

Item 1

9th June 2026



Glasgow City Council

**Environment and Liveable Neighbourhoods
City Policy Committee**

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

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GLASGOW PUBLIC TOILET STRATEGY 2025-2035 – PROGRESS UPDATE

Purpose of Report:

To present an update on activities and progress in delivery of actions in the Glasgow Public Toilet Strategy 2025-2035, as presented to Environment and Liveable Neighbourhoods City Policy Committee on 18th March 2025.

Recommendations:

Committee are asked to

- (a) Note the update on work to implement the Glasgow Public Toilet Strategy, including plans to proceed with a tender process and procurement of public toilet services at sites across the city.

Ward No(s):

Citywide:

Local member(s) advised: Yes No consulted: Yes No

1. Background

- 1.1 On 18th March 2025 the Environment and Liveable Neighbourhoods City Policy Committee received a report on the newly drafted [Glasgow Public Toilet Strategy 2025-2035](#). The strategy outlined key public health, social and economic considerations linked to the delivery of a comprehensive public toilet strategy.
- 1.2 After consideration, the committee agreed to support the adoption of Glasgow's Public Toilet Strategy, including the commitments and action plan, and to recommend to the City Administration Committee approval of the Public Toilet Strategy.
- 1.3 Recognition of the need for a Strategy followed from a Council [motion](#) relating to the provision of Public Toilets, taken 26th October 2023, and an earlier [public petition](#) on 'Glasgow's Parks and Public Spaces need public toilets', submitted to council on 26th April 2021 and considered at Wellbeing, Empowerment and Citizen Engagement City Policy Committee meeting on 12th August 2021.
- 1.4 Development of the Public Toilet Strategy was guided via a working group comprising officers across Glasgow City Council and council family services, Police Scotland (Safer Communities), and the British Toilet Association (BTA).
- 1.5 The BTA were also commissioned to undertake a [strategic review](#) of how public toilet services are provided in Glasgow.
- 1.6 The resulting Public Toilet Strategy outlines a set of 22 commitments and 22 corresponding actions across the following six themes:
 - Theme 1 - Health and Wellbeing
 - Theme 2 – Sustainability
 - Theme 3 - Inclusivity and Equality
 - Theme 4 - Accessibility
 - Theme 5 - Safety and Security
 - Theme 6 - Supporting the Local Economy
- 1.7 This report provides an update on developments and progress since March 2025.

2. Update on Progress

- 2.1 Work to deliver Public Toilet Strategy commitments continued throughout 2025 and the first quarter of 2026, particularly in relation to actions on providing inclusive and accessible toilet provision in parks (see Section 2.9) and on advancing the procurement of a management and servicing contract for the Automated Public Toilet Facilities in the city (see update at Section 2.12).

- 2.2 To ensure that progress is maintained in delivering these commitments and actions, NRS appointed a full-time project manager commencing April 2026. This post appointment was made possible as a result of funding allocated via the budget process in February 2026.
- 2.3 Accordingly, this report primarily includes information on supporting activity in recent weeks. Key highlights are noted below
- 2.4 Production of an outline **implementation plan** for delivering actions in the Glasgow Public Toilet Strategy - see Appendix 1. The plan correlates actions against commitments, and notes target completion dates, current status (using RAG system) and a brief update on activity and developments for each action. Of the 22 actions outlined in the strategy, 11 are rated at Green status, 6 are Amber, and 5 are noted as Red. To enable easier monitoring and reporting, the commitments and actions have also been coded against the six themes.
- 2.5 The Table below shows references for each action in line with the target dates noted in the Public Toilet Strategy – please see Appendix 1.

Target Date	Number of Actions	Action Reference Number
March 2025	1	3.5
March 2026	5	1.1, 3.2, 3.4, 4.3, 4.4
March 2027	6	3.3, 4.5, 4.6, 4.7, 5.1, 6.1
March 2028	2	1.2, 1.3
March 2035	8	2.1, 2.2, 2.3, 3.1, 4.1, 4.2, 6.2, 6.3

- 2.6 Review of the Public Toilet Strategy has also identified whether actions will primarily be delivered via projects, policies, or partnerships (including combinations of each). As noted in the Implementation Plan, there are currently 19 projects, 2 policies, and 1 partnership noted against the actions.
- 2.7 To support delivery of these projects, work is underway on the development of **Programme Initiation Documentation (PID)** comprising: Project definition (including outcomes and outputs); Project approach (including delivery partners); Business case; Project organisation (including Roles, responsibilities and governance structure); Risk Management Strategy; Project plan; Stakeholder Engagement and Communications Plan - with supporting documentation for each individual project as it is defined. This allows partners and stakeholders to work with a clarity of purpose and enables the demonstration of value and benefits of actions and commitments; the PID will be developed with partner input as appropriate.
- 2.8 A **Public Toilet Benchmarking exercise** has been undertaken to show how Glasgow performs against the other cities in the Core Cities Network - see summary at Appendix 2. With a mean figure of 5,282 residents per

public toilet facility across the twelve cities, this shows Glasgow to be slightly below that average with an estimate of 1 public toilet 5,419 residents, but is ranked 4th out of the 12 comparable cities; the Glasgow Public Toilet Strategy and action plan should further improve this ranking.

- 2.9 **Review of current Public Toilet project developments.** Glasgow was allocated £250,000 via Scottish Government’s The Place Fund (TPF) 2023/24 to deliver new or enhanced toilet facilities at selected Glasgow parks. The table below shows the status of these developments.

Location	Allocation ¹ from Scot Gov Place Fund (TPF) 2023/24	Timescale	Progress Update
Bellahouston Park (in Leisure Centre)	£90,000	Start Sept. 2024 Completion April 2026	Permanent unit. Submitted for PAMIS registration as Changing Places Toilet - currently under review.
Botanic Gardens Café	£60,000	Start Q4/2026. Completion TBC	Permanent unit. Pre-construction stage.
Tollcross Park (next to Winter Gardens)	£100,000	Start April 2024 Completion September 2026	Modular Unit. Pre-construction stage.
¹ NB.Initial TPF awards included £50k for each project at Bellahouston and Botanic Gardens, with a further £50k for Glasgow Green. The Glasgow Green works are now complete - with a modular unit on hire to Oct. 2027 - but were supported via other funding source, and the TPF funding re-allocated to permit additional design development on the Bellahouston and Botanic projects.			

- 2.10 **Planned Public Toilet developments:** Changing Places facilities are planned for Glasgow Life venues at Glasgow Royal Concert Hall, Tramway and Cardonald library – all projects are scheduled to be progressed within the next 12 months.
- 2.11 **Funding:** To support the ongoing development of public toilet facilities, all opportunities for grant funding are currently being explored. **Community Municipal Investments (CMIs)** have been highlighted as an option. Glasgow has already secured £1M CMI funding (for solar panel installations) in its first CMI bonds issue and is seeking a further £1M (for greening streets with care homes and schools) via a second issue. However, a potential third issue of CMI bonds is likely to be for £1.4M of which between £400-£500k would be available to support the Feminist Urbanism Working Group (FUWG) action plan which includes increased availability of public toilet facilities in parks and green spaces. Another area to be considered would relate to the ambitions, and recent developments, to make Glasgow a child-friendly city - one that delivers on the goals set out in the United Nations Children’s Rights Charter. Subject to approval of CMI funds manager, this third bonds issue would

run from June to September 2026 and, if successful, would enable FUWG to fund public toilet facilities and other projects to be developed.

- 2.12 **Procurement of contracted public toilet provision.** A significant amount of work has taken place since Summer 2025 in relation to the procurement process for the new public toilet contract which will replace the outgoing service currently provided by Healthmatic Ltd at five locations.

The current contract is to be extended to 31st March 2027 to facilitate this procurement, with the new contract targeting a service commencement date of 1st April 2027.

Officers within the council's Central Procurement Unit (CPU) are actively supporting this procurement, and a Prior Information Notice (PIN) has been sent out via public contracts Ref No: 831749 Title: Refurbishment and Operate of Public Toilet Facilities in Glasgow. The final date for submission is close of business 28th May. Information arising from the PIN will be used to generate market intelligence and inform the final contract specification.

The scope and specification of the new contract will be in line with the objectives of commitments and actions in the Public Toilet Strategy and informed by stakeholder / market engagement information, lessons learned from the previous contract, and outcomes from the public toilet survey conducted by NRS Performance Information Management Unit (PIMU) in November 2024.

Options to expand public toilet services are also being considered as part of the procurement, noting the operational desire to expand or enhance provision within parks.

Furthermore, the council are aware of strong market interest to develop the existing public toilet site at St. Vincent Place for an alternative use and are currently investigating options with Healthmatic Ltd to exit this location by 31st March 2027 and make the land available for future development.

