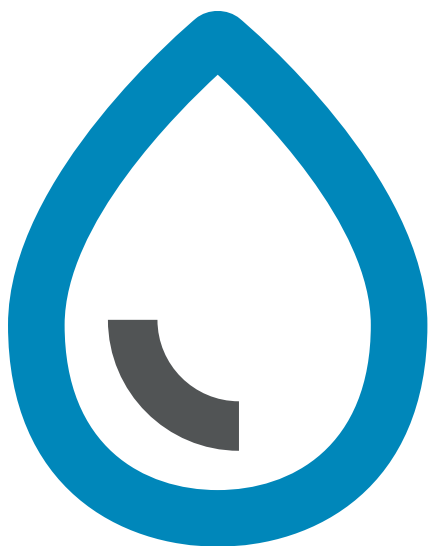




VISIT
MORAY
SPEYSIDE

COMMUNITY TOILET FACILITIES TOOLKIT





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Introduction

Everyone knows that public toilet facilities are important. They form a vital part of local infrastructure and can make a real difference to how people feel about an area, whether a resident, visitor, or someone just passing through.

Until recently, local authorities have run these facilities on behalf of communities. However, now many are having to make the difficult decision to focus their resources on the services they have a statutory responsibility to deliver, and unfortunately that does not include public toilets.

Therefore, new ways of running these facilities need to be found if they are to be prevented from closing permanently.

Visit Moray Speyside is working closely with Moray Council to support local community organisations to find alternative ownership and management models for the toilet facilities across the area.

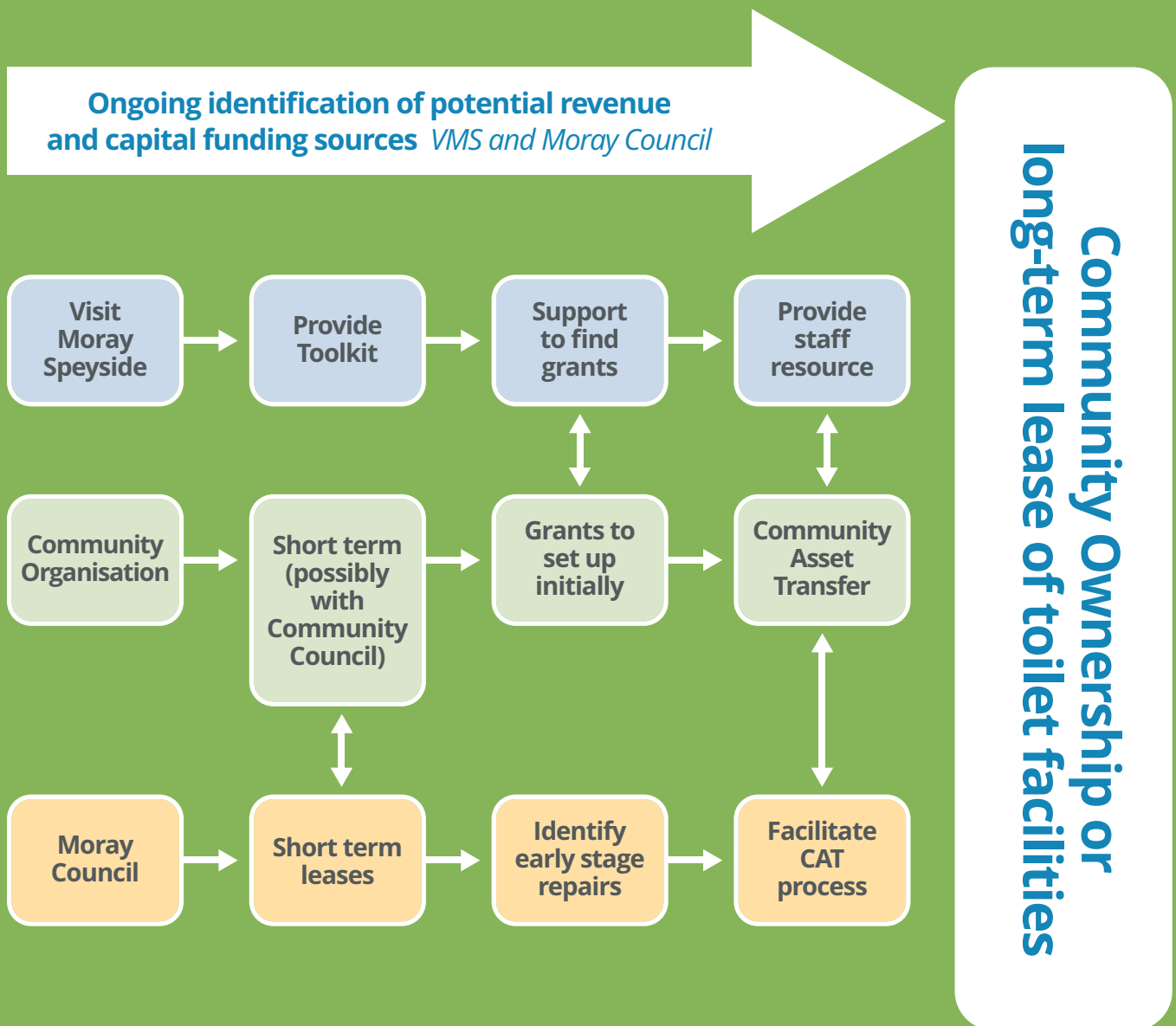
One way forward is for local communities to take responsibility for looking after the public toilet in their immediate area. There have been some success stories with this already, but there is plenty more to do to make sure that a strong network of well-maintained toilets is in place for the long term.

There are several steps and decisions that a community needs to take to decide whether taking on the operation of local toilet facilities is sensible.

This Toolkit is designed to guide your group through the questions you will need to answer and the actions you'll need to take, helping with the decision making and providing templates along the way.

There is no single route forward, and every circumstance will be different, but the starting point is to **take the first step...**

The collaborative approach to providing toilet facilities



1**Do we want to find a way to maintain the public toilets in our community?****Pros**

Toilet facilities are available for visitors and locals to use, so increases the length of time people can stay in the area

Provides a cleaner, more welcoming environment, with reduced pollution locally

Community has control over the toilets opening times and condition

Potential for income generation to cover costs

Potential small amount of paid work locally

Support from Visit Moray Speyside to help to access grants

Cons

Responsibility to maintain and cover running costs sits with local community

Volunteer time is needed for management and overseeing the facilities

Income will need to be monitored and managed

May need to employ cleaning staff/organise maintenance

May need to raise additional funding to cover running/maintenance costs

Decision**Yes****No****End of Process****2****Is there a suitable group in place to lead the process?**

Any constituted community organisation can begin the process of taking a long-term lease or ownership of the building. However, an organisation eligible for Community Asset Transfer (CAT) will be needed eventually: the organisation needs to be a community-controlled body and there are specific requirements about open membership and voting needed within your constitution, which will be explained during the CAT process. You may want to work towards this or find a suitable organisation to partner with. For example, there may be a local Development Trust or similar incorporated organisation that will work with you. Alternatively, you could work with the local Community Council, which has insurance and could take on a short-term lease, whilst you work towards setting up a SCIO for example. This could be constituted as an eligible **Community Asset Transfer Body** and would legally provide liability cover for individuals.

