENTRIES		Coppet Hall Beach Centre
ECO FRIENDLY TOILET ENTRIES		The Hideaway Baxby Manor

LOCAL AUTHORITY ENTRIES	 <p>WYCHAVON DISTRICT COUNCIL <i>good services, good value</i></p>	Wychavon District Council
TOILETS IN EDUCATION	 <p>Imperial College London</p>	Imperial College White City
MOST IMPROVED FACILITIES	 <p>mill gate Shopping Centre</p>	Millgate Shopping Centre
CHAIRMANS AWARD	 <p>TRUST Dental</p>	TRUSTDental
PERIOD DIGNITY AWARD	 <p>Western Route</p>	Bristol Temple Meads Station British Rail Western Route



Promotes staff and
visitor wellbeing

Midnight Coast

Slant6 urinal screen

P-WAVE®

Experience a COASTAL
escape with a fresh,
aquatic signature
enhanced with delicate
green palm leaves and
hints of fruits & flowers on
a background of driftwood
and white musk.



Blood in your pee?
Contact your GP practice
by P-WAVE®



Biodegradable*
(contains Ecopure)



Up to 5x more fragrance
than competing products



Virtually
Eliminates Splash

Partnering with NHS England for vital cancer awareness messaging in urinals!

*The Slant6 urinal screens contain Ecopure. The products are currently undergoing independent long term plastic anaerobic biodegradation testing (ASTM D 5511) at Eden Research laboratory - 78.6% biodegradation in less than 5 and a half years (October 2024). Testing is ongoing.

About The Winners



THE CENTRE is the name of a shopping centre in Livingston, Scotland. Formerly known as 'Livingston Regional Centre' before becoming the more widely recognised 'Almondvale Shopping Centre'. It is (as of 2019) the 28th largest shopping centre in the UK.

The original centre was built in the 1970s and was home to smaller independent retailers such as Virgo a fashion store and Coda music up to the larger well known brand names such as WoolCo (which became the now defunct Woolworths) and FineFare (the equally defunct Gateway). The shopping centre was very dark and gave the appearance of an outside mall except it was roofed. Through time modernisations were made to make it more appealing to shoppers and more upmarket, bringing in more up to date floor tiling, bright lighting and the centers' branding and logos on the walls.

The latest extension to the centre in 2008 sees a whole new concept for the now 30-year-old centre, the new add-on which was code named The Elements tied in what would be seen as many different elements to give the illusion and overall feel of being outside but yet still being indoors. To achieve this they built a very high glass roof to cover a very widened pathway which felt like a shopping precinct with grey slate like tiles to finish off the effect.

The Elements opened in 2008 and is home to names such as River Island, Next and Marks & Spencer

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.

MONKTON WYLD HOLIDAY PARK offers idyllic camping and caravanning in West Dorset. We are three miles from the coastal village of Charmouth and the historic harbour town of Lyme Regis, the centre of the World Heritage Jurassic Coastline. Monkton Wyld Caravanning Motorhome Camping Holiday Park Charmouth Lyme Regis

The holiday park has 25 acres of beautifully landscaped and carefully maintained grounds within West Dorset's Area of Outstanding Natural Beauty. The park has been carefully planted with native woodland to divide the grounds into several separate small paddocks which provide an atmosphere of peace and quiet. We love to see your pets! We understand their importance to you and your family. With two large dog walking areas, there is lots of room for exercise.

At Monkton Wyld Holiday Park, we believe a harmonious team is the foundation of an exceptional guest experience. Two of our current staff only planned to stay for one year. Seven years later they are still here. This longevity with them, and other staff, reflect the strong bonds between all who help look after our guests to create a friendly, welcoming atmosphere.

From the minute you arrive and for the duration of your stay everyone works to make the grounds immaculate, the shower blocks pristine and, of course, the ladies in reception are always on hand.

At Monkton Wyld Holiday Park, our team members are more than just employees; they are the heartbeat of our community. Their genuine happiness and enthusiasm create a warm and welcoming environment that our guests truly appreciate. From the moment you arrive, you'll feel the positive energy that our team radiates, making your stay unforgettable.



JUNCTION 32 has over 85 of your favourite high street and designer brands all offering incredible outlet prices of up to 70% off, it's no wonder Junction 32 is one of Yorkshire's best-loved shopping destinations! With lots of choice from the best sports and outdoor, fashion to homeware, late-night shopping on weekdays and free parking. Junction 32 makes for a great day out for the whole family. We are pleased to welcome well-behaved dogs, guide dogs and hearing dogs to the centre. Most of our stores are dog-friendly so just look out for the 'dogs allowed' sticker in store windows! All of our restaurants and cafés have outside seating, which is ideal for enjoying a snack or meal with your four-legged companions. Please check with individual stores for their own specific guidelines on dogs. Additionally, as an added commitment to our dog-friendly status, our team are trained in pet first aid and we have a specialist pet first aid kit at the centre. We are pleased to welcome guide dogs and hearing dogs throughout Junction 32. We are delighted that we have recently been awarded 'Platinum Plus' status for the toilets situated next to M&S Outlet and 'Diamond' (highest available award) for the toilets near Bakers + Baristas.* In times of need, free sanitary towels are available to all guests. Speak to any member of the Junction 32 cleaning team or a member of the store team in Beauty Outlet. Junction 32 has taken guidance from Colostomy UK to provide stoma-friendly toilet facilities. All of our accessible toilets have been updated to include the correct Stoma Facilities. These can be found by Marks & Spencer's and behind Bakers and Baristas. Each toilet now includes wall hooks, a colostomy bag shelf, a wall mirror and the correct disposal facilities.



wetherspoon

THE PAULTON ELK In July 1970, the almost-complete skeleton of a Stone Age elk was found during building work on a new house on Blackpool Old Road. The skeleton is around 13,500 years old and is particularly important, as barbs were found embedded in its bones – the earliest evidence of hunters this far north. The site of the famous discovery had been the edge of a lake, where the elk is thought to have drowned. The 'Poulton Elk' is now on display in the Harris Museum, in nearby Preston. This Wetherspoon pub has been named after an exciting discovery in July 1970 which gave Poulton Le Fylde international fame – an almost complete skeleton of a 13,500 year old elk was found as the foundations were being dug for a new house on Blackpool Old Road, part of the borough of Poulton Le Fylde.

