

London Transport Users Committee

London for the continent

A survey of public toilet provision at London's interchanges

Contents	Page
<i>Chair's Foreword</i>	1
1 The contribution of public toilets to mobility.....	3
2 Recent developments.....	5
3 The study.....	6
4 Survey results.....	7
5 Conclusions.....	11
6 Recommendations.....	12
 <i>Annex: Relief and mobility, A guest column contributed by Professor Eric Midwinter</i>	13
<i>Appendices: General location signage and comments</i>	
<i>Accessible and baby change facilities</i>	
<i>General condition of toilets and other details</i>	
<i>Toilet facilities</i>	

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A survey of public toilet provision at London's interchanges

Foreword

by Suzanne May
Chair of the London Transport Users Committee

My Committee recognises that good interchanges are an essential part of a quality public transport network. We believe that public toilets must be part and parcel of any such interchange. For some people they are a prerequisite to using the network. The survey in this report is both a snapshot of the provision and condition of toilets at interchanges and a check on whether and how well they are integrated with the other interchange facilities.

The provision of 'out of home' toilets is inextricably linked with the basic question of freedom to travel. For most transport users an absence of toilets is just an annoyance, because they can wait until they arrive at their destination or use the well appointed facilities often found in retail premises. But these strategies are not available to a significant number of people. These include many of those who are elderly, those accompanied by young children, less-ambulant travellers, and people with particular medical needs. There is no obligation on local traders to provide accessible toilets or to meet the other legitimate needs of these travellers, who are not necessarily their customers.

Our survey revealed some toilets which are excellent, some which are very poor or non-existent, and some surprising contrasts. Almost all could have been improved upon. On the whole, the fully accessible toilets at the major London termini, available to RADAR key holders or on request, were, excellent. Much to our surveyors' surprise we were able to classify the toilets at most of the larger suburban interchanges as 'useable', but they are often inside the barrier lines at railway stations and therefore not available to (or signed for) non-rail users.

Our key finding was that there were no facilities that could be said to be integral to an entire interchange, whether by virtue of their physical location or by being well signed. Most were simply railway station toilets.

If the concept of an integrated interchange is to encompass toilet provision, my Committee believes that there needs to be a different approach from that which presently applies. Interchanges should be part of the public realm, and toilets should be integral to each interchange treated as a whole. Public authorities must work together with transport operators to achieve this, as part of the comprehensive programme of interchange improvements to which Transport for London, the Strategic Rail Authority, Railtrack and the Association of Train Operating Companies are jointly committed.

(continued)

Some years ago, my Committee's predecessor body published a pioneering study of the state of station toilets throughout its area. Copies of that report, entitled *Inconvenience*, are still available. Its author was Dr Eric Midwinter, a distinguished social historian who chaired the Committee at that time. I am grateful to Dr Midwinter for kindly agreeing to my invitation to him to make a guest appearance in this report too. His contribution, which is annexed to our findings, describes in his inimitable style the important (if seldom publicised) role that public toilets have played as an instrument of social liberation.

I commend this study to all who are involved in the planning and development of London's transport systems. Transport is for people, and people have physical needs. This reality is well known to and well met by those who operate the national motorway network. We believe it is high time that *all* transport users received the same basic consideration.



Comments on this report will be warmly welcomed.

Please send them to :

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1 The contribution of public toilets to mobility

- 1.1 The Mayor's Transport Strategy is ambitious. Amongst its many laudable objectives, it aims to make London a 'truly accessible city', to promote 'transfer from car to public transport' and to 'promote social inclusion'. Improving interchange 'is a key goal of the Strategy'.
- 1.2 The London Transport Users Committee (LTUC) supports these aims. Our ambition is to see public transport, cycling and walking playing a much greater part as the modes of first choice throughout the LTUC area, for a much greater proportion of trips than presently occurs. We want to see a reduction in the absolute levels of traffic. This goes further than the Mayor's Strategy, which aims only to reduce vehicle congestion and generally to restrain traffic growth.
- 1.3 To achieve this goal, the Committee believes that providing toilets for users of the more sustainable transport modes is essential. Social historians acknowledge the link between mobility and transport. The public toilet was a liberator for travellers, as evidenced in Eric Midwinter's contribution which appears later in this report.
- 1.4 Everybody needs to use 'out of home' toilet facilities. Those with good health are able to use the public transport system, and they cater for their occasional need to use toilets by a range of different strategies, not all of which are wholly satisfactory. Using toilets provided in (e.g.) pubs, burger bars and department stores, or delaying use beyond what is comfortable, must be part of their daily travel experiences.
- 1.5 But there is a significant minority of people for whom these strategies are not available. 'Incontact', a charity representing those with bladder and bowel problems, recently launched its *Manifesto for Continence*. This cites public toilets as the number one concern of people with continence problems : "finding a decent toilet was the biggest problem faced by millions of people in the UK affected by bladder and bowel problems". It claims that six million people are affected in Britain. This equates to over half a million in the London Transport Users Committee's area alone.

Public toilets everywhere are being closed down or left in a poor state. New developments and shopping centres often have inadequate facilities. Disabled toilets are inaccessible; facilities are dirty without soap, paper or towels.

People with continence problems want decent toilet facilities. We need them in shops, high streets, petrol stations... all public places. Facilities should be accessible and properly maintained.



"Here is a snap of me enjoying a day trip at the seaside. I no longer go on trips due to the lack of toilet facilities. I only go shopping when I absolutely have to – most of my life is mail order." **Phil Morley**

1.6 The British Toilet Association (a national campaign group) cites several different groups with particular needs :

- Parents with young children
- Menstruating women
- Women during pregnancy
- Older men and women
- Those with bladder and bowel problems
- People with disabilities

1.7 To these we can add travellers encumbered by luggage, for whom a scout around the environs of the station in search of a toilet is difficult.

1.8 Ensuring that there is an adequate supply of accessible and properly-maintained public toilets at transport interchanges is clearly an essential step towards enhancing the social inclusion of many Londoners and their visitors.

1.9 Part of the Mayor's Strategy requires the recruitment and retention of more public transport staff. Trade unions representing bus drivers point to research into the health implications, especially for women, of delaying urination because of a lack of facilities available to their members.

