

BOROUGH OF KETTERING

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Report Originator	Brendan Coleman	<i>Fwd Plan Ref No:</i>	
Wards Affected	ALL	21 st June 2017	
Title	COMMUNITY TOILET SCHEME		

1. PURPOSE OF REPORT

To review the effectiveness of the existing Community Toilet Scheme in the Borough

2. BACKGROUND

- 2.1 At the meeting of Full Council on 26th April, the following motion was submitted and unanimously approved:-
“This council now considers it is time to have a total review of the community toilet facilities within the borough, as a matter of urgency. This system was introduced many years ago now, and we need to consider how effective and user friendly it is.”
- 2.2 It was resolved that the Community Toilet Scheme be referred to the Research and Development Committee for review.

3. INFORMATION

- 3.1 In 2012 the Kettering Borough Council, in partnership with several local businesses, developed a Community Toilet Scheme (CTS) to enhance the service provision following the termination of the contracts for the five leased toilets in Kettering Town Centre. This initiative was designed to encourage local business to allow the general public to make use of their toilet facilities during normal opening hours.
- 3.2 The benefits of introducing this scheme are summarised below:
- Increasing the number of toilet facilities available,
 - Providing better facilities.
 - Providing greater geographical coverage.
 - Reducing costs.
- 3.3 Businesses already involved in the scheme are:-
- Morrison’s
 - Sainsbury’s
 - McDonalds

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- The Earl of Dalkeith
- Newlands Shopping Centre
- Cornmarket Hall
- Kettering Borough Council
- Kettering Library

- 3.4 It should be noted that currently the toilets in the Cornmarket Hall have a code which is obtainable from the reception in Kettering Swimming Pool.
- 3.5 The scheme benefits the local community by providing newer, cleaner and safer facilities than were available. The scheme is advertised with signs displaying membership of the scheme along with maps throughout the town centre, a link on the Council's webpage, and promotions on social media. The scheme is promoted by public services when visiting new business premises to encourage more sign up in the town centre.
- 3.6 Being part of the scheme means that businesses benefit from free advertising on Kettering Borough Council's website, social media, posters and leaflets at the tourist information centre and on other scheme promotional materials. The community toilet scheme enables residents and tourists access to business facilities potentially boosting business and promoting community involvement.
- 3.7 Since the scheme began only one complaint has been logged on the Council's CRM system in relation to the scheme giving the general consensus that people are happy with the scheme.
- 3.8 Expansion of the scheme to other towns is being reviewed. Desborough Town Council and Kettering Borough Council are progressing the scheme in Desborough, with businesses in the recruitment stage of sign up to the scheme. The public toilets in Rothwell remain open, with members of the Town Council managing the opening / closing and cleaning
- 3.9 To join the scheme businesses sign an agreement with the Council agreeing to participate in the scheme and ensure that their toilet facilities are maintained in a clean and hygienic condition, there is an adequate supply of all necessary ancillary products/services (e.g. soap, bins, hand washing and drying facilities), comply with all relevant health and safety and other regulations as regards the premises and the toilet facilities are safe and satisfactory for use by the general public. In return for this the Council will publicise the premises in promotional material for the scheme and a scheme sign to show participation, which the business will display in a prominent position to advise members of the public they are a participant.

4. CONSULTATION AND CUSTOMER IMPACT

- 4.1 No consultation has been undertaken at this stage

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5. POLICY IMPLICATIONS

5.1 None at this stage

6. FINANCIAL RESOURCE IMPLICATIONS

6.1 None at this stage

7. RECOMMENDATION

The committee's view are sought in relation to the future of the Community Toilet Scheme

Background Papers:

Title

Date

Contact Officer

Previous Minutes/Reports:

Ref:

Date: