

# Improving our toilet provision

October 2024

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# Commissioner's introduction

## Reliable toilets are an essential service for all our customers

Access to toilets is important for everyone when using public transport, but is a vital enabler for some, especially older customers, disabled people and those with young children.

Many customers plan their journey around toilet provision, so being certain that they will have access to toilets is crucial for giving people the confidence to undertake journeys and can influence how and whether they use our network.

While we have toilet provision in a number of locations, we recognise that there are some gaps on our network and that some of our existing facilities do not meet the standard we aim to provide.

This study forms part of Equity in Motion, our plan to enable more Londoners to travel safely, accessibly and spontaneously, with ease from their front door to their destination. But barriers to travel make it harder for some Londoners to use public transport than it is for others. Access to toilets is one of these barriers, which this report aims to address.

We have made a number of improvements to toilet facilities on our network in recent years. This includes making all facilities free to use, adding new facilities where stations are being built or major upgrade works taking place and enhancing our customer information. We will continue to leverage funding from major projects such as new stations and major upgrade works.

This study identifies a number of opportunities to increase and upgrade our existing toilet provision. This included defining our toilet proposition, location strategy and operating model. We have undertaken extensive desktop analysis and initial visits to investigate potential locations for new facilities. More detailed surveys will be necessary as works progress, which will ultimately determine location selection.

Improved toilet provision is a Mayoral commitment, and with additional funding of £3m per annum allocated from the Mayor's budget, we have developed a plan for a holistic multi-year programme to improve toilet facilities across the TfL network. This includes new facilities at stations currently without toilets, more accessible toilets, enhancing existing facilities and increasing the availability and accessibility of our toilets. Any new facilities installed will be accessible toilets. We will also explore what we and online mapping providers can do to direct people to public toilets and water fountains.

Our programme delivery team is now hard at work to turn this plan into improvements for our customers across the network.



**Andy Lord**  
Commissioner



TfL Commissioner Andy Lord

# Background

## Current provision

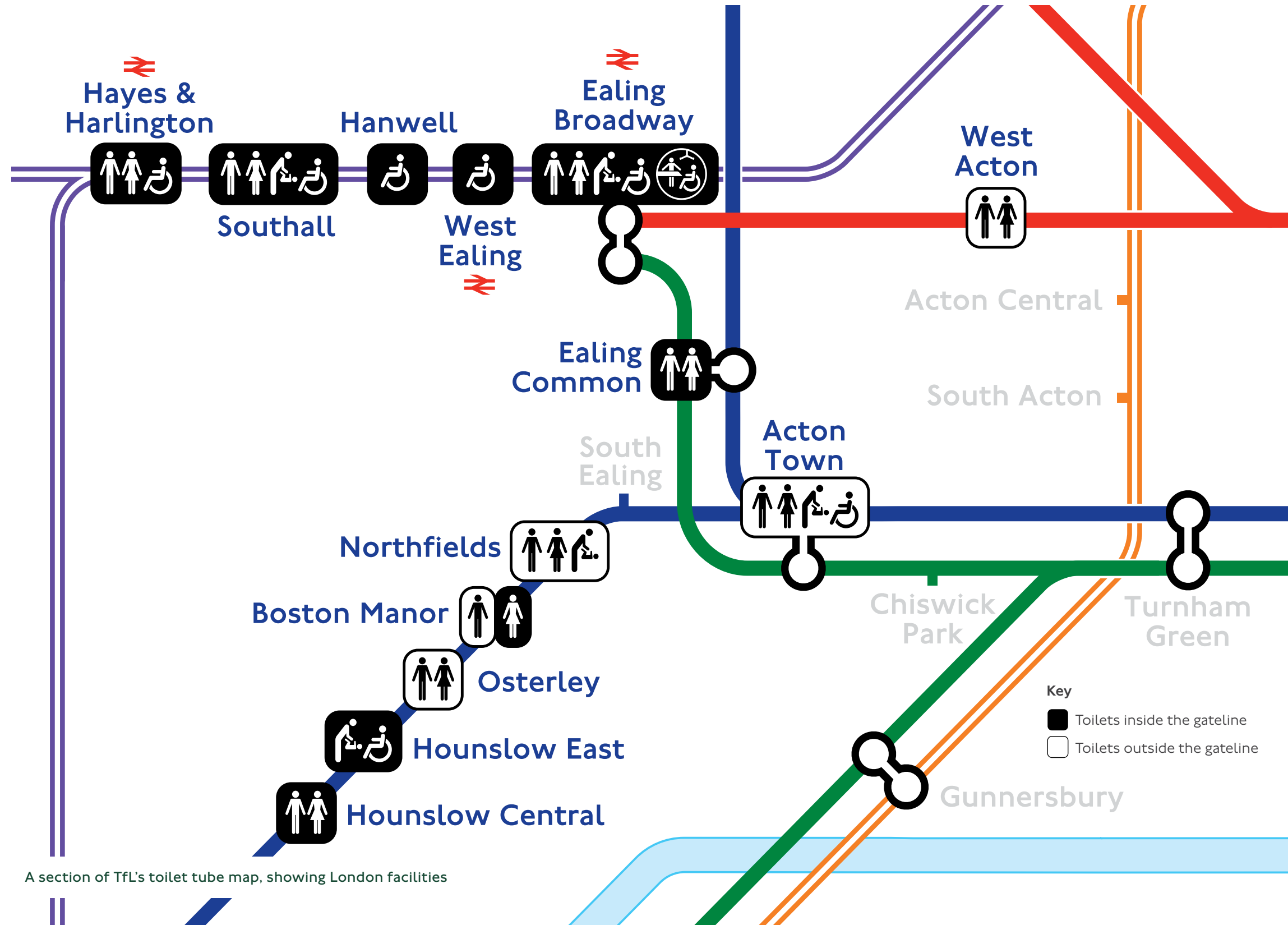
Transport for London (TfL) operates customer toilet facilities at around 150 locations across the network, with most located on the London Underground. More than half of these facilities are accessible toilets. Facilities operated by train operating companies or local authorities are at or near a number of other locations. All TfL-operated toilets are free to use.

This study assesses the condition of our existing facilities, explores opportunities to expand and improve future provision, and examines how to sustainably operate and maintain toilet provision on our network.

It covers TfL operations at staffed locations, including London Underground, London Overground, Elizabeth line and bus stations. The following are not considered in scope for this study: bus stops, tram services, and DLR, as these are not staffed; river services, which have toilets onboard; third-party facilities, as these are not operated by TfL, and staff facilities, which are covered under a separate programme.

For our toilet tube map and information on toilet facilities, [visit our website](#).

We aim to create a network of customer toilet facilities across our modes. In practice this means that, while there will not be toilets at every station, we will work towards closing existing gaps on the network, so that customers will pass close to toilet facilities on the majority of journeys.





Facilities in a heritage station

### Known issues and opportunities

Following extensive customer, stakeholder and colleague feedback, we have identified a number of issues and opportunities relating to the availability, maintenance and day-to-day management of customer toilets. This study does not address all of these issues and opportunities in detail, but work is ongoing alongside this study to ensure that they are all addressed.

#### 1. The condition of existing facilities is not consistent across the network, with some requiring improvements

Existing provision is of varying quality, mainly depending on the time that facilities were built, with recent facilities built according to current best practice being in better condition than older facilities. Some of our older facilities may have a range of issues, including constrained space, poor ambience and inadequate ventilation.