TrinityCentre

THE TRINITY CENTRE (known as "The Mall Aberdeen" from 2006 to December 2009, and before that as Trinity Shopping Centre) which opened in October 1984 is a one floor shopping centre in Aberdeen, Scotland. Located in the heart of the city, the Trinity Centre couldn't be easier to find. We're located on the high street, Union Street, and are near the railway station, His Majesty's Theatre, St Mary's Cathedral and Aberdeen Art Gallery. We're home to over 20 great shops and kiosks, bringing you everything from fashion to footwear, DVDs to jewellery, accessories to eateries all under one roof. With big high street brands like Superdrug, HMV, Flying Tiger Copenhagen, Toytown and Ernest Jones there is something for everyone. Our fully trained staff pride themselves on their customer service skills and are always happy to help. Bringing the car? Our car park has over 400 spaces with wider spaces for the disabled and drivers with children. The centre is located in the middle of the city with entrances on Union Street, Bridge Street and Guild Street. There is also an underground walkway that leads to Aberdeen railway station. It is built over the Aberdeen-Inverness line.

ST JAMES QUARTER

ST JAMES QUARTER is the first of a new kind of shopping destination and one of the most significant city centre transformations in the UK. The stunning shopping galleria houses over 80 brands, an enticing mix of restaurants and bars, a boutique Everyman Cinema and a Roomzzz Aparthotels. St James Quarter will also soon host the luxury W Edinburgh. Our naturally ventilated, canopy-roofed galleria is a two minute walk from Edinburgh Waverley and boasts some of the best views the city has to offer. Easily accessible by bus, tram, train, bike, car, and on foot, make St James Quarter the heart of every Edinburgh trip. The New Town of Edinburgh, master planned in the 1700s by James Craig after he won a competition to design the area, possesses a distinct energy and an ongoing history of mixed-use spaces.

In the 18th and 19th centuries, the New Town became a haven for writers, printers, and publishers. The W Edinburgh at St James Quarter references this legacy with its ribbon design, which represents printing press paper unspooling. St James Quarter is a place where you can shop, dine, play, and stay – continuing the New Town's proud prominence in Edinburgh's development. And we're not finished yet. We'll continue to open exclusive new stores, restaurants, bars, entertainment, and more. Because the unexpected is always just around the Quarter.



COPPET HALL BEACH CENTRE is a recent development by the Hean Estate which has involved the construction of a new landmark building that contains a restaurant, water sports, retail and activity centre in addition to new public conveniences, which are complimented by the provision of family changing spaces and external beach showers.

The development has been carefully designed to allow visitors to enjoy the views from the panoramic windows of the new restaurant stretching across Carmarthen Bay, whilst not compromising its setting in the wooded landscape surrounding Coppet Hall or its Blue Flag beach.

The building plays host to a number of environmentally friendly features, including solar panels, air source heat pumps and a sedum roof, which all contribute to its BREEAM 'Excellent' rating, one of the highest levels of environmental rating for new buildings.

The car park has been extensively remodelled to include significant areas of landscaping, together with many pedestrian and family friendly features and the enhancement of the existing excellent footpath and cycle route links.



BAXBY MANOR Whether you are looking to just relax by the camp fire or venture further afield, Baxby Manor is the ideal family glamping Yorkshire has to offer. Perfectly located with plenty to do in the area and with excellent food and drink destinations close by. Baxby Manor has a strong eco-ethos and has ALWAYS put sustainability and the environment first. It's been passed on down through the Smith generations; Barney's parents to Barney, Barney to his children. We source and promote a product range which supports local farms and food producers and minimises our environmental impact by reducing food miles and fuel consumption. Our free range eggs are from the Baxby Manor estate. All of the cider and apple juice sold in our shop is pressed on site at The Baxby Cider Mill, from apples grown in and around Husthwaite.

Our staff are recruited locally. They are included in our Baxby Manor family, often with staff discounts, team perks and often have the best suggestions for our family-owned business. #freebiefriday. We support the local Parish Council, Village Hall Committee, the village primary school, and other local businesses and organisations. We sponsor many events such as the village panto!



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



IMPERIAL COLLEGE LONDON is one of the world's top ten universities, internationally renowned for the quality of its teaching and research. Across 23 acres in West London, the White City Campus is home to researchers working alongside some of the most innovative businesses operating today. In White City north, you will find multidisciplinary research facilities, laboratories, innovation spaces for businesses of all sizes, accommodation for postgraduate students and our flagship residential tower.

In White City south, you will find Scale Space: over 18,000 square metres tailored to high-growth businesses and scale-ups. The Invention Rooms are also here, where local families and school children can come to learn, be inspired, and create.

Together, we are transforming White City into a global beacon for innovation and a leading destination for life sciences, tech, and creative businesses.



