



Council name	<b>COTSWOLD DISTRICT COUNCIL</b>
Name and date of Committee	<b>DELEGATED DECISION MAKING MEETING Monday 17<sup>th</sup> July 2023</b>
Subject	<b>Business case for cash &amp; card payments at public toilets</b>
Wards affected	Coln Valley, Bourton Vale, Chipping & Vale, St Michaels Cirencester, Watermoor Cirencester, Fairford North, Lechlade Kempsford & Fairford South, Moreton East, Northleach, Stow, Tetbury East and Rural and Tetbury with Upton
Accountable member	Mike Every - Deputy Leader and Cabinet Member for Finance Email: Mike.every@cotswold.gov.uk
Accountable officer	Jon Dearing - Assistant Director for Resident Services Email: Jon.dearing@cotswold.gov.uk
Report author	Maria Wheatley - Shared Parking Manager Email: maria.wheatley@cotswold.gov.uk
Summary/Purpose	To consider the business case for each public toilet site, owned and or managed by the Council. Consideration will be given to location, usage, cost and charging.
Annexes	None
Recommendation(s)	That the Assistant Director and Cabinet Member resolves to: <i>a) Agree phase one to install card readers at sites specified.</i> <i>b) Undertake a review after three months at which time any remaining capital may be used to install additional cash and card reader mechanisms.</i>
Corporate priorities	<ul style="list-style-type: none"> <li>• Deliver the highest standard of service</li> <li>• Support health and wellbeing</li> </ul>
Key Decision	No
Exempt	No
Consultees/ Consultation	Chief Finance Officer and Head of Legal Services.



## **1. EXECUTIVE SUMMARY**

- 1.1 This report seeks to gain approval to install cash and card payment units, (and related items), to a selected number of toilets to provide more user choice. The recommendations are offered in phases to reflect groups of similar sites.

## **2. BACKGROUND**

- 2.1 The Council operates fifteen public toilet sites across the district. During 2007 and 2008, ten of these sites were refurbished, introducing up to date systems and charging. The refurbishment moved away from traditional male or female units to provide unisex direct access units wherever possible.
- 2.2 The unisex units are accessed directly from the street, are slightly larger to allow for parents and carers with children and all have baby change tables. At that time charges were set at 20p with coin only mechanisms. The mechanism takes any coin but does not give change.
- 2.3 No major improvements have taken place in any of the public toilet sites other than reactive maintenance and redecorating.
- 2.4 The provision of public toilets is not a statutory requirement; however, it is recognised that public hygiene is of the utmost importance and that not having such facilities can increase the risk to public health. There are multiple options for people to access a toilet away from home; one of which is a public toilet.
- 2.5 During the pandemic, many people preferred to pay by card, to reduce contact with coins and the possible spread of germs.
- 2.6 When the country was released from lockdown many people began to have days out with Bourton on the Water, (BOTW) being a popular village in the Cotswolds to visit. The council provides two public toilet sites in BOTW, and they became very busy. A large number of visitors did not have change or did not have cash with them, and approached businesses for change or help. Many of the businesses were not taking cash but only card, and were unable to provide change or the use of their own facilities.
- 2.7 The council received complaints and comments from visitors and businesses requesting card enabled payments at the toilets.
- 2.8 At Cabinet on 6<sup>th</sup> February 2023, (Annex A) cabinet resolved to:
- Endorse the inclusion of £50,000 within the Council's Capital Programme to allow for the potential installation of cash and card payment facilities at all sites;
  - Delegate the decision to install cash and card payment facilities on a site by site basis to the Group Manager for Resident Services, (now Assistant Director for



Resident Services), in consultation with the Cabinet Member for Corporate Services. However, Public conveniences was transferred to Deputy Leader and Cabinet Member for Finance, (as per item 8 of the Annual Council meeting 24<sup>th</sup> May 2023);

- Approve a waiver of the Council's Contract Rules
- Approve an increase in service charges to 40p at all chargeable sites with effect from 1<sup>st</sup> April 2023.

### 3. MAIN POINTS

- 3.1 All sites have an accessible unit, (disabled unit) with equipment suitable for those with additional needs. These sites are accessible free of charge with a RADAR key. Royal Association for Disability and Rehabilitation, (RADAR) is often referred to as the National Key Scheme. (NKS). Many publicly accessible units are reserved for key holders only. The Council wanted to make best use of the facilities by making them available to everyone and free for key holders. All disabled units are accessed with a RADAR key free of charge.
- 3.2 The current cleaning and maintenance contract expires 30<sup>th</sup> September 2023. Separate reports were presented to the Commissioning Board on 3<sup>rd</sup> May 2023 with options to provide the service by transfer to Ubico, bring in-house or, extend with the current provider. A report will be taken to the Cabinet meeting 17<sup>th</sup> July recommending extending the current contract for one year with a reduced specification.

### 4. CURRENT FACILITIES

- 4.1 The facilities are listed below in two sections, charged and free. With usage data from 2022/23 and charging data from 23/24. High usage is 10,000 or more and low is less than 10,000.