2 Recent developments

- 2.1 The subject is at last on the transport agenda. The Government and the Strategic Rail Authority (SRA) have both identified the availability and condition of toilets on trains as the issue generating the greatest level of dissatisfaction in the regular National Passenger Survey. The most recent round of the Survey showed 70 per cent of those interviewed at stations in south London to be either 'very dissatisfied' or 'fairly dissatisfied' with on-train toilet provision (unfortunately, the Survey does not include a similar question about toilets at stations, but we doubt if the result would be much different).
- 2.2 This comes at a time when one train company, Connex, is looking to lessen capacity problems on its services by installing no toilets at all on its new 'metro' trains. The Committee is only willing to discuss this proposal if it receives absolute assurances about the availability of toilets at all stations, and that such trains would not normally be used to provide longer journeys, i.e. on services extending beyond the London 'metro' area.
- 2.3 The SRA has responded to evidence of passenger dissatisfaction with existing toilets on stations. It sees a 'quick win' that can be achieved by addressing the issue at hundreds of stations (though these will be predominantly the smaller stations rather than the larger interchanges). It proposes either to bring existing disused toilets back into service, where possible, or to install new modular-built facilities elsewhere. The Committee welcomes this. But we were deeply concerned to hear at a recent SRA workshop that these new facilities will be covered by the same maintenance regimes as those which now exist. These are clearly inadequate in many places. There is no point in providing new facilities if they are not properly looked after.
- 2.4 Nevertheless, this prospect of progress within the rail industry compares well with the record of toilet closures where local authorities have provided them in the past.
- 2.5 Despite much talk of interchange improvements from the Mayor, Transport for London (TfL) and public transport operators, it is disappointing to see that two important documents that should have dealt with this issue have failed to address it properly. The Association of Train Operating Companies, Railtrack, London Underground and Transport for London have jointly produced *Best practice guidelines on intermodal interchange in London*. This contains only one reference to toilets and baby changing facilities, and then only as an optional extra, in 44 pages. TfL's plan for *Improving interchange in London* does not mention them at all in 138 pages..

3 The study

- 3.1 Eight years ago our predecessor body, the London Regional Passengers Committee, undertook what was probably the most comprehensive survey ever made of toilets at stations (both Underground and British Rail) throughout its area, which covers both Greater London and up to 30 miles around. This report is not a repeat of that exercise, but a more focussed survey of provision at interchanges, through which the greatest number of travellers will pass.
- 3.2 We chose to visit most of the central London rail termini, a selection of the larger outer suburban interchanges, and some of the smaller ones which are locally important. All were associated with a National Rail, Underground or Docklands Light Railway station. The full list of the forty interchanges we visited, and our assessment of them, is set out in appendix 1.
- 3.3 We were looking at the quality of public toilet provision for all users of the interchange, irrespective of the mode they arrived by. We looked at, for example, whether an interchange user would be able to see signs to toilets located in the interchange no matter how or from where they arrived. We looked for toilets that are not directly associated with the interchange but may be close by and therefore useful for passengers - though if they were not signed we may have missed some. We looked at the location of the toilets: are they inside or outside the station; inside or outside a ticket barrier line? How adequately is their location signposted?
- 3.4 We surveyed the general facilities, and any special provision for disabled people and/or for baby changing, making a subjective assessment of hygiene, cleanliness and decoration. We looked at many other attributes, from the number of cubicles to the presence of 'no smoking' signs. The full list of items surveyed is itemised in appendix 1.

4 Survey results

- 4.1 We found both good things and bad things to report, regarding toilet facilities at London's transport interchanges.

Highlights

- 4.2 The main termini had some very clean and useable facilities, well looked after by the attendants that we found to be present. The disabled and baby changing facilities (requiring either a RADAR key for access, or unlocking by staff) were almost universally clean. This is vitally important if disabled people are to have confidence in their ability to travel with dignity.
- 4.3 There were also some excellent toilets provided by local authorities, most notably by the City of London at Bank Underground station and by Lewisham council at Deptford only a hundred yards from Deptford station. Here -.uniquely - we found toilet cubicles with their own individual hand basins
- 4.4 There were some examples of very good signage, particular at the London termini which have recently been re-signed.



New level access toilets
at Victoria Station

- 4.5 Where toilets were provided, we found 95% of them to be useable, though this included some that one would not wish to use unless absolutely necessary.
- 4.6 By far the best toilets we visited were those adjoining the Docklands Light Rail station at Canary Wharf. But these are primarily associated with this prestigious commercial development.

4.7 Of the forty toilets we surveyed, we found that

- 74% were in a fair (or better) standard of hygiene.*
- 81% were in a fair (or better) standard of cleanliness.*
- 80% were in a fair (or better) state of decoration.
- 69% had soap available.
- 64% had hot water.
- 73% had mirrors.
- 99% had hand drying facilities – often hot air.
- 89% had sanitary towel disposal.
- 62% of the interchanges had fully accessible toilets, and almost all of these were in a good condition.
- 47% of the interchanges had facilities for baby changing that were clean, though many were a shared accessible/baby-change facility. We know that this is an issue for some of the disability organisations.
- Almost all of the London Underground Stations had good local maps showing the nearest toilets. The maps were located in appropriate places for passengers. We know that London Underground are in the process of rolling out maps to more stations and so this will be improving from a good position at the time of the survey.

* *Hygiene refers to the actual facilities, i.e. urinal, toilet pan, etc. Cleanliness refers to the general cleanliness of the toilet block.*

Lowlights

4.8 The interchanges we surveyed were selected because of their importance in terms of numbers of passengers passing through. It was therefore very disappointing that at 22 % of the interchanges we visited no toilets were available. 25 % of the toilets were out of use.

4.9 There were no cases of toilets clearly designed to serve an interchange as a single entity, or being well signed from all parts of such a complex. Even the newly built facilities at Stratford were not signed from the Underground platforms. Some toilets were barely signed within the station of which they are a part.

4.10 Except at the major termini, the toilets were almost all located behind rail barrier lines and, strictly speaking, are therefore unavailable to anyone not holding a rail ticket. Conversely, Walthamstow bus station has a toilet just across the road from Walthamstow Central railway station. But anyone using the Underground or National Rail services would be unaware of this, as no associated signage exists.

4.11 We discovered that

- 22% of the interchanges had no toilets at all.
- A further 25% of individual toilets were locked out of use. At Willesden Junction we were told that this was, in part following advice from the British Transport Police (this particular issue is being actively pursued by LTUC).
- 22 % of National Rail stations had maps, but these are often of poor quality and in locations that are not likely to be noticed by passengers.
- Only 34% of toilets had no smoking signs.
- Only 14% were covered by CCTV.
- Only 40% of the automated toilets were in use, and of these, none had sanitary towel disposal facilities.