THE MILL GATE SHOPPING CENTRE opened its doors to the public on Monday 20 July 1992 with an exciting five day programme of events, ending on Friday 24 July 1992. Mill Gate has gone through many changes since that time, and now it is the heart of the borough and boasts of a wide range of shopping facilities focused on and around the Millgate centre. Nestled at the very heart of Bury town centre, there is easy access to Mill Gate by bus, car or train. With a great range of retail options, plus cafes to meet with friends and family, you will be spoiled for choice. We regularly get involved in local community projects and host events, so there's something for everybody at Mill Gate.

If you're looking for fun, food or great shopping and somewhere to take friends and family then you've come to the right place. Whether you are just visiting Bury, are new to the area or have lived here a long while, we hope to provide the information you need for an enjoyable visit to Mill Gate. Male, Female and Disabled Toilets and baby changing facilities are located on Minden Parade opposite Leckenbys Tea Rooms. Please note, in line with Colostomy UK guidelines, our Disabled Toilets have been adapted to be Stoma Friendly. Mill Gate is now a Dementia Friendly Shopping Centre. Which means that our Centre Management Team and selected retail store staff are trained on how to be aware of, accommodate and help visiting customers with Dementia.



TRUST DENTAL are a private dental practice and uniquely we offer a four-year guarantee on all recommended treatments* hence why it is 'Private dentistry you can Trust'.

We have been offering this guarantee for over 17 years.

Whilst we deal with all aspects of dentistry, what we really do, as many of our patients will testify, is improve your quality of life by improving the health

of your teeth, gums, and mouth so that you can spend more time smiling, talking, eating, drinking, singing, kissing and being healthier through having better oral health, and less time in the dental chair. We believe that a confident smile is unique to each person and we spend the time in understanding you before a decision is made with you as to what is going to give you that confident smile. Trust Dental in Street is located conveniently in the corner of the main entrance into Clarks Village from the High Street with plenty of parking nearby.

Working with talented local designers, dental engineers, and artists we had the opportunity to create a practice with the right ambience of being relaxing, professional, and modern.

We are a digital practice with a caring human feel that delivers the caring environment to make you feel relaxed and comfortable the moment you walk in.



BRISTOL TEMPLE MEADS is the oldest and largest railway station in Bristol, England. It is an important transport hub for public transport in the city; there are bus services to many parts of the city and surrounding districts, with a ferry to the city centre. It is the busiest station in South West England. Bristol's other major station, Bristol Parkway, is a more recent station on the northern outskirts of the conurbation.

Temple Meads was opened on 31 August 1840, as the western terminus of the Great Western Railway. The railway, including Temple Meads, was the first to be designed by the British engineer Isambard Kingdom Brunel. Soon, the station was also used by the Bristol and Exeter Railway, the Bristol and Gloucester Railway, the Bristol Harbour Railway and the Bristol and South Wales Union Railway. To accommodate the increasing number of trains, the station was expanded in the 1870s by Francis Fox and again between 1930 and 1935 by Percy Emerson Culverhouse. Brunel's terminus is no longer part of the operational station. The historical significance of the station has been noted and most of the site is Grade I listed. Temple Meads, which has 13 active platforms across eight tracks, is managed by Network Rail Western Route

Hall of Fame

Overall Loo of the Year Awards Trophy Winners 1987 - 2024

YEAR	WINNER	SECTOR
2024	THE CENTRE LIVINGSTON	RETAIL
2023	HILLCROFT PARK	HOLIDAY PARKS
2022	MITIE	CLEANING AND FM
2021	PAULTONS PARK	LEISURE
2020	WYCHAVON DISTRICT COUNCIL	LOCAL AUTHORITY
2019	INTU	RETAIL
2018	J D WETHERSPOON	HOSPITALITY
2017	ABM	CLEANING AND FM
2016	GATWICK AIRPORT	TRANSPORT
2015	WE CLEAN	CLEANING AND FM
2014	DANFO UK	LOCAL AUTHORITY
2013	BRIGHTON & HOVE CITY COUNCIL	LOCAL AUTHORITY
2012	STAFFORDSHIRE COUNTY CONUCIL	LOCAL AUTHORITY
2011	CEREDIGION COUNTY COUNCIL, WALES	LOCAL AUTHORITY
2010	J D WETHERSPOON	HOSPITALITY
2009	MCDONALD'S	HOSPITALITY
2008	ASDA STORES	RETAIL
2007	THE TRAFFORD CENTRE, MANCHESTER	RETAIL
2006	THE CAMPING AND CARAVANNING CLUB	HOLIDAY PARKS
2005	MOTO HOSPITALITY	TRANSPORT
2004	THE HIGHLAND COUNCIL, SCOTLAND	LOCAL AUTHORITY
2003	THE EDEN PROJECT, BODELVA, CORNWALL	LEISURE
2002	EAST LOTIAN COUNCIL, SCOTLAND	LOCAL AUTHORITY
2001	J D WETHERSPOON	HOSPITALITY
2000	THE ORACLE SHOPPING CENTRE, READING	RETAIL
1999	NATIONAL TRUST, GIBSITE ESTATE, TYNE & WEAR	HERITAGE
1998	EUROTUNNEL, FOLKSTONE	TRANSPORT
1997	THE MANOR HOTEL, ST ALBANS	HOSPITALITY
1996	PORTSMOUTH HISTORIC DOCKYARD	HERITAGE
1995	CITY OF WESTMINSTER COUNCIL	LOCAL AUTHORITY
1994	HERITAGE MOTOR MUSEUM, GAYDON	HERITAGE
1993	NO LOO OF THE YEAR AWARDS	
1992	WELCOME BREAK SERVICES, M3 FARNBOROUGH	TRANSPORT
1991	GRAMPION ROAD, AVIEMORE, SCOTLAND	LOCAL AUTHORITY
1990	EAGLE & CHILD, GWAENYSGOR, NORTH WALES	HOSPITALITY
1989	CHILDRENS WORLD STORES	RETAIL
1988	THE LIDO, WORTHING	LOCAL AUTHORITY
1987	HATTON GARDEN HOTEL, UPTON ST LEONARDS	HOSPITALITY