Independent advice about becoming a 'Community Asset Transfer Body' can be found at the **DTAS Community Ownership Support Service**. A slight change to the constitution of an existing organisation and review of insurance may be all that is needed.



You will want to contact Moray Council at an early stage to let them know that you are considering the CAT process, so that they can help and support you. The CAT process will be needed if your group is considering a long-term lease or ownership of the building.

Email **CAT@moray.gov.uk** to arrange an initial conversation and submit an Expression of Interest. Moray Council will then check eligibility, the potential to transfer the asset and its market value.

There is more detail about the CAT process in section 11 and further information can be found **HERE**.

For the Community Asset Transfer, you will need to show that your community organisation has the skills and capacity to deliver and manage the toilet facilities project. You can do this by listing the skills that will be needed and then matching the Trustees skills and experience to these, showing you any gaps that you may need to fill. (See **appendix 1** for a skills assessment form which may help with this).

4 **Building Condition and Valuation**

Your organisation will need to know the current condition of the toilet facilities you are considering taking on, before making any decisions.

The best way to find this out is to speak to Moray Council in the first instance and ask for any information they hold for the building.

The condition of the property is reflected in its valuation, e.g. a poor condition is reflected in a lower value. Thereafter, any discount on the purchase price would be assessed on the basis of the likely benefits arising from the proposed transfer. If a group takes on responsibility through a long lease then any obligation to improve the condition of the facility would generally result in a lower rental being required than would otherwise be the case. The group would need to identify how it would fund any repairs and improvements required.

Initial short-term leases would not normally include a requirement for the tenant to improve the facility beyond the condition in which it is let.

Questions to ask include:

- **Current building condition – latest reports available?**
- **Any urgent repairs required? Estimated costs for repairs in the next five years.**
- **Plans and site plans available?**
- **Septic tank or mains? Condition of septic tank?**
- **Electricity provision?**
- **Any services shared with other buildings?**
- **Any other issues you should be aware of?**
- **Annual running costs, with non-staff costs split out.**

Please contact cat@moray.gov.uk in the first instance.

5

Considering Expenditure

You will want to know that you can cover the cost of running the toilets before you take on the responsibility, so you need to estimate those costs initially. Most public toilets cost around £2,000 to £2,500 per year in running costs, with a further £4k to £5k cleaning staff costs if you decide to employ a cleaner or cleaning company. Main costs are likely to include:

Electricity

Not all toilet facilities have electricity, but if lights / hand driers are provided then electricity costs could be in the region of £200–£300 per year. Alternatively, lighting could be provided using solar lights, with grant funding possible to cover the cost of purchase. See **Appendix 5**.

Public liability and building insurance

You will need to have insurance in place, which could be added onto your existing organisation insurance or taken out separately. It may cost in the region of £500, but you should ask for a quote depending upon the specific circumstances. Consider:

- Cover for the toilet facilities could be an extension of existing insurance for your organisation and not add a significant amount to the cost.
- Will Moray Council continue to cover insurance under their policy initially if you have a short-term lease?
- Can the Community Council extend their cover to the toilet facilities in the short term?

Water and sewage

Charities can be exempt from water and sewerage rates – investigate for your organisation:

Water and Sewerage Charges Exemption Scheme – mygov.scot

If the facilities have a sewage tank, then it will be important to understand the condition and cost of emptying by liaising with the Council.



5**Considering Expenditure****Maintenance and sundries**

You are likely to need a set up budget to put cleaning equipment, soap dispensers etc in place, and potentially some repairs or decoration may be required. This can be estimated once you have a good understanding of the current condition of the facilities from the Council or a building condition survey report. You will need to factor this into your expenditure. Ongoing maintenance is also likely to require a budget in the region of £500 per year for minor repairs.

Purchasing cleaning and toilet supplies:

Estimates for the cost of cleaning and toilet consumables can vary from around £600 to £1,200 annually, depending upon the number of toilets and equipment purchased. Also consider:

- Is collective buying an option with other local facilities?
- Can you ask for donations from local businesses?
- Who in your organisation will take responsibility for checking and purchasing supplies?
- Who will monitor and purchase supplies?

Some groups use McGregor's in Elgin for supplies and buy them in bulk where possible. See **Appendix 5** for more information. Others use social media to promote the project and what is needed, so get donations of cleaning materials and toilet rolls etc. when required.

Cleaning

This is a major cost and options are considered within the Operating Model section below.

Examples from other communities include a local person being employed for 5 days per week, 1 hr per day at £10 per hour, with volunteers or contract cleaners filling in other times. A local cleaner can also lock up at night, if you choose to do so, with volunteers opening in the mornings.

An example of an income and expenditure table can be found in **Appendix 2** and a template excel spreadsheet is also provided for you to test your financial model. See the sections below for more details.

Essential Tests

Groups should be aware of, and factor in potential costs for essential tests, such as legionella. Please be sure to engage with Moray Council and specialist contractors as part of the process.



6

Income Generation

You need to decide how you will generate an income to cover the running costs of the toilets. Some of the options to consider are laid out below, with pros and cons highlighted.

Option	Pros to consider	Cons to consider
Voluntary donations per entry – locked cash box on the wall	<p>Minimal risk of breaking down.</p> <p>Simple to use and manage.</p> <p>Trusts people to contribute for the service they are receiving.</p>	<p>Not everyone will choose to pay.</p> <p>Daily emptying and payment into bank required.</p>
Voluntary donations per entry – text to pay system set up for simple payments. (Card reader is an alternative, however, people may be more likely to have their phone than a card)	<p>Payments straight into bank account.</p>	<p>Requires phone signal to function.</p> <p>People may choose not to pay.</p> <p>Reliant upon signal.</p> <p>Clear signage required to explain use.</p>
Charge per entry – door release system on payment by cash/card	<p>Relatively simple to install.</p> <p>Supported by NAYAX.</p>	<p>Requires phone signal to function.</p> <p>People can wedge a door open, or hold it for the next user, so loss of income.</p> <p>Can malfunction, so not open the door after payment.</p> <p>Will require a person 'on call' to sort out problems.</p>
Charge per entry – turnstiles (cash/card)	<p>Less likely to let people through for free.</p> <p>More robust.</p>	<p>Take more capital expenditure to install (Approx. £7,500 to £10,000).</p> <p>Will require space to install.</p> <p>May not be suitable for retrofit.</p>