#### 2. There is currently an uneven geographical distribution of facilities, with provision on some parts of the network very low

At present, customer toilet provision is variable across the network, with the majority of toilets concentrated in the outer regions, primarily on the Metropolitan, Jubilee and Elizabeth lines, but also on outer branches of the District, Piccadilly and Central lines.

#### 3. Space and servicing constraints at certain locations make it challenging to install new toilet facilities or expand existing ones

At certain locations, it can be challenging to find the additional space needed. If space is available, there are often competing priorities over the use of that space, for example installing lifts or required storage. There are additional challenges around having adequate drainage and water supply for toilet facilities.

#### 4. Some facilities attract antisocial behaviour and crime, and as a result of this are closed at short notice

Access to toilet facilities varies across the network, with some being closed at short notice due to antisocial behaviour and crime. Some stations have local arrangements in place regarding access and opening hours that aim to prevent antisocial behaviour and crime, but this restricts access for customers.

#### 5. Customer information, such as opening hours or unplanned closures could be improved by offering more detailed and live updates

Our current customer information is static and not easily accessible. It requires customers to search the website to see toilet locations, access arrangements and opening hours. If facilities are temporarily unavailable, customers are often not aware until they reach the facility.

#### 6. There are opportunities to improve our accessible facilities

Some of our accessible toilets, especially those that were installed a long time ago, may not meet current best practice and standards.



# Achievements so far

We recognise the importance of toilet facilities to our customers and work to improve these facilities has been ongoing for a number of years now. This section outlines some of the improvements that have been made.

## Free to access

All charges to use our toilet facilities were removed by the end of 2021. There is limited evidence that charging is an effective strategy for reducing antisocial behaviour and it adds an additional layer of challenge for customers who may need to access toilets quickly.

## New toilet facilities

The development of new network extensions in recent years has enabled additional toilet facilities to be installed across the TfL network. New stations and upgrade projects must include accessible toilets wherever possible as part of our design requirements.

The following facilities have been added to the network in recent years as a result of extension or upgrade projects:

- New accessible toilets at both Battersea and Nine Elms Underground stations as part of the Northern line extension
- New accessible toilet at Barking Riverside Overground station as part of the London Overground extension
- New accessible toilet as part of the ticket hall upgrade project at Bank Underground station (Cannon street entrance)
- New accessible toilet at Hackney Downs London Overground station

The opening of the Elizabeth line has also improved customer toilet provision:

- All east (Stratford to Shenfield) and west (Acton Main Line to Reading) Elizabeth line stations have customer toilets
- In the central section (Paddington to Abbey Wood), customer toilets are available at Abbey Wood and Farringdon stations. Accessible toilets are available at Abbey Wood, Custom House, Farringdon, Tottenham Court Road and Whitechapel.

## Improving customer information

We know how important accurate, useful and easily accessible information is to customers, especially those who need to plan their journey around toilet provision. We have therefore made a number of improvements to the information available regarding toilet facilities, which we regularly review to ensure it is accurate and up to date. Some of the recent improvements that have been made include:

- Enhanced information with the specific locations and opening times of our facilities on our website. The recent update incorporated London Overground and the Elizabeth line, as well as reflecting any changes to facilities or new facilities opened
- Updates to the toilet tube map available on our website to reflect changes to facilities, availability of new facilities and the location of Changing Places facilities on our network
- Improved information on TfL Go that includes whether toilets are located on the paid or unpaid side of gatelines

## Ambience improvement works at existing London Underground facilities

In 2021/22 all public and customer toilets at London Underground stations were visited to record the type of facilities available, where they are located and their condition.

During the condition surveys, any works required were documented and assigned a priority rating based on their impact to customers. Those items rated as high or medium priority were included within a scope to undertake minor improvement works at these locations.

These works have all been completed, with more than one-third of our customer toilet facilities receiving ambience improvement works.

35

stations with customer toilet facilities have had ambience improvement works since 2022



An accessible toilet at Battersea Power station

# Our plan for new toilets

On 18 January 2024, the Mayor announced that additional funding of £3million per year would be allocated to improving toilets on the TfL network. This funding was available from April 2024.

Since this announcement, we have taken our feasibility findings and assessed the options available to deliver maximum benefit to customers.

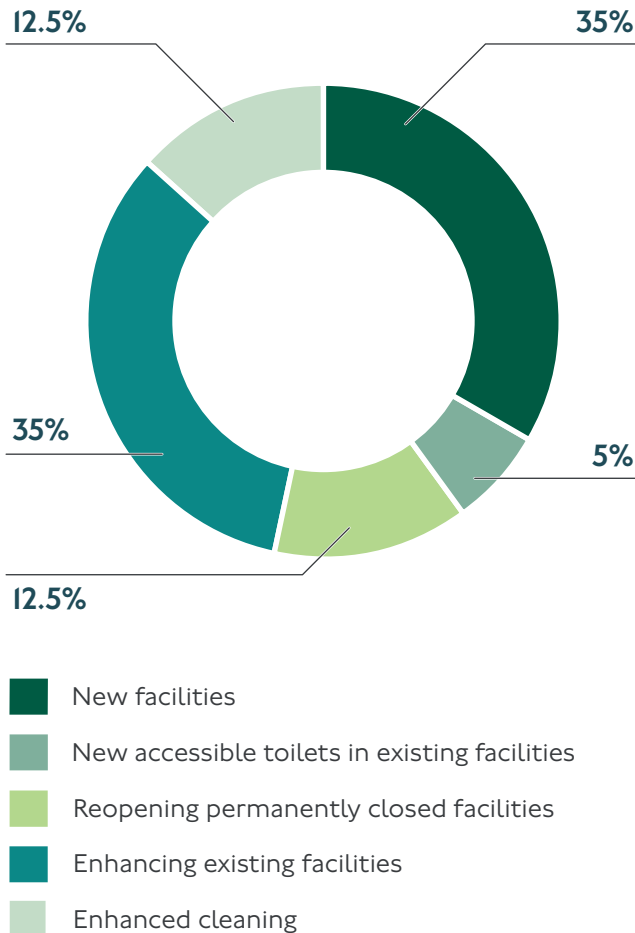
We have developed a holistic multi-year programme that seeks to:

- Close the gaps on the network where there is a lack of toilet facilities, including accessible toilets
- Improve the accessibility of our toilets
- Improve the availability of our existing toilets

The funding will be split into different workstreams consisting of:

- Creating new facilities
- Enhancing existing facilities, including reopening closed facilities
- Improving the cleaning of facilities

**Proposed approximate budget allocated to each workstream\***



The table below gives an overview of the different workstreams as part of this study and the proposed approximate budget allocated to each.

Workstream	Cost
<b>New facilities</b>	Range £300,000 to £500,000 per site**
<b>New accessible toilets in existing facilities</b>	Range £150,000 to £300,000 per site**
<b>Reopening permanently closed facilities</b>	Range £50,000 to £150,000 per site**
<b>Enhancing existing facilities</b>	Range £50,000 to £300,000 per site**
<b>Enhanced cleaning/toilet attendants</b>	£100,000 per site per year

\* These budgets are approximate and subject to change, depending on the results of further survey work

\*\* Intrusive surveys still required to inform deliverability and cost

## Where we want our facilities to be located

### Prioritisation of new opportunities for toilets

We want to make toilets more accessible for everyone. This includes closing the existing gaps on the network where there is no toilet provision or no accessible toilet provision. The additional funding allocated offers the opportunity to increase our current toilet provision, and we are working towards closing the gaps in provision so that customers will pass close to toilet facilities on the majority of their journeys.