2024 National Award Winners

AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL CATEGORY ENTRIES	Monkton Wyld	The Centre Livingston	Bryndu Caravan & Camping Park	Keavan's Port JD Wetherspoon
PUBLIC TOILET ENTRIES	Junction 32	The Green Welly Stop	St Davids Dewi Sant	Buttercrane Centre
ACCESSIBLE TOILET ENTRIES	The Poulton Elk JD Wetherspoon	Gretna Green Welcome Break	The George Brecon JD Wetherspoon	Ards & North Down South Borough Council South Pier
BABYCHANGE FACILITIES ENTRIES	Telford Shopping Centre	Trinity Shopping Centre	The Woodlands Caravan Park	Buttercrane Centre
CHANGING PLACES TOILET ENTRIES	Kings Cross Station	St James Quarter	St Davids Dewi Sant	Ards & North Down Borough Council Groomsport
SPACE TO CHANGE TOILET ENTRIES	Gunwharf Quays Craft Market	Eastgate Shopping Centre	Coppet Hall Beach Centre	Buttercrane Centre
ECO FRIENDLY TOILET ENTRIES	The Hideaway Baxby Manor	Craigmead Fife Coast & Countryside Trust	Tyddyn Isaf Caravan & Camping Park	
LOCAL AUTHORITY TOILET ENTRIES	Wychavon District Council	Fife Coast & Countryside Trust		Ards & North Down Borough Council
TOILETS IN EDUCATION	Imperial College White City			
QUIRKY AWARD	Wrekin Convenience		Everyones Garden	
PERIOD DIGNITY AWARD	Bristol Temple Meads Station	Eastgate Shopping Centre	Cartref Caravan & Camping Site	Ards & North Down Borough Council

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.



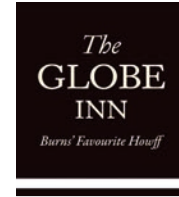
2024 Market Sector Awards

RETAIL



Junction 32

HOSPITALITY



The Globe Inn

LEISURE

Queen Mothers Sports Centre



City of
Westminster

HERITAGE

Beamish Musuem



ENTERTAINMENT

Fareham Live



HOLIDAY PARKS

The Woods Holiday Park



EDUCATION

Imperial College White City



OFFICES

Amazon House Glasshouse Yard



CAR PARKS

Wychavon District Council



MOBILE TOILETS

The Convinience Company



TRANSPORT

Manchester Airport



BEACHES

Putsborough Sands



WORKPLACE

The Very Group



THE
VERY
GROUP

SPORT

Ludlow Racecourse



PUBLIC TOILETS

Trinity Aberdeen Shopping
Centre



QUIRKY

Wrekin
Convinience



HEALTH



TRUSTDental

2023 Awards Event





	CATEGORY	ENGLAND
RETAIL	1) SHOPPING CENTRES	Junction 32
	5) FOOD SUPERSTORES	Morrisons Sheffield
	8) MARKETS	Chorley Market
HOSPITALITY	9) HOTELS	The George Hotel JD Wetherspoon
	10) RESTAURANTS	
	11) FAST FOOD RESTAURANTS	McDonald's Tilbury
	12) CAFES AND COFFEE SHOPS	Strawberry Fields Coffee Shop
	13) PUBS AND WINE BARS	The Stargazer O2 JD Wetherspoon
	15) CONFERENCE & BANQUETING	The Friends House
LEISURE	16) LEISURE & RECREATION CENTRES	Queen Mother Sports Centre
	17) COMMUNITY CENTRES	Queen Mother Sports Centre
	18) PARKS AND GARDENS	Heather Garden Windsor Great Park
	20) WATER AND THEME PARKS	Paultons Park
	21) VISITOR ATTRACTIONS	Sandringham House Visitors Centre
	22) ZOOS AND SAFARI PARKS	Wolds Wildlife Park
HERITAGE	23) MUSEUMS AND GALLERIES	Beamish Museum
	24) HISTORIC BUILDINGS	The Foley Arms JD Wetherspoon
	25) TOWN HALLS	
ENTERTAINMENT	29) THEATRES	Fareham Live
HOLIDAY PARKS	34) CAMPING/TOURING/STATIC HOLIDAY PARKS	Monkton Wyld Caravan Park
EDUCATION	35) EARLY YEARS	Greenview Nursery
	36) PRIMARY SCHOOL/PLAY CENTRES	Madley Primary School
	38) HIGHER/ADULT EDUCATION	Imperial College White City
	41) SURGERIES AND CLINICS	Trust Dental
OFFICES	44) OFFICES COMMERCIAL AND PUBLIC	Omnicom Adam & Eve
CAR PARKS	44) CAR PARKS PUBLIC AND PRIVATE	Wychavon District Council
LOCAL AUTHORITY PUBLIC TOILETS	46) FULL TIME ATTENDED PUBLIC TOILETS	Trinity Gateshead
	47) NON ATTENDED PUBLIC TOILETS	Churchill Car Park Rustington PC
	48) AUTOMATIC/SEMI AUTOMATIC PUBLIC TOILETS	Broadwick Toilets City of Westminster
MOBILE TOILETS	49) MOBILE/PORTABLE TOILETS	Wrekin Convenience
TRANSPORT	50) MOTORWAY SERVICE AREAS	Rugby Services Moto Hospitality
	51) ROADSIDE SERVICE STATIONS	
	52) RAILWAY STATIONS	Kings Cross Station
	54) AIRPORTS	Manchester Airport
	57) BUS/COACH STATIONS	Lincoln Bus Station
SPORTS VENUES	58) SPORTS VENUES AND STADIA	Ludlow Racecourse
BEACHES	60) BEACHES	Putsborough Sands
WORKPLACE	61) ANY WORKPLACE WASHROOM	The Very Group
QUIRKY	63) QUIRKY	Wrekin Convenience



