



**Ministry of Housing,  
Communities &  
Local Government**

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Government**

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Caroline Russell

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16 April 2026

Dear Caroline Russell,

Thank you for your correspondence dated 26 March 2026 regarding public toilet provision and for setting out your long-standing work on this issue.

This government remains committed to revitalising high streets across the country. Access to a clean, safe public toilet can be the deciding factor in whether someone feels comfortable visiting a town centre, particularly for older people, disabled people, parents with young children and those with health conditions.

We believe that local authorities are best placed to assess and manage these facilities in line with local need. However, we also recognise the pressures local authorities face and have taken practical steps to support them. At the 2025 Spending Review, the government announced more than £5 billion of new grant funding over the next three years for essential local services that communities rely on, including toilets.

In addition, the government maintains 100 per cent mandatory business rates relief for separately assessed public toilets, helping to reduce running costs for local authorities and support the continued operation of these facilities. We are also investing in some of the most deprived communities through the Pride in Place Programme, where decisions on local investment are taken locally and may include public realm improvements such as public toilet provision where this aligns with local priorities.

Furthermore, we have taken action to improve accessibility through our £30.5 million Changing Places Toilet programme. This supported the installation of 483 new facilities in high-need locations across England. Changes to Building Regulations mean that Changing Places toilets are now required in certain new and redeveloped non-domestic buildings, helping to increase provision over time.

At present, there are no plans to introduce a statutory duty on local authorities to provide public toilets. We believe this approach strikes the right balance between national support and local decision-making, while ensuring local authorities have the flexibility to respond to local circumstances.

Thank you for taking the time to write to us.

Yours sincerely,

Jonathan  
**Correspondence Unit**