As part of this process, we sought feedback from customers, stakeholders and colleagues to identify our priority areas for improving provision.

A journey time of 20 minutes without changing lines was used for London Underground, London Overground and Elizabeth line services as an initial filter to identify where the gaps in provision are.

Once the initial filter of a 20-minute journey time without access to a facility had been applied, a number of considerations were given a weighted scoring to determine the best locations to investigate the feasibility of adding new facilities.

This exercise was carried out for all toilet provision and separately for accessible facilities, as some of our existing locations do not have accessible facilities.

## Our assessment framework

**Initial filter**  
Journey time of 20 mins+

**Prioritisation scoring**

- ✓ Terminus station
- ✓ Interchange station
- ✓ Step-free access
- ✓ Night Tube demand
- ✓ Footfall/demand
- ✓ Journey length

**Output**  
List of prioritised locations

Key considerations for new facilities	
Measure	Focus
<b>Terminus stations</b>	Customers may have been on the train for a long time before reaching their end destination or have onward travel
<b>Stations with step-free access</b>	More disabled customers are likely to be using these stations and would therefore benefit from an accessible toilet
<b>Night Tube</b>	Locations served by the Night Tube usually have low train frequency so customers will have longer wait times and fewer facilities open to them on the network or elsewhere
<b>Entries / exits</b>	The number of customers who enter or exit at that station as a proxy for footfall, therefore maximising the benefit to more customers
<b>Number of customers interchanging</b>	The number of customers changing at an interchange station, which means that customers are more likely to be breaking their journey at this location
<b>Average customer wait time</b>	The average time that a customer may be waiting for the next service at a station. This will add to their journey time and therefore customers with longer waits are more likely to need toilet facilities
<b>Average journey length</b>	Stations where longer journeys are taken to or from destinations, where customers are more likely to need toilet facilities
<b>Catchment area</b>	The bus catchment area of each station as an indicator of how long customers' onward travel may be. Customers who have further to travel are more likely to need toilet facilities during their journey



### High-level assessment of opportunities using our framework

The model produced a list of proposed locations that would maximise the benefit to customers of installing new toilet facilities. The final list consisted of locations where there is a gap in provision of 20 minutes or more without any facilities, and locations where there is a gap in provision of 20 minutes or more between accessible facilities.

Key requirements of the final list of prioritised locations include:

- Geographical distribution
- Terminus station
- Stations with step-free access without accessible toilets
- Interchange stations
- Mixture of modes

Some of these locations already have male and female toilet provision, but they have been included as they do not currently have accessible facilities. This may result in some of our existing male and female facilities being converted to include accessible toilets.

### Investigating the opportunities

Following desktop analysis of each location identified, an initial investigatory site visit took place to assess the following:

- The siting of potential facilities, including location on either the paid or unpaid side of the gateline
- The space available to determine the type of provision
- Infrastructure available, for example water and waste facilities
- How easy or challenging it will be to deliver the installation
- What challenges there may be in operating the facility once it has been installed
- Indicative cost estimate

These initial visits have suggested that some locations are viable, while others are more challenging. Additional surveys, such as intrusive drainage surveys and crime and disorder assessments will be needed before we can determine whether a location is ultimately suitable for new toilet facilities.

Once locations have been agreed, the model will be re-run, removing the identified locations and any adjacent stations, to ensure that each phase of the project maximises the benefit to customers and continues to plug the gaps in provision.

### Cluster locations

The model identified several clusters of opportunity locations. Feasibility was assessed to determine the best location within that cluster, depending on its operability and deliverability.

Once a location was determined, the remainder of that cluster would be likely not to feature in any subsequent lists as there would no longer be 20 minutes between facilities.

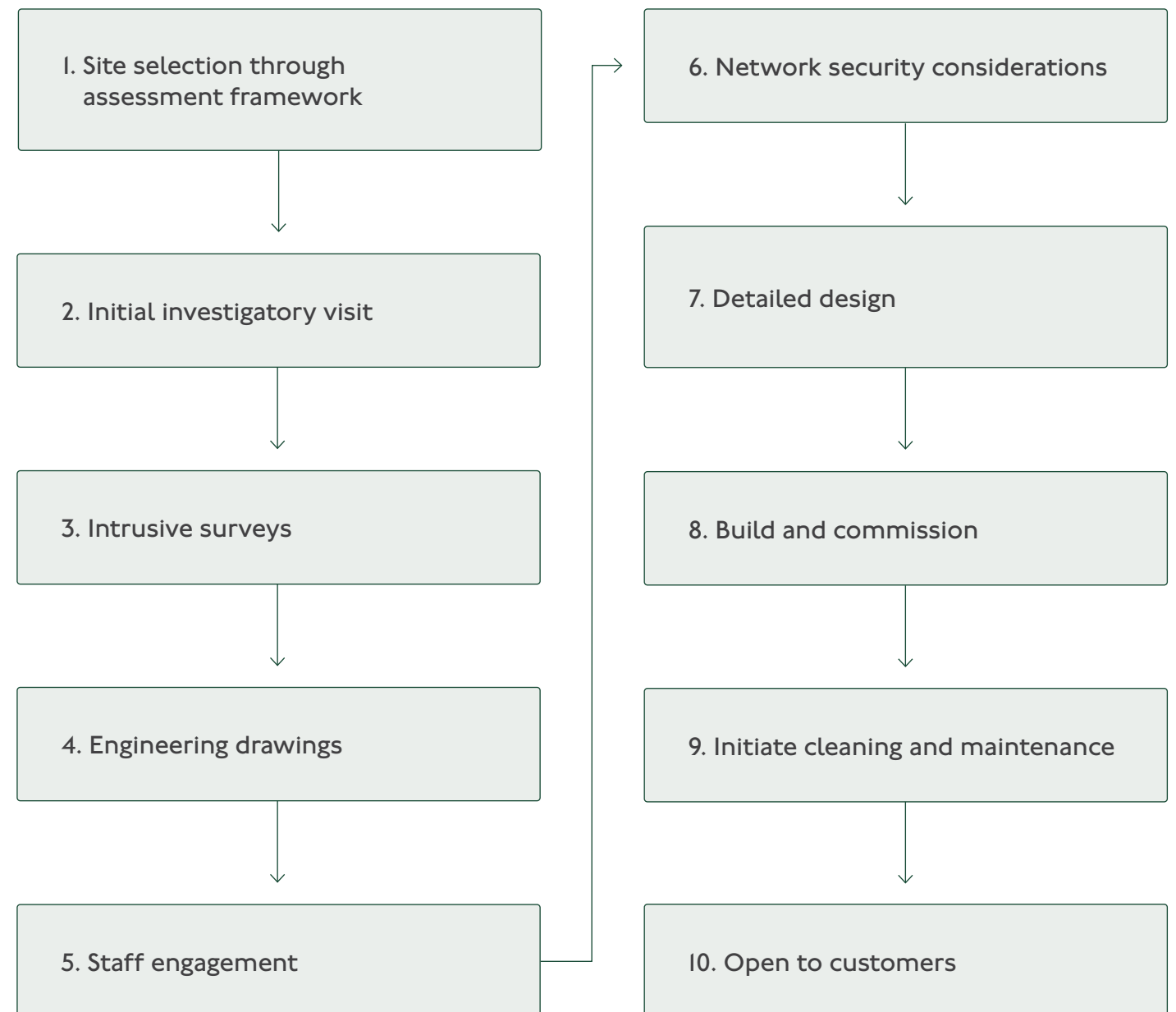
#### Bus stations

We have completed data capture for toilets at bus stations. This data is being used to update customer information and will be taken into consideration as part of our assessment framework.