6

Income Generation

Option	Pros to consider	Cons to consider
Subscriptions for local people and businesses	<p>Enables local people and businesses to support the project directly.</p> <p>Simple monthly bank transfer payments.</p> <p>Can provide a sticker to show support – linking local businesses with the toilet provision.</p>	<p>May be low uptake, particularly if toilets are free to access.</p> <p>Will need to be promoted and administered by volunteers.</p>
Sell advertising inside the building (lockable snap frames on doors and walls)	<p>Simple to maintain.</p> <p>Businesses responsible for providing advertising posters.</p> <p>No ongoing costs.</p>	<p>Requires marketing exercise to generate business.</p> <p>Volunteers to oversee and update.</p>
Sell advertising outside the building (lockable snap frames on doors and walls)	<p>Potential to purchase a notice board to use for this purpose.</p> <p>Simple to maintain.</p>	<p>Waterproofing required.</p> <p>Volunteers to oversee and update.</p> <p>Planning may be an issue.</p>
Local business sponsorship	<p>Simple to set up once negotiated.</p> <p>VMS can help with businesses to approach.</p> <p>Positive publicity for business and Community organisation if successful.</p> <p>Could provide an ongoing sponsor year on year.</p>	<p>Limited businesses to approach.</p> <p>May not find a suitable sponsor. May need to re-address each year.</p> <p>May only provide a relatively small amount of income</p>
Community Council / Moray Council support re insurance	<p>Community Council insurance extended to cover toilets</p>	<p>Will need to be set up and may not be long term.</p>

You will need to estimate the income you think you are likely to generate annually, some of which will be based upon the number of people paying to use the facilities. This can be done by looking at annual visitor figures and calculating an estimate for local toilet use from them, or by looking at more local visitor figures or head counts from your specific area. The more accurate you can be with this estimate, the more accurate your estimated income figure will be. Public toilet charges are currently between 30p to 50p per use in Scotland. **Appendix 3** gives one example of calculating income and there are more models provided in the accompanying spreadsheet.

7

Operating Models

As you develop your project, you will need to consider the best Operating Model for the toilet facilities, which will be based on answers to questions including:

How will you estimate the likely numbers of users annually?

	Pros	Cons
Estimate from generic visitor numbers for the area (e.g. Template 1)	Relatively quick to do.	Based on % use assumptions which may be inaccurate.
Head count / local surveys / daily estimates extrapolated (e.g., Template 2)	Likely to be more accurate, but only if carried out over a long period of time.	Time consuming, can't be done quickly. Relies upon toilets being open.
Install a counter	Accurate figures, excellent for future estimates. Will indicate level of payment to use. Will be useful for future grant applications for upgrades / development.	Cost for purchase and installation. Reports of them not working after a few months.

What will you charge?

	Pros	Cons
Voluntary donations	In line with other toilets in Scotland. May encourage some people to give more than the suggested donation. Simple to implement.	Some people won't pay. May not generate sufficient income to cover running costs.
Fixed charge, i.e. Highland Council 50p Scottish Borders 30p	In line with other toilets in Scotland.	Will cost to put payment systems in place and implement them. May put people off using the toilet. May lead to vandalism if people can't access the toilet.
Free access for local people	Maintains local good will.	Will require a system to enable access if toilets locked and charging.
Local membership scheme	Encourages local support and use of toilets	May not get much uptake. Will require administration and access key / code if locked.

7

As you develop your project, you will need to consider the best Operating Model for the toilet facilities, which will be based on answers to questions including:

Opening times?**Pros****Cons**

**Open and accessible
24hrs per day/
7 days per week**

Reliable and fully accessible.
Does not require anyone to open and lock up daily.

May be prone to vandalism or anti-social behaviour, depending upon the area.
May require lighting.

Open during daylight hours

Secured at night, so reduced risk of vandalism or antisocial behaviour.
Available for people to use most of the time.
Tested and used by most local groups that run toilets.

Requires daily opening and locking by a volunteer.
May be unavailable for use at times when some people need it.

Open seasonally

Does not incur costs through the winter, when income is likely to be significantly less.
Limits the risk of burst pipes as water can be drained down over winter.
Limits the need for lighting, which may be necessary for winter use.

Inconvenient for local people who continue to use the area through the winter.
May attract bad publicity.

Paid cleaner or volunteers?**Pros****Cons**

Volunteers cleaning the toilets

No financial cost.
Local pride in toilets may lead to personal touches.
Toilet users may respect the fact that they are completely volunteer run.

May be difficult to find enough volunteers to clean.
Volunteer fatigue and turnover likely to be high.
Will require a rota and management to ensure there is always cover.

Pay a local person freelance to clean

Likely to be cheaper than a company, as fewer on costs. Approx. £10 to £15 per hour.
Would need to arrange cover for sick / holidays, unless this is the responsibility of the freelancer.

May be hard to source a local person willing to take on the role.

Employ a company to cover cleaning responsibilities

Minimal volunteer management needed.
Professional company that will provide sick cover etc.
Could also cover maintenance.

Relatively more expensive than a local freelance individual – £400 per month quoted locally.

7**Operating Models**

Also, you may want to think about taking a phased approach to the level of service to be provided at the facilities:

- **Basic level** – toilets clean and open for use
- **Medium level** – electricity, professionally cleaned, advertising income.
- **High level** – electricity, professionally cleaned, additional services including electronic information boards, visitor information point.

Three operating model examples are provided in **Appendix 2**.

You will not need to answer all these questions before you move ahead, but it will be good to have considered them and be aware of what might work in your community. All decisions you do make will help you to develop your income and expenditure model and business plan.

8**Grants and Sponsorship: Summary**

There may be grant funding available to help you carry out maintenance work on the toilet facilities or upgrade them and install new equipment. Visit Moray Speyside aims to create a small fund that will support communities with the early-stage costs of taking on toilet facilities, including CAT valuation and legal processes, set up and some maintenance costs. VMS will also have staff in place to support groups to develop toilet facility projects and access funding.

Common Good Funds **Common Good Funds – Moray Council**

You may be eligible to apply to Moray Council for funding from Elgin, Forres or Buckie Common Good Fund for support. An application form is provided on the Council website.

Awards for All **National Lottery Awards for All Scotland**

Grant funding of up to £10,000 focussed on helping people improve their lives and their communities. Relatively simple application form and no deadlines. Takes about 3 months to receive and answer and the success rate is approximately 60%.

Dorenell Wind Farm Community Benefit Fund **Dorenell | Foundation Scotland**

Grants up to £30,000 for community projects in the area it covers.

Vattenfall Clashindarroch Wind Farm Community Fund
Clashindarroch | Foundation Scotland

Small (up to £5,000) medium (up to £25,000) and large (over £25,000) grants for community projects.

8**Grants and Sponsorship: Summary**

There are a wide variety of potential sources of funding and sponsorship. It is impossible to provide an exhaustive list but some suggestions can be found below.

Sponsorship from local businesses

Visit Moray Speyside will support organisations to seek sponsorship and funding.

Contact Moray Speyside at **office@morayspeyside.com** to discuss your specific area in detail.

Baillie Gifford [Baillie Gifford Community Awards](#) | [Foundation Scotland](#)

Crown Estate community Capacity and environment grants

[Crown Estate Scotland](#) | [Foundation Scotland](#)

Rural Tourism Infrastructure Fund

[Rural Development Fund – Funding](#) | [VisitScotland.org](#)

Larger scale capital grants administered by Visit Scotland.

Moray Council

You may be able to apply to Moray Council for funding to support activities which are for the benefit of the community. Further information can be found on the Council website.

Visit Moray Speyside

You may be able to apply to Visit Moray Speyside for funding to support your project.

Email: **office@morayspeyside.com**

9**Business Planning**

All the research you have done and decisions you have made can be put together into a short document that will be the mini-business plan for the toilet facilities. It doesn't need to be long or wordy, but will clearly show to your Board, community and funders how everything will work in practice.