- 2.13 The introduction of new and/or enhanced public toilet provision across the city will require a further review of **signage and associated communications** regarding local public toilet availability. Engagement with NRS Member Liaison Unit (MLU) in recent weeks has highlighted complaints, over a number of years, regarding the limitations of existing signage in Glasgow's parks. This issue is highlighted as Action 4.5 in the Public Toilet Strategy implementation plan.
- 2.14 In relation to digital and online mapping of public toilet facilities, a further review is being made of websites currently available (e.g. toiletmap.org.uk, toiletnearme.co.uk, publicconvenience.org, etc.) and/or the potential use of GCC mapping and information resources to better inform users of local facilities - see Action 4.6 in the implementation plan.

- 2.15 **Partner and Stakeholder Engagement:** Initial meetings have taken place with individual members of the Glasgow Public Toilets Strategy working group and with selected stakeholders. This engagement activity will be increased over the coming months as wider partners are identified and the Public Toilet Strategy implementation plan and PID come more into focus. The working group will be reconvened once the PID is fully drafted and partner roles and responsibilities are further defined. A log of all engagement activity is maintained on an ongoing basis and will be included in programme initiation documentation.
- 2.16 Initial activity, since April, has also identified a **wider range of partners** to be involved in delivering actions outlined in the Public Toilet Strategy. These links include potential engagement with partners in the fields of health and social care, public health, transport providers, and representatives of the retail and evening economy sectors, amongst others. This also includes engagement via the Glasgow City Centre Business Improvement District (BID).
- 2.17 Work has commenced to identify relevant **links with other local authorities** across Scotland and the UK Core Cities Network. This will support information sharing and promotion of best practice in developing, delivering and managing public toilet facilities. This includes opportunities to create a network forum via the Knowledge Hub managed by the Improvement Service.
- 2.18 There was a recent opportunity to provide input to **Scottish Government's Infrastructure Strategy consultation** with the NRS contribution to GCC submission being used to highlight public toilets provision in relation to building resilient places and infrastructure investment. Public toilets are important social infrastructure alongside retail, transport, arts and cultural centres, etc.

3. Next Steps

- 3.1 Strategy implementation activity over the coming months will focus on the key tasks of:
- **Engagement** with key partners and stakeholders, including ongoing participation in the Feminist Urbanism Working Group.
 - Undertake **Availability and Access Review** of all public toilet facilities in Glasgow, in line with the findings of the BTA Strategic Review undertaken for selected facilities at the end of 2024.
 - Undertake a **review of signage and associated communications** regarding public toilet availability across the city.
 - Completion of **programme initiation documentation (PID)**.
 - Monitoring and review of **implementation plan** to show progress in delivering commitments and actions outlined in Public Toilet Strategy.
 - Support NRS colleagues working on the **public toilet service tender** process to secure a new provider by 31st March 2027.

- Identify and review **funding sources** to develop public toilet facilities.
- Review options for introducing **community partnership schemes / comfort partnerships** to enhance the availability of public toilets.
- Reconvene the **Public Toilet Strategy working group** to enable partner involvement in delivering on strategy commitments and actions.
- Work to **progress strategy actions** in line with the timeframes noted.

4 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: Project Manager appointed in April 2026

Procurement: Procurement via tender process of contract for providing management, cleansing, and maintenance of automated public toilets at selected sites in city centre and parks.

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

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2025-29? Please specify. Yes, as detailed in the Public Toilet Strategy 2025 – 2035

What are the potential equality impacts as a result of this report? Fair and equitable access to public toilet services is a core theme of the Public Toilet Strategy 2025 – 2035.

Please highlight if the policy/proposal will help address socio-economic disadvantage. The Public Toilet Strategy 2025 – 2035 will help address socio-economic disadvantage.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Sustainability is a core theme of the Public Toilet Strategy 2025 - 2035.

What are the potential climate impacts as a result of this proposal?

The Public Toilet Strategy 2025 – 2035 outlines a number of commitments which collectively will contribute towards the council's climate objectives.

Will the proposal contribute to Glasgow's net zero carbon target?

Yes

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report
Y/N

No

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

4 Recommendations

Committee are asked to

- (a) Note the update on work to implement the Glasgow Public Toilet Strategy, including plans to proceed with a tender process and procurement of public toilet services at sites across the city.