

MAYOR OF LONDON

Dr Onkar Sahota AM

Deputy Chair of the London Assembly

Assemblychair@london.gov.uk

Our ref: MGLA130923-6377

Date: 7 March 2024

Dear Onkar,

Thank you for your letter about the motions agreed at the London Assembly (Plenary) meeting on 7 September. Please see my response to motion 3.4 below. I am sorry for the delay in responding to you.

Motion 3.4 – Toilets

I recognise that for some customers, particularly older and disabled people, access to toilets can be a critical enabler for using public transport. While improvements have been made in terms of provision across the Transport for London (TfL) network in recent years, there is still more that can be done.

There are currently over 300 toilets available to customers across the TfL estate. Recent extensions to the network enabled additional facilities to be installed as new stations and upgrade projects have opened: new accessible toilets are available at both Battersea Power Station and Nine Elms, as well as at the new entrance at Bank. All east and west section Elizabeth line stations have customer toilets, and in the central section, customer toilets are available at Abbey Wood and Farringdon stations, with wheelchair accessible toilets also available at Custom House, Tottenham Court Road and Whitechapel.

I am absolutely committed to improving the accessibility of the TfL network. This includes enhancing and increasing the provision of toilets across the estate and improving customer information to ensure those who need access to toilet facilities know where to find them and if there are any closures.

That is why I asked TfL to conduct a feasibility assessment of toilets on the network, to understand where access and provision could be improved, and to identify gaps in provision to prioritise for future investment. TfL's current feasibility work will enable it to take a strategic approach to investment in new and enhanced toilet provision across the network. It will also help TfL establish costs, both in terms of capital expenditure and the ongoing maintenance expenditure. TfL expects to report on its feasibility work shortly.

I am pleased to confirm that my budget for 2024/2025 commits an additional £3 million per annum to support the provision, expansion and maintenance of toilets on the TfL network, funded from business rates income. Full details of this multi-year programme will be set out by TfL once they have finalised prioritisation work establishing how to best allocate this funding.

MAYOR OF LONDON

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