Suggested headings for a mini-business plan:

- > **Introduction and Aim**
- > **Organisation governance and capacity**
- > **Community benefits**
- > **Operational Plan**
- > **Income and Expenditure**
- > **Grants, Sponsorship and other income sources**
- > **Partnerships**
- > **Action Plan and Timetable**



10**Interim lease arrangement with Moray Council**

The CAT process used by Moray Council to transfer ownership of assets to communities or put a long-term lease in place can take quite a while, so in the first instance you may be given the option to take on a short-term lease so that you can move things forward. This has been done by several organisations in Moray (see **Appendix 4**). The short-term lease option is also available to Community Councils as an interim step.

Pros:

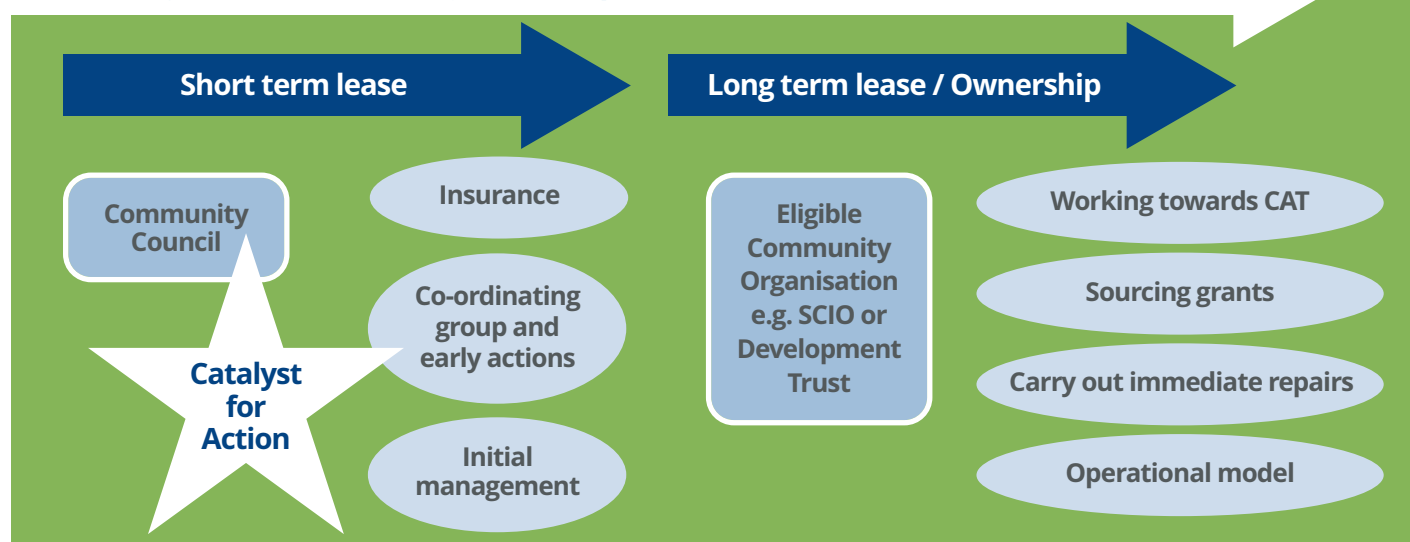
- The short-term lease will enable you to open the toilets relatively quickly, without taking on long term responsibility for the building until you are clear on the building condition.
- It enables you to test out the operational model and better understand the income and expenditure.
- It provides concrete evidence for numbers of users and the need for the facility, which will help with funding applications.

Cons:

- It is likely to be more difficult to secure grants while your organisation does not own the building or have a long-term lease.
- Moray Council is keen to complete the CAT process for all toilet facilities within the next two years, so it is only a temporary option.

This is a good interim option and can be organised by Moray Council when you first contact them about the CAT. The process is as follows:

- 1 Estates department agrees a peppercorn lease to the community directly (no CAT process). Your organisation would be responsible for all repairs and maintenance. If appropriate, a Community Council can take on the short-term lease and act as a catalyst for developing an eligible organisation for CAT in the future.
- 2 The Council continues to own and pay the insurance on the building for the short term.
- 3 The community manages the facility, using the income to clean and maintain it locally.
- 4 The community continues to progress the CAT application, working closely with the Council to address any issues around building condition etc.

Working towards Community ownership of toilet facilities

11**Community Asset Transfer process with Moray Council**

The Community Asset Transfer process is required to enable an eligible community organisation to take a long term lease below market value, or ownership of the toilet facilities and manage them on behalf of the community. Through the CAT process you can illustrate community benefits that would be achieved, including community cohesion and enhanced local services, which can help you to negotiate a reduced lease or purchase cost. This process is likely to take at least a year and follows the key steps below:

- 1 Contact the Moray Council CAT team to discuss your proposal.** Further information about Community Asset Transfer from Moray Council is [HERE](#).
- 2 Check that your organisation is eligible.** Checking the eligibility of the community group is a standard part of Moray Council's pre-application process which is initiated on receipt of an Expression of Interest. The Council would identify any issues that would be a barrier to eligibility and are happy to review any proposed amendments to group's constitutions to ensure that they meet the eligibility requirements before it is submitted to OSCR for approval. Advice about becoming a 'Community Asset Transfer Body' can be found at the DTAS Community Ownership Support Service and from the council themselves.
- 3 Complete and Submit an Asset Transfer Expression of Interest Form**, found here: [How to Apply – Moray Council](#)
- 4 Consider early-stage funding to cover valuation and survey costs.** See the funding section in this document and contact Visit Moray Speyside to discuss options.
- 5 Arrange a building valuation jointly with Moray Council** (the CAT Team will help you with this).
- 6 Consider the condition of the facilities**, potentially arranging a building condition survey.
- 7 Complete a full Asset Transfer Request Form** in discussion with Moray Council officers. [Example for TVFCC HERE](#). You will need to explain why you want to take on the facilities, what the benefits will be and how you will cover the ongoing running costs.
- 8** The process can take a long time to be approved by the Council as it has to go through Council Committees – allow at least a year.
- 9** It should be noted that Moray Council prefers to carry out a CAT process without going through the Community Empowerment Act, as that can take significant time. However, eligible bodies do have the option of making a request under Part 5 of the Act if they feel it is necessary. If a property is held on a Common Good title then the Council would be required to carry out an extended statutory consultation and may also need to approach the Sheriff Court for consent.

Support for the CAT process with Moray Council can be provided by:

- **The Moray Council Community Asset Transfer Team** Community Asset Transfer Moray Council CAT@moray.gov.uk
- Community Support Unit, Moray Council: csu@moray.gov.uk
- **Community Ownership Support Service** (part of DTAS, the Development Trust Association Scotland) **0131 225 2080** coss@dtascot.org.uk

12

Early-stage Capital Costs to consider

This table gives an example of the type of early-stage capital costs that you may need to consider, depending upon the set-up model and condition of the facilities.

