

**LOO<sup>®</sup>**  
**OF THE YEAR**

*Awards*  
**2025**

'THE WASHROOM OSCARS'

1987-2025



IN ASSOCIATION WITH



Think ahead.



**p-wave<sup>®</sup>**

**Recognition Edition**

I've had eczema since I was born.  
When soap is full of chemicals, it feels like  
I've stuck my hands in stinging nettles.

**One in two people are likely to face barriers to hygiene in washrooms\***

Inclusive hygiene isn't just the right thing to do for people, it's the right thing to do for business. That's why Tork is on a mission to make washroom hygiene more inclusive, from dermatologically tested soaps to dispensers accredited by the Swedish Rheumatism Association. Because everyone benefits when more people can use washrooms with ease.

Discover how Tork can make your washroom hygiene more inclusive.

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

Tork, an Essity brand



**Think ahead.**

\*Survey conducted of 11,500 respondents in the US, UK, DE, FR, MX, CA, ES, SE, NL and PL, 2025. 54% of respondents reported experiencing barriers, without limitation, diagnosed or self-diagnosed physical/cognitive conditions, e.g. eczema, chronic pain, general anxiety, claustrophobia.

## Driving Inclusive Hygiene in Washrooms

Every day, facilities teams work hard to provide clean, safe and welcoming washrooms. Yet, by listening to cleaners and users, Tork has learned how different abilities, needs and circumstances shape washroom experiences, revealing many visible and invisible barriers when using these spaces. We know the challenges you face in maintaining washrooms, and we want to work with you to make these important facilities comfortable for as many people as possible. That's why we're proud to partner with the Loo of the Year Awards to launch the Tork Inclusive Hygiene Award, a new category that recognises organisations committed to creating washrooms that meet a wide range of needs and deliver exceptional hygiene standards.



Our Tork Insight Survey uncovered a critical gap: only 20% of washrooms meet user expectations for hygiene and cleanliness. This gap has real consequences for the businesses you serve. Over half of respondents said they take action after a poor washroom experience - spending less time at venues, limiting food and drink consumption, or leaving negative reviews. In workplaces, poor facilities drive employees away: 17% of respondents have even left a job because of poor washrooms.

But hygiene isn't just about cleanliness. Conditions such as anxiety, sensory sensitivities or paruresis (shy bladder) often go unnoticed, limiting access for up to half of washroom users. Eight out of ten people report concerns about washrooms and these concerns are even greater among those with specific needs. When washrooms fail to meet user requirements, businesses risk reputation, revenue and customer loyalty - something facilities teams work tirelessly to protect.

Inclusive hygiene also extends to those on the front line: cleaning staff. Our research shows that 80% of cleaners experience mental health challenges linked to their work, driving high staff turnover. We know this adds pressure for facilities managers. Supporting technicians with practical solutions - such as data-driven monitoring of washroom use, easy-to-refill dispensers and easy-to-carry disposables - can reduce stress, improve wellbeing and help maintain consistent hygiene standards.

The Tork Inclusive Hygiene Award celebrates organisations that go beyond compliance to create washrooms that are comfortable, welcoming and considerate for the majority of users. This includes thoughtful design, availability of essential supplies, privacy, sensory-friendly features and support for cleaning teams. By recognising these efforts, we aim to inspire best practice and raise the bar for washroom experiences everywhere.

'Hygiene for all' is a core pillar of our Tork sustainability beliefs. By focusing on inclusive hygiene in washrooms, we help facilities teams and organisations create better experiences for everyone - users and staff alike.

**Learn more at [torkglobal.com](https://www.torkglobal.com)**



**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 2026 Loo of the Year Awards logo as it covers the period to 31st December 2026.

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

## 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.



# 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 10 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 and Scott - West Midlands**



**Martin and Tess - North East and North West England**



**Julie and John - Midlands and South West England**



**Anthony - South West Wales**



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



**David - Sussex, Kent and South West London**



**Raymond - Ireland and Scotland**



**Carl - North East England**



**Cerri - Wales and Midlands**

# Schedule and Menu

**From 09:15 - Registration with Tea/Coffee & Networking**

**10:15 - Start of the Awards Ceremony**

**12:15- Networking and sparkling wine reception**

**13:15 - Lunch**

**14:30 - Entertainment**

**15:00 - Presentations of Trophies**

**16:45- Carriages away**

## **Starter:**

Warm filo pastry purse filled with roasted sweet potato, tomato, asparagus and locally reared ham served with a fresh green salad and a herb cream sauce (V)

## **Main Course:**

Glazed chicken breast, topped with sweet caramelised red onion and red pepper strips. Served with a cream sauce with subtle hints of coriander, carrots, green beans and dauphinoise potatoes sprinkled with parsley

Mediterranean vegetable risotto with roasted vine tomatoes and char-grilled crouton.

Served with a side of mixed salad (V)

## **Desert:**

Pear tarte tatin topped with a rich vanilla quelle and a pear crisp finished with a caramel and blackberry syrup

## **Acknowledgements**

Liquidmedia Live for stage production, AV support and video production  
Photography by ?