<u>Charged Public Toilets</u>	<u>Charges</u>	<u>Usage</u>	<u>High/Low (usage)</u>
Bourton on the Water, Rissington Road	40p	50,986	High
Bourton on the Water, Church Rooms	40p	64,587	High
Stow on the Wold, Market Square	40p	17,277	High
Cirencester, Forum Car Park	40p	14,936	High
Cirencester, The Brewery Car Park	40p	16,092	High
Bibury, The Street	40p	11,815	High



Moreton in Marsh, High Street	40p	13,809	High
Stow on the Wold, Mangersbury Rd CP	40p	10,604	High
Fairford, High Street	40p	3,863	Low
Cirencester, London Road	40p	4,116	Low

#### Free Public Toilets

Chipping Campden, Sheep Street	Free	20,283	High
Tetbury, West Street	Free	16,320	High
Northleach, Market Place	Free	16,366	High
Lechlade, Burford Street	Free	11,459	High
Tetbury, The Chipping	Free	8,364	Low

- 4.2 At cabinet 17<sup>th</sup> July 2023, approval for a further in-depth review of the entire public convenience estate will be requested during the year with the review reported to cabinet by November 2023.

## 5. DESCRIPTION AND RECOMMENDATIONS PER TOWN BY SITE FOR CHARGED FACILITIES

### 5.1 Phase one – Charged Facilities (all refurbished 2007-2008)

These recommendations enhance the service provision and are not considered to require external consultation for these changes. (Some installations may require aerials to enhance signal for card payments)

#### Description of site with estimated costs

Bourton on the Water has two separate sites both with high demand particularly in the summer.

Rissington Road, is one of the most used of all the sites, due to the high volume of tourists. The site is located in the car park and has three direct access units, (one of which has free RADAR key access), plus traditional units consisting of three male and 9 female cubicles accessed via an internal paddle gate. This site has card and cash facilities therefore no current recommendations for this site. No cost.



Church Rooms is also one of the highest used sites due to tourists and is situated in the centre of the village. There are traditional units accessed via a paddle gate, with free disabled access via a different door at the side of the building. This site has both card and cash facilities therefore no current recommendations for this site. No cost.

Stow on the Wold has two separate sites both well used particularly in the summer by tourists.

Stow Square is a busy site, adjacent to the bus shelter in a central location. There are four direct access units all charged with cash only, (one of which has free RADAR key access). The recommendation is to install two out of the four with card readers, and upgrade the four existing coin box systems. The estimate for this work is £3,000.

Maugersbury Road site is in the council car park and is slightly out of town and used less than the site above. There are four direct access units with cash only, (one of which has free RADAR key access). The recommendation is to install two out of the four with card readers and upgrade the four existing coin box systems. The estimate for this work is £3,000.

Cirencester has three sites used by locals and visitors and are all adjacent to car parks.

The Forum has the highest usage in town, it is in a busy shopping area and has four direct access units, (one of which has a free RADAR key access). The recommendation is to install two out of the four units with card readers. The estimate for this work is £2,030.

The Brewery is in the Brewery car park, in the busy shopping area and is well used. There are four direct access units, (one of which has a free RADAR key access). The recommendation is to install two out of the four units with card readers. The estimate for this work is £2,030.

London Road is adjacent to Beeches car park and has low usage. It is sometimes used by the by travellers and drivers using the nearby bus and coach stop. The site has two charged for direct access units, (one of which has a free RADAR key access). The recommendation is to install one card reader in the standard unit. The estimate for the work is £1,015.

Bibury has one site with four direct access units charged via cash only, one of which has free RADAR access. This village is inundated with coach loads of tourists at peak times. The



recommendation is to install two of the four units with card readers. This site will require an aerial to boost signal. The estimate for the work is £2,338.

Moreton in Marsh has one site in the centre of the Town, with five direct access units, one of which has free RADAR key access. The site is located on the A429 which goes through the centre of the village. The large Tuesday market draws visitors with many arriving by coach. The units are access with cash only. The recommendation is to install two out of five units with card readers. The estimate for this work is £1,584.

Fairford has one site with two direct access units charged via cash, one unit has free RADAR key access. This site is recommended to have one card reader installed at an estimated cost of £1,169.

The total recommendations for phase one is £16,166.

## 6. FINANCIAL IMPLICATIONS

### 6.1 Financial summary

Location	Estimated Capital Spend
The Square, Stow on the Wold	£3,000
Maugersbury Road, Stow on the Wold	£3,000
The Forum, Cirencester	£2,030
The Brewery, Cirencester	£2,030
London Road, Cirencester	£1,015
Bibury	£2,338
Moreton in Marsh	£1,584
Fairford	£1,169
Total	£16,166



## **7. ALTERNATIVE OPTIONS**

- 7.1 Options for service delivery will be decided at Cabinet 17<sup>th</sup> July 2023. The introduction of card units can be varied at each site or not rolled out at all.

## **8. LEGAL IMPLICATIONS**

- 8.1 No known legal implication.

## **9. RISK ASSESSMENT**

- 9.1 No risks identified.

## **10. EQUALITIES IMPACT**

- There are no unacceptable adverse effects on the protected characteristics covered by the Equalities Act that have been identified.

## **11. CLIMATE AND ECOLOGICAL EMERGENCIES IMPLICATIONS**

- 11.1 The introduction of card payments may reduce the number of trips required for cash collection, which will reduce the carbon footprint.

## **12. BACKGROUND PAPERS**

- 12.1 The following documents have been identified by the author of the report in accordance with section 100D.5(a) of the Local Government Act 1972 and are listed in accordance with section 100 D.1 (a) for inspection by members of the public:

- Report Number 98 – 6 February 2023.

These documents will be available for inspection online at [www.cotswold.gov.uk](http://www.cotswold.gov.uk) or by contacting democratic services [democratic@cotswold.gov.uk](mailto:democratic@cotswold.gov.uk) for a period of up to 4 years from the date of the meeting.

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