Customer toilets were installed as part of the upgrade works at Bank station

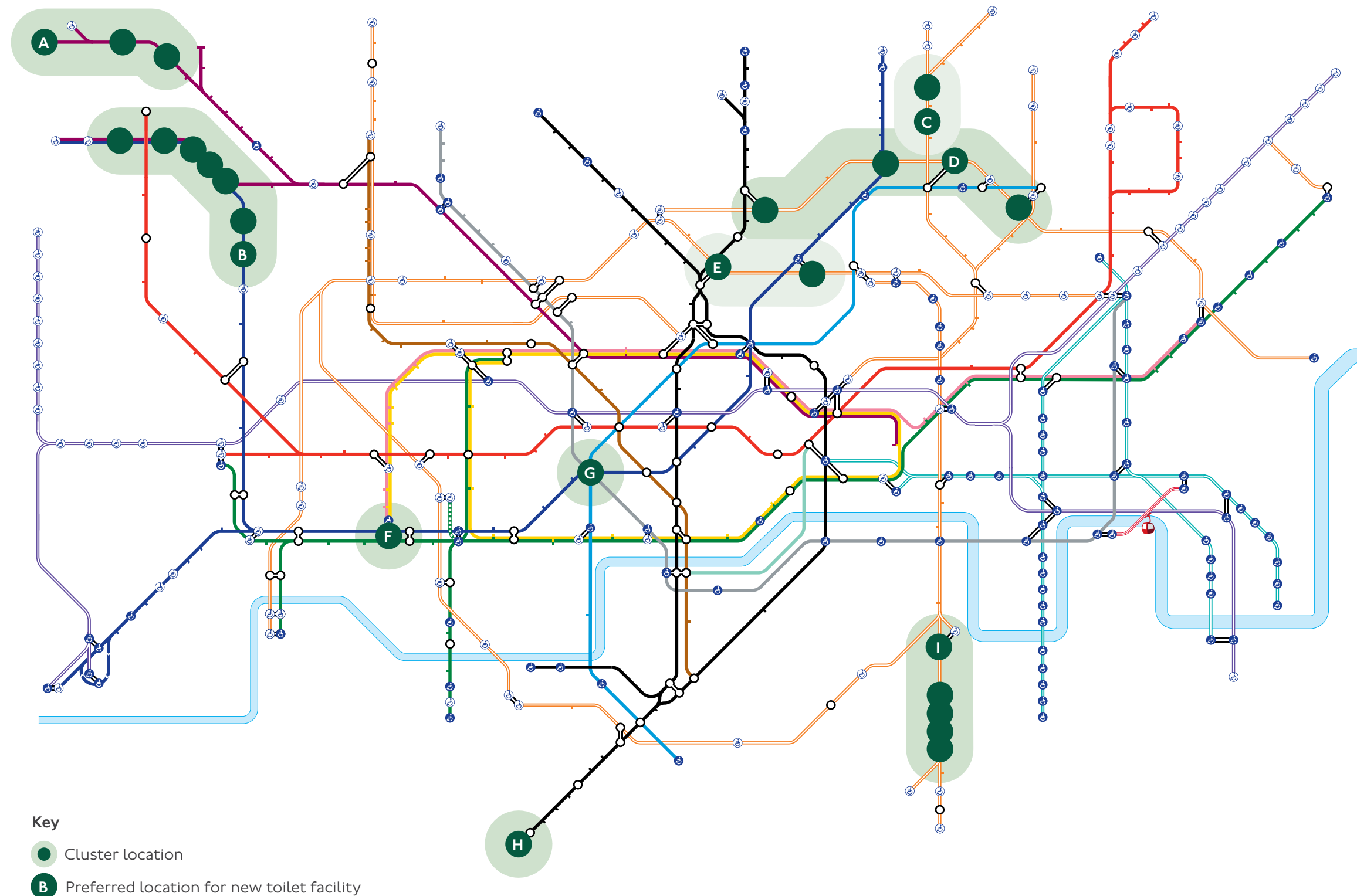
We will follow the process below for delivering a new or enhanced facility. This will take 12 to 18 months, depending on complexity, once site selection is complete



# Shortlisted sites proposed for full feasibility assessments

The locations below are potential sites for new toilet provision or converting existing toilets into accessible facilities in our first phase of works (see Appendix for summaries). Detailed assessments will determine the viability of work at each site.

<b>A</b> Cluster: West of Metropolitan line	Preferred location	Amersham
<b>B</b> Cluster: North west of Piccadilly line	Preferred location	Sudbury Hill
<b>C</b> Cluster: North of London Overground	Preferred location	White Hart Lane
<b>D</b> Cluster: London Overground Haringey	Preferred location	South Tottenham
<b>E</b> Cluster: London Overground Islington	Preferred location	Camden Road
<b>F</b> West of District line	Preferred location	Hammersmith
<b>G</b> Central London	Preferred location	Green Park
<b>H</b> South of Northern line	Preferred location	Morden
<b>I</b> Cluster: South of London Overground	Preferred location	New Cross Gate





# Opportunistic works

Alongside the prioritisation work, some additional opportunities will arise to improve toilet provision.

Wherever possible, toilets will be provided at any new, expanded or upgraded stations that meet certain criteria, such as a terminus for train services and stations being made step-free or where other station works allow new toilets to be installed at a low incremental cost.

The following projects are already underway and have funding to deliver new or upgraded facilities:

Location	Expected completion date
Clapton	Early 2025
Colindale*	Late 2025
Leyton*	Late 2026
Paddington*	Autumn 2024
Seven Sisters	Early 2025
West Ham*	Spring 2026



\* Separate project funded



# Design for new toilets

## What we want our toilets to be like

We want our facilities to be inclusive, accessible, functional and fit for purpose. Facilities must also be easy to keep clean and maintain, and designed in a way that discourages antisocial behaviour and crime.

Over time, we will work towards more consistency so that customers know what they can expect when using our toilet facilities. We have identified a range of provision options that meet customers' needs while remaining within the limits of available space and possible budgets.

## Design guidelines

To ensure consistency and that common standards are met, we are producing a best-practice design guide (also known as a Kit of Parts) to support designers and project sponsors in making decisions when designing customer toilet facilities across our network. This has been developed using British Standards design specifications, our technical standards and industry best practice.

The guide will support projects to construct new or enhance existing facilities, ensuring that we:

- Meet relevant standards and regulations
- Provide robust finishes that are easy to maintain and less prone to abuse
- Future-proof to ensure the needs of all customers are met

It covers all customer toilet facilities, including accessible toilets, baby-changing facilities and Changing Places toilets (although space constraints make

it challenging to install Changing Places toilets in most locations). It includes recommendations on the layout and use of space, as well as the technical specification for fixtures and fittings to ensure consistency and robustness.

The guidance document will be integrated into our Customer Experience standard to ensure it is used by all project teams working on new facilities or enhancing existing facilities.

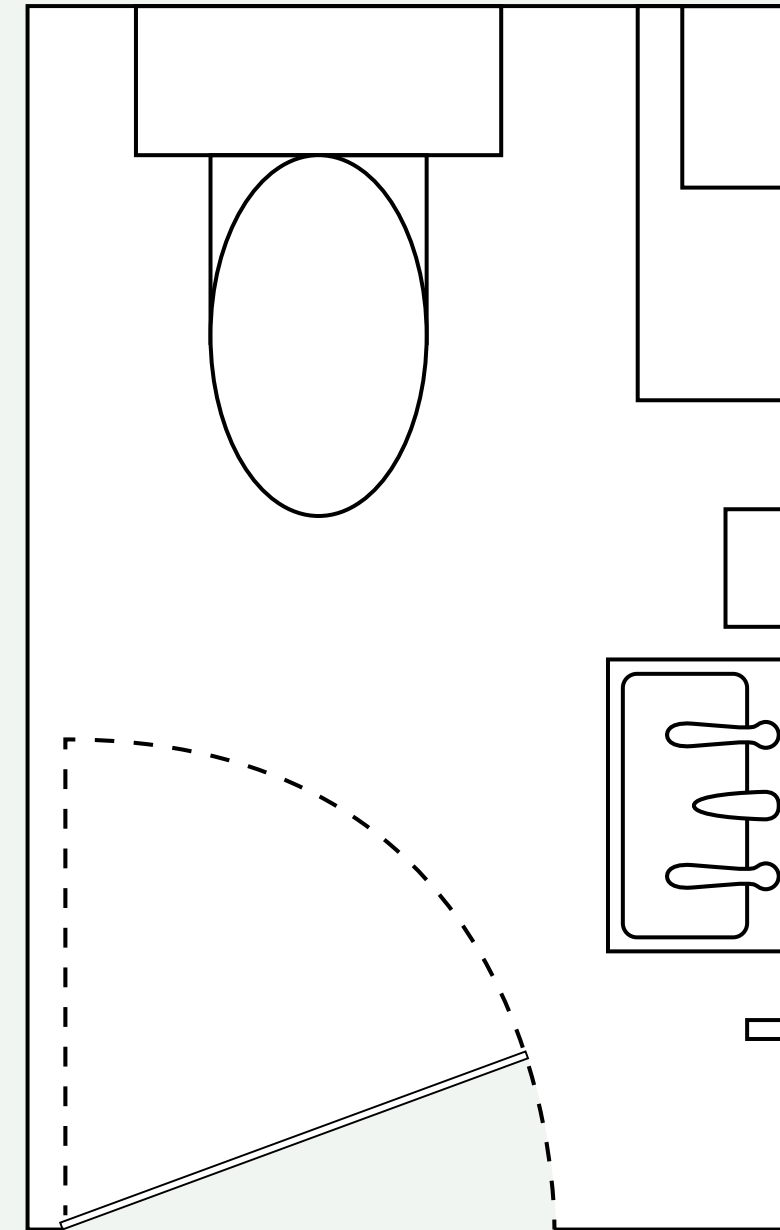
Alongside the best-practice design guide, we are also developing a toilet signage standard that will improve visibility and provide greater consistency.

All new toilet facilities installed will include an accessible toilet as a minimum.

Changing Places toilets are larger accessible toilets for disabled people, with equipment such as hoists, curtains, adult-sized changing benches and space for carers.

100+

London Underground stations have toilet facilities operated by TfL



Example of a self-contained toilet layout

# Enhancing our existing facilities

We know that some of our existing facilities are not up to the standard that we would like, and in some cases this is affecting the availability and accessibility of existing toilet facilities.

In order to improve this, we will be undertaking a programme of enhancements that will fall into one of the following categories:

Enhancement	Specification	Methodology for prioritisation
<b>Accessibility</b>	Includes new accessible toilets as well as converting existing facilities to accessible toilets	Assessment framework showing gaps in provision of accessible toilets
<b>Capacity</b>	Includes increasing capacity where the current supply is not meeting the demand	Toilet fault data
<b>Safety and security</b>	Includes re-designing some facilities to reduce the opportunities for misuse, where there are known issues	Data from operational security teams and feedback from British Transport Police

### Renewals

To ensure the future operation and availability of our public toilet provision, an ongoing cycle of asset renewal including 'mid-life' and 'end of life' renewals is necessary. This requires an ongoing programme of capital investment to ensure timely asset upgrade and renewal.

### Prioritisation of existing facilities for renewal

In order to maximise the funding that is available to deliver the greatest benefit to customers, we have undertaken a prioritisation exercise of all existing facilities to identify those that are in the poorest condition and are therefore most in need of renewal.

We are also considering locations where existing toilets may have been closed permanently in the past and assessing the feasibility of reopening some of these facilities.

The estimated cost of each renewal will depend on the size of each toilet and the capacity that it offers, as well as the condition of the existing fixtures.

**Future audits**  
There will be further assessment of existing facilities on other parts of the network, including the Elizabeth line, Bus stations and London Overground.

### London Underground existing facilities

- 1. Audits undertaken**
- Each existing toilet facility has been visited to identify any asset issues. Photos were taken to record the condition of each facility
  - The Asset Condition Register is updated every year through periodic inspections, providing each facility with a rating from 'life-expired' to 'as-new'
  - Toilets that have been closed for a long period of time were also captured



- 2. Prioritisation**
- Each input has been given a score and those locations scoring highest will be prioritised for an asset survey to determine their condition
  - Asset surveys will determine the prioritisation list for renewal or smaller corrective works

# Prioritisation of existing station toilet facilities

This map shows the existing London Underground facilities that have been audited. Asset surveys will determine the works needed. Locations will be prioritised mainly on the condition of existing facilities, but other factors may influence the order of works.