Today's compere Stephan Thomas

Marc Spelmann for entertainment

Keynote Speaker Chris Hunt Skelley MBE

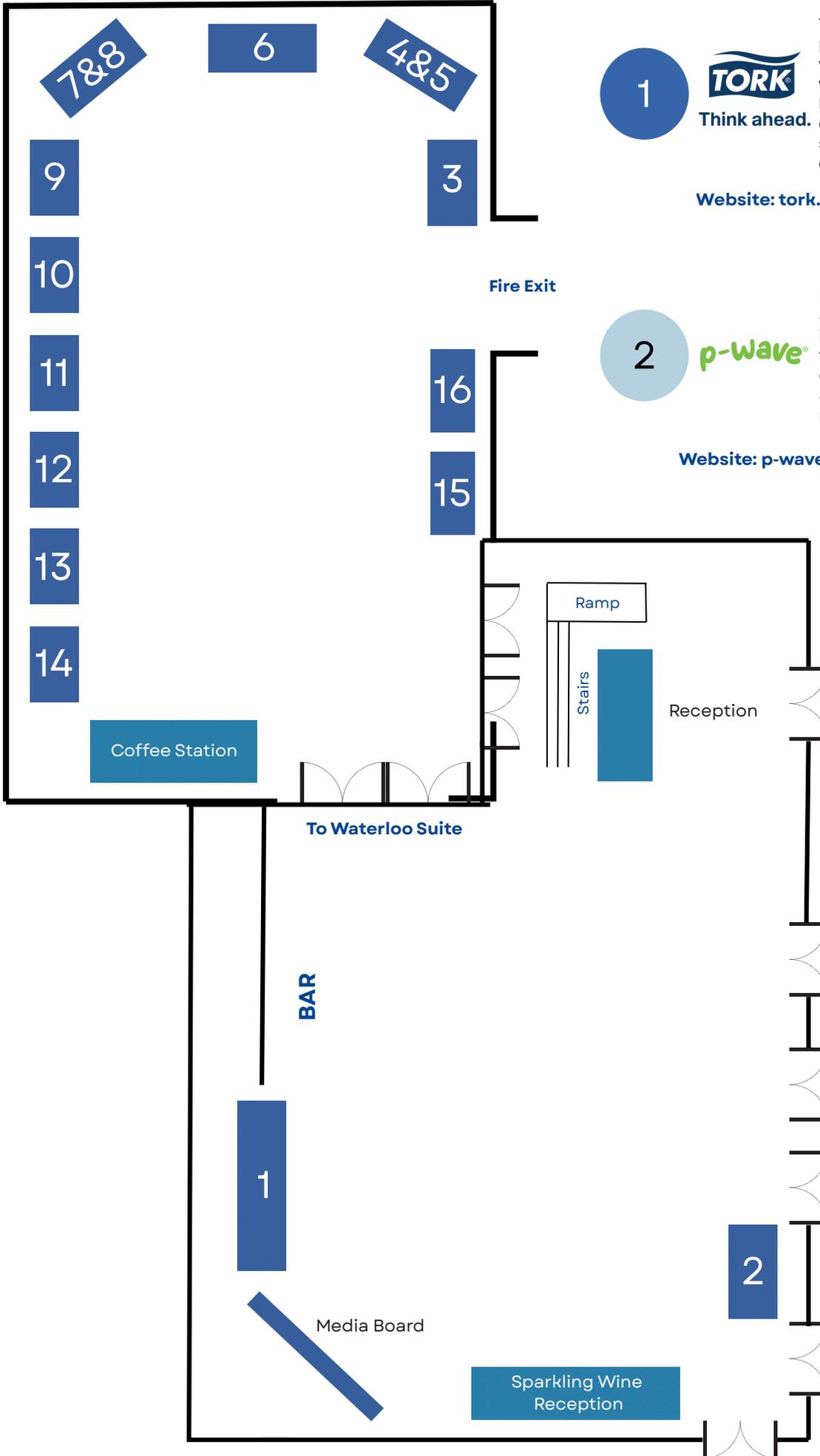
Dylan and all at Barrington Print for the printing

Fiona Scott Media for all promotions and media

Heather and Emma at Kahoo Systems for the website

All the staff and the use of facilities at the National Motorcycle Museum

# Event Exhibitor Map



**Think ahead.**

Tork is a leading global brand in professional hygiene, supplying washroom tissue, paper towels, soap, wipes and dispensers for offices, hospitality, healthcare, industrial and educational environments – with a strong emphasis on sustainability and efficient hygiene systems.

**Website: [tork.co.uk](http://tork.co.uk) / Phone: 0191 410 8668**



P-Wave manufactures odour-control and air-freshening washroom products including urinal screens, mats and air fresheners – positioning itself as an eco-minded alternative to aerosol-based solutions, with recyclable, low-VOC items.

**Website: [p-wave.co.uk](http://p-wave.co.uk) / Phone: 01444 220 999**

# Event Exhibitor Map



Fig Products (FIG Systems) supplies washroom systems and consumables such as eco-friendly toilet tissue and hand towels – often aiming for sustainable and cost-effective hygiene solutions for businesses.

Website: [figproducts.com](http://figproducts.com) / Phone 01425 205527



Hygenie Washrooms is a UK-based washroom-services provider offering a full range of hygiene supplies and washroom servicing – from soap dispensers and hand dryers to sanitary waste systems, for clients including schools, hospitality, healthcare and corporate.

Website: [hygeniewashrooms.co.uk](http://hygeniewashrooms.co.uk) / Phone: 02476 101600



Velair is a UK supplier/manufacturer focused on hand-dryers and electrical hygiene equipment for commercial washrooms – delivering technical hygiene solutions to help run washrooms efficiently with modern drying and ventilation products.

Website: [velair.co.uk](http://velair.co.uk) / Phone 01425 616103



Makita UK is the branch of the global power-tool manufacturer supplying professional power tools, outdoor equipment, cordless battery systems and accessories – widely used in construction, maintenance and trade.

Website: [makitauk.com](http://makitauk.com)



Bluepoppy provides vehicle-funding, leasing and fleet-management services to UK businesses – covering car and van leasing, fleet procurement, electric-vehicle options, and driver/fleet compliance support.

Website: [bluepoppy.co.uk](http://bluepoppy.co.uk) / Phone: 01275 400 275



Brunel is an independent, chartered UK insurance broker offering commercial and corporate insurance solutions across sectors – from SMEs to large firms, providing liability, property, fleet, cyber and other insurance cover.

Website: [brunel-insurance.co.uk](http://brunel-insurance.co.uk) / Phone: 0117 325 2224



Kinder Accountants (Kinder Digital Accountants) provides accounting, bookkeeping and business-mentoring services tailored to small businesses and entrepreneurs – helping owners manage finances and simplify accounting using modern digital tools.

Website: [kinderaccountants.co.uk](http://kinderaccountants.co.uk) / 01432 273400



Barrington Print is a Herefordshire-based commercial print company offering digital, litho and large-format printing services – producing business stationery, leaflets, posters, plans and bespoke print finishes.

Website: [barringtonprint.com](http://barringtonprint.com) / Phone 01568 616443



Cartiere Carrara UK represents a long-established Italian tissue-paper manufacturer supplying toilet tissue, hand towels and other away-from-home hygiene paper products – serving hygiene and washroom markets in the UK

Website: [cartierecarrara.com](http://cartierecarrara.com)



Soap2O is a UK company producing concentrated refillable hand-wash and personal-care products designed to reduce single-use plastic and the need to ship water – aimed at commercial and retail washroom sustainability.

Website: [soap2o.co.uk](http://soap2o.co.uk) / phone 01295 233097



Flow Office supplies office-design, furniture and fit-out services for commercial workspaces – offering space planning, bespoke furniture and full installation for businesses.

Website: [flowoffice.co.uk](http://flowoffice.co.uk) / phone 0121 6677906



Crohn's & Colitis UK is the leading UK charity supporting people with inflammatory bowel diseases – providing information, helplines, support services, research funding and campaigning to improve care and awareness.