Some contrasts

- 4.12 Most toilets were free, except the automated toilets and those at the major rail termini. Most of these charged 20p.
- 4.13 The issue of payment is contentious. Undoubtedly, funding is an issue for the bodies that have to provide these facilities, and a charge for access will dissuade some of those who wish to misuse them. The Committee has somewhat reluctantly accepted that imposing small payment for the use of public toilets is acceptable provided that in return a high standard of amenity is offered.
- 4.14 Automated toilets are not all the same! The most common type is too small to be used except by men urinating. But a fully accessible (but available to all) automated toilet near Notting Hill Gate station was of very high quality and worked perfectly. We noted that often there was no means of disposing of sanitary towels.



The automated toilet at Notting Hill Station (left) is spacious, while most, like this one at Clapham Junction (right), are very small

- 4.15 Some of the toilets particularly in bus stations (and therefore not behind station barriers) were a little grim. An interesting contrast was offered by the aforementioned Deptford toilets. These compare well with some very unwelcoming toilets in Walthamstow bus station.

- 4.16 The excellent signage mentioned above, for example at Victoria contrasted with the very small and almost unreadable typeface used at Canary Wharf to direct Docklands Light Railway passengers.



Canary Wharf - DLR

- 4.17 The entrance to the male toilets at Charing Cross was via a steep stair case, whereas those at Euston and Marylebone are at concourse level. The Committee always raises this question when it is consulted on station (re)development proposals. It is pleasing to record that the new toilets at Victoria are at ground level and that the same is true of those proposed in the master plan for Paddington.
- 4.18 Road users are well served by toilets on the motorway network. Toilets are offered by many filling stations elsewhere. There is a clear commercial motivation for their operators to provide and maintain good facilities at such sites. Yet this motivation is not felt equally powerfully by the public transport industry. It is a complicated comparison, as the use of a motorway service is optional when using the network whereas using a station is obligatory. But if promoting public transport is a public policy objective, those whose task it is to implement this policy must explain why public transport users fare poorly in comparison with motorists who have much more mobility to seek toilets when they need them.

5. Conclusions

- 5.1 Although there are some excellent toilets, they were generally only provided for one defined group of travellers. The overwhelming majority of facilities were associated with railway stations, although we did find two examples associated with bus stations, and two others that happened to be close to an interchange but were provided primarily either for shoppers or for those visiting a park.
- 5.2 There was no attempt to integrate the toilet facilities at the interchanges we looked at, whether by physical location or by signing. Worryingly, the planning documents that might be expected to tackle this issue in London do not do this at all adequately. The lack of any attempt to integrate the toilets with the interchange as a whole applies to all the following comments.
- 5.3 The provision of toilets for the generality of passengers at the major termini was excellent, though too many were down many steps providing a considerable obstacle to those who are less ambulant and/or encumbered. This is not due to a lack of space but, rather, to the higher priority afforded to retail outlets on concourses. It is pleasing to see that the very new facilities at Victoria are at platform level, and that those at the revamped Paddington will be. Almost all had a charge of 20p.
- 5.4 When travellers are interchanging at stations other than London termini, the availability of toilets is at best unpredictable. Someone who has particular needs will want to be confident that they are going to be able to meet those needs during the course of their journey, if they are to be confident that they can travel by public transport.
- 5.5 The larger interchanges (such as East Croydon) generally have facilities that are useable, but these may be behind the railway's barrier line and so only available to rail ticket holders. The smaller interchanges often have no facilities at all.
- 5.6 Where disabled and baby changing facilities are provided, both at the main London termini and elsewhere they are generally very good. But all of these required a RADAR key for access, or had to be especially opened by staff. These toilets were fully accessible and generally well signed from within the station.
- 5.7 Elsewhere, we saw too many facilities that had been locked out of use – often, we suspected, on a long term basis. One, at Finsbury Park, had been closed because of vandalism. Another was near South Ruislip. Toilets at Willesden Junction had apparently been left closed on the advice of the British Transport Police.
- 5.8 The SRA's commitment to providing more toilet facilities at railway stations which have no existing toilets for passengers is welcome. But the requirement to keep these in a useable condition will be no greater than under the present regime, so there is a real risk that new facilities will be allowed to deteriorate to the unacceptable standard of those which now exist at some of the smaller stations.
- 5.9 It follows from this that passengers can travel to the central London termini with reasonable certainty of finding good toilet provision. At the larger suburban interchanges, able-bodied travellers not travelling with a baby can expect to find a useable toilet within the station if they are rail ticket holders. Disabled passengers and those with luggage or babies must travel with much less certainty.

6. Recommendations

- 6.1 Interchanges should be an explicit part of the public realm. This requires that toilets at interchanges are available to all travellers, by whichever mode they arrive and depart, including the non-motorised modes.
- 6.2 To enable travellers to be confident that toilets will be available during their journey, these facilities should be provided at many more transport interchanges than presently occurs. They must be accessible, clean and serve travellers needs. They must be properly integrated, preferably by their physical location or by being well signed. Toilets that are simply provided for users of a single mode, inaccessible or invisible to other users of the interchange, will not achieve this.
- 6.3 Generally responsibility for toilet provision at interchanges cannot be restricted to a single provider, whether this be a transport operator or a local authority.
- 6.4 Transport providers and planning bodies need to review their planning policy documents, to ensure that in future toilets will automatically form part of integrated interchanges. We believe that TfL, the transport operators and the local authorities, in London, and the transport authorities outside of Greater London should set out their intentions and responsibilities in a 'toilet plan' for transport interchanges. This should acknowledge that being able to use a toilet during a journey is part and parcel of travelling, not an optional extra, and plan the necessary facilities.
- 6.5 It is not acceptable for the rail station operators to allow toilets to be poorly maintained. The SRA should review the way in which it monitors maintenance standards of toilets where they are provided, so that their quality can be improved. It must put in place the means to ensure that the many new toilets that are to be installed as part of its strategic plan for the National Rail network will be covered by a better maintenance regime than is presently planned.
- 6.6 Transport operators and local authorities need to review the signage at and around interchanges to ensure that, where there are toilets, users are aware of them.
- 6.7 The smaller automated toilets are a poor substitute for conventional toilets and should not be seen as adequate to meet travellers' needs.
- 6.8 Small charges to users would be acceptable if this income would be used to ensure a high standard of quality provision.