SCOTLAND

WALES

IRELAND

The Centre Livingston

St Davids Dewi Sant

Buttercrane Centre

Jollys Hotel JD Wetherspoon

The George Brecon JD Wetherspoon

Keavans Port JD Wetherspoon

The Globe Inn

Tyddyn Isaf

Bobbin John JD Wetherspoon

Yr Hen Dderwen JD Wetherspoon

Silver Penny JD Wetherspoon
The Old Borough JD Wetherspoon

Pitcairn

Everyones Garden

Annandale Distillery

Gypsy Wood Park

The Globe Inn

The Globe Inn

The Palladium JD Wetherspoon

The Old Borough JD Wetherspoon

Ord House Country Park

Bryndu Caravan and Campiig

Craigmead Toilets Fife Coast &
Countryside Trust

Castle Car Park Ards & North Down BC

Trinity Shopping Centre

St Davids Dewi Sant
Coppet Hall Beach CentreSouth Pier Ards & North Down BC
Bridge St Cumber Ards & North Down BC

Convenience Company

Gretna Green Services Welcome Break
The Green Welly Stop

Sarn Park Services Welcome Break

Aberdour Silver Sands

Coppet Hall Beach Centre

Everyones Garden

The way forward in cleaning apprenticeships

New apprenticeship allows employers to invest in their staff

Are you a cleaning and hygiene sector employer interested in accessing funds to develop your workforce?

Have you considered the Level 2 Cleaning Hygiene Operative Apprenticeship?

The Level 2 Cleaning Hygiene Operative Apprenticeship enables industry businesses to invest in their staff, providing employees an opportunity to access a recognised work-related cleaning qualification.

The apprenticeship standard for the whole of the cleaning and hygiene sector was launched on 1 January, 2024.

The apprenticeship will benefit your business by:

- developing a workforce with skills specific to your business
- allowing existing employees to pass on their knowledge to your next generation of employees
- providing you with a motivated and fast-developing workforce.

As well as unlocking millions of pounds a year for staff training in the sector, the new apprenticeship will help the sector and staff achieve greater recognition for their vital and skilled work which contributes to the health and wealth of the nation.

It offers the opportunity for organisations to use Apprenticeship Levy payments to fund Cleaning Hygiene Operative Apprenticeships for their staff.

All sector employers with an annual wage bill of more than £3 million pay the Apprenticeship Levy and could implement the apprenticeship standard in their businesses, as could smaller businesses which have been gifted Levy payments.

The tariff for the apprenticeship standard has been confirmed as £5,000 per learner, which is inclusive of all aspects and proportionate to the quantity and quality of the work involved.

You can view the apprenticeship standard and end point assessment plan in full here:

• <https://www.instituteforapprenticeships.org/apprenticeship-standards/cleaning-hygiene-operative-v1-1>

Companies interested in setting up the scheme in their workplace should select a training provider, agree the delivery plan and commence the onboarding process.

Apprenticeship providers for cleaning related qualifications may be found at:

• <https://findapprenticeshiptraining.apprenticeships.education.gov.uk/courses>

The British Cleaning Council is calling on larger businesses to gift or transfer unused Levy funds to smaller businesses which otherwise would not be able to fund Cleaning Hygiene Operative Apprenticeships.

Employers can choose to transfer up to 25 percent of their Levy funds each year to other businesses to pay for apprenticeship training and assessment, via their apprenticeship service account, which can be set up online.

The benefits of gifting include:

- helping build stronger relationships between businesses and promoting collaboration
- supporting more apprentices and a more skilled workforce across the sector
- providing SMEs with financial support for training and development
- and it is very positive for the brand image of companies gifting funds.

Gifting companies can specify which businesses, sectors, skills or local areas they would like to support, meaning funds can be kept within the cleaning and hygiene sector. The Government tops up the payment by ten percent.

Transferred funds can only be used to pay for apprenticeship training and assessment up to the funding band maximum.

Companies can find out how to transfer Levy funds here:

<https://www.gov.uk/guidance/transferring-your-apprenticeship-levy-to-another-business>

Smaller companies which need Levy funding for apprenticeships can apply here:

<https://www.gov.uk/guidance/receive-a-levy-transfer-from-another-business-to-fund-an-apprenticeship>

There are also other means of companies not paying the Apprenticeship Levy to access funds. Please find details of funding rules for other possible options here:

<https://www.gov.uk/guidance/apprenticeship-funding-rules#to-2025-rules>

You can also find further information about the Level 2 Cleaning Hygiene Operative Apprenticeship here:

• <https://britishcleaningcouncil.org/apprenticeships>






2023 Awards Event



Trophy and National Award Winners

TROPHIES:

INDIVIDUAL TECHNICIAN TROPHY:	Eva Tamas-Szora Bryndu Caravan & Camping Park	
IN-HOUSE CLEANING TEAM TROPHY WINNER:	Friend's House	 FRIENDS HOUSE
EXTERNAL CONTRACTOR CLEANING TEAM TROPHY WINNER:	ABM (UK) Ltd	