Website: [crohnsandcolitis.org.uk](http://crohnsandcolitis.org.uk)



Thrive Sciences Ltd develops biotech-based cleaning and remediation solutions for washrooms, wastewater and environment services – offering eco-friendly biological products and environmental remediation alternatives to traditional chemical cleaning.

Website: [thrive.eco](http://thrive.eco) / Phone 01524 481513



John Finch Computers provides IT services including PC and laptop repair, bespoke PC builds, data-backup & recovery, network setup and managed IT support – acting as a full-service IT provider for home users and small businesses.

Website: [jfc.uk](http://jfc.uk) / Phone: 01432 370861



## Stefan Thomas - Event Compère



Stefan Thomas is the author of *Business Networking for Dummies*, the founder of The Independent Networking Groups Association, and an ulcerative colitis sufferer for over half of his life. He is a professional speaker who always knows where the toilets are and, this year, our compère.

"Toilets are important. They are universal in their necessity, but certainly not universal in their cleanliness and maintenance. I was diagnosed with ulcerative colitis in 1997 and, since then, have had a mental map of where the 'good' toilets are, in my local town, on the motorways, and anywhere I travel to. When I'm speaking at an event the first thing I investigate when I arrive at the venue is the location of the closest accessible toilet!"

When I met Becky and Jane at a business event in Hereford in 2024, I was thrilled to hear that there was an awards specifically championing the good and great toilets around the UK. I was even more thrilled to be asked to speak at the 2024 awards and over the moon to be invited back as MC this year.

In an industry which is often overlooked, I applaud all of you who are entrants and finalists for taking your work and your toilets so seriously. I cannot wait to be part of the team presenting the awards this year, and I promise I'll bring the energy, entertainment and gravitas these awards deserve!"

## Marc Spelmann - Entertainer

Marc Spelmann, the creative mind behind the global phenomenon Magician 'X', has been redefining magic since 1995 by blending illusion, psychology, and storytelling. He rose to fame on Britain's Got Talent in 2018 with his emotional "Hope" audition, which went viral with over 400 million views and inspired a Japanese documentary. A year later, he secretly returned as the masked Magician 'X', creating one of the most-watched moments in talent show history. Today, Spelmann is celebrated worldwide for his innovation and powerful storytelling through magic.



"Back in 2021 I was asked to perform what I considered to be an unusual event called Loo Of The Year. It was there that I met the amazing Becky Wall who, with her courageous husband, had recently taken over the annual award ceremony and everything else in between. What I truly love about my job is the unexpected and I have to say that the Loo Of The Year event was totally unexpected and unpredictable. Never had I even considered that there would be an award ceremony dedicated to the various loo's around the country. But what a wonderful event it was and I gained a completely newfound respect and admiration for the wonderful people dedicated to making our loo visits far more pleasurable and in some cases absolutely five star luxurious. I am so looking forward to coming back to the Loo of the Year awards 2026 with something truly unique."

# Keynote Speaker



**Chris Hunt Skelley MBE** is a Paralympic Judoka Champion who won Gold in his weight class at Tokyo 2020 and then Bronze in his sport at Paris 2024. He spent most of his childhood in Hull. A shy child, his parents encouraged him to take up sports and he embraced rugby and judo. Chris had eye problems from a young age. He spent a lot of his life not being believed when he said his eyesight was failing. At one point he was even put into a psychiatric unit briefly due to health professionals not believing him about his condition which didn't have a name or label for a long time.

Chris increasingly had to wear sunglasses, even at night and dark lenses to protect his eyes from light. At school he had to have things enlarged, but no one ever knew what the problem was. Chris was eventually whisked off to the USA for testing and it was discovered at the age of 19 that he has a rare form of albinism known as Ocular Albinism. Light can literally blind him. Eventually his condition degenerated further, leaving him unable to continue his potential career as a mechanic or to play team sport safely.

Not surprisingly, this took Chris to a very dark place and without judo and the support of family and close friends he doesn't know what he would have done. Chris feels that this incredibly tough time in his life and how he came through it, defines who he is. It was while fighting blindfolded and winning against sighted competitors that Chris was spotted as a potential elite athlete and fighter in VI Judo. Chris moved to Walsall to train full-time at the British Judo Centre of Excellence.

Since competing, he has won many medals, including being crowned European Champion, two World Championship bronze medals, for five years won Silver Medals at the IBSA World Cup events, as well as becoming ranked World Number 1 in the 100kg category. His career culminated in winning a Gold medal in his weight class in Tokyo 2020 and then a Bronze in a different weight class in Paris 2024 marking him out as one of the UK's greatest visually impaired judoka of all time. He won Bronze in spite of a difficult run up to the Paralympics which included a diagnosis of coeliac disease which meant his whole diet had to change. Yet he still won through.

Chris announced his retirement from competitive sport in early 2025 but is still active in VI sport including both judo and now rugby. During lockdown Chris was delivering food parcels to vulnerable members of his community, and this saw him win the UK Sport Social Impact Award and he was also awarded the MBE for his services to judo. Chris lives in Wiltshire with his wife, former wheelchair tennis player, Louise Hunt Skelley PLY.

# 2024 Trophy Winners



Welcome to the 2025 Loo of the Year Awards Recognition Edition, a celebration of our 38th year, filled with growth, collaboration, and some truly memorable moments. This year has shown once again just how important high-quality “away from home” washrooms are, and how passionate our entrants, partners, and supporters continue to be. We are delighted to have Tork back as our Headline Sponsor for 2025–2026. Their commitment to innovation, sustainability, and professional hygiene makes a huge difference to businesses around the World, and their support helps keep the Awards strong and forward-thinking. Our long-standing friends P-Wave continue to champion the Awards too, regularly exhibiting and raising important awareness through their work, including their campaign with the NHS highlighting early signs of bladder cancer. We are truly grateful to all our sponsors whose continued support ensures the Loo of the Year Awards remains the UK’s leading washroom accreditation programme.

