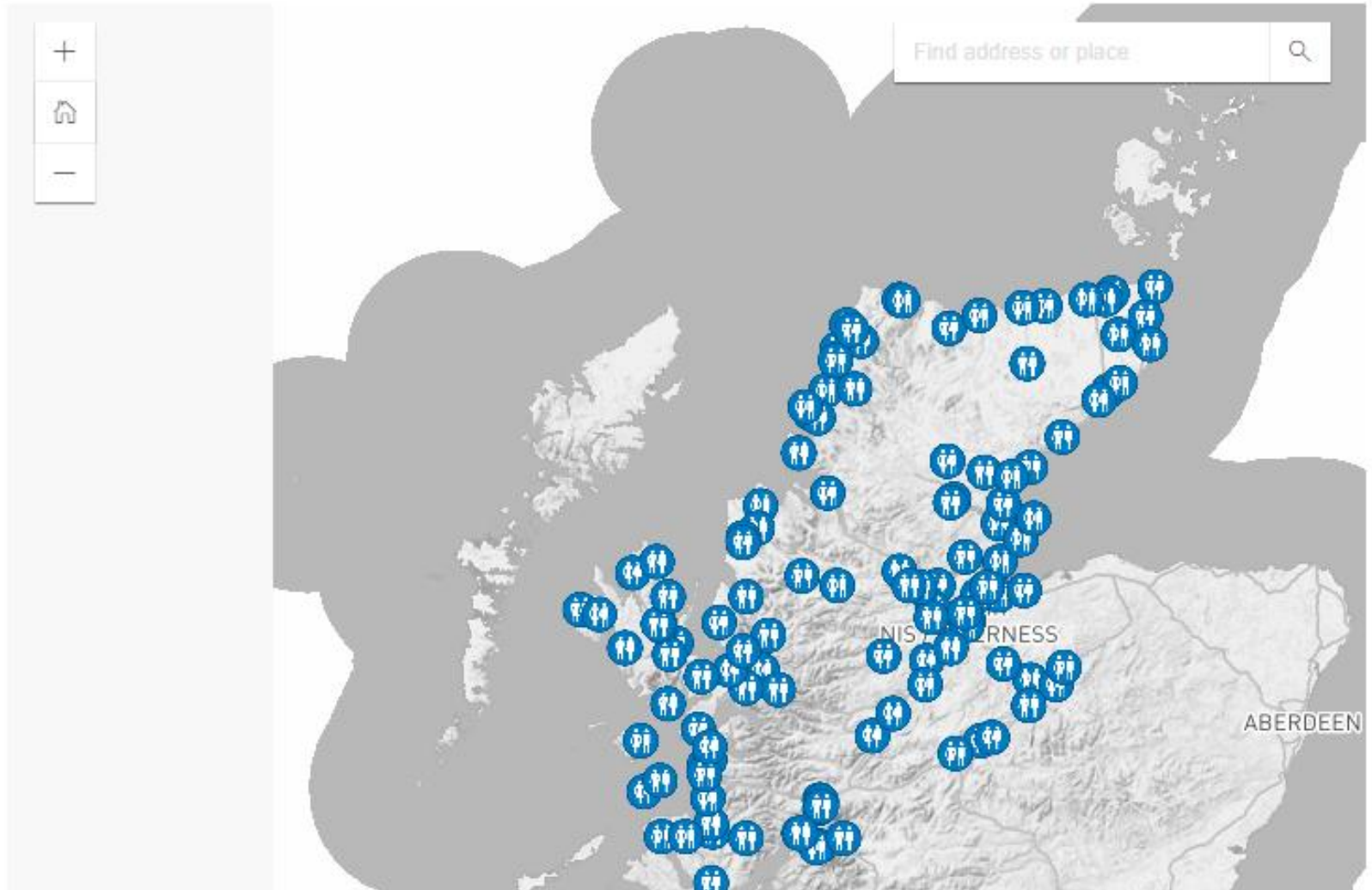


Public Convenience Provision in Highland

Debbie Sutton, Amenities Manager
The Highland Council

Highland Council Facilities

Map of public toilets in Highland



Comfort Schemes



SEARCH FOR COMFORT SCHEMES



Budget and Income



Current Revenue budget for delivering the Service
£987k

Current Capital budget of £167k



Current income target £221k



New income target from honesty boxes £20k
(reached)

