

### About this information sheet

This information sheet has been produced by Age UK London as part of the [London Loos](#) campaign for better public toilet provision in London. Along with other information sheets produced by Age UK London it has been written for anyone interested in actions London's local authorities can take to improve the provision of public toilets in their borough. It is recommended in particular for council officers and council directors as well as councillors.

### The London Plan

The [London Plan](#) is the Mayor of London's Spatial Development Strategy for Greater London. It is part of the statutory development plan for London and policies should inform decisions on planning applications across London and borough's Local Plans must be in 'general conformity' with the London Plan.

### Large-scale developments - Policy S6 Public toilets

Policy S6 Public toilets requires that large-scale developments<sup>i</sup> that are open to the public, such as shops, sport, leisure and health care facilities, transport hubs, cultural and civic buildings and large areas of public realm, provide and secure the future management of:

- free publicly-accessible toilets suitable for a range of users including disabled people, families with young children and people of all gender identities; and
- free 'Changing Places' toilets designed in accordance with the guidance in British Standard BS8300-2:2018.<sup>ii</sup>

These should be available during opening hours, or 24 hours a day where accessed from areas of public realm.

### Smaller developments

In smaller developments, and subject to local evidence and Development Plan policy, boroughs may secure access to toilet facilities as part of a community toilet scheme, or secure provision of public toilets through Community Infrastructure Levy or planning obligations.

In these developments a range of toilet facilities should be provided, including: unisex disabled persons' toilets; a separate accessible baby change/family toilets; cubicles for people with ambulant mobility impairments.

Where gender-specific toilets are provided, a gender-neutral option should also be provided wherever possible (in addition to unisex disabled persons toilets).

Consideration should be given to the capacity of facilities in order to minimise queuing, particularly where female gender-specific toilets are provided.

### Maintaining public toilets

Public toilet facilities, whether provided inside buildings or externally, should be

## London Loos in-focus:

### Local authorities. Planning, development and public information

safe, well-lit and clean. Surveillance of entrances is an important consideration when planning facilities. Ongoing management and cleaning of facilities should be secured and agreed at the planning stage to ensure long-term provision is achievable.

#### Locating public toilets

It is important that as well as providing more public toilets, people can find where they are and know what facilities are available. Boroughs are encouraged to use and promote public information resources, such as:

- [Great British Toilet Map](#)
- [AccessAble](#)
- [Changing Places Toilet Map](#)

All local authorities in London are encouraged to supply open data on public conveniences.

[This TfL webpage](#) also has information on public toilets in London.

#### Good Growth Fund

The Mayor's Good Growth investment is creating or refurbishing more than 250 toilet units, including more than 180 which are fully accessible in key locations across London. [Find out more.](#)

#### Useful information

- Public toilets: Recommendations for local authorities by Age UK London and public toilets survey results. [Read here.](#)
- In-focus information sheets on Community Toilet Schemes and toilet strategies are available at [bit.ly/LondonLoosCampaign](http://bit.ly/LondonLoosCampaign).
- The Toilet Paper by the London Assembly Health Committee. [Read here.](#)
- The Toilet Manifesto for London. [Read here.](#)
- Taking the P\*\*\*: the decline of the great British public toilet by the Royal Society for Public Health. [Read here.](#)

#### Acknowledgements

We would like to thank Natalie Gordon of The London Plan team at the Greater London Authority for contributing to this information sheet.

<sup>i</sup> Boroughs should define 'large-scale' for their local circumstances. Where no local definition is given, 'large-scale' should be taken to mean developments that come under Category 1B, Part 1 of The Town and Country Planning (Mayor of London) Order 2008 i.e. Development (a) in the City of London and with a total floorspace of more than 100,000 square metres; (b) in Central London (other than the City of London) and with a total floorspace of more than 20,000 square metres; or (c) outside Central London and with a total floorspace of more than 15,000 square metres.

<sup>ii</sup> Changing Places toilets are not designed for independent use and should be provided in addition to standard unisex disabled persons' toilets, baby change and family facilities, not as a substitution.