This year saw entries come in from across the UK and Ireland, with a noticeable rise in new participants. We were especially encouraged to see more involvement from restaurants, conference venues, adult education providers, and offices, a sign that more organisations recognise how vital high-quality washrooms are to the customer and visitor experience. Our vision is for the public to one day look for Loo of the Year gradings as naturally as they check food hygiene ratings. Our 37th Awards Ceremony was a wonderful day of learning and celebration. Stefan Thomas, author of *Networking for Dummies*, delivered an inspiring keynote on the value of connection, and our charity competitions including throwing balls into a toilet pan before the soft-close seat shut, raised funds for Crohn’s & Colitis UK while providing plenty of laughter and friendly rivalry. 2025 began with a meaningful milestone as Charles and I celebrated four years of owning the Awards. March took us to Dublin for the Facilities Management Awards, hosted by the Tork Essity Ireland team. It was a pleasure to celebrate industry excellence while strengthening international connections. Shortly afterwards, I was invited onto UK Health Radio with Stoma4Life to discuss the impact that well-maintained washrooms have on daily living, a conversation that felt incredibly important. In May, we welcomed Carl Smith to help with Business Development. Through his leadership of the Changing Places Toilet programme, Carl brings deep industry expertise and a genuine passion for accessibility, both of which perfectly support our mission.



One of the most valuable events of the year was our July inspector day in Birmingham. These training days ensure our grading remains consistent, fair, and reflective of current best practice. Watching our inspectors assess the same washrooms and compare their scores was a reminder of just how dedicated and meticulous they are. August brought a mix of achievements and advocacy. I joined Hattie Hasan MBE and Steph Leese on the Tradeswomen Together Podcast for Fix Radio, discussing the ongoing need for better facilities for women working on construction sites. And with the incredible support of our Awards Manager Jane and the inspector team, we reached a major milestone, the Loo of the Year Awards name and logo officially became registered trademarks. This marks an exciting next chapter as we continue strengthening our identity as an established and protected brand.

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Inspections took us across the UK from August through October, and in September, our inspectors Martin and Tess Harrington spoke at the Moor Friendship Group, sharing insights into why good washrooms matter to everyone. That same month, I attended the inaugural Herefordshire Business Growth Breakfast at The Shell Store, a fantastic opportunity to connect with leaders across a wide range of sectors, all focused on shaping the future of our county. In October, Charles and I travelled to Edinburgh for the European Roundtable on InclusiveHygiene, hosted by Tork/Essity. Meeting participants from across Europe and discussing how to improve accessibility and user experience was both inspiring and energising. We also attended the European Cleaning & Hygiene Awards that evening at the National Museum of Scotland – a stunning venue for an event dedicated to celebrating excellence in our sector.



October was also a month of personal honour. I was thrilled to receive a silver award in the Lifetime Achievement category at the Best Business Women Awards 2025. Shortly after, we joined the Independent Washroom Suppliers Association to present on the Awards, and then attended the Herefordshire Business Awards, where I was incredibly proud and admittedly shocked, to be named Entrepreneur of the Year 2025.

November brought one of the most fitting speaking engagements of the year: the Herefordshire Means Biz Conference, held on World Toilet Day. My presentation focused on the vital role toilets play in business, perfectly aligned with the day's theme of connections and collaboration.

We also recorded the first episodes of our brand-new Bog Casts (Podcasts) in November, an exciting project developed with huge thanks to Fiona Scott Media and her exceptional team. Their support throughout the year has been instrumental in raising the profile of the Loo of the Year Awards, helping us share our message with wider audiences. Our first Bog Cast will launch just after the Awards in January 2026, offering a fresh way to bring stories from across our industry to life.

**Looking back, 2025 has been a year defined by connection, collaboration, and growth. We have strengthened relationships with entrants, expanded awareness of the importance of accessible, clean, and dignified washrooms, and continued building a programme that celebrates those who strive for excellence.**

**Thank you to our sponsors, entrants, inspectors, colleagues, and friends. Your support and dedication drive everything we do, and we look forward with excitement to another year of championing washroom standards across the UK.**

# ★ Our Visit to The Moor Friendship Group ★

The Moor Friendship Group – Scholes, Nr Cleckheaton

Martin and Tess Harrington represented our team of Inspectors and the Loo of the Year Awards at a recent talk with The Moor Friendship Group in Scholes, near Cleckheaton. Their connection with this wonderful group started quite by chance. During a stay in Newcastle upon Tyne last year, where they met Jane Bowen and some of her friends. Over dinner, the conversation turned to what they did – inspecting toilets! It always raises a laugh at first, but as we talked in more detail, Jane quickly saw the real value behind our work. The Moor Friendship Group has been running for many years, previously linked with the local WI, and they regularly host guest speakers. Jane kindly invited us along – and what a warm welcome Martin and Tess received.



The session was lively and interactive, with around twenty ladies joining in. Martin and Tess shared an insight into what goes into our inspections of away-from-home washrooms, touching on just a few of the 101 criteria we use when assessing facilities. They also explained what we look for in accessible toilets and introduced the group to the concept of Changing Places facilities, which provide essential support for people with profound and complex disabilities. Many of the group had never heard of Changing Places before, and it was great to raise awareness.

There was also a lovely local connection – as soon as Martin and Tess mentioned the Loo of the Year Awards, the group recalled seeing Junction 32 Shopping Centre, Castleford, featured in the local news as a major 2025 award winner.

Martin and Tess said “was an absolute pleasure to spend time with such an engaged and friendly audience. The group kindly presented Tess with a beautiful bunch of roses, while Martin left with some delicious homemade sausage rolls – both very much appreciated!” A big thank you again to Jane and the Moor Friendship Group for having us – and to Martin and Tess for sharing our mission with such passion and good humour.

## 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.**



# New Awards for 2026



As part of our continued commitment to raising standards and ensuring every washroom experience is accessible, dignified, and inclusive, the Loo of the Year Awards will be introducing a new **Inclusive Hygiene Award**, proudly launched in partnership with Tork, for the 2026 inspections and awards.

In addition to our standard judging criteria, a series of enhanced best-practice checks will now be carried out to help recognise washrooms that go above and beyond in providing truly inclusive facilities. These additional considerations include:

- Can toilet paper be dispensed single-handedly, supporting users with limited dexterity.
- Are flushing mechanisms easy to use, such as sensor, lever, or accessible plate systems suitable for those with reduced hand strength.
- Whether taps and soap dispensers are easy to reach and operate, and if the soap provided is suitable for sensitive skin or fragrance free.
- The provision of paper hand towels alongside electric dryers, preferably in touchless dispensers, and appropriate signage where noise from hand dryers may impact autistic users.
- Availability of mirrors that provide additional privacy for users who may need it.
- Ensuring colour contrast between dispensers and wall surfaces to support users with low vision.
- Reviewing placement of dispensers, including hand towel height and soap reach, ensuring usability for all.
- Availability of hand sanitiser near the washroom exit, along with bins positioned so users can dispose of hand towels without needing to touch doors or handles.
- Assessing whether dispensers are easy to clean, supporting hygiene and maintenance best practice.
- Checking signage quality, ensuring clarity and visibility for all users.
- Reinforcing that not every disability is visible, with appropriate messaging to encourage awareness and understanding.

