

MAYOR OF LONDON

Hina Bokhari AM

C/o Nikoleta.Kemp@london.gov.uk

Our ref: MGLA121223-1982

Date: 12 February 2024

Dear Hina,

Thank you for the petition presented at the London Assembly (Plenary) meeting on 7 December 2023 regarding Morden station Public Toilets. Please accept my apologies for the delay in responding to you on this and your previous letter from last summer. I trust my response answers both.

I recognise that access to public toilets when traveling is more than a matter of convenience. For some customers, it can make the difference between being able to use public transport and not. Transport for London (TfL) has made various improvements to toilet provision on its network over recent years. Toilets are now free to use, have precise locations on maps, opening hours are available on the TfL website and TfL Go app, and improvements have been made to many existing facilities.

However, I appreciate that the extent and quality of facilities remain inconsistent across the network, with gaps in provision, some toilets being in a poor state of repair, and antisocial behaviour affecting cleanliness and opening hours. To address this, TfL is undertaking a feasibility study, reviewing existing facilities, and looking at options to make improvements. A critical part of this study is the development of a prioritisation framework that assesses both the benefits and complexities of each potential scheme to determine the optimal locations for new facilities. As you have noted, factors such as proximity to existing toilets, whether a station is a terminus or interchange, Night Tube operation, and step-free access are important considerations when determining where to focus efforts. Morden is one of the stations currently being assessed.

Upon completion of the study, site visits to priority locations will take place to investigate space availability, water supply and sewage, power supply, and other local factors. Alongside these location-specific technical assessments, TfL continues its work on toilet design standards to enhance inclusivity and safety, further improve customer information, and make it easier for operational staff to report problems.

My draft Budget commits £3 million per annum to provide additional public toilets on TfL estates, as well as modernise existing facilities where required, funded from business rates income.

MAYOR OF LONDON

Thank you again for writing to me.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sadiq Khan', with a small '2' written below the 'h'.

Sadiq Khan
Mayor of London