



Glasgow City Council

**Environment and Liveable Neighbourhoods City
Policy Committee**

Item 2

18th March 2025

**Report by George Gillespie, Executive Director of Neighbourhoods,
Regeneration and Sustainability**

**Contact: Jenny O'Hagan, Director of Service Delivery, Neighbourhoods,
Regeneration and Sustainability**

Glasgow's Public Toilet Strategy 2025 - 2035

Purpose of Report:

The purpose of this report is to present Glasgow's Public Toilet Strategy 2025 - 2035, a key action agreed as part of the Full Council motion of 26th October 2023.

Recommendations:

Committee are asked to

- (a) consider the adoption of Glasgow's Public Toilet Strategy 2025 – 2035 and support the commitments and action plan detailed in the Strategy; and
- (b) agree to recommend approval of Glasgow's Public Toilet Strategy 2025 - 2023.to the City Administration Committee.

Ward No(s): N/A

Citywide: ✓

Local member(s) advised: N/A

consulted: N/A

1. Background

- 1.1. On [26th October 2023](#), Full Council formally recognised that access to clean, accessible public toilets, which meet the needs of people of all genders and abilities is a basic requirement of health, hygiene and personal safety. The Motion referenced an earlier [petition](#) entitled 'Glasgow's Parks and Public Spaces need Public Toilets'. Therefore, providing safe, secure and accessible public toilets is a basic human right.
- 1.2. Recognising the vital importance of public toilet services, Full Council agreed to the creation of Glasgow's first Public Toilet Strategy.
- 1.3. This Committee report comprises three key elements, summarised as follows:
 - A strategic review of public toilet services in Glasgow, conducted by the British Toilet Association ("BTA") and provided as **Appendix A – BTA Report**.
 - A public survey of toilet services contained in **Appendix B – Public Toilet Survey Report**.
 - The Public Toilet Strategy 2025 – 2035 set out in **Appendix C – Public Toilet Strategy 2025 – 2035**.

2. The importance of public toilets

- 2.1. Full Council of 26th October 2023 accepted the importance of public toilet provision, noting that the availability of public toilets is an equality and a public health issue.
- 2.2. Full Council also observed that adequate public toilet provision is a feminist issue with research showing women feel the lack of provision more acutely. To ensure, going forward, that the strategy is fit for purpose for all users, we have thoroughly engaged with relevant internal and external counterparts to gain perspective and awareness.
- 2.3. More broadly, accessible and sustainable public toilet facilities in the appropriate places encourage better community health, recreation, and participation, whilst supporting economic development and improving tourism. This is supported by evidence set out in a report ordered by the UK Government in October 2008¹.

¹ <https://publications.parliament.uk/pa/cm200708/cmselect/cmcomloc/636/636.pdf>

- 2.4. Linked to these social benefits, the importance of effective public toilet provision has been highlighted within the council's commitment to Urbanism. By placing importance on the needs of women and non-binary people, the City can become more accessible to a wider demographic.
- 2.5. In addition, a recent review of parks lighting highlighted that the provision of mixed-use facilities within parks could reduce anti-social behaviour and assist the reporting of crime, whilst also encouraging women and girls to use parks as supported by national guidance; 'Safer Parks (Improving Access for Women and Girls)'.
- 2.6. In summary, there is an opportunity for the council's public toilet services to promote improved health, social inclusion, and economic value to the City.

3. Strategic review of public toilet services in Glasgow

- 3.1. In developing the Public Toilet Strategy 2025 – 2035, the council identified the need to engage with external experts and in August 2024 partnered with the BTA to conduct a strategic review of how public toilet services are provided in Glasgow and identify opportunities to improve as part of the emerging Strategy.
- 3.2. The BTA, founded in May 1999, is a not-for-profit Members Organisation that promotes the highest quality standard of public toilet facilities. The BTA work closely with industry suppliers and provide consultation services to the public sector.
- 3.3. The council selected BTA as their partner to develop Glasgow's Public Toilet Strategy due to their experience in providing similar services to other Local Authorities, including Westminster City Council, Belfast City Council, Cardiff City Council, and many others.
- 3.4. In order to support the BTA and guide the development of the strategy, the council established a working group consisting of officers from across the council family and external organisations, as detailed below:
 - Glasgow City Council, NRS – Property & asset management, greenspace and biodiversity, performance & information management, planning, community safety.
 - Glasgow City Council, Glasgow Life – facilities management.
 - Glasgow City Council, Financial Services - Catering & FM.
 - Glasgow City Council, Chief Executive's Department - economic development, communities team.
 - Police Scotland (Safer Communities).

- BTA.

3.5. The BTA concluded their review of public toilet services in January 2025 and their report is provided as **Appendix A – BTA Report**. These report findings have helped shape the Public Toilet Strategy 2025 – 2035.

