

Agenda Item	11
Report No	WRSL/009/22

## HIGHLAND COUNCIL

**Committee:** Wester Ross, Strathpeffer and Lochalsh Area Committee

**Date:** 9 February 2022

**Report Title:** Comfort Scheme Application

**Report By:** Executive Chief Officer Communities and Place

### 1. Purpose/Executive Summary

- 1.1 The Council's Public Convenience service is highly valued by the Highland's communities. It makes a significant contribution to the Highland's tourism economy, and provides an essential amenity for our residents, businesses and visitors.
- 1.2 As part of the £1.5 million visitor management investment strategy the Highland Council has agreed up to £190,000 of investment for public toilet provision for the upcoming tourist season. This funding will contribute towards providing additional temporary Comfort Schemes in the Highlands where there is no other local provision for public toilets.
- 1.3 The proposal within this report will enhance the service provision by introducing an additional Comfort Scheme in the Area.

### 2. Recommendations

- 2.1 Members are invited to agree the proposed additional temporary Comfort Scheme

### 3. Implications

#### 3.1 Resource implications:

The Council currently operates 75 Public Conveniences throughout the Highlands and has 36 Comfort Scheme agreements with local businesses and Community Groups. The budget for this service (excluding the visitor management funding) for this Financial Year is £0.976m.

### 3.2 Legal implications;

The Council does not have a statutory responsibility to provide or operate Public Conveniences.

### 3.3 Community (Equality, Poverty and Rural) impact;

Comfort Scheme provision increases the offering of public toilet facilities available, making the Highlands a better place to live and visit. Comfort Schemes can bring additional footfall to businesses and increase their levels of income.

### 3.4 Climate Change/Carbon Clever impact;

There are no known Climate Change/Carbon Clever impacts at this time.

### 3.5 Risk implications;

There are no known Risk implications at this time.

### 3.6 Gaelic implications;

There are not considered to be any Gaelic implications.

## 4. **Current Service Provision**

4.1 The Council currently operates 72 Public Conveniences throughout the Highlands.

4.2 The Council also has 36 Comfort Scheme agreements with businesses and community groups. These agreements are aimed at meeting demand in areas that are not served by Council run facilities. There are four levels of payment (£50, £100, £200 or £300 per month), and these are dependent on the quality of the facilities offered. Details can be found at the following Council webpage;

[www.highland.gov.uk/publictoilets](http://www.highland.gov.uk/publictoilets)

4.3 The Council also has three Service Level Agreements with community groups in Dornie, Kyle of Lochalsh and A9 South Bound at Kessock.

## 5. **Proposed Additional Comfort Scheme**

5.1 As part of the £1.5 million visitor management investment strategy the Highland Council agreed up to £190,000 of investment for public toilet provision. This funding will help provide additional Comfort Schemes in the Highlands where there is no other local provision for public toilets and to allow installation of additional charging at some facilities.

5.2 An application has been recently received for a Temporary Comfort Scheme at the following location: Chocolates of Glenshiel, A87, Kyle, IV40 8HW.

- 5.3 The recommendation is that a Comfort Scheme be offered to this site for a payment of £200 per month from 1<sup>st</sup> March 2022 to 31<sup>st</sup> March 2023.
- 5.4 An up-to-date scoring matrix for Comfort Schemes is provided in Appendix 1 and visual examples of Comfort Scheme criteria is included in Appendix 2.

Designation: Executive Chief Officer Communities and Place

Date: 8 February 2022

Author: Debbie Sutton, Amenities Manager (South)