Relief and mobility

A guest column contributed by Professor Eric Midwinter

It was a final humiliation for Queen Marie Antoinette. On the way to the Guillotine, probably stressed by the horror of the fate she faced, she needed to urinate and had to squat awkwardly in the gutter so to do. The state that could organise an elaborate process for her decapitation could not provide the amenity for her micturition. That tacit refusal to acknowledge an obvious human requirement constitutes an urgent problem in society.

In terms of Britain in general and of London in particular, it was the mid 19th century that may be judged - the figure of speech may be a little too apt, given the subject - a watershed. Three factors combined and interwove. The first related to the demographic leap associated with industrialism that, for example, doubled London's population to two millions in the first half of the 19th century. The outcrop of unsanitary conditions and attendant disease, caused by masses of people cramped in crowded urban environs, gave rise to the battle to bring clean water into the city and remove filth and ordure from it, all in the necessary name of public health. High-velocity water was the key to the drive to sweep human refuse from these close-packed urban areas. Although the estimate has not been personally checked, experts suggest that a daily 1.5 lbs output of faeces and urine is the individual norm - and that totals to some 120,000 tons a year for every million people. The famous engineer, Joseph Bazalgette, working in mid 19th century for the Metropolitan Board of Works, planned the construction of nearly two hundred miles of main and over a thousand miles of subsidiary sewers, and this saved London from the gross horror of filthy insanitation. As late as the 1840s there had been 200,000 London homes with a stagnant cess pool beneath each one.

The second aspect concerned that change in behaviour we now tend to label 'Victorian'. A compound of what cultural historians term 'Evangelical' and 'Chivalrous' elements altered the national character from its previous rowdy, boisterous and crude mood to one more prudish and inhibited. Of course this was not a complete transformation; it is perhaps more accurate to say that, from about the 1830s until another sea-change about the 1960s, the 'smooth' component tended in social life, to be more dominant than the 'rough'. For instance, crime rates halved in proportionate terms over the last decades of the 19th century, although, as is well-known, they have jumped again of late; there were 791 woundings in 1920 and over 100,000 a year now. Another illustration of that new-found politeness was a growing primness about bodily functions, especially among the rising middle classes who, in cities like London, were predominant in establishing customs and manners. A more careful privacy in such matters was the decorous consequence. There is much truth in the old aphorism that 'cleanliness is next to Godliness', for a chaste populace wished to evacuate its bladder and bowels privily.

The third factor was the shift, for work and for play, to a more collective fashion. Work-places often became much larger units and it became much more likely for them to be separated from the home or even the home district. Indeed, and despite some return, via computers, to home working, the distances travelled to work continue to increase. Currently the average worker in the United Kingdom journeys 27 miles a day and, if present habits persist, it will be 56 miles by 2025; it was five miles in 1950.

The public transport revolution, beginning with the development of railways and

with motor buses coming into their own in the inter-wars years, was geared to this end. But they also served the purpose of energising a wholesale novel approach to recreation, so much so that the period from about 1870 to about 1950 might be designated the Golden Age of Collective Leisure. Professional sport, with Lord's and the Oval the cricketing temples and with, at a slightly later date, the construction of the great football stadia, drew large crowds, as did the flourishing theatres. The music halls were very popular and, incredibly, the area now the present borough of Tower Hamlets accommodated no less than 150 music halls. However, with a growing refinement of society, there was a call for more family-oriented and mixed company entertainment, such as that provided to such unprecedented acclaim by Gilbert and Sullivan, as they concocted the first example of a popular music industry in the forty years before 1914.

The 1851 Great Exhibition was a grand staging-post in this direction, with Joseph Paxton's Crystal Palace in Hyde Park a huge success. This was the era when Madame Tussaud's assumed immense popularity and when the floundering zoological gardens, boosted by the erection of reptile and monkey houses, burst into teeming activities. Art galleries, museums and libraries were constructed and began to attract visitors. Shopping became more of a leisure activity, with Whiteleys - 'the Universal Providers' - and Harrods the first department stores and with the multiples, such as Boots and Liptons, also making their mark. Eating out grew in scope with firms like Joseph Lyons or the Aerated Bread Company (ABC) offering family refreshment at modest prices. All these activities expanded over time. During the last twenty years 'eating out' has represented the highest single increase in household expenditure.

This mesh of vibrant socio-economic activity, in crowded streets and locations, yet with a rightful fear of sanitary ills and a righteous demureness about lavatorial seclusion dominant, made necessary the provision of lavatories in places of public resort, whether vocational or recreational in character. Plainly, and although the story of public conveniences is rarely sung from the house-tops, the mobilisation of a massive population, such as that of the London region, to go about its bustling business is heavily reliant on such comfort and refuge in reasonable privacy.

Desultory efforts at public conveniences had been made in London since the 13th century, but, as these had been little more than holes in planks hanging over rivers and streams, they failed to meet with the later constraints of health and punctiliousness. (It might be mentioned, parenthetically, that London's most celebrated lord mayor, Dick Whittington, offered a more sophisticated solution with, according to London's 'biographer', Peter Ackroyd, a 'house of easement' at Friar Lane, with two rows, one male, one female, of 64 seats, the droppings falling into a Thames gully.) Nonetheless, from the latter days of the Victorian epoch it properly fell to the joint endeavour of the public and commercial sectors to provide these facilities, not least among them the public transport agencies who carried the tumultuous throng to and fro.

Unluckily, the public toilet is not an inexpensive amenity and, particularly with a premium on staffing levels, there is the dire risk of vandalism. That, incidentally, is a sign of the post-1960s reversal to the less disciplined communal values akin to those of the 18th century. The public conveniences of the 1940s and 1950s certainly suffered from the scourge of prurient graffiti, but they were less likely to have been sacked and damaged than those of today. Many public conveniences, on public transport and elsewhere, quickly become drab and noisome. Thus there are closures and refusals to extend or build new facilities.

There is a silent decision taken to leave it to someone else; they are your customers, so let trade and business provide; they are your rate-payers, so let the municipality take action.