### Station toilets in good condition

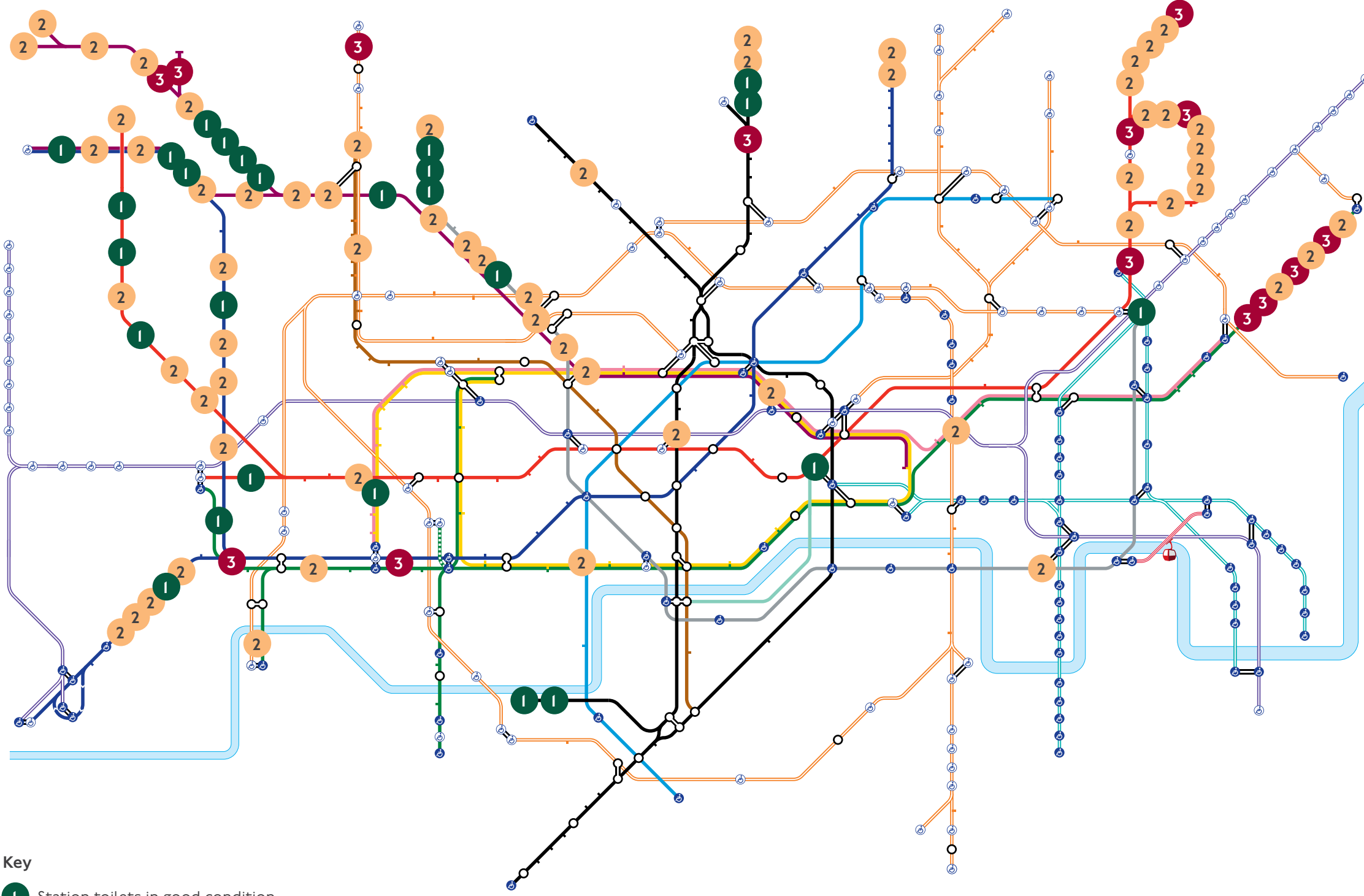
Bank, Battersea Power Station, Boston Manor, Canons Park, Ealing Common, Eastcote, Greenford, Hillingdon, Kilburn, Kingsbury, Nine Elms, North Harrow, Northwood, Northwood Hills, Pinner, Preston Road, Queensbury, Ruislip Gardens, Ruislip Manor, South Ruislip, Stratford, Sudbury Town, West Acton, West Finchley, Wood Lane and Woodside Park.

### Station toilets in fair condition

Alperton, Amersham, Baker Street, Barkingside, Buckhurst Hill, Canary Wharf, Chalfont & Latimer, Chesham, Chigwell, Chorleywood, Cockfosters, Dagenham Heathway, Debden, Dollis Hill, Elm Park, Fairlop, Farringdon, Finchley Road, Hainault, Hanger Lane, Harrow & Wealdstone, Harrow-on-the-Hill, Hendon Central, High Barnet, Hounslow Central, Hounslow East, Ickenham, Kew Gardens, Leytonstone, Loughton, Moor Park, Newbury Park, North Ealing, Northfields, Northolt, Northwick Park, Oakwood, Osterley, Park Royal, Perivale, Rayners Lane, Redbridge, Roding Valley, Ruislip, Snaresbrook, St. John's Wood, Stamford Brook, Stanmore, Sudbury Hill, Theydon Bois, Tottenham Court Road, Totteridge & Whetstone, Upminster Bridge, Victoria, Wembley Central, Wembley Park, West Hampstead, West Harrow, West Ruislip, White City, Whitechapel and Willesden Green.

### Station toilets in poor condition

Acton Town, Barons Court, Becontree, Croxley, Dagenham East, Epping, Finchley Central, Grange Hill, Hornchurch, Leyton, Rickmansworth, Upney, Uxbridge, Watford and Woodford.



**Key**

- 1 Station toilets in good condition
- 2 Station toilets in fair condition
- 3 Station toilets in poor condition

# Operating our toilets

## Access to our toilets

All our facilities will continue to be free for customers to use.

We aim for our toilets to be unlocked and available for customers to use at all times while services are operating. This includes stations that serve the Night Tube on London Underground and Night Overground. However, there may be some circumstances where this is not always possible due to antisocial behaviour and crime or faults with the facilities.

Work is under way to assess the different access options available, to limit antisocial behaviour and crime and ensure the safety of our customers and colleagues while also preserving toilet availability. We will implement trials at hotspot locations that aim to address some of these issues, while also monitoring closely, with regular reviews of control measures put in place.

## Cleaning and maintenance of our toilets

Regular checking, cleaning and servicing is necessary to ensure our public toilet facilities stay open and available for customers. The level of cleaning and servicing required varies, depending on size, location and frequency of use.

The following information sets out how we operate our toilets.

## Cleaning

Regular planned and reactive cleaning is vital to keeping our public toilets open and fit for use. This will include tasks such as sweeping, mopping and wiping down surfaces, as well as restocking essential supplies such as toilet paper and soap throughout the day.

All our customer toilets are cleaned at least twice daily. In addition to daily cleaning, scheduled deep cleans are required on a periodic basis to ensure our cleaning standards are maintained.

As part of this feasibility study we are trialling full-time attendants at several of our busiest locations. During this trial period, we will assess whether their presence has a positive impact on the availability, cleanliness and presentation of the toilets.

## Maintenance

Our toilets need to be maintained in a good state of repair. Regular planned maintenance is essential and includes checks to plumbing, drainage and ventilation. Maintenance is planned to minimise disruption at busy times.

A fault response provision is also in place to ensure faults and repairs are attended to promptly, to minimise any disruption to service.

## Live information

We aim to make customer toilet information accessible, accurate, useful and as up to date as possible.

We know that some customers plan their journey around having access to toilets, and too often customers turn up at a station not knowing that the toilets are out of use. Our aim is to provide live information about toilet availability, similar to that about lifts and escalators.

We have developed a reporting tool for London Underground station staff to report when a toilet is temporarily out of use. This will help us to identify key trends and target antisocial behaviour and crime hotspots.

Most importantly, our aim is for this to feed through to our information systems, giving customers a real-time view of the facilities available, enabling them to better plan their journey.

## TfL Go

As described above, we have made recent improvements to TfL Go to include toilet information. However, following feedback that information on opening hours is not easy to find, further work is ongoing to add more detail to TfL Go. This includes the access arrangements, opening hours and exact locations of toilet facilities for London Underground, Elizabeth line and London Overground.



TfL Go has toilet facilities information



# Delivering the programme

### Deliverability

To deliver the required workstreams, we will need to mobilise both internal and external resources.

Internally, we can supply services such as project management, procurement, engineering and planning expertise, while externally we need to grow our existing supply chain to successfully deliver this increased volume of work.

Experience has shown that, to grow the necessary supply chain resources and competition in this sector, to meet the scale of work required, it can take a significant period of time for the market to respond, and a phased approach is required.