Capital Set up costs	£
Valuation of building (joint with Council)	£750
Building condition survey	£2,000
Legal costs for lease / ownership	£2,000
Cleaning equipment	£200
Minor repairs and decorating	£500
Solar lighting	£170
Total Set up	£5,620
Set up Grant funding	£
Windfarm / Awards for All or other grants via Visit Moray Speyside	£5,500
Local fundraising	£120
Total	£5,620

13

Comments and advice from other groups in the area

- **Set up processes and systems at the outset, so that things run smoothly.**
- **It is important to have a team of volunteers in place, so that there is back up at short notice.**
- **Identify local plumbers / maintenance people so you have them lined up for when needed.**
- **Find the right person as a cleaner – ideally a local person who wants to keep the toilets open and nice to use.**
- **It is important to keep volunteers happy and not make unreasonable demands.**
- **Do not use paper towels. These create mess and waste that has to be removed regularly. Hand driers are much easier to manage – as long as you have electricity.**
- **No need for hot water, cold is fine and keeps costs down.**
- **Be aware of potential for burst pipes in the winter. Drain down or insulate well.**
- **Just do it. Once you start, it all falls into place!**

Collaborative activity could be useful across several community owned facilities, for example, for:

- Grant funding applications
- Purchase of materials
- Cleaning contracts

VMS will be able to put you in touch with other community organisations that are running their local toilet facilities.

14

Other useful resources

Visit Moray Speyside

The Destination Marketing Organisation for Moray Speyside

info@morayspeyside.com

Development Trust Association Scotland (DTAS)

[Development Trusts Association Scotland | \(dtascot.org.uk\)](http://dtascot.org.uk)

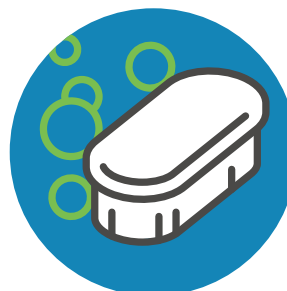
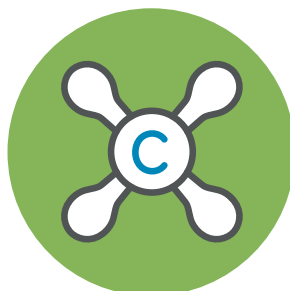
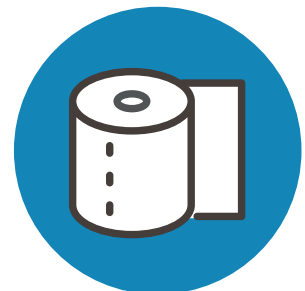
Community Ownership Support Service

[DTAS Community Ownership Support Service](#)

Report by COSS with additional information re CAT process:

[Public Toilets – The real cost of spending a penny | DTAS Community Ownership Support Service](#)

UK toilets map [The Great British Toilet Map: Station Park Toilets](#)



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Appendices**Appendix 1 Skills Assessment Form Template**

Please complete by putting x in the relevant boxes to show the skills you can currently contribute. This information will be amalgamated and presented anonymously within the Business Plan.

Many thanks.

Skills / Knowledge	Significant	Medium	Limited
Financial management / procedures			
Funding applications and grant management			
Facility Management			
Voluntary Board roles and responsibilities			
Planning and organising community activities			
Liaising with Councils and other bodies			
Volunteer / staff recruitment and management			
Contract management			
Community engagement and liaison			
Caretaking / cleaning/maintenance			
Building Health and safety policies / procedures			
Budget management / purchasing			
Partnership development			
Other relevant skills you would like to add:			

Approximate time commitment

☐

1 hr per week

☐

2 – 3 hrs per week

☐

4 – 5 hrs per week

Appendix 2 Operational Models

These models are provided to show the type of operational set up that you may choose. Each one has an accompanying income and expenditure table, which are also available in an excel spreadsheet, so that you can change the figures to suit your facility.

Operational points to consider for all models:

- **Opening hours** – open approximately 12 hrs per day during the summer – e.g., 8am to 8pm. Volunteers to cover opening and locking facilities.
- **Banking** – to be carried out by a Board Member weekly
- **Management of cleaning contract** – by a named Board Member, with regular checks made to ensure quality
- **Maintenance** – day to day maintenance carried out as part of the cleaning contract (or by volunteers). Cleaner's responsibility to highlight issues requiring attention. Named Board Member to check the facility monthly for any maintenance issues requiring attention.
- **Annual budget allowed for professional maintenance costs** (e.g., plumber etc.).

Operational Model Example 1 Pay for entry



Governance

A short-term lease is agreed with Moray Council initially, by a Community Council or other organisation. The group is actively working towards being eligible for the Community Asset Transfer process, by having an eligible constitution and membership e.g., becoming a SCIO.

Once eligible, apply for CAT long term lease / ownership.

Facility

Discuss with Moray Council and ensure the facilities are in a reasonable condition to take on. Moray Council will provide any available information on the building's condition. Facilities are transferred in their existing condition with that being reflected in the valuation/price payable.

Opening hours

Locked payment system in place, so only open upon payment. Available year-round 24 hrs per day.

Income

Payment by card or coin on entry. (NB this model assumes higher income due to charge, however, discussions illustrate this may not be the case, and that malfunction is an issue).

Coin income collected and paid into the bank regularly by volunteers.

Card income banked automatically and a % paid to payment management company.

Advertising sold to local businesses on an annual basis by Board / volunteers.

Grants and sponsorship funding applied for on an ongoing basis.

Costs

Set up of Card payment system and ongoing % charge

Cleaning / maintenance contract (see below)

Insurance, accounts, electricity and waste removal covered by income.

Basic cleaning and toilet products.

Operations

Committee / Board:

- Liaises with Moray Council re CAT and VMS re potential funding
- Applies for grant funding and sponsorship
- Promotes project and sells advertising space
- Oversees rota for volunteers opening and closing facilities, purchasing of resources, applying for water rates exemption and ensuring insurance is in place
- Trouble-shoots and deals with malfunction issues on non-opening of doors for customers



The Board sets up a freelance contract(s) for a cleaning / maintenance role to cover the following tasks:

- Daily cleaning of the whole facility April to end September
- Cleaning twice a week from October to March
- Removal of income from slot machines weekly, logging amount and passing to Board
- Cleaning of gutters monthly
- Cleaning and checking of all paintwork monthly
- Organisation of repair, plumbing, electrics and payment mechanisms
- Redecoration as required annually.

Income estimates	Total
Annual Visitor DAYS from STEAM 2019 for Visit Moray Speyside	188,694,000
Approximate number of areas visitors divided across	50
Visitors to one area estimate	3773880
Numbers of users of public toilets in one area %	0.40%
Total annual Toilet users	15096
Charge	£0.50
Income for use of toilets	£7,547.76
Advertising sales per poster	£200.00
Number of adverts sold annually	8
Advertising income	£1,600.00
Sponsorship from local business / grants	£4,000
Total estimated annual Income	£13,147.76
Expenditure estimates	
Freelance contract (cleaning and maintenance)	£4,800
Electric	£250
Water and sewage rates - £0 for charities	£0
Waste removal (sanitary and paper towels if used)	£300
Accounts (as part of overall account bill for organisation)	£200
Insurance (building and public liability)	£600
Consumables (toilet paper, soap, paper towels, cleaning products)	£1,000
Card payment % and set up including door locking system	£4,000
Maintenance/repair	£2,000
Total Estimated expenditure	£13,150
Profit/Loss	-£2.24

Community Owned Toilet Model 1

Operational Model Example 2 **Donations with paid cleaner**



Governance

A short-term lease is agreed with Moray Council initially, by a Community Council or other organisation. The group is actively working towards being eligible for the Community Asset Transfer process, by having an eligible constitution and membership e.g., becoming a SCIO.