It requires constant vigilance on the part of citizens and users. It requires a perpetual campaign to remind the public and commercial providers of services of all kinds that, without a regular and not unpleasant opportunity to rid ourselves of our daily 1.5 lbs of unwanted matter, the mobility upon which modern civilisation rests is crucially threatened. It requires everyone to recall that, out of an average lifetime, the equivalent of three years is spent on the lavatory - and that means a range of decent public convenience provision is indispensable to ordinary living.

[Eric Midwinter is a social historian, and former chairman of the London Regional Passengers Committee the predecessor to the London Transport Users Committee]

Appendicies: General location signage and comments

Accessible and baby change facilities

General condition of toilets and other details

Toilet facilities

General location, signage and comments page 1

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments
Bank	Underground	Female	In subway, outside barriers, downstairs	Well signed from concourse level, but not from platforms.	DLR/Corp. of London local map shows no toilets, though they are on the LUL map. A map outside the toilets shows all the WCs in the City of London	Wash room facilities - large sinks. Run by the local authority.
		Male				
Beckenham Junction*	National Rail	Female	Platforms	Good from platforms	None found	Ladies were closed as work was being done on it
		Male				
Beckton	Docklands	None found				
Canary Wharf	Underground	Female	Off concourse, outside barriers, down escalators / lifts	No signage from non-Underground parts of interchange.	LUL map	Closed for security reasons.
		Male				
	Docklands	Female	Outside station, within shopping centre	Signage from Docklands and shopping centre generally, but not from the Underground or its environs. Font size very small.	There were maps around, but not in obvious places for passengers.	A second identical set of toilets of a similar high standard were located within the shopping centre. Interesting electronic countdown between inspections.
		Male				
Charing Cross	National Rail	Female	Off concourse, down 21 steps.	Good from station area maybe a little too small as on a hanging fixture with lots of other info.	Map was present in a predictable location. LUL maps were also present at nearby Embankment station.	The hand basins were a further two steps down. A change machine was there but temporarily out of order.
		Male				

*We visited Beckenham Junction whilst it was being refurbished. We understand that this is now a good facility including accessible toilets.

General location, signage and comments page 2

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments
Clapham Junction	National Rail	Automated toilet 1	Outside of shopping centre	Good from the shopping centre	No WC's were shown on Clapham Junction information map.	
		Automated toilet 2	Outside of shopping centre	Good from the shopping centre		Second automated toilet out of use.
		Female	Outside barriers, in subway	Well signed from subway, but not platforms.		Only one sanitary disposal bin outside of the toilets.
		Male				
Croydon	National Rail	Female5/6	All inside barriers, on platforms	Only disabled toilet signed from concourse in small font. Platform signing OK.	No station maps were found	This is a new important interchange created by Tramlink and a new bus interchange. No toilets are available to interchanging passengers. Male toilets on platforms 5 & 6 were locked out of use
		Female1/2				
		Male 1/2				
		Male 3/4				
		Male 5/6				
Deptford	National Rail	Female	Town centre /shopping area	OK from street, but not signed from station, one sign missing.	No map found	Basins in cubicles, drinking water available- splendid facility.
		Male				
Ealing Broadway	National Rail	Female	Platform	Poor -one hand written sign	No map found	There was a security check on the toilets whilst we were at the station
		Male		Poor. Not even signage from much of the station.		
Euston	National Rail	Female	Off concourse, at ground level	Good from station	Not on the LUL map	Drinking water available.
		Male				
Feltham	National Rail	Female	Ticket office, at ground level	Toilets were not signed from outside the station or platforms.	Local map available in predictable position. A toilet facility in town was also identified.	A recently refurbished interchange where the toilets serve only the rail station.
		Male				
Fenchurch Street	National Rail	Female	Outside barriers on concourse.	Good from main entrance, platforms and concourse, No signage from Tower Hill entrance.	No map found	Other toilets were signed from the DLR Tower Gateway end, but we could not find them. The automated toilet was out of use.
		Male				
		Automated toilet	On piazza at front of station.	None from the station		

General location, signage and comments page 3

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments	
Finsbury Park	National Rail	Female 1/2	On platforms	Poorly signed, not signed from general station area.	An old map showed further toilets associated with the bus station. These had been long closed.	The toilet paper was near the sink not in the cubicle.	
		Female 3/4				Sanitary disposal outside the cubicle	
		Male 1/2				There was no toilet seat or door lock.	
	Bus station		Bus station on the level.			Long term / permanent closure	
Gospel Oak	National Rail	None found					
Hackney Downs	National Rail	None found					
Herne Hill	National Rail	Female	On platforms.	OK from platforms, but not ticket hall or other platforms.	Map found at station, but toilets not marked.		
		Male				Gents locked out	
		Female	200m outside station, some steps. Not signed from the station	Not signed from station			Local authority facility associated with park.
		Male					
High Street Kensington	Underground		None found		Toilets marked on LUL maps, but too far to be associated with the interchange.		Town centre location - adjacent to a burger bar and department store.
King's Cross	National Rail	Female Male	Off concourse	Good from station concourse	Not on LUL map.		Drinking water available
Lewisham	National Rail	Female	Platforms	No signage from non-railway parts of interchange.	No map found	Had to ask a member of staff to open up ladies toilets.	
		Male				Cubicles locked due to constant vandalism.	
Liverpool Street	National Rail	Female	Off concourse, down 22 steps	Very good from station concourse	LUL map found in Underground station	Drinking water available	
		Male					

General location, signage and comments page 4

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments	
London Bridge	National Rail	Automated toilet	Station forecourt / bus station.	Well signed from railway concourse and bus station	Maps located in Underground but the toilets are not marked	The automated toilet was faulty - the cleaning action started out of sequence whilst user present.	
		Female5/6	Platforms	All toilets were well signed from the rail station.			The check sheet system seemed to be working OK
		Female1/2					
		Female3/4					
		Male1/2					
		Male5/6					
Automated toilet Plat. 13				Two automated toilets were out of action. The station is awaiting refurbishment as part of Master Plan.			