NATIONAL AWARD	ENGLAND	SCOTLAND	WALES	IRELAND
INDIVIDUAL WASHROOM TECHNICIAN ONE ENTRY	Mani Matwoo The Welkin	Margaret Rutter Annandale Distillery	Eva Tamas-Szora Bryndu Caravan Park	
IN-HOUSE CLEANING TEAM MULTIPLE ENTRIES	Friends House	Gretna Green Services	Riverbend Caravan Park	Ards & North Down Borough Council
EXTERNAL CONTRACTOR CLEANING TEAM MULTIPLE ENTRIES	Aston Services	ABM (UK) Ltd	Mitie	Robinsons

Crohn's and Colitis UK

Crohn's & Colitis UK is the leading expert charity for people with Inflammatory Bowel Disease. There are more than half a million people living with Crohn's Disease and Ulcerative Colitis in the UK.

There are no two ways about it: a diagnosis of Crohn's or Colitis is life changing. Here at Crohn's & Colitis UK, we all know it, as does everyone affected by these devastating conditions.

CROHN'S & COLITIS UK

The problem is, not everyone else knows it.

These are lifelong conditions for which there is no cure, and symptoms include diarrhoea, agonising stomach pain, extreme fatigue, joint pain, blood in poo and needing to use the toilet urgently and often. Toilet access is a big issue for people with Crohn's and Colitis, so much so that we know 9 in 10 people with the conditions plan their journeys around whether or not they'll be able to get to a loo. That's a huge consideration, and knowing you have a safe, clean, accessible bathroom available can make all the difference to your day.



"Toilets and accessible toilets, are so important. I have to be conscious of where toilets are when I leave the house, and have avoided doing certain activities with my child due to no toilet access. I have also had to stay at home due to pain and needing the comfort of my own bathroom.

The idea of having to use a toilet where the door might suddenly open, or others hearing you use the facilities, is also stressful. It can completely stop you from going out and about. Thanks to charities like Crohn's & Colitis UK, more awareness is being raised around invisible illnesses and how anyone might be in need of using a disabled toilet. I hope for a future where more accessible toilets are available and more people are aware of the need for them."

-Amy living with Colitis

At Crohn's & Colitis UK, we believe access to toilets should be treated as a public health issue by governments across the UK. We exist to achieve a better quality of life for those affected, while fighting for earlier diagnosis, driving increased research funding and, ultimately, finding a cure. We are incredibly grateful that Loo of the Year has decided to support us this year and help us raise awareness of these lifelong, chronic conditions.

For further information please visit www.crohnsandcolitis.org.uk

National Category Award Winners 2024 Local Authority Public Toilet Entries

Premier League

2023	2024	LOCAL AUTHORITY	TOTAL NO OF PUBLIC TOILET ENTRIES	NO. POINTS D=7 PP=6 P=5 G=4 S=3
1	1	Fife Coast & Countryside Trust	13	64
2	2	Wychavon District Council	11	71
3	3	Ards & North Down District Council	5	27
=4	4	Rustington Parish Council	4	17
N/A	6=	City of Westminster	4	15
=4	5	City of Lincoln	3	16
5	6=	Derbyshire Dales District Council	3	15
6	7	Waverley Borough Council	2	12
=7	8	City of London	2	10
=8	9=	Chorley Borough Council	1	6
=9	9=	East Preston Parish Council	1	6
=8	10=	Billingshurst Parish Council	1	5
=9	10=	Charnwood Borough Council	1	5
9=	10=	Dunstable Town Council	1	5
N/A	10=	Devizes Town Council	1	5



Local Authority Public Toilet Awards

LOO
OF THE YEAR
Awards
2024

Roll of Honour 2024

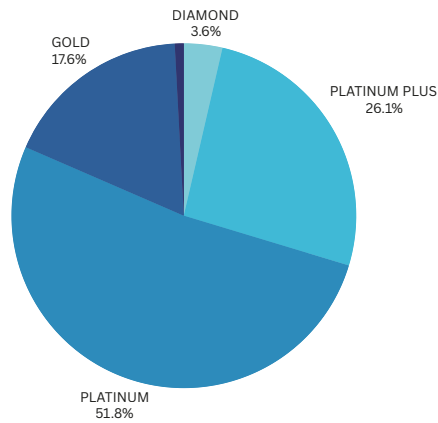
PROVIDER	NO OF PUBLIC TOILET ENTRIES	DIAMOND	PLATINUM PLUS	PLATINUM	GOLD
Fife Coast & Countryside Trust	13		1	10	2
Wychavon District Council	11	6	4	1	
Ards & North Down District Council	5	1		4	
Rustington Parish Council	4		2	1	
City of Westminster	4			3	
City of Lincoln	3		1	2	
Derbyshire Dales District Council	3			3	
Waverley Borough Council	2		2		
City of London	2			2	
Chorley Borough Council	1		1		
East Preston Parish Council	1		1		
Billingshurst Parish Council	1			1	
Charnwood Borough Council	1			1	
Dunstable Town Council	1			1	
Devizes Town Council	1			1	
TOTAL	53	7	12	30	2