Once eligible, apply for CAT long term lease / ownership.

Facility

Discuss with Moray Council and ensure the facilities are in a reasonable condition to take on. (See Page 20 for information).

Opening hours

Open daily, year-round

Winter: 9am to 4pm

Summer: 8am to 8pm

Opened and locked by volunteers on a daily basis.

Income

Voluntary donations requested through signage explaining this is a community run facility (suggested donation 50p)

Method of donation: Lockbox on the wall inside, plus text to pay system to maximise donations.

All income logged and paid into the bank regularly by volunteers.

Advertising sold to local businesses on an annual basis by Board / volunteers.

Grants and sponsorship funding applied for.

Costs

Set up of Card payment system and ongoing % charge

Cleaning / maintenance contract (see below)

Insurance, accounts, electricity and waste removal covered by income.

Basic cleaning and toilet products.

Operations

Committee / Board:

- Manages cleaning contract – named Board member
- Liaises with Moray Council re CAT and VMS re potential funding
- Applies for grant funding and sponsorship
- Promotes project and sells advertising space
- Oversees rota for volunteers opening and locking, purchasing of resources, applying for water rates exemption and ensuring insurance is in place.

Income estimates	Total
Estimated number of toilet users Low season Nov/Dec/Jan Feb	1000
Estimated number of toilet users Shoulder March/Ap/Sept/Oct	2000
Estimated number of toilet users Summer May/June/July/Aug	3000
Charge or donation average	£0.50
Income for use of toilets	£3,000.00
Advertising price per poster	£200.00
Number of adverts sold annually	8
Advertising income	£1,600.00
Sponsorship from local business / grants	£1,600
Total estimated annual Income	£6,200.00
Expenditure estimates	
Freelance contract (cleaning and maintenance)	£3,560
Text to pay set up	£90
Electric	£250
Water and sewage rates – £0 for charities	£0
Waste removal (sanitary and paper towels if used)	£300
Accounts (as part of overall account bill for organisation)	£200
Insurance (building and public liability)	£300
Consumables (toilet paper, soap, paper towels, cleaning products)	£1,000
Maintenance / repair	£500
Total Estimated expenditure	£6,200
Profit/Loss	£0.00



Operational Model Example 3 **Donations and minimal costs**



Governance

A short-term lease is agreed with Moray Council initially, by a Community Council or other organisation. The group is actively working towards being eligible for the Community Asset Transfer process, by having an eligible constitution and membership e.g., becoming a SCIO.

Once eligible, apply for CAT / long term lease / ownership.

Facility

Discuss with Moray Council and ensure the facilities are in a reasonable condition to take on (See Page 20 for information).

Opening hours

Open daily, year-round

Winter: 9am to 4pm

Summer: 8am to 8pm

Opened and locked by volunteers on a daily basis.

Income

Voluntary donations requested through signage explaining this is a community run facility (suggested donation 50p).

Method of donation: Lockbox on the wall inside, emptied daily by volunteers.

All income logged and paid into the bank regularly by volunteers.

Small amount of local fundraising carried out to cover any additional costs re maintenance.

Costs – minimal

Cleaning carried out by local volunteers on a daily basis.

Insurance covered by local Community Council.

Basic cleaning and toilet products, donated as required.

No electricity.

Operations

Committee liaises with Moray Council and VMS.

Committee oversees rota for volunteers, purchasing of resources, applying for water rates exemption and ensuring insurance is in place.

Income estimates	Total
Estimated number of toilet users Low season Nov/Dec/Jan/Feb	600
Estimated number of toilet users Shoulder March/Ap/Sept/Oct	1400
Estimated number of toilet users Summer May/June/July/Aug	2000
Charge or donation average	£0.50
Income for use of toilets	£2,000
Total estimated annual income	£2,000
Expenditure estimates	
Estimated number of toilet users Low season Nov/Dec/Jan Feb	600
Estimated number of toilet users Shoulder March/Ap/Sept/Oct	1400
Estimated number of toilet users Summer May/June/July/Aug	2000
Charge or donation average	£0.50
Income for use of toilets	£2,000.0
Total Estimated expenditure	£2,000
Profit/Loss	£0.00





Appendix 3 Local Case Studies

The Findhorn Village Conservation Company (TFVCC)

TFVCC is working towards the Community Asset transfer (CAT) of two toilet facilities and land at West Dunes (North and South). A valuation of the properties is required to progress the CAT process. This was commissioned between Moray Council and TFVCC, paying half each (TFVCC obtained a separate quote as the quote from Moray Council was very high).

The condition of the facilities has been investigated as far as possible by TFVCC and one of the septic tanks has raised concerns. Details of the water supply and sewage system have also been requested and it is likely that a connection to Scottish Water sewage system is required. They are also working towards creating a chemical waste disposal point as part of the project and aim to install motorhome and parking payment barriers. This will provide additional income to cover the running costs of the toilets.

TFVCC will employ a local cleaning company to clean the toilet facilities and have been quoted £400 per month for this service on one toilet block. The voluntary Board will oversee and manage the project and donations will be requested for use of the toilets in the first instance.

As the CAT process is likely to take some time to progress, as these issues are tackled, TFVCC have worked with Moray Council to secure a short-term lease in the meantime. This is outside of the CAT process and enables TFVCC to work towards opening the toilets as soon as possible.

Cullen

Cullen is now running two toilet blocks for the community. The subgroup is part of the Three Kings Cullen Association and has a short-term lease in place. They are working towards a Community Asset Transfer (CAT) for a long term (25year) lease with Moray Council currently. After much discussion the community decided against ownership, as they want the option to give the facility back to the Council in the long term if need be. A 25-year lease will enable them to apply for grants to carry out maintenance and upgrades.

Three main volunteers have set up systems and processes to make sure that everything runs smoothly, and a wider team of volunteers are involved with the two toilet blocks on a day-to-day basis, so there is back up when needed.

They employ a cleaner daily on weekdays (0.5 hr in winter, 1.25 hr in summer), volunteers cover the weekends and there is a cleaning company ready to step in to cover some shifts as needed. They have identified a local plumber and maintenance person, so they are on hand if needed too.

The toilets are locked at night (by the cleaner) and opened in the morning by volunteers – roughly 8am to 8pm, to prevent vandalism.

Cullen decided not to charge a fee for use, so as not to disadvantage anyone. Everyone can use the toilets and donate if they can, which gives a more positive feel overall. Efforts are made to make the toilets nice, adding flowers etc have made a difference. They are now looking at artwork from local artists to brighten them up.

There is good social media coverage and people leave positive comments and share photos of the toilets, so promoting the area as a good destination with toilet facilities, which is good for local businesses.