These enhanced checks will help us identify and celebrate the very best examples of inclusive hygiene design, supporting organisations in creating washrooms that work for everyone.

## Washroom Supplier Customer Choice Award

We are excited to launch a brand-new accolade for 2026 – the Washroom Supplier Customer Choice Award. This award recognises suppliers who consistently deliver outstanding products, innovation, and service, as judged by their customers.

It celebrates those who go beyond simply providing consumables and equipment, actively contributing to clean, safe, sustainable, and customer-focused washroom environments across all sectors.

We are looking for suppliers who excel in:

- **Product Quality & Reliability:** Durable, effective products with dependable supply and a range suited to diverse washroom needs.
- **Customer Service & Support:** Responsive, solution-focused service with a long-term partnership approach.
- **Innovation in Washroom Solutions:** Introduction of smart, sustainable, or flexible solutions that enhance hygiene and user experience.
- **Contribution to Hygiene & Sustainability:** Promoting best hygiene practices, eco-friendly products, and efforts to reduce carbon footprint.
- **Customer Impact:** Genuine verified feedback and examples demonstrating positive impact and a strong industry reputation.
- **Judging:** Shortlisted suppliers will be selected based on customer scores, with each nomination highlighting specific examples of excellence.
- This is your opportunity to celebrate suppliers who truly make a difference – the ones your customers trust and rely on.



## Reflections on the European Roundtable for Inclusive Hygiene

Charles and I recently had the privilege of spending a few incredibly busy, but deeply rewarding days in Edinburgh, invited by Tork/Essity to take part in the European Roundtable on Inclusive Hygiene and the European Cleaning & Hygiene Awards 2025. This experience was both inspiring and thought-provoking, and it offered valuable insights for both myself personally and for the Loo of the Year Awards.

The week began with an informal dinner on Wednesday evening, bringing together members of the Roundtable ahead of Thursday's full discussion. Sharing the table with participants from Italy, Poland, Germany, Spain, France, the Netherlands, and other European countries gave us a sense of the truly collaborative spirit of this initiative. From the very first conversation, it was clear that despite differences in geography, there are many shared challenges and ambitions when it comes to inclusive hygiene.

On Thursday, I joined the Roundtable discussion. The day was packed with engaging conversations on a wide range of topics, from accessibility and sanitation standards to innovations and best practices in hygiene. Hearing directly from experts and practitioners across Europe highlighted not only the common issues many countries face but also the diverse approaches being taken to overcome them. For me, personally, it was a remarkable opportunity to broaden my understanding of inclusive hygiene on a European scale, and to reflect on how these learnings can be applied to the UK context.

For the Loo of the Year Awards, participating in this Roundtable is particularly significant. Our awards have always been about more than celebrating high standards in washrooms; they are about raising awareness, promoting education, and inspiring improvement in toilet facilities across the UK. Engaging with international perspectives reinforces our belief that accessible, inclusive hygiene is a universal priority. The conversations and ideas shared at the Roundtable will help shape the way we continue to encourage excellence and inclusivity within the UK washroom sector.

Thursday evening brought a further highlight: attending the European Cleaning & Hygiene Awards 2025 at the National Museum of Scotland. Charles and I were honoured to be guests of Tork/Essity for this prestigious celebration of the industry. These events provided an excellent opportunity not only to celebrate achievements but also to network with both new and existing contacts, strengthening relationships that are crucial for continued learning and collaboration.

Reflecting on these few days, we both feel immensely grateful for the chance to be involved. The experience offered insights, inspiration, and connection on multiple levels personally, professionally, and for the ongoing work of the Loo of the Year Awards. It was a reminder that collaboration and shared knowledge are essential to driving meaningful progress in hygiene and accessibility, and that even small innovations can make a big difference.

Being invited to such a prestigious European platform is both a privilege and a responsibility. For me, it was an opportunity to learn, share ideas, and represent the UK's washroom industry on an international stage. For the Loo of the Year Awards, it reinforces our mission: to raise standards, celebrate excellence, and ensure that inclusive hygiene remains a priority wherever washrooms are found.

# The Independent Washroom Association

## Raising Standards Together: Our Visit to the Independent Washroom Suppliers Association (IWSA)

Charles and I were delighted to be invited to attend the Independent Washroom Suppliers Association (IWSA) conference this week, an excellent opportunity to connect with members of the washroom supply industry and share insights about the work we do through the Loo of the Year Awards.

We were invited to give a presentation introducing the Awards, explaining how they have evolved over the years, and how they continue to play a vital role in raising awareness, education, and standards across all away-from-home washrooms. From workplaces and schools to restaurants, visitor attractions, and public facilities, our mission remains the same – to encourage better washroom provision for everyone. A good washroom experience isn't just about cleanliness or design; it's about dignity, accessibility, and respect for the people who use and maintain these spaces every day.



During our presentation, we also shared an exciting announcement: A brand-new award category for washroom suppliers will be launched at the Loo of the Year Awards Event in January 2026.

Washroom suppliers play such an essential role in shaping the overall washroom experience, yet they often go unrecognised. This new award will shine a light on their contribution and celebrate those who innovate, support, and uphold high standards across the industry.

We would like to extend a heartfelt thank you to the IWSA for their warm hospitality and for including us in such a valuable event. It was a pleasure to meet so many people who share our passion for washroom excellence and to make some fantastic new connections that we look forward to developing further.

Together, by sharing knowledge and recognising achievement, we can continue to drive improvements and ensure that washrooms everywhere in every sector meet the high standards that everyone deserves.



**THE INDEPENDENT WASHROOM  
SERVICES ASSOCIATION**

*Nationwide, quality washroom services delivered locally*

The Independent Washroom Suppliers Association (IWSA) is a group of independent washroom service providers who work in partnership to deliver local and national services across the UK and Ireland. The Association was founded to challenge the issues faced by businesses relying on large, multinational companies, by supplying a local, independent and caring service across the UK.

Each member of the IWSA abides by strict codes of conduct that ensure that each member is an accredited organisation that is not only able to deliver the services that the customer requires but also that they are able to perform to a high standard to compete individually and confidently with the multi-national corporations.

The IWSA is about making sure washrooms across the country are places people can rely on for cleanliness, comfort, and quality. Good washrooms matter to everyone.