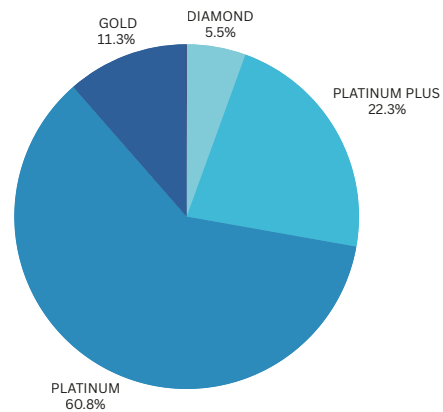
Wychavon District Council

The Awards in Numbers

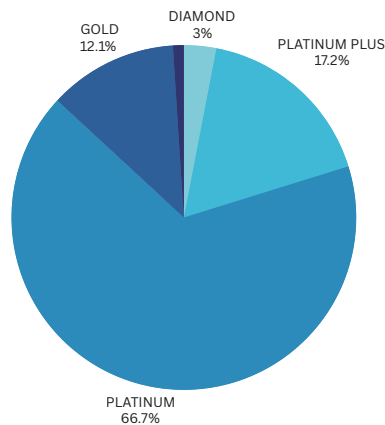
2024 Grading Results



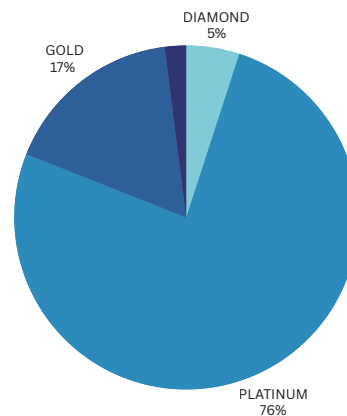
2023 Grading Results



2022 Grading Results



2021 Grading Results



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ANNANDALE



FAREHAM SHOPPING CENTRE



OAKMOOR TOURING PARK



CORLEY SOUTH



**THE STARGAZER JD
WETHERSPOON**



THE FAN MUSEUM



THE SCIENCE MUSEUM



THE EDEN PROJECT



FRIENDS HOUSE



**STANDARD CHARTERED
BANK**



BUTTERCRANE CENTRE



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

The Importance of Public Toilets

by Rabbi Laura Janner-Klausner
Vice-Chair, The British Toilet Association



I started to get really narked when I got a new job which involved commuting to work. How could it be that I couldn't find a public toilet when I needed one? It was exasperating and humiliating. I'm 61 and a pretty physically healthy person who loves sports and I'm just like the majority of the country. I need a loo simply because I eat, drink and need to process normal bodily functions. These do not count as 'conveniences' (sic). These are essentials and so toilets should be renamed Public Essentials rather than the mealy-mouthed misnomer, Public Conveniences.

I then went on the fascinating London Loo Tour and was blessed by being introduced to remarkably dedicated and knowledgeable Raymond Martin – the Managing Director of the British Toilet Association (BTA). I learnt that we've had a reduction of 60% of in public toilets in just 11 years. I knew that this hidden cruelty and profoundly disturbing fact about Britain has to change. As I'm sure readers of this Recognition Edition know, public toilet provision has been more than halved in the last 10 years and the number of public toilets has been reduced by a quarter. 1 in 4 loos are now locked.

Public toilets are the underpinning of a thriving high street – you can't mooch if you can't find a loo. If we're concerned about the nation's mental health, we know that one in five people don't go out to see family or friends as they're anxious they won't find a loo on their way. If the local loos are boarded up, you'll be bored at home. Public toilets provision is vital for equality. Lack of loos disproportionately affects those with a disability, are older, have young children and most importantly, less social mobility. After an Olympic summer, when we want a physically healthy nation, let's remember people who love sports and outdoor walking, who hop from one leg to another as we search in vain to relieve ourselves. Public toilets boost the economy, our physical and mental health and to rebalance social inequalities by one very clear budget line – love our loos, boost the nation.

At the BTA, we've created a skilled and determined lobbying team of Raymond; Roger Berry (the political advisor to the BTA); an Independent Local councillor from Merton: a public affairs specialist; a graphic designer and a PR specialist. We work with local and national politicians to change policy.

We have identified the following priorities which align with the proposals as part of the then Levelling Up and Regeneration Bill in October 2022 by Alex Norris MP (Nottingham North). These are to create an Office of The National Toilet Commissioner/Commissioners and compulsory Toilet Plans for all regions and public services - for reasons of equality, health, hygiene and economic growth – to be overseen by the Toilet Commissioner/s. These Toilet Plans would be formulated by local authorities in consultation with local partners and the public. These plans would consider the current level of public convenience provision, the current level of demand for such conveniences, what gaps there are in provision, and the needs of communities with protected characteristics under the Equality Act 2010. Most importantly, central government must provide funding to local authorities to cover the costs of this new responsibility."

As Alex Norris said, 'do not think public toilets are a "nice to have". Lack of adequate facilities disproportionately affects all sorts of groups, including people who work outdoors, people with ill health or disability, the elderly and the homeless. Such essential facilities can make the difference between being able to confidently leave the house or not.'

Here's the good news – MP's are listening as are local authorities. The (previously named) Levelling Up Committee agreed to a public inquiry into the state of public toilets three days before the election was announced! Once the committee gets reconstituted in late October, we will return to this agenda and there are MPs who we've already met with from this government who are committed to moving this forward as have local politicians including Council Leaders and Mayors.

Watch this space!

Best Businesswomen Awards

On October 11th, I had the honour of attending the Best Business Women Awards 2024 at the stunning Hilton Hotel at Syon Park in London. The event was nothing short of spectacular—a glamorous celebration of incredible women making waves in the business world. I was thrilled to be a finalist in the prestigious Business Woman of the Decade category, a recognition that truly reflects the journey Charles and I have been on since founding A Plush Flush Luxury Mobile Toilets in 2005. Over the past 19 years, we've poured our hearts into building a business that not only meets but exceeds expectations, providing high-quality services for our clients and carving out a niche in the luxury event industry.