4. Public toilet survey

- 4.1. On 27th November 2024, the council launched an online survey relating to public toilet services.
- 4.2. The public toilet survey was primarily available online and posed a series of questions aimed at assessing the diverse needs of citizens and gaining vital feedback to improve public toilet services in Glasgow.
- 4.3. Inclusivity was at the forefront of the public consultation. It was critical to encapsulate the diverse nature and needs of the Glasgow population and provide a platform to engage with communities to learn of their specific needs, and opinions and ultimately shape the Public Toilet Strategy.
- 4.4. The key stakeholder groups consulted as part of the consultation process are set out below:
 - Glasgow City Council staff.
 - Glasgow Council for the Voluntary Sector (“GCVS”).
 - Glasgow Chamber of Commerce.
 - West of Scotland Regional Equality Council.
 - Glasgow Voluntary Sector Race Equality Network.
 - Glasgow Centre for Inclusive Living (“GCIL”).
 - Glasgow Health & Social Care Partnership (“HSCP”) – Health Equalities Department.
 - Community councils (with support from Glasgow City Council Communities team within the Chief Executive’s Department).
 - Glasgow Disability Alliance.
 - British Deaf Association.
 - Sustrans.
 - NHS.
 - Police Scotland.

- Equality Network / Scottish Trans

4.5. The consultation was an overwhelming success with 1,990 responses received by the closing date of 22nd January 2025. This number of responses has exceeded the average rate that is typically received. The associated survey report is provided as **Appendix B – Public Toilet Survey Report**.

5. Glasgow's Public Toilet Strategy 2025 - 2035

5.1. Recognising the vital role of public toilet services which align with the Council's broader Strategic Objectives, Glasgow's first Public Toilet Strategy has been developed to set the strategic direction for these services over the next ten years.

5.2. The Public Toilet Strategy 2025 – 2035 has been shaped by the lessons learned during the strategic review undertaken by the BTA and feedback from the public toilet survey.

5.3. The Strategy makes commitments under six themes, as detailed below, and contains an action plan setting out how and when these commitments will be achieved.

- **Theme #1 - Health and Wellbeing**

Supporting the health and wellbeing of communities through an effective public toilet service and acknowledging that health plays a large role in shaping public toilet strategy as access to a public toilet is a fundamental human right.

- **Theme #2 – Sustainability**

Delivering on Glasgow's ambition to achieve net zero carbon emissions by 2035 by providing a sustainable service which makes responsible use of resources and protects the environment.

- **Theme #3 - Inclusivity and Equality**

Providing a fair and inclusive service which meets the needs of people of all genders and abilities and encourages cohesive communities.

- **Theme #4 - Accessibility**

Responding to the needs of users and providing a service which takes into consideration physical and mental health conditions to ensure a welcoming public toilet service for everyone.

- **Theme #5 - Safety and Security**

Recognising that the safety and security of users is a key factor in the success of a public toilet service. We understand that safety and security correlate with location, accessibility and inclusivity.

- **Theme #6 - Supporting the Local Economy**

Contributing to the growth of the local economy and providing equitable access to public toilet services irrespective of the ability to pay.

- 5.4. The Public Toilet Strategy 2025 – 2035 is provided as **Appendix C – Public Toilet Strategy 2025 - 2035**. Committee are asked to review the Public Toilet Strategy and support the commitments and associated action plan.
- 5.5. Within Theme 3 of Inclusivity and Equality there is a recommended action that we remove all usage charges associated with council family operated public toilets. In supporting some of the other Themes and associated actions, there may be a role for third parties to operate, within our estate, charged for toilets at certain locations, and/or at certain times of year.

6. Policy and resource implications

Resource Implications:

Financial:

The current public toilet service budget is limited. To fully implement the actions detailed in the Public Toilet Strategy 2025 – 2035, additional budget provision will be required.

Legal:

Not applicable at this stage.

Personnel:

Not applicable at this stage.

Procurement:

Not applicable at this stage.

Council Strategic Plan:

Supports the objectives of Grand Challenge 2, increasing the opportunity and prosperity for all our Citizens.

Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.</i>	Yes, as detailed in the Public Toilet Strategy 2025 – 2035.
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<i>What are the potential equality impacts as a result of this report?</i>	Fair and equitable access to public toilet services is a core theme of the Public Toilet Strategy 2025 – 2035.
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<i>Please highlight if the policy/proposal will help address socio-economic disadvantage.</i>	The Public Toilet Strategy 2025 – 2035 will help address socio-economic disadvantage.
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Climate Impacts:

<i>Does the proposal support any Climate Plan actions? Please specify:</i>	Sustainability is a core theme of the Public Toilet Strategy 2025 - 2035.
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<i>What are the potential climate impacts as a result of this proposal?</i>	The Public Toilet Strategy 2025 – 2035 detailed a number of commitments which collectively will contribute towards the council's climate objectives.
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<i>Will the proposal contribute to Glasgow's net zero carbon target?</i>	Yes.
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Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report Y/N	No.
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7. Recommendations

7.1. Committee are asked to

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