Background Papers: None

## Appendix 1 – Highland Comfort Scheme Updated Scoring Matrix

Standards Scoring	Composting Facility	Basic Standard (1)	Meets Expectation (2)	Exceeds Expectation (3)
Adequate directions to the toilets for both foot and car users. (Where appropriate).	✓	✓	✓	✓
Proper signage, both outside and inside the toilets, including name of Location, facilities available, person/authority responsible and how to contact if required and advertising the Comfort Scheme	✓	✓	✓	✓
Adequate facilities for female toilet users. (No. Of male cubicles + no. Of urinals x 2 = required no. Of female cubicles).			✓	✓
Adequate hand cleaning facilities (i.e. sanitiser)	✓			
Single entrance Unisex toilet		✓		
Hot and cold running water to wash basins in all facilities provided, with adequate provision for soap.		✓	✓	✓
Showers Provided				✓
Adequate provision for hand drying.		✓	✓	✓
Lockable toilet tissue dispensers, preferably with spare rolls/tissue.			✓	✓
Sanitary towel disposal units inside all ladies cubicles.			✓	✓
Properly designed and equipped accessible toilets, to include adequate sanitary disposal facilities.				✓
Basic Baby Change Facility within Male and Female Facility			✓	✓
Dedicated and properly equipped baby change facilities in both male and female toilets, to include adult toilet Facilities and room for double pushchairs.				✓
Child/family friendly cubicles and/or family toilets, properly equipped, large amount of floor space				✓
Older child/adult fixed or height adjustable changing bench in accessible or dedicated cubicle(s).				✓
Changing Places Toilet facility or similar with track hoist system, adjustable changing table, adequate space and non slip flooring				✓
Effective cleaning regime and management, to ensure proper Standards of cleanliness at all times.	✓	✓	✓	✓




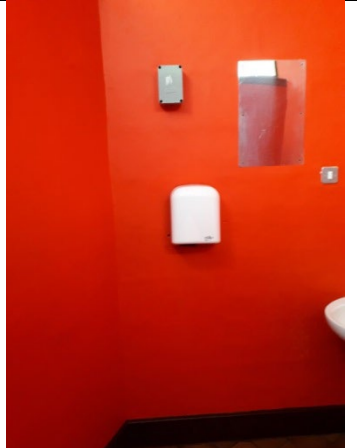
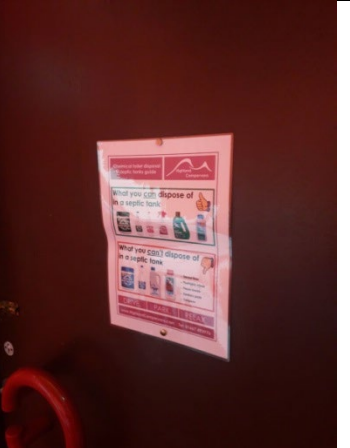

## Appendix 2 – Visual Examples of Highland Comfort Scheme Criteria

£50 per month, example 1:

### Exterior of Building

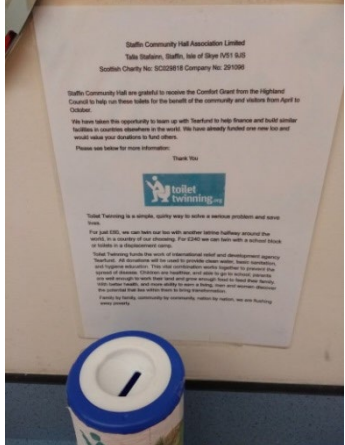

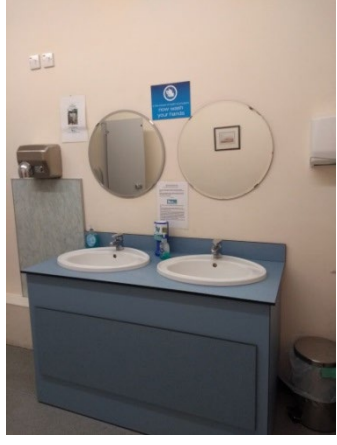


£100 a month, example 2:



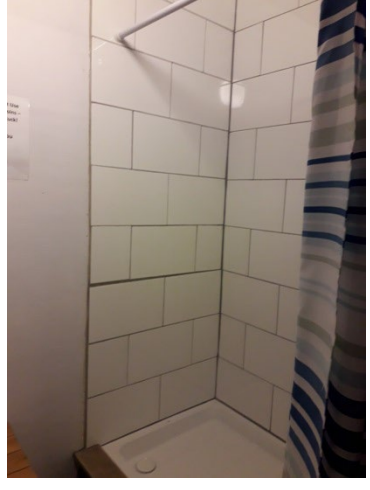
<p><b>Exterior of Building</b></p> 	<p><b>Directional Signage</b></p> 	<p><b>Clean Facility</b></p> 
<p><b>Hand Dryer</b></p> 	<p><b>Good internal information</b></p> 	<p><b>Disabled toilet provision</b></p> 



£200 a month, example 3:

Adequate Signage	Cleaned and maintained stalls	Sinks, hand dryer, mirrors, hand towels and bin
		

£300 a month, example 4:

Directional Signage	Large room with several stalls	Private shower facilities
		
Several sinks with hot water/soap dispensers	Information for cleaning posted	Adequate internal directions