What made the evening even more special was having my biggest supporters by my side—my husband, Charles, and our two wonderful daughters, Charlotte and Stephanie. Their unwavering support has been a cornerstone of my journey and having them there to celebrate with me meant the world. The event itself was inspiring, surrounded by so many talented and driven women who have achieved remarkable things in their fields. I felt so proud just to be among them and to be named as a silver award winner in the Business Woman of the Decade category.



The surprises however didn't end there. To mark the tenth anniversary of the awards, the organisers introduced Special Recognition Awards for the first time. These were designed to honour individuals who have made significant contributions in their industries. To my absolute amazement, I was one of five recipients of this incredible honour, recognised for my work within the toilet industry. Receiving this award was deeply humbling. It's not every day that a less-talked-about industry like ours gets the spotlight, and to have my work acknowledged in this way felt truly momentous. It's a reminder that every industry, no matter how niche, plays an important role in people's lives.

The night was filled with joy, gratitude, and inspiration. I left feeling uplifted by the amazing stories of resilience, creativity, and determination shared by all the finalists and winners. It was a celebration of not just business success but also the incredible impact women can have when they follow their passions and persevere. This unforgettable evening will always hold a special place in my heart—not just for the awards but for the memories made with my family and the chance to celebrate alongside so many exceptional women.



2024 has been a very successful year for P-Wave and we are incredibly proud to be supporting the Loo Of The Year Awards once again. Since the end of last year, as part of a major earlier cancer diagnosis drive, an NHS partnership with P-Wave has encouraged men to consult their GPs if they see blood in their urine. The collaboration has seen this important health message – Blood in your pee? Contact your GP practice – delivered directly to those at risk through a special message featured on P-Wave's Slant6 and Trough urinal mats.

The campaign, which garnered widespread mainstream media attention and has been shortlisted as a finalist in both the PFM and British Business Awards, was officially launched at last years Loo Of The Year Awards. Since then, P-Wave have supplied more than 600,000 urinal mats with this potentially life-saving message on and the campaign has been supported by companies such as Harrods, Bidfood, Booker, phs, Balfour Beatty, Sodexo and Mitchell's & Butlers, who have rolled the mats out across their entire estate.

Diagnosing cancer early means it is easier to treat and can save lives, which is why the NHS chose to collaborate with P-Wave, urging men to be aware of changes in their bodies and to contact their GP practice if they notice symptoms that could be a sign of cancer - such as blood in pee.

P-Wave Brand Manager Mark Wintle at Robert Scott said: "We are proud to be working with NHS England on this first-of-its-kind partnership, which offers a creative yet simple way to convey a potentially life-saving message. The NHS Long Term Plan ambition is that, by 2028, the proportion of cancers diagnosed at stages 1 and 2 will rise from around 50% to 75% and we are committed to doing our best to help the NHS achieve that goal. We thank all those that have supported us so far and encourage other businesses to get involved in promoting the wellbeing of their staff and visitors."

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



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

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

BTA offers advice and guidance to charities and focus groups whose main role is supporting and working with individuals, families and careers struggling with accessibility issues. Improving access to toilets is a major priority for the association in addressing a host of social inclusion and equality issues for all users. Publicly accessible toilets play a significant role in helping to increase footfall in local retailers, boost local economies and hopefully restore public safety and confidence.

We deliver survey and consultancy services to suppliers and providers wishing to upgrade, install new facilities or improve their current standards of provision.

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

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

Loo of the Year Awards Supports BBC Children in Need Again in 2024

The Loo of the Year Awards team has once again rallied behind BBC Children in Need, showing their support for this incredible cause through a heartfelt donation and shared enthusiasm. BBC Radio 2, the station that keeps the Awards team company daily, holds a special place in their hearts. Over the years, the team has enjoyed numerous shoutouts and even featured on-air discussions about their work, with Managing Director Becky at the forefront. This year, their connection to the station grew even stronger as they followed Paddy McGuinness on his remarkable Ultra Endurance Cycle Challenge.

The challenge, which saw Paddy cycling a gruelling 300 miles on a retro Chopper bike from Wrexham to Glasgow, spanned four and a half intense days. From start to finish, the journey was packed with highs and lows—moments of triumph, determination, exhaustion, and humour. The Loo of the Year Awards team decided to cheer him on in a meaningful way by donating £1.00 for every mile Paddy pedalled, contributing £300.00 to Children in Need.

Managing Director Becky shared her thoughts on the experience:

"As a team of avid Radio 2 listeners, we felt every emotion Paddy went through during this incredible challenge. Many of us cried and laughed along with him—it was such a rollercoaster! Supporting him in this way felt like the perfect way to give back and align with the causes we care about."

This is not the first time the Loo of the Year Awards has supported a Radio 2-led effort. Last year, they backed Vernon Kay's Ultra Ultra Marathon for Children in Need, continuing their tradition of combining their passion for exceptional facilities with meaningful community impact.

The Loo of the Year Awards team is proud to stand alongside Paddy McGuinness and everyone who champions Children in Need, demonstrating that even a "loo"-themed organisation can contribute to making a big difference.

THANK YOU

LOO OF THE YEAR AWARDS

for raising a fantastic
£300.00

The money you have raised will be used to help change the lives of children and young people facing disadvantage in communities across the UK.

BBC CHILDREN IN NEED

BBC Children in Need has not verified the above fundraising. This is not a receipt.
© BBC 2022 Reg. charity England & Wales no. 802052 and Scotland no. SC039557.



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