One of the things that makes IWSA special is its focus on working together. By partnering with organizations like the Loo of the Year Awards, IWSA helps shine a light on those who go above and beyond and encourages everyone in the industry to keep raising the bar.

Over the past year, there have been some exciting new ideas and positive changes, showing just how creative and resilient the sector can be. The IWSA believes that by sharing knowledge and supporting each other, the industry can keep moving forward.

**Working together, the IWSA and Loo Of The Year Awards can make washrooms across the UK safe, and something to be proud of.**

# Hall of Fame

Overall Loo of the Year Awards Trophy Winners  
1987 - 2025

<b>YEAR</b>	<b>WINNER</b>	<b>SECTOR</b>
2025	ST DAVIDS DEWI SANT	RETAIL
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 Awards Event





# The Bog Cast



## Flush with Excitement: Introducing the 'Bog Cast'!

We are thrilled to announce that this January, we will be launching our very own podcast, the 'Bog Cast' – and yes, it is exactly what it sounds like! This exciting new venture gives us the perfect platform to continue our mission of raising awareness and educating people about away-from-home washrooms – because let us face it, good toilets are essential, yet often overlooked.

The Bog Cast is not just a chat about loos. We have gone all out, including original music composed especially for both the Loo of the Year Awards and the podcast, giving each episode a unique rhythm and atmosphere. Episodes will drop first as a podcast, and then, for those who like to see the action unfold, we will share a video version on our YouTube page a week or so later. That is double the fun, double the insight and no flushing required!

We will be inviting a fantastic array of guests, from washroom industry experts to fascinating figures with stories to tell, all sharing insights and experiences that will make you think twice about your next bathroom break. Expect education, entertainment, and the occasional toilet pun – because learning about loos does not have to be boring!

Launching the Bog Cast is a thrilling new chapter for us, combining our love of storytelling, toilets, and making a real difference in public awareness. So, whether you are a loo-lover, a curious listener, or someone who simply appreciates a good flush of inspiration, stay tuned, the Bog Cast is coming, and it's going to be loo-tastically entertaining!



## Trademarking

### Working Towards Our Trademark Accreditation

Securing our trademark has been a journey that's taken years of persistence, patience, and a genuine belief in what we do.

When we first applied for trademark accreditation, our application was refused because our name was considered too descriptive, it explained too clearly what we did. While we could see the logic, we also knew our name represented much more than a literal description. It had come to embody our reputation, credibility, and long-standing presence in the industry. It symbolised our values, our standards, and the trust we've earned over the years.

Not ones to give up easily, we decided to try again. With the expert guidance of our Intellectual Property attorney, Michelle, we began the challenging process of building a stronger case. This involved months of gathering evidence, statements from entrants, owners, sponsors, and professional bodies confirming that our name was not just descriptive, but distinctive. It was recognised and respected as a trusted brand in its own right.

Every testimonial we received reaffirmed what we already knew: that our name carries meaning, authority, and history within the washroom industry. After much work and determination, we were finally granted trademark accreditation in July, a moment that felt both emotional and deeply rewarding.

This accreditation is far more than a legal formality. It officially acknowledges our brand as unique and protected. It means that our name and the reputation we have worked so hard to build, is now safeguarded from imitation or misuse. It reinforces our professional identity and adds an extra layer of trust and assurance for those who work with us. From a business perspective, it strengthens our position within the industry, giving partners and clients the confidence that they are associated with an established, credible, and verified brand. It also marks a key milestone in our ongoing journey of growth, professionalism, and excellence.

But beyond the paperwork and certificates, this achievement means something deeper. It is a celebration of resilience, teamwork, and belief proof that when you stand firm in the value of your brand and the purpose behind it, recognition will follow.

Our trademark is not just a symbol; it is a statement of who we are, what we have built, and the standards we will continue to uphold for years to come.





**ARC SHOPPING CENTRE**



**THE BRONTE  
PARSONAGE MUSEUM**



**THE ATRIA SHOPPING  
CENTRE WATFORD**



**ST DAVIDS DEWI SANT**



**THE DISCOVER CHILDREN'S  
STORY CENTRE**



**MERSEYWAY SHOPPING  
CENTRE**



## CROHN'S & COLITIS UK

Crohn's and Colitis are lifelong, incurable diseases that are on the rise. We urgently need better treatments and to find a cure. Right now, we need to increase understanding of the conditions, so that people are diagnosed quickly and live well.

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.



"I often carry additional underwear and toilet paper with me, due to the anxiety around lack of appropriate public toilet provision. It affects my planning and decision making, especially around my social calendar. I also have to take extra care to plan any trips away that I might be taking, such as using transport like a train or a plane, and planning carefully where I'll be staying, to make sure it has suitable amenities for me.

I frequently find that public toilet access is limited in the UK. Upkeep and standards seem reduced, with a lack of toilet paper, unsuitable locks and a lack of cleanliness. In men's toilets particularly, there is a limited amount of stalls which can often affect waiting time." - Callum, living with Crohn's Disease

At Crohn's & Colitis UK, we believe access to toilets should be treated as a public health issue by governments across the UK. We support with honesty, we push for progress and we inform with authority.

Crohn's and Colitis don't define who people are—and their lives shouldn't be shaped by them either. Thank you for helping make toilets accessible across the UK, empowering dignity and independence for all.

We're deeply thankful to Loo of the Year for once again lending their support this year, helping us shine a light on these lifelong, chronic conditions.

### Loo of the Year Awards Supports BBC Children in Need Again in 2025

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 Sara Cox on her remarkable Great Northern Marathon Challenge.

The challenge, which saw Sara run a gruelling 135 miles over 5 days from Kielder Forest to Pudsey in Leeds. 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 her on in a meaningful way by donating £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 Sara went through during this incredible challenge. Many of us cried and laughed along with her—it was such a rollercoaster! Supporting her 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. In the last few years, they backed Vernon Kay's Ultra Ultra Marathon and Paddy McGuinness' Ultra Endurance Cycle 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 Sara Cox 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**

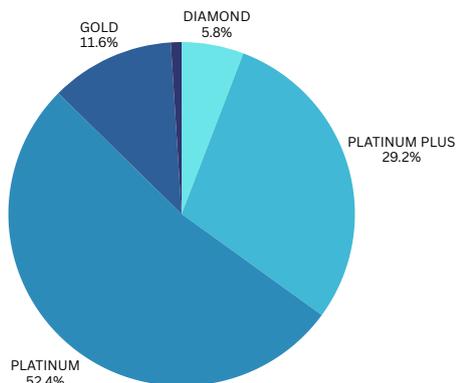
The money you have raised will be used to help change the lives of children and young people facing disadvantage in communities across the UK.