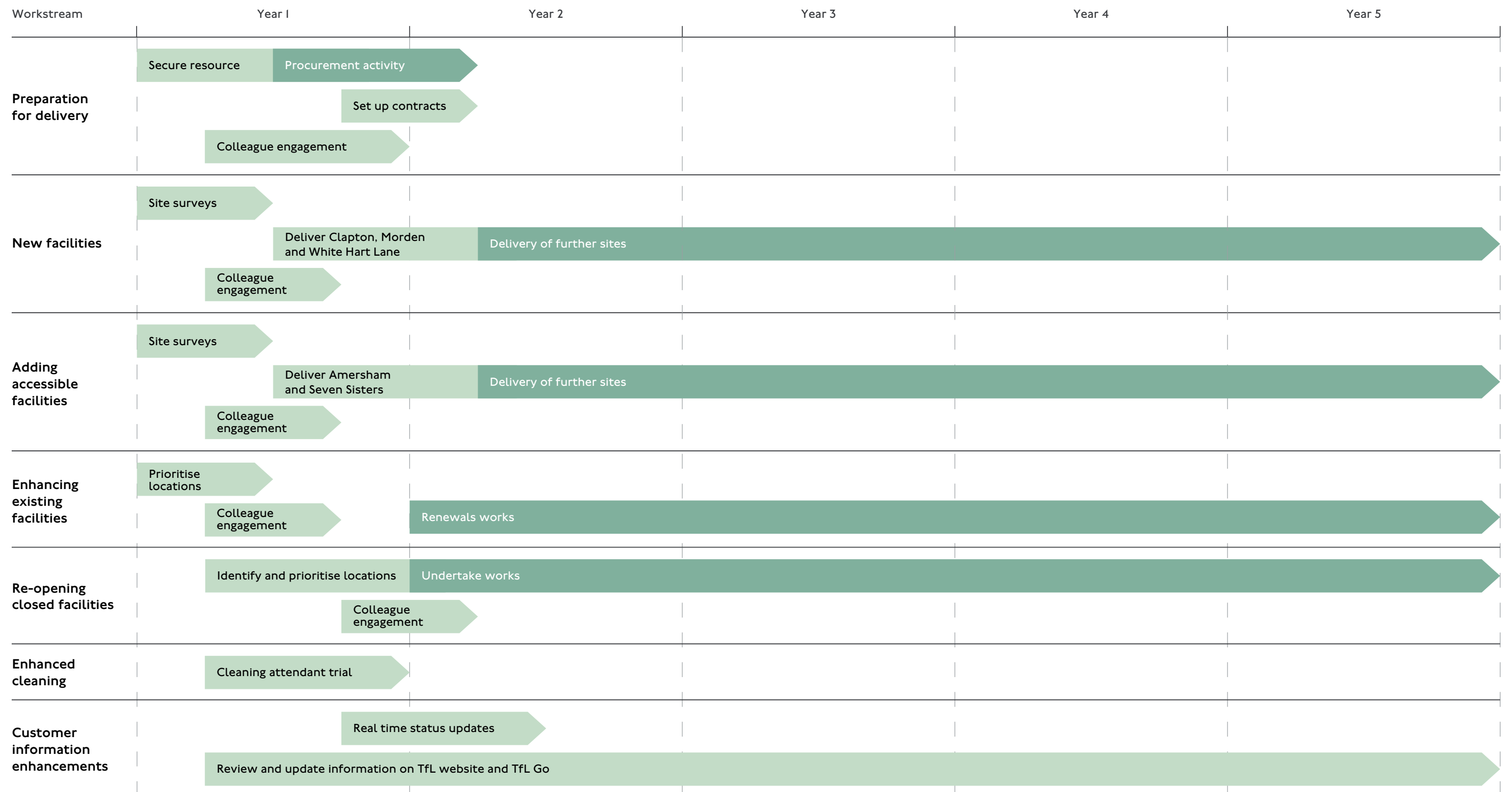
Our delivery plan is being phased across the next five years, with a concentrated period of feasibility across multiple locations in the first year, due to the preliminary work that needs to take place to enable the delivery of new and enhanced facilities. The majority of delivery will be concentrated in Years 2 to 5.

In Year I we will be prioritising five locations: Amersham, Clapton, Morden, Seven Sisters and White Hart Lane. If at any stage it is deemed not viable to deliver at these locations, then we will prioritise other locations identified.

### Year I delivery

Year I workstream	Year I activity
<b>Creating new facilities</b>	<ul style="list-style-type: none"> <li>Concentrated efforts on surveys across opportunity sites</li> <li>Work underway for new accessible facilities at Clapton, Morden and White Hart Lane (subject to ongoing site surveys and assessments)</li> </ul>
<b>Enhancing existing facilities</b>	<ul style="list-style-type: none"> <li>Concentrated efforts on surveys across opportunity sites</li> <li>Work underway for accessible facilities at Amersham and Seven Sisters to enhance the current provision (subject to ongoing site surveys and assessments)</li> <li>Prioritisation, survey and design of enhancement/renewal works at existing facilities</li> </ul>
<b>Cleaning</b>	<ul style="list-style-type: none"> <li>Trial of full-time attendants at three locations identified as the busiest on the London Underground network (Baker Street, Farringdon and Stratford)</li> </ul>
<b>Preparation for future delivery</b>	<ul style="list-style-type: none"> <li>Undertake procurement activities for Years 2-5</li> <li>Hire project managers</li> <li>Set up contracts with suppliers</li> </ul>
<b>Customer information</b>	<ul style="list-style-type: none"> <li>Make live information available to customers</li> <li>Enhance the information available on our website and TfL Go</li> </ul>

## Timeline for delivery





# Next steps

As this study demonstrates, we are making continuing improvements to toilet provision for our customers.

With funding now secured, we are focusing on delivering the programme of works set out in this study.

In parallel with this, we continue to work on improving our customer information provision, and enhancing the processes for operating our toilets to improve availability, as well as continuing to support new and upcoming projects to meet current standards and industry best practice.

We continue to progress the delivery of a number of projects that provide an opportunity to enhance our toilet provision, while other enhancement works are taking place to ensure toilets are delivered in a cost-effective way.

We will continue to engage with customers, stakeholders and colleagues, and we have consulted on high-level plans with the relevant trade unions. We will also work with boroughs to increase and improve toilet provision in the public realm.



Access to toilets helps improve customers' confidence when travelling



# Appendices

The following locations are the shortlisted sites for proposed feasibility assessments. The next stage is to undertake a technical appraisal at each location to determine the viability of delivering new or additional toilet facilities. This phase will include intrusive surveys to determine if these sites are deliverable or not and exactly what work is required.

Some of the following shortlisted sites include options where a site is either part of a cluster location or where there are different proposals that could be delivered. In each of these cases only one option will be taken forward.

