

Q: I run a Licensed Premise, will letting children in to use the facilities affect this?

A: No, children can enter the bar area to travel to your toilets, as long as they do not stay.

Q: How will this affect my insurance?

A: We strongly suggest you advise your insurers that you are entering the scheme. As a business which admits the public, you will already require to have public liability insurance. The advice we have from the insurance industry is that there is no reason why you should be prevented from entering the scheme. In a minority of cases, your insurance company may slightly increase your premium. If that is the case, we are happy to discuss this with you.

Q: What happens when the Partnership is set up?

A: A Minute of Agreement is signed by both the provider and Perth & Kinross Council to formally set up the Partnership. Signage is organised and an official start date established. A dedicated Officer is available to offer advice and they will inspect your premise routinely.

Q: I am interested in the scheme what do I do next?

A: If you have not already been contacted by a Council Officer, please telephone the Helpline number on the back of this leaflet to discuss matters further.

Q: What if I want out of the Partnership?

A: Although you may sign up for the Partnership for 3 years, you can withdraw at any time by giving 2 months written notice.

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If you require this document in any other format, please contact the Environment Services Helpline number: 01738 476476

Perth and Kinross Comfort Scheme

(for publicly
available toilets)

A Guide to the Scheme



What is a Comfort Scheme?

Following a comprehensive review, Perth & Kinross Council has decided to introduce a new way of providing publicly available toilets.

It was established during the review that members of the public were generally dissatisfied with some of the existing facilities the Council were offering. The main points being the condition of the toilets provided did not meet customer expectations, and users - particularly women - would seek to use alternative facilities such as cafes and restaurants rather than an unattended toilet.

Because of these issues it was decided to adopt a scheme already successfully used by a neighbouring Local Authority and offer toilet facilities in conjunction with private businesses in an arrangement known as the

“Perth and Kinross Comfort Scheme.”

The scheme has been developed by the Council in consultation with Perthshire Tourist Board.

The following few paragraphs will help answer some of the questions that you may have about the scheme and what impact it may have on your business.

Questions & Answers

Q: What do I get from the Partnership?

A: Confirmed income at several stages throughout the year, when at the moment people may be using your toilets for no additional income.

- More potential customers (mostly tourists or other visitors) coming into your premises who may buy something from you.

- Good publicity - your business will be advertised via the Council and Perthshire Tourist Board as a Comfort Scheme location.

Q: What do I have to do?

A: Not much more than you do at the moment! Keep the toilets available, keep them clean, display signage and in return we pay you.

Q: How much money can I expect from a Partnership?

A: Each premise is assessed by a Council Officer and a financial offer is made depending on how many, the standard and types of facilities you have, and your opening hours. If you are successfully placed on the scheme you will be paid 3 times a year.

Q: Who pays for the extra running costs?

A: The money you receive from the Perth & Kinross Council is intended to pay for the extra costs incurred by offering the Comfort Scheme.

Q: How long must I enter into a Partnership for?

A: It is preferable that you enter into a 3 year agreement. This is mainly to cut down on the inconvenience of re-organising the Partnerships every year. However this is negotiable if you **do not** want to enter into a 3 year agreement.

Q: How many people can I expect to be using my toilets?

A: It is impossible to say, but it is hoped that in busier towns there may be several Partnerships, as well as existing Council Public Toilets, to help spread the demands.

Q: Am I expected to allow trouble makers in to use my toilets?

A: Although we would expect your toilets to be publicly available, you are entitled to expect the same standards of behaviour as you would from customers in your shop, pub or restaurant. If someone there is causing trouble, you would be entitled to ask them to leave and in extreme cases bar them from entry. The same applies to people using your toilet facilities.



Comfort Scheme Partnership

Publicly available toilets

Perth & Kinross
Council
Pullar House