**BBC CHILDREN IN NEED**

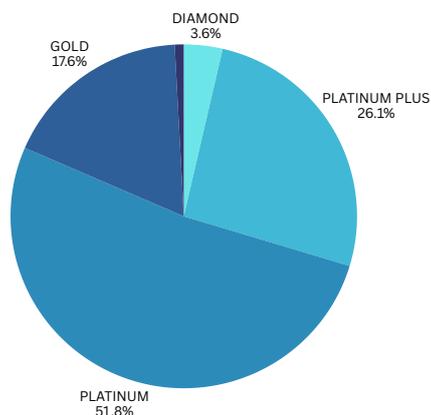
BBC Children in Need has not verified the above fundraising. This is not a receipt.  
© BBC 2022 Reg. charity England & Wales no. 802052 and Scotland no. SC039557.

# The Awards in Numbers

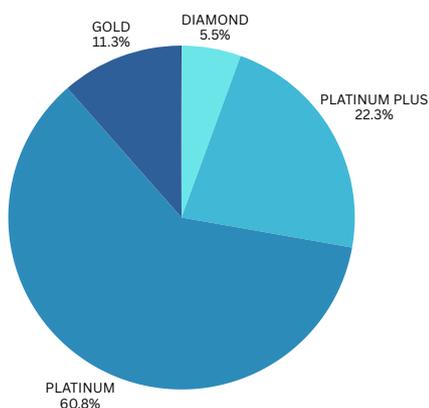
## 2025 Grading Results



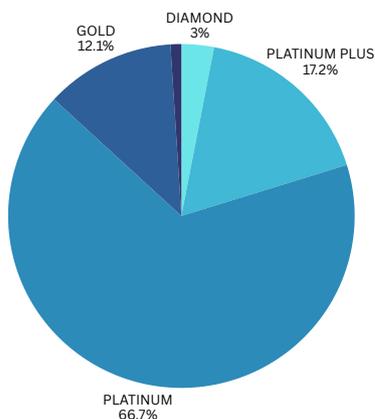
## 2024 Grading Results



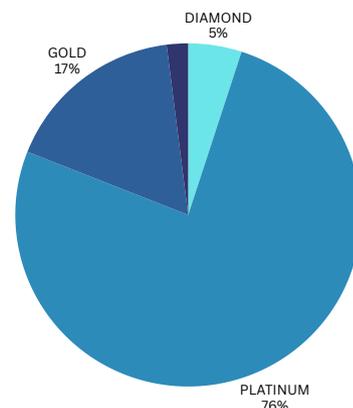
## 2023 Grading Results



## 2022 Grading Results



## 2021 Grading Results



**48% more new entrants compared to 2024**

**600% increase in restaurant category entries**

**78% increase on Railway Station category entries**

**220% increase on Adult Education category entries**



**LINKEDIN**



**THE SCIENCE MUSEUM**



**WITCHES CRAIG  
CARAVAN AND CAMPING PARK**



**VICTORIA EMBANKMENT  
CITY OF WESTMINSTER**



**BAXBY MANOR**



**THE SUN WHARF  
JD WETHERSPOON**



# The Convenience Company Ltd

WASHROOM TECHNICIAN  
OF THE YEAR  
*Awards*  
2025

At The Convenience Company, we have always believed that outdoor events should be accessible and comfortable for everyone, no matter their needs. From weddings and parties to agricultural shows and major festivals, our mobile toilet units have long helped event organisers provide clean, reliable facilities for guests.

When however we were asked to supply a High Dependency Unit (HDU) for a public festival, we discovered that accessibility went far beyond standard facilities and that there was a serious gap in what was available across the UK.

Determined to provide the best service possible, we decided to design and build our own mobile High Dependency Unit one that would meet the highest standards of safety, comfort, and functionality.

We reached out to Mark from Premier Manufacturing, who had already built several of our toilet trailers over the years. Mark took on the challenge enthusiastically, researching HDU specifications and working closely with us to understand the unique needs of event settings.

Together, we identified key features that the new unit would require, including accessible entry, space for an adjustable height changing places bed, privacy screen, ceiling track hoist, running water, adjustable sink. The result would be a custom-built HDU trailer, ready to deliver advanced care and accessibility at any event, anywhere in the country.

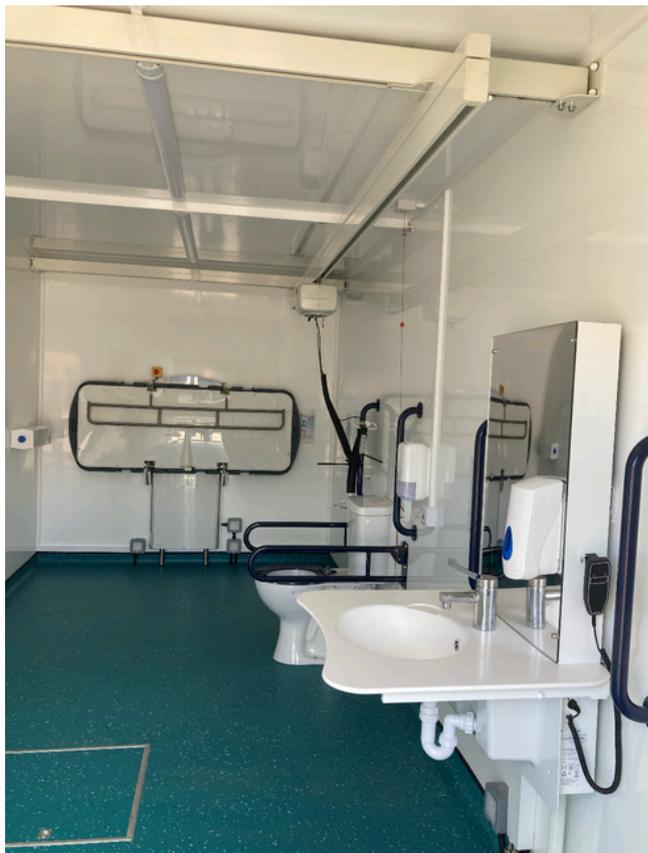
For us, this project was not just about meeting a client's request, it was about upholding a belief that every event should be accessible to all. People with disabilities or medical conditions should be able to attend festivals, shows, and celebrations without worrying about the availability of suitable care or facilities.