Income is generated from donations – cash and text – and business / individual subscriptions.

The group has produced a number of signs to promote the fact the toilets are run by the community and need to raise running costs. These are humorous and factual and have increased income significantly.

They are now getting plenty of income to cover running costs and saving some towards maintenance and new floors (up to £400 per week at the height of the summer). The cash is collected weekly from the donations box, counted using a coin counter and banked.

They source all consumables from McGregor's in Elgin and have opted for lockable foaming soap and toilet dispensers. They have hand driers as opposed to paper towels to reduce mess, and do not provide hot water to keep costs down.

KATCA – Tomintoul

KATCA looked at taking on the public toilets initially, but issues with staffing and the fact that the Council had kept the toilets open to date, has put this thinking on hold currently. However, the group have put up signage in the toilets to request donations towards future upgrades and maintenance, with great success. Templates for signs can be sourced from VMS. KATCA plans to look for sponsorship and further donations with an aim of rebuilding the toilets, if they take them on in the future.

WE SAVED THIS TOILET FOR YOU!

Our community maintain these toilets but we need your help to keep them open.

PLEASE HELP US
We need funds to pay for the following -



- Cleaning of the toilets
- Maintenance and repairs
- Electricity for lighting and heating
- Water charges
- Rates charges
- Toilet rolls and handwash supplies
- Cleaning supplies
- Yearly lease or purchase of the building

It costs around £4000 every year to keep this toilet open.

Please donate, whatever you can afford, and this will help us keep this important facility open for your convenience!

PLEASE USE THE DONATION BOX
or TEXT PAY2PEE TO 70086 TO DONATE £1.

Thank you from the Tomintoul community.
For further information please contact KatCA at kirk.tom37@yahoo.com.

This toilet is still operated by  until the community takeover in 2020.

PLEASE DONATE

By donating whatever you can afford you will help keep this important facility in our community open.

USE DONATION BOX OR
TEXT PAY2PEE TO 70086 TO DONATE £1.

Thank You



WE SAVED THIS TOILET FOR YOU!

Our community maintain these toilets but we need your help to keep them open.

PLEASE HELP US
We need funds to pay for the following -



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This toilet is still operated by  until the community takeover in 2020.

PLEASE DONATE

By donating whatever you can afford you will help keep this important facility in our community open.

USE DONATION BOX OR
TEXT PAY2PEE TO 70086 TO DONATE £1.

Thank You



1200 wide x 700 high

HAVE YOU DONATED?

HELP KEEP THESE TOILETS OPEN FOR YOUR CONVENIENCE!

A4 or A3

These toilets were due to close but our community have worked hard to keep them open.

PLEASE HELP US
by donating whatever you can afford so that we can keep this important facility clean and well maintained.

USE DONATION BOXES OR
TEXT PAY2PEE TO 70086 TO DONATE £1.
THANK YOU

A4 or A3



Appendix 4 **Social, environmental and economic benefits**

Toilet provision is a valuable part of the local infrastructure and there are a wide range of benefits to be achieved from community ownership and management of local toilet facilities preventing closure, including:

Social / Community

- Opportunity for the community to impact upon first impressions of visitors to the area
- Provision of toilet facilities for local people to maximise enjoyment of the area for walking etc.
- Reduces pollution and health risks locally
- Potential for use of the building to provide other services or businesses opportunities (visitor information, advertising, kiosk / café etc.)
- Potential to improve facilities to include disabled access and/or higher quality services

Environmental

- Reduced incidences of pollution locally by ensuring that toilet facilities are available.

Economic

- Improved visitor experience leading to increased visits, length of stay and spend with tourism businesses
- Toilet availability and social media presence increases the area's attraction as a destination.
- Toilet provision for local delivery vans, postal workers, workmen etc, so supporting local infrastructure.



Appendix 5 Useful Resources for equipment and systems

Text payment

Pay 2 pee. This is working well for some community run toilets. Simple to set up.

Donr

Text to Donate, enabling charity donations by mobile.

No sign up or monthly fees – they take 5% of takings plus VAT.

Card payment systems

This system is used by Highland Council and will enable you to accept card payments linked with door locking systems.

Cashless Solution for Public Restrooms – Nayax onePager_VPOS_USA2 (nayax.com)



Wall mounted Cash boxes

For donation payments (not linked to locking systems)

Metal Donation Boxes – Collection Boxes – Fundraising Boxes (mycharityboxes.co.uk)

Approximate cost £40, depending upon model

Coin counter

Some communities have found that cash donations are taking a long time to count and bank. They have invested in a coin counter, which helps.

See small coin counter uk Ads

 <p>Electric Coin Counter £12.99 eBay UK</p>	 <p>Zzap CS80 GBP Coin... £2,879.98 Nisbets UK Free shipping</p>	 <p>Automatic Electronic Coi... £112.46 eBay UK Free shipping</p>	 <p>Safescan 1250 EUR Coin... £166.80 Viking Direct ... Free shipping</p>	 <p>Kabalo Vortex Coin Sorter... £4.99 Amazon UK</p>	 <p>Coin-Counting Money Jar... £99.40 eBay UK Free shipping</p>
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Turnstile for toilet entrance

Call for quote 01480 215530

<https://toilet-turnstile.co.uk/>

Turnstile itself	£3,000
Coin mechanism	£1,500
Installation	£3,000
Inc VAT	£7,500

Solar Lighting

Solar Shed Lights (thesolarcentre.co.uk)

Solar shed lighting kits – £170 for 4 lights, can be fitted without an electrician.

Self-Contained Solar Lighting Kits for Portable Toilets | Solar Lighting That Works

Kit for toilet provided, but no costs.

Snap frames

For advertising posters. Lockable to ensure only paid for posters are shown.

Advertising in Toilets and Public Facilities (snapframeswarehouse.co.uk)

Snap Frames, constructed in aluminium, in a range of models for front loading display (snapframeswarehouse.co.uk)

Approx. cost £30 plus VAT. Lockable A4 size

Consumables:

McGregor's in Elgin provide lockable soap and toilet roll dispensers and consumables.

Foaming anti-bacterial soap is recommended as it lasts longer.