## Amersham

Visit date	Ownership	Step-free access	Heritage	Current provision
January 2024	London Underground	Yes	No heritage constraints	Male and female toilets

**Proposal** Conversion of current facilities to include accessible toilet

**Access on paid or unpaid side of gateline** Paid side

**Work required**

- Convert doors to accessible entrances
- Reconfigure internal space to create an accessible facility
- Internal surface renewal

**Location of proposed toilets** Locations in view of gateline

**Other** Preferred option within a cluster

## Sudbury Hill

Visit date	Ownership	Step-free access	Heritage	Current provision
November 2023	London Underground	Yes	Grade 2 listed	Male and female toilets

**Proposal** Conversion of current facilities to include accessible toilet

**Access on paid or unpaid side of gateline** Unpaid side

**Work required**

- Convert male door to accessible entrance
- Reconfigure internal space to create accessible facility
- Internal surface renewal

**Location of proposed toilets** Location in view of control room and gateline

**Other**

- Risk – Internal walls may need to be removed, which may be load bearing
- Issue – Sudbury Hill is a Holden-designed station and has Grade 2 heritage status, so any changes will require listed building consent from Harrow council
- Preferred option within a cluster, but other locations within the vicinity are being investigated



## White Hart Lane

Visit date	Ownership	Step-free access	Heritage	Current provision
December 2023	National Rail	Yes	No heritage constraints	None

<b>Proposal</b>	Install toilet into disused space on Platform 1
<b>Access on paid or unpaid side of gateline</b>	Paid side
<b>Work required</b>	<ul style="list-style-type: none"> <li>• Level existing floor</li> <li>• Full internal renovation</li> <li>• Reconfigure layout</li> <li>• Connection to existing water, waste and electricity supplies, if possible</li> </ul>
<b>Location of proposed toilets</b>	Location on Platform 1, with visibility of both platforms
<b>Other</b>	Proximity to football stadium

## South Tottenham

Visit date	Ownership	Step-free access	Heritage	Current provision
December 2023	National Rail	Yes	Conservation area*	None

<b>Proposal</b>	<ul style="list-style-type: none"> <li>• Convert staff toilet to public toilet in staff assistance hut</li> <li>• Convert storeroom next door to staff toilet</li> </ul>
<b>Access on paid or unpaid side of gateline</b>	Unpaid side
<b>Work required</b>	<ul style="list-style-type: none"> <li>• Allow customer access to existing accessible toilet</li> <li>• Convert storeroom next door into staff toilet</li> <li>• Relocate storage to new location</li> </ul>
<b>Location of proposed toilets</b>	Location in view of gateline
<b>Other</b>	Preferred option within a cluster

\* Works would fall under permitted development

## Camden Road

Visit date	Ownership	Step-free access	Heritage	Current provision
January 2024	National Rail	Yes	Local listing	None

**Proposal** Conversion of existing offices into customer toilets

**Access on paid or unpaid side of gateline** Paid side

**Work required**

- Use existing water, waste and electricity supplies
- Small step removed at door for step-free access
- Full internal renovation and toilet provision

**Location of proposed toilets** Located on the centre of Platform I with visibility of both platforms

**Other**

- Preferred option within a cluster
- Need to consider current use of existing offices which are used by LO and BTP staff

## Hammersmith (Piccadilly and District lines)

Visit date	Ownership	Step-free access	Heritage	Current provision
November 2023	London Underground	Yes	No heritage constraints	None

**Proposal** Conversion of disused ticket office at western gateline

**Access on paid or unpaid side of gateline** Either side possible

**Work required**

- Use existing water, waste and electricity supplies
- Ventilation will require modification / addition
- Convert existing public door to accessible entrance or add new customer accessible door
- False floor to be removed and rerouting cabling
- Full internal renovation

**Location of proposed toilets** Public door location in view of control room and gateline, customer door, limited view from control room and gateline

**Other**

- Note – Discounted eastern gateline as no step-free access to platforms
- Paid accessible toilets 20m away in shopping centre
- Risk – Cost of relocating cabling unknown

## Option 1 – Green Park

Visit date	Ownership	Step-free access	Heritage	Current provision
November 2023	London Underground	Yes	No heritage constraints	Male/female*

<b>Proposal</b>	Step-free access to Westminster-owned and operated public toilet by adding a stairlift and reconfiguring existing toilets to include accessible facilities
<b>Access on paid or unpaid side of gateline</b>	Unpaid side
<b>Work required</b>	<ul style="list-style-type: none"> <li>Remove handrail on steps</li> <li>Add wheelchair lift where there are existing stairs</li> <li>Work with Westminster to reconfigure toilets to include accessible facilities</li> </ul>
<b>Location of proposed toilets</b>	Use existing location of toilets
<b>Other</b>	<ul style="list-style-type: none"> <li>Safe/secure operation of wheelchair stairlift</li> <li>Works would have limited impact on current set up</li> <li>Issue – Westminster council currently charge for access to their toilet facilities, which could cause issues as this toilet, located nearby, would be free of charge</li> </ul>

## Option 2 – Green Park

Visit date	Ownership	Step-free access	Heritage	Current provision
November 2023	London Underground	Yes	No heritage constraints	Male/female*

<b>Proposal</b>	Conversion of disused ticket office
<b>Access on paid or unpaid side of gateline</b>	Unpaid side
<b>Work required</b>	<ul style="list-style-type: none"> <li>Use existing water, waste and electricity supplies</li> <li>Ventilation will require modification / addition</li> <li>Add new accessible door</li> <li>False floor to be removed and cabling re-routed</li> <li>Full internal renovation</li> <li>Create lobby to access secure rooms</li> </ul>
<b>Location of proposed toilets</b>	Location in view of control room and gateline
<b>Other</b>	<ul style="list-style-type: none"> <li>Risk – Cost of relocating cabling unknown</li> <li>Issue – Westminster Council currently charge for access to their toilet facilities, which could cause issues as this toilet, located nearby, would be free of charge</li> </ul>

\* No accessible or step-free paid toilets, owned and operated by Westminster City Council in south-west of station

## Morden

Visit date	Ownership	Step-free access	Heritage	Current provision
November 2023	London Underground	Yes	Locally listed	None

<b>Proposal</b>	Conversion of disused ticket office
<b>Access on paid or unpaid side of gateline</b>	Either side possible
<b>Work required</b>	<ul style="list-style-type: none"> <li>• Use existing water, waste and electricity supplies</li> <li>• Ventilation will require modification / addition</li> <li>• Re-model inside space</li> <li>• Create new door from paid side</li> <li>• False floor to be removed and cabling re-routed</li> <li>• Full internal renovation</li> </ul>
<b>Location of proposed toilets</b>	Location in view of control room and gateline
<b>Other</b>	Risk – Cost of relocating cabling

## New Cross Gate

Visit date	Ownership	Step-free access	Heritage	Current provision
December 2023	National Rail	Yes	No heritage constraints	None

<b>Proposal</b>	Convert secondary staff toilet located behind ticket office
<b>Access on paid or unpaid side of gateline</b>	Paid side
<b>Work required</b>	<ul style="list-style-type: none"> <li>• Convert doors to accessible entrances</li> <li>• Convert existing staff facilities to accessible</li> <li>• Internal surface renewal</li> </ul>
<b>Location of proposed toilets</b>	Location in view of control room and gateline
<b>Other</b>	Preferred option within a cluster



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## About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car. The experience, reliability and accessibility of these services is fundamental to Londoners' quality of life.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, we are helping to shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency, improve air quality, revitalise town centres, boost businesses and connect communities. As part of this, our expanded Ultra Low Emission Zone and fleets of increasingly environmentally friendly and zero-emission buses are helping to tackle London's toxic air.

During the pandemic, we took a huge range of measures to ensure people were safe while travelling. This included extensive cleaning regimes across the public transport network and working with London's boroughs to introduce the Streetspace for London programme, which provided wider pavements and cycle lanes for people to walk and cycle safely and maintain social distancing. London's recovery is vital to the UK's recovery as life returns to normal. We want to ensure London avoids a car-led recovery and we continue to reassure people the capital and our transport network is safe and ready for them.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock much needed economic growth. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as our work at Barking Riverside and the Bank station upgrade.

Working with the Government, we opened the Elizabeth line in time for Queen Elizabeth II's Jubilee. This transformational new railway adds 10 per cent to central London's rail capacity and supports the delivery of high-density, mixed-use developments, which are planned around active and sustainable travel to ensure London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we can create a better city as London's recovery from the pandemic continues.

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