The Convenience Company's new HDU is more than just another trailer, it is a step forward for inclusion and preparedness at public events. As we continue to supply mobile facilities across the UK, we are proud to add this innovative unit to our fleet, helping make outdoor events safer, more welcoming, and more inclusive for everyone.

Our custom-built High Dependency Unit was completed in Spring 2024, and since then, it has already been hired out to numerous events across the country. From festivals and fairs to private functions, it has quickly proven its value helping organisers meet accessibility standards while ensuring that all guests can enjoy the event safely and comfortably.

One of the first major events to use the unit was the Hay Festival, one of the UK's most renowned literary and cultural gatherings. Georgie, Operations Director at Hay Festival, shared her experience:

The HDU unit we had onsite at the Hay Festival in 2024 was provided by the Convenience Company. The unit provides our audience members that require it a level of advanced reassurance, providing a dignified and comfortable solution, helping to improve the experience of those with specific care needs attending the Hay Festival. This also helps us to ensure the festival is accessible to a wider range of people, helping to foster a more inclusive environment, as well as improving the overall perception of the festival and encourage repeat attendance.



Nia Osborne, Event Manager & Show Secretary, Usk Farmers' Club Ltd also shared her thoughts: -

Thank you so much to The Convenience Company for providing the high dependency facility at Usk Show 2025. Our visitors are so grateful for this facility which means that more visitors are able to attend our event, knowing that they have the facilities available for them to have a comfortable day. As a greenfield site, we are not the most accessible event, but by providing this service, we are moving towards becoming a more accessible event. Thank you for your help in making this happen. Feedback like this reinforces why we took on the challenge of building our own HDU in the first place. Every event deserves reliable, well-designed facilities that meet the needs of all attendees and every organiser should have access to professional, high-dependency units that work exactly as expected.

As The Convenience Company continues to expand its fleet, our goal remains simple: to make outdoor events safer, more comfortable, and truly accessible for all.





## Becky Recognised at Herefordshire and National Business Awards

Becky was recently honoured at two prestigious business awards, recognising her leadership and the impact of her companies, A Plush Flush and Loo of the Year Awards Ltd. At the Herefordshire Business Awards 2025, Becky was a finalist in both the Entrepreneur of the Year and Business Leader of the Year categories.

She was delighted to be announced Winner of Entrepreneur of the Year 2025, an award recognising the innovation, leadership, and sustained growth of her businesses. While the award bears her name, Becky emphasises that it is a shared achievement with her husband Charles, who co-owns and manages both businesses, as well as their daughters, family, colleagues, and supporters who have contributed over the past two decades.



Shortly before this, Becky attended the Best Business Women Awards 2025, celebrating outstanding women across the UK. She was a finalist in the Lifetime Achievement Award category and received a Silver Award, recognising her contributions to business innovation, education, and leadership within her industries. The awards also provided an opportunity to celebrate other finalists and winners, highlighting the importance of community, support, and collaboration in business.

Both awards reflect Becky's commitment to excellence through their companies. A Plush Flush continues to set new standards in mobile luxury toilet services, while the Loo of the Year Awards Ltd promotes best practice and education across public and commercial toilet facilities in the UK. Becky expresses her gratitude to the award organisers, judges, sponsors, and fellow finalists, noting that these recognitions strengthen her commitment to innovation, leadership, and raising awareness of the vital role her businesses play in their sectors.



**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@bta.co.uk](mailto:enquiries@bta.co.uk) Web: [www.bta.co.uk](http://www.bta.co.uk) Tel: 02891477397 Mobile: 07799881763

**p-wave®**

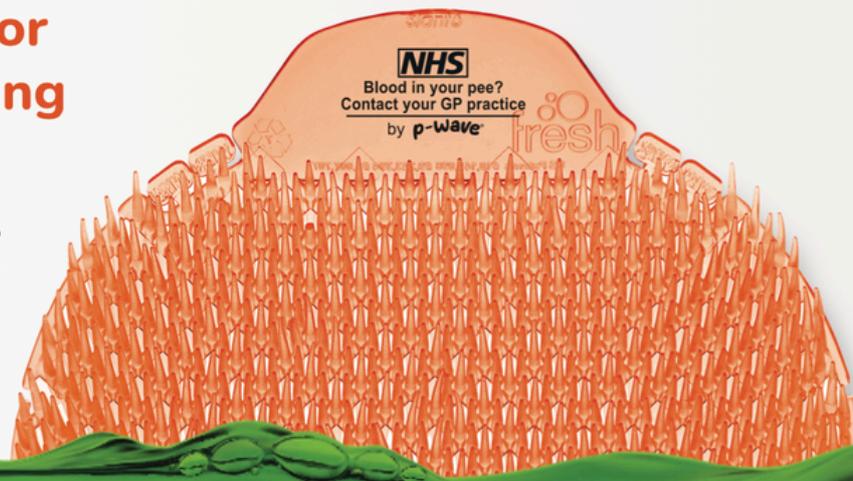
In partnership with



## Partnering with the NHS for cancer awareness messaging

Thousands of men are diagnosed with bladder cancer each year. The most common sign of bladder cancer is blood in pee. It's important that people contact their GP practice if they spot this sign - even just once.

The urinal screens from P-Wave provide a unique opportunity to present this high-impact message to a captive audience whilst at the urinal.



Powerful fragrance



Bio-degradable



Anti-splash



long-lasting



Double-sided design



Visit [p-wave.co.uk/nhs](http://p-wave.co.uk/nhs)

\*The Slant6 urinal screens contain EcoPure®. The products are currently undergoing independent long term biodegradation testing underway to ASTM D 5511 standard. This research shows 85% biodegradation over six years.

**LOO**<sup>®</sup>  
**OF THE YEAR**  
*Awards*  
**2026**

**WASHROOM CLEANER**  
**OF THE YEAR**  
*Awards*  
**2026**

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

**Raise your organisations profile in 2026  
Win a nationally recognised award**

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

All Loo of the Year Awards entries are judged against the same criteria. It doesn't matter where you are located in England, Ireland, Scotland or Wales, you can enter and be considered for Awards in sixty three entry categories for each country and a whole range of National and UK/Ireland Awards detailed in this brochure

Your Washroom Technicians can also be considered for Individual Washroom Attendant, In-House Cleaning Team and External Contractor Cleaning Team National Awards and UK/Ireland Trophies. Many single entries and small business entries have won National and UK/Ireland Awards

**Enter in 2026!**  
**[www.loo.co.uk](http://www.loo.co.uk)**  
**01531 640715**