General location, signage and comments page 5

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments
Marylebone	National Rail	Female	Concourse, at ground level.	OK from station concourse	The LUL maps indicate the toilets.	Accessible toilet / baby change is located within the ladies toilet entrance area.
		Male				
Mile End	Underground	None found			LUL map	Map indicated remote toilets – none found.
Mill Hill Broadway	National Rail	None found				
Notting Hill Gate	Underground	Automated toilet	Outside, 200m from the station.	Good from Underground station.	Maps on platforms and concourse, but were slightly ambiguous.	Original toilet block within station was run by the council, but now closed. The automated toilet is attached to a bus shelter and is an excellent example.
Orpington	National Rail	Female 3/4	Platforms	Good from platforms, nothing from bus station.	Map was available and toilets identified.	Notice saying toilets were checked regularly and invitation to contact staff if any problems
		Female 5/6				
		Male 1/2				
		Male 5/6				
Oxford Circus	Underground	Female	Accessed via a central reservation in middle of the road. Down steps.	Inadequate signage from this large station and some in the street. None marking the facility itself.	LUL map shows location. Map is sited in a predictable location.	Local authority toilet.
		Male				
Paddington	National Rail	Female	Side of platforms, down 18 steps	Good from within station	None were found	Drinking water available. The Railtrack 'Master Plan' design is to include at level toilets.
		Male				
South Ruislip	Underground					No signed toilets. We noticed a set of public toilets near to the station, but closed many years ago.
St Pancras	National Rail	Female	Off concourse, at ground level.	Good from the station.	None were found	These are old facilities.
		Male				

General location, signage and comments page 6

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments
Stratford	National Rail	Female	Main concourse	Good from national rail platforms, but not from Underground platforms or concourse area. Hidden away.	Could not find a map.	
		Male				
	Bus / National Rail station	Female	Bus depot	Good standard throughout the bus station		
		Male	Within bus station			
Twickenham	National Rail	Female	Platforms	Good on platforms, but not signed from ticket office or overbridge.	One map showed toilets a second did not. A signed Gents toilet could not be found.	Sanitary disposal bin overflowing
		Male 3				Locked out of use
		Male 4 / 5				
Vauxhall		None found				
Victoria	National Rail	Female 15 / 19	On concourse down 20 steps.	Excellent from station concourse.	Underground map	2 emergency telephones, poor lighting, showers out of use.
		Male 15 / 19				Brand new facility (unsurveyed).
		Female				
		Male				
Walthamstow Central	Bus station	Female	At ground level within bus station concourse	Non existent from rail station / LUL, though just across the road.	No maps were found	Braille to distinguish ladies and gents, toilets. Run by Waltham Forest. Graffiti problem.
Male						
Waterloo East	National Rail	Female	Platforms B/C	Poor, too small lettering.	No map found	Locked out
	Male					
Waterloo main station	National Rail	Female	Off concourse down stairs	Very good from the rail station, but no signs from other parts of the interchange.	There were maps, but not located at the entrances or an information point.	The baby change and the disabled toilet are in the staff reception. Drinking water available.
	Male					

General location, signage and comments page 7

Station	Station type	Female / Male	Location	Quality of signage	Maps available	Comments
West Hampstead	Underground	Female	Platform	None - had to ask.	None found	
		Male	Ticket office	OK from ticket office, but no signage from platforms.		
Willesden	National Rail	Female	Platforms	OK from platforms	None found	Locked out - the Underground staff said it has been out of use for a while*.
		Male				
Wimbledon	National Rail	Female	Platform 5 & 6	No signage from the ticket hall or overbridge.		The facility was out of use and passengers were directed to the District Line toilets.
		Male				
	Underground	Female	Platforms	Only signed for the ladies - Platform 5	Good local map provided by LUL at appropriate places.	
		Male				

*LTUC has subsequently taken up this case as rail operators cannot unilaterally close rail passenger facilities

Accessible toilet and baby change facilities page 1

Station	Station type	Accessible toilets	Accessible toilets location	Baby change	Baby change location
Bank	Underground	No accessible toilet, but a useful grab rail had been added in one cubicle.		Available in washroom facility. Very good.	Within toilet block
Beckenham Junction	National Rail	None		None	
Beckton	Docklands	No toilets of any description		No toilets of any description	
Canary Wharf	Underground	Closed due to security	Concourse	Closed due to security	Concourse
	Docklands	Excellent facility, RADAR key entry.	Within shopping centre at ground level	Excellent facility including bottle warmer!	Within shopping centre at ground level
Charing Cross	National Rail	Excellent facility, RADAR key entry	Concourse	Good facility. Need to request key.	Downstairs from concourse inside ladies toilet.
Clapham Junction	National Rail	Good facility, RADAR key entry	In subway	Good facility, RADAR key entry or request.	In subway
		Accessible Superloo, out of use	In associated shopping centre car park.		
Croydon	National Rail	Good facility, RADAR key entry	Platform	Yes	In ladies toilet
Deptford	National Rail	Clean facility, but temporarily no water. No sanitary towel disposal.	Town location, not accessible from the rail station	Good facility	Town location.
Ealing Broadway	National Rail	Locked out of use on two occasions.	Platform level	Fair condition	In ladies toilet

Accessible toilet and baby change facilities page 2

Station	Station type	Accessible toilets	Accessible toilets location	Baby change	Baby change location
Euston	National Rail	2 Excellent facilities, RADAR key entry.	Concourse	Good facility	Concourse. Only signed on new signage
Feltham	National Rail	Good facility, but no paper	Inside station, but outside barriers	Shared with disabled facility	Inside station, but outside barriers.
Fenchurch Street	National Rail	Good facility, RADAR key entry	Concourse, via lift from platforms.	Combined with disabled facility	Concourse, via lift from platforms.
Finsbury Park	National Rail	None		None	
	Bus station				
Gospel Oak		No toilets of any description		No toilets of any description	
Hackney Downs		No toilets of any description		No toilets of any description	
Herne Hill	National Rail	None			
High Street Kensington	Underground	No toilets of any description		No toilets of any description	
King's Cross	National Rail	Excellent facility, RADAR key entry or request button.	To the side of platforms outside of barriers.	Excellent facility. Key available from Railtrack reception.	In VIP waiting area to side of platforms
Lewisham	National Rail	None			
Liverpool Street	National Rail	Good facility, RADAR or key entry or request.	Between platforms outside of gate line	Good facility, RADAR key or entry or request	Between platforms outside of gate line