Toilet roll holder

Storefront Commerce Item Detail Dispenser Toilet Roll Katrin Sys AH078/953456

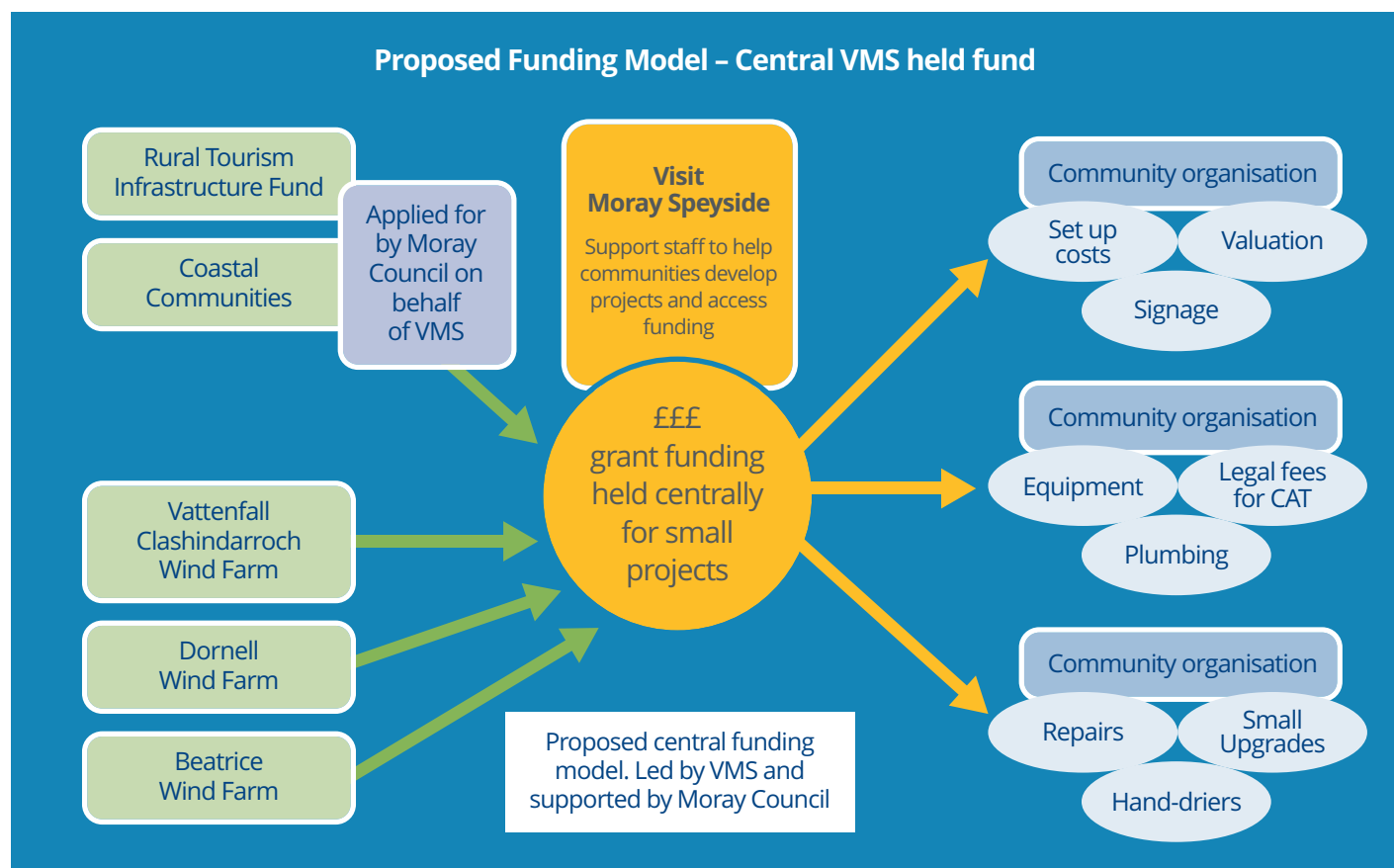
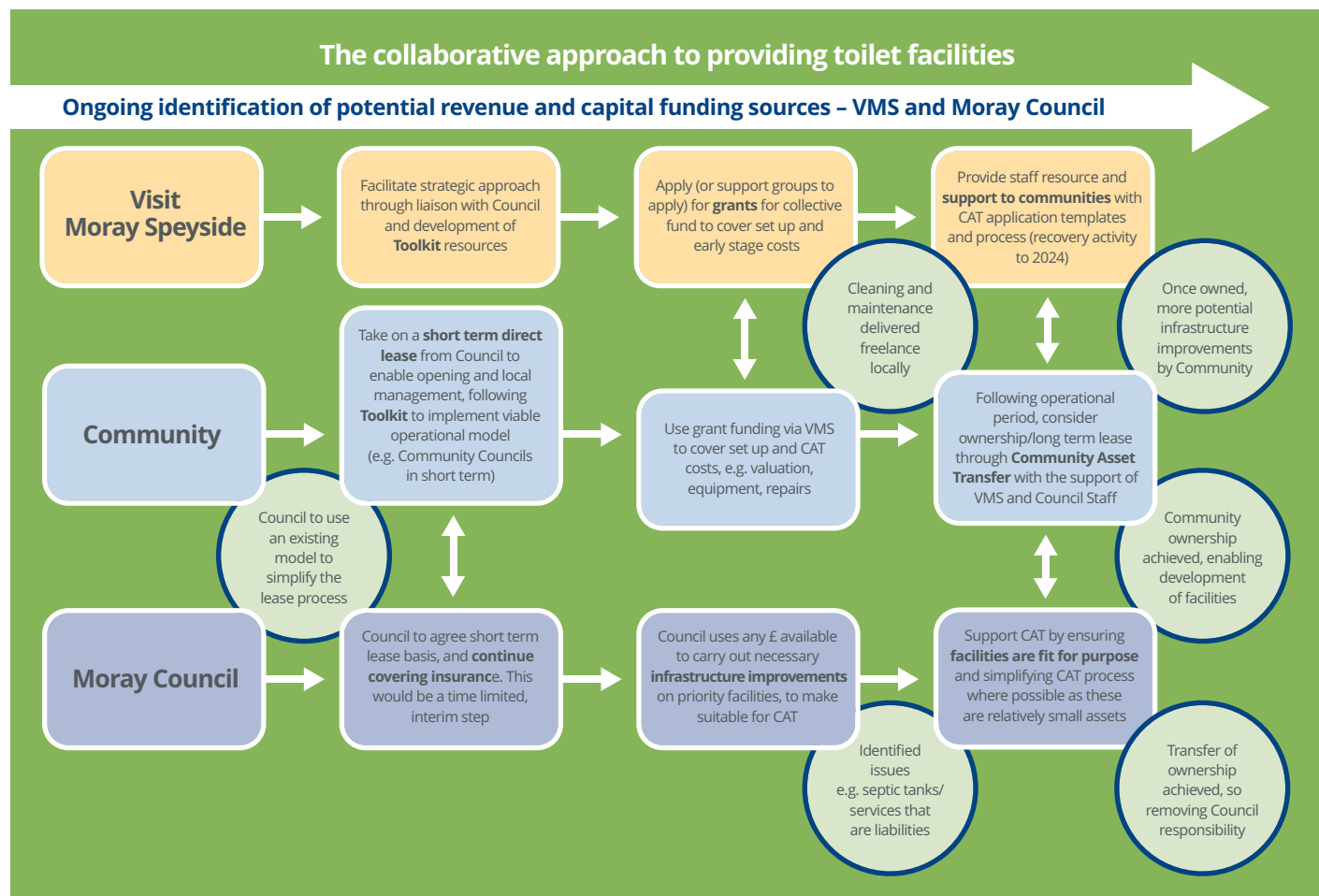
(macgregorsupplies.co.uk)

Hand wash

Storefront Commerce Items | soap dispenser (macgregorsupplies.co.uk)

Recommendation: Keep a tally on resources and a record of purchases and when things are replaced. Order soap, toilet paper and cleaning materials in bulk.





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www.morayspeyside.com



SKS Scotland CIC
www.sksscotland.co.uk