Challenges

- Increase in visitor numbers
- Condition of estate
- Irresponsible disposal of waste
- Increased incidents of vandalism
- Recruitment and retention of staff



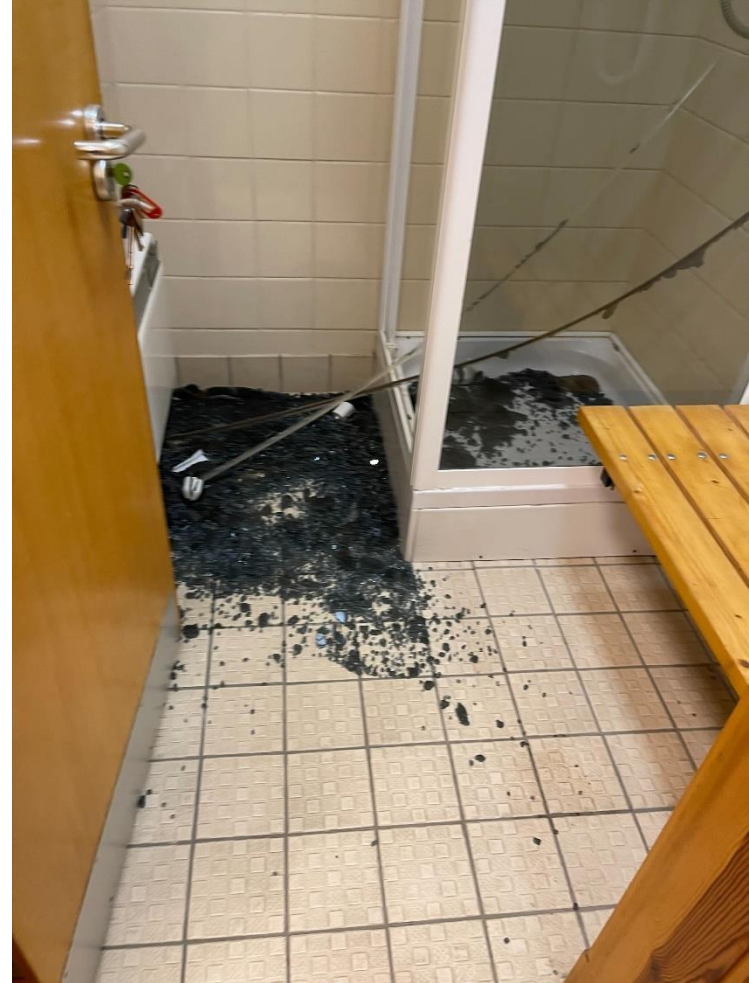
Vandalism Issues



Vandalism Issues



Vandalism Issues



Recruitment and Retention of Staff

- Attracting interest
- Post Brexit affect
- Reduced number of applicants
- High staff turnover
- Ample employment opportunities in Highland
- Selling our 'benefits'



Opportunities

- Consistent signage
- QR code
- Increased community involvement
- New facilities at Storr and Glenmore
- Significant investment in infrastructure improvements via capital programme and RTIF funding



Refurbishments



Refurbishments



Honesty Boxes



Climate Change

Researching toilets that require less water

Changing flushing systems

Amended cleaning regime

Low energy usage technology

Installation of green technologies

Reducing hot water usage

Replacing taps from standard to compression

Hybrid vehicles

Closure Protocol and Local Agreements



Maintenance

Reactive
Planned
Signage



Vandalism

Consider risk
Full closure
Three strikes rule



Procedure

15 steps
Including informing
Police and
insurance

Corporate comms
informed

Community Toolkit

- Guide groups through the process of operating community toilets
- Answers questions and details actions required
- No single route forward



Award Submissions



Highland Council Staff Recognition Awards

Employee of the Year 2023 (Nicole Hardie, Finalist)

Working with Communities 2022 (Finalist)



APSE Awards

Soft Facilities Management Innovation Awards 2024 (Finalist)

2023 Service Award; Best Service Team of the Year, Facilities Management and Building Cleaning (Finalist)

Silver Rising Star Award in 2023 for Nicole Hardie, Operational Support Officer

2022 Service Award; Best Public Private Working initiative (Finalist)

Thank You



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