Accessible toilet and baby change facilities page 3

Station	Station type	Accessible toilets	Accessible toilets location	Baby change	Baby change location
London Bridge	National Rail	Large access door Superloo. This is also a general unisex facility and so is well used and therefore not as well kept as most of the accessible toilets. RADAR key / 20p access. No bar to assist disabled to transfer from wheelchair.	Outside, adjacent to bus station		
		Excellent facility, RADAR key entry.	Refurbished toilets on platforms 1 to 6. The only facility at this very large station.	Excellent facility request staff to use.	The only facility at this very large station.
Marylebone	National Rail	Excellent facility, RADAR key entry.	Sited just inside ladies. This may be a problem to some male users.	Excellent facility request staff to use.	Sited just inside ladies. This may be a problem to some male users.
Mile End	Underground	No toilets of any description		No toilets of any description	
Mill Hill Broadway	National Rail	None		None	
Notting Hill Gate	Underground	Large access door superloo. This is also a general unisex facility. In good condition when we visited. RADAR key / 20p access. No sanitary towel disposal.	200m from station up stairs.	Large access door superloo. This is also a general unisex facility. In good condition when we visited. RADAR key / 20p access.	200m from station up stairs.
Orpington	National Rail	None		None	

Accessible toilet and baby change facilities page 4

Station	Station type	Accessible toilets	Accessible toilets location	Baby change	Baby change location
Oxford Circus	Underground	None		None	
Paddington	National Rail	2 Excellent facilities, RADAR key entry.	Off side of platforms, outside of barrier lines in Railtrack reception area.	Excellent facilities, RADAR key entry or ask staff.	Off side of platforms, outside of barrier lines in Railtrack reception area.
South Ruislip		None		None	
St Pancras	National Rail	A little smaller than ideal and less clean / hygienic / decorated than many of the other disabled facilities. Bins are in the wrong place for wheelchair users to be able to transfer to the toilet easily. Radar key entry	Concourse	In disabled toilet less clean / hygienic / decorated than other termini. Radar key or staff request entry.	Concourse
Stratford	National Rail	Good facility, request staff to use	Concourse	Good facility –entry at request of staff	Concourse
	Bus station	Good facility, not as clean as some. RADAR entry	Waiting area	Good facility –entry at request of staff	Waiting area
Twickenham	National Rail	Radar key entry, very spacious, but some of the fixtures and fittings are poorly sited.	Platform	Radar key entry or on request, very spacious. Shared with disabled toilet.	Platform
Vauxhall		None		None	
Victoria	National Rail	2 Excellent facilities, RADAR key entry.	Both sides of concourse	Excellent facilities, on request to staff	Both sides of concourse
Walthamstow Central	Bus station	No paper, poorly kept up despite RADAR key entry	Bus station	None	
Station	Station type	Accessible toilets	Accessible toilets location	Baby change	Baby change location
Waterloo East B / C	National Rail	Useable, but could be improved. Doubles up as store room.	Platforms	None	

Accessible toilet and baby change facilities page 5

Waterloo main station	National Rail	Excellent facility, RADAR key entry.	Concourse	Excellent facility shared with disabled. Request entry from staff.	Concourse
West Hampstead	Underground	None		None	
Willesden		None		None	
Wimbledon	National Rail	Out of use		None	
	Underground	Is usable, but dirty.	Concourse		

General condition of toilets and other details page 1

Station	Station type	Male/Female	Hygiene	Cleanliness	Decoration	Useable	Opening hours	Cost	Change machine available
Bank	Underground	Female	Good	Clean	Good	Yes	0700 to 2100	Free	
		Male	Very Good	Very Clean	Very Good	Yes			
Beckenham Junction	National Rail	Female				Temp. closed		Free	
		Male	Fair	Fair	Fair	Yes			
Beckton	Docklands					None			
Canary Wharf	Underground	Female				Closed		Free	
		Male				Closed			
	Docklands	Female	Very Good	Very Clean	Very Good	Yes		Free	
		Male	Very Good	Very Clean	Very Good	Yes			
Charing Cross	National Rail	Female	Good	Clean	Good	Yes	0500 to 0100	20p	No (out of order)
		Male	Good	Clean	Good	Yes			
Clapham Junction	National Rail	Female	Good	Clean	Poor	Yes	0600 to 2400	20p, but not charging on our visit	No
		Male	Poor	Fair	Fair	Yes, but door would not close.			
		Automated toilet 1	Poor	Poor	Poor	Yes	24hr.	10p	No
		Automated toilet 2				Out of use	24 hr		

General condition of toilets and other details page 2

Station	Station type	Male/Female	Hygiene	Cleanliness	Decoration	Useable	Opening hours	Cost	Change machine available
Croydon	National Rail	Female5/6	Fair	Fair	Fair	Yes		Free	
		Female1/2	Fair	Fair	Fair	Yes			
		Male 1/2	Poor	Fair	Fair	Yes			
		Male 3/4	Good	Good	Fair	Yes			
		Male 5/6				Locked out			
Deptford	National Rail	Female	Very good	Very clean	Good	Yes	0700 to1600	Free	
		Male	Very good	Very clean	Very good	Yes			
Ealing Broadway	National Rail	Female	Fair	Fair	Fair	Yes	0530 to 2300	Free	
		Male	Fair	Fair	Fair	Yes			
Euston	National Rail	Female	Very good	Clean	Very good	Yes		20p	Yes
		Male	Very good	Very clean	Very good	Yes			
Feltham	National Rail	Female	Good	Clean	Good	Yes		Free	
		Female	Good	Clean	Good	Yes			
Fenchurch Street	National Rail	Female	Fair	Clean	Good	Yes		Free	
		Male	Fair	Fair	Fair	Yes			
		Automated toilet				Locked out			
Finsbury Park	National Rail	Female1/2	Poor	Poor	Poor	Yes		Free	
		Female3/4	Poor	Poor	Poor	Yes			
		Male 1/2	Poor	Fair	Poor	Yes			
	Bus station					Locked out			
Gospel Oak						None			
Hackney Downs						None			

General condition of toilets and other details page 3

Station	Station type	Male/Female	Hygiene	Cleanliness	Decoration	Useable	Opening hours	Cost	Change machine available
Herne Hill	National Rail (next to park)	Female	Fair	Poor	Fair	Yes		Free	
		Male	Fair	Fair	Fair	Yes			
	National Rail	Female	Poor	Poor	Poor	Yes			
		Male				Locked out			
High Street Kensington	Underground					None			
King's Cross	National Rail	Female	Good	Clean	Good	Yes		20p	Yes
		Male	Good	Very clean	Very good	Yes			
Lewisham	National Rail	Female	Poor	Poor	Poor	Yes	During staffed hours		
		Male	Poor	Poor	Poor	Yes	0700 to 2100		
Liverpool Street	National Rail	Female	Very good	Very clean	Very good	Yes	During operational hours		
		Male	Very good	Very clean	Very good	Yes			
London Bridge	National Rail	Automatic	Poor	Poor	Good	Yes for males	24hr	20p	No
		Female 5/6	Fair	Fair	Good	Yes	During operational hours	Free	
		Female 1/2	Good	Clean	Good	Yes			
		Female 3/4	Fair	Fair	Good	Yes			
		Male 1/2	Good	Clean	Good	Yes			
		Male 5/6	Good	Clean	Very good	Yes			
		Automated toilet 13	Poor	Poor	Poor	No	24hr	20p	No
Marylebone	National Rail	Female	Good	Very clean	Very good	Yes	During operational hours	Free	
		Male	Good	Clean	Very good	Yes			
Mile End	Underground					None			
Mill Hill Broadway	National Rail					None			

General condition of toilets and other details page 5

Station	Station type	Male/Female	Hygiene	Cleanliness	Decoration	Useable	Opening hours	Cost	Change machine available
Waterloo main station	National Rail	Female	Very good	Very clean	Very good	Yes	0445 to 0145	20p	Yes
		Male	Very good	Very clean	Very good	Yes			
West Hampstead	Underground	Female	Good	Clean	Good	Yes	During operational hours	Free	
		Male	Good	Clean	Good	Yes			
Willesden						Locked out			
Wimbledon	National Rail	Female				Locked out	During operational hours	Free	
		Male	Poor	Fair	Good	Yes			
	Underground	Female	Fair	Fair	Good	Yes	During operational hours	Free	
		Male	Poor	Poor	Poor	Yes			

Toilet facilities page 3

Station	Station type	Male / Female	Out of use/ No toilets	No of cubicles/ available	Paper available	No of urinals/ available	Boys urinal	Sanitary towels disposal	Hand basins	Soap	Hot water	Hand drying type	Bin	Shower	Mirror	No smoking sign	CCTV	Check sheet
Finsbury Park	National Rail	Female 1/2		0/1		N/A	N/A	Y	1	Y		Hot air	Y		Y	Y		
		Female 3/4		1/2	Y	N/A	N/A	Y	1	Y		Hot air						
		Male 1/2		1/1	Y	1	Y	N/A	1				Hot air					
	Bus station		OOU															
Gospel Oak			None															
Hackney Downs			None															
Herne Hill	National Rail (next to park)	Female		7/7	Y	N/A	N/A	Y	3		Y	Hot air	Y					
		Male		1/4	Y	8	Y	N/A	3	Y	Y	Hot air			Y			
	National Rail	Female		2/2		N/A	N/A	Y	1		Y	Hot air						
		Male		OOU				N/A										
High Street Kensington	Underground		None															
King's Cross	National Rail	Female		35/35	Y	N/A	N/A	Y	18	Y		Hot air		£3	Y	Y		
		Male		5/5	Y	7	Y	N/A	4	Y	Y	Hot air		£3	Y	Y		
Lewisham	National Rail	Female		1/1	Y	N/A	N/A	Y	1			Paper	Y					
		Male	Urinals only	0/3		3	Y	N/A	1									
Liverpool Street	National Rail	Female		21/22	Y	N/A	N/A	Y	10	Y	Y	Hot air			Y	Y		
		Male		22/22	Y	34	Y	N/A	10	Y	Y	Hot air			Y	Y		

Toilet facilities page 4

Station	Station type	Male / Female	Out of use/ No toilets	No of cubicles/ available	Paper available	No of urinals/ available	Boys urinal	Sanitary towels disposal	Hand basins	Soap	Hot water	Hand drying type	Bin	Shower		No smoking sign	CCTV	Check sheet	
London Bridge	National Rail	Automated toilet (bus station)	Faulty	1/1	Y	1	Y		1			Cold air			Y				
		Female5/6		2/2	Y	N/A	N/A	Y	2	Y		Hot air			Y			Y	
		Female1/2		2/2	Y	N/A	N/A	Y	2	Y	Y	Hot air			Y			Y	
		Female3/4		2/2	Y	N/A	N/A	Y	2	Y		Hot air			Y			Y	
		Male1/2		2/2	Y	3	Y	N/A	2	Y	Y	Hot air			Y			Y	
		Male5/6		2/2	Y	4	Y	N/A	2				Hot air			Y			Y
		Automated toilet Plat. 13	OOU	0/2															
Marylebone	National Rail	Female		8/8	Y	N/A	N/A	Y	5	Y	Y	Hot air	Y		Y	Y	Y		
		Male		3/3	Y	6		N/A	6	Y	Y	Hot air			Y	Y	Y		
Mile End	Underground		None																
Mill Hill Broadway			None																
Notting Hill Gate	Underground	Automated toilet		1/1	Y	1	1		1			Hot air			Y	Y		Y	
Orpington	National Rail	Female 3/4		1/1	Y	N/A	N/A	Y	1			Hot air							
		Female 5/6		1/2	Y	N/A	N/A		2	Y		Paper	Y					Y	
		Male 1/2	Urinals only	0/1		3		N/A	Y	Y		Paper	Y						
		Male 5/6	Urinals only	0/1		4		N/A	2	Y		Paper	Y						
Oxford Circus	Underground	Female		14/14	Y	N/A	N/A	Y	8	Y	Y	Hot air	Y		Y				
		Male		4/4	Y	10	Y	N/A	3	Y	Y	Hot air	Y		Y				
Paddington	National Rail	Female		15/15	Y	N/A	N/A	Y	12	Y	Y	Hot air	Y	£3	Y	Y			
		Male		12/12	Y	10	Y	N/A	15	Y	Y	Hot air		£3	Y	Y			

Toilet facilities page 6

Station	Station type	Male / Female	Out of use/ none	No of cubicles/ available	Paper available	No of urinals/ available	Boys urinal	Sanitary towels disposal	Hand basins	Soap	Hot water	Hand drying type	Bin	Shower	Mirror	No smoking sign	CCTV	Check sheet
Wimbledon	National Rail	Female		1/1	Y	N/A	N/A	Y	Y	Y								
		Male	OOU					N/A										
	Underground	Female		5/5		N/A	N/A	Y	2	Y	Y							
		Male			1/1	Y	6	Y	N/A	2	Y		Hot air			Y		

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