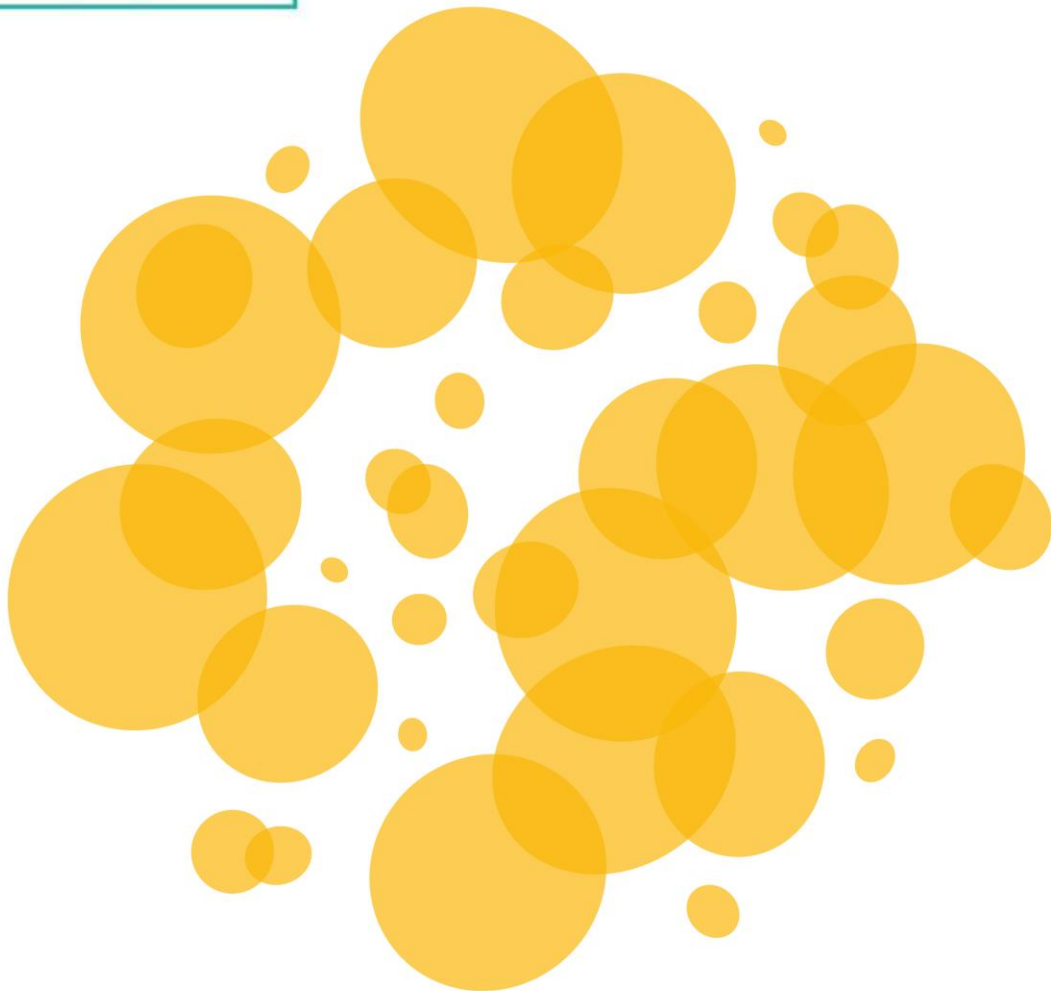


community
enterprise

Research Report and Feasibility Study

Drymen Public Toilets
Drymen Community Development Trust

Final version: February 2024



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1. Introduction

1.1 Background

Drymen Community Development Trust (DCDT) is considering the feasibility of developing, owning and maintaining public toilets in Drymen. The Trust is a community owned company with charitable status, with a membership of around 140 local people, which focuses on improving Drymen Village for residents and visitors. Its activities are almost entirely grant funded.

Drymen is a village of approximately 800 people located near the east shore of Loch Lomond. It is on the West Highland Way, on National Cycle Network 7 and is the start of the Rob Roy Way. It is also the gateway to East Loch Lomond. As such, it has a significant number of visitors, many of whom arrive on foot or by bicycle. Stirling Council used to manage public toilets in Drymen, but these closed several years ago, and the building is no longer available. For some time, the Winnock Hotel, in the centre of Drymen, was paid to be a Comfort Partner, but this agreement also ended some years ago. Since then, there have been no public toilets in the village, with visitors relying on the good will of the local pubs and hotels for toilet facilities.

Ongoing discussions with both the National Park Authority and Stirling Council have suggested that both organisations are strongly supportive of DCDT developing public toilet facilities in the village.

1.2 The organisation

Drymen Community Development Trust (DCDT) is a membership organisation for the village, committed to delivering projects to improve the community¹. DCDT applies for grant funding and also helps other groups to achieve their aims. They also organise an annual village Spring Clean. DCDT is working hard to improve Active Travel facilities and general connectivity. DCDT organise the annual 'Piping on the Square' activity and Christmas Tree, with the 'Drymen Advent Windows' event.

DCDT created a Paths leaflet and, together with Drymen Heritage, developed a new Heritage Trail leading from the village square, with accompanying audio by residents. DCDT has developed a village website for the benefit of all the community and visitors to it. They have also recently introduced new nature panels from RSPB Scotland in the tunnel area by the library.

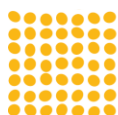
DCDT is responsible for the village square. They have made significant improvements with repairs to parking bays (by the butcher), a newly extended pavement area adjacent to the main road, resurfaced path across the green, the introduction of a top-up-tap from Scottish Water and a refurbished bus shelter with a mural showing the start of Rob Roy Way, e-bike charging station and a bike maintenance station.

DCDT is a company limited by guarantee² with charitable status³.

¹ This section is taken from the organisation's website: [Drymen Community Development Trust](#)

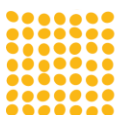
² [DCDT ENTERPRISE COMPANY overview - Find and update company information - GOV.UK \(company-information.service.gov.uk\)](#)

³ [OSCR | Charity Details](#)



1.3 Methodology

This report was put together in collaboration with the Trust and with a view to ensuring any future model, financial and operational, was driven by evidenced assumptions. Broadly the methodology was as follows. This is a light touch piece of work to ensure a clear direction of travel. Further work will be required to create a business plan.



2. Evidence of need

2.1 Former public toilets

Public toilets were previously available in Drymen, operated by Stirling Council and located at premises owned by the Winnock Hotel. Those toilets were closed, and subsequently replaced by a Comfort Partnership Scheme:



Stirling Council has entered into Comfort Partnership Schemes (CPS) with local businesses to increase public toilet provision. A CPS involves a formal agreement between the Council and a partner who already provides toilet facilities for customers - in this case the Winnock hotel. The agreement extends the use of these facilities for wider public usage and allows them to be promoted for public use. In return, the comfort partner receives a small payment to pay for extra cleaning, and the facility benefits from direct promotion of the business and public toilet facility by the Council⁴.

Stirling Council withdrew funding for its CPS a number of years ago⁵.

2.2 Current identification of need

As the 'Gateway to East Loch Lomond'⁶, Drymen village has a variety of facilities⁷. An overview of these is at Appendix 1.

DCDT has published a 10 year Place Plan for Drymen, for 2023-32. This was the result of over a year of extensive consultations with residents. The Place Plan is available online⁸. Public toilets were number 3 in the list of priorities⁹:

⁴ [Public Toilet sign, Drymen © Richard Sutcliffe cc-by-sa/2.0 :: Geograph Britain and Ireland](#)

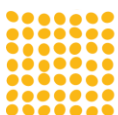
⁵ [Villagers warn of public health hazard as fears rise over human poo mess - Daily Record](#)

⁶ [Visit Drymen East Loch Lomond – See Loch Lomond :: What to do in Loch Lomond and Trossachs](#)

⁷ [Drymen Village Website](#)

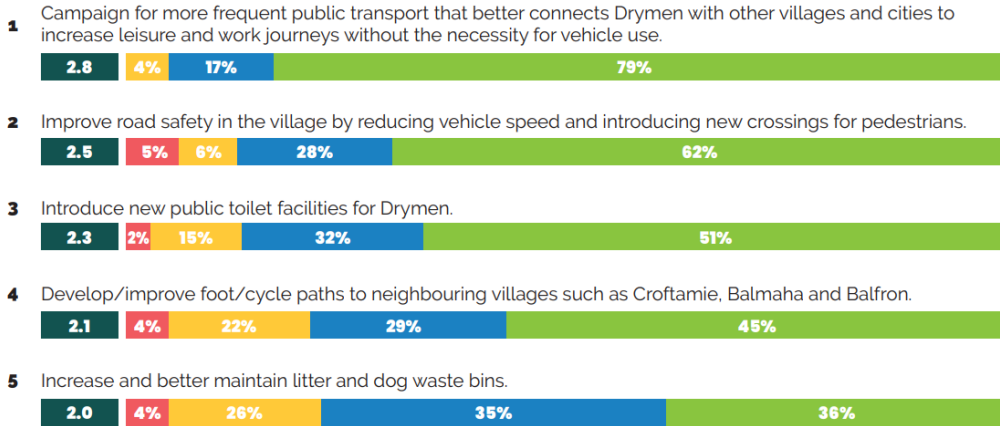
⁸ <https://www.drymen.org/plan>

⁹ Page 7 of the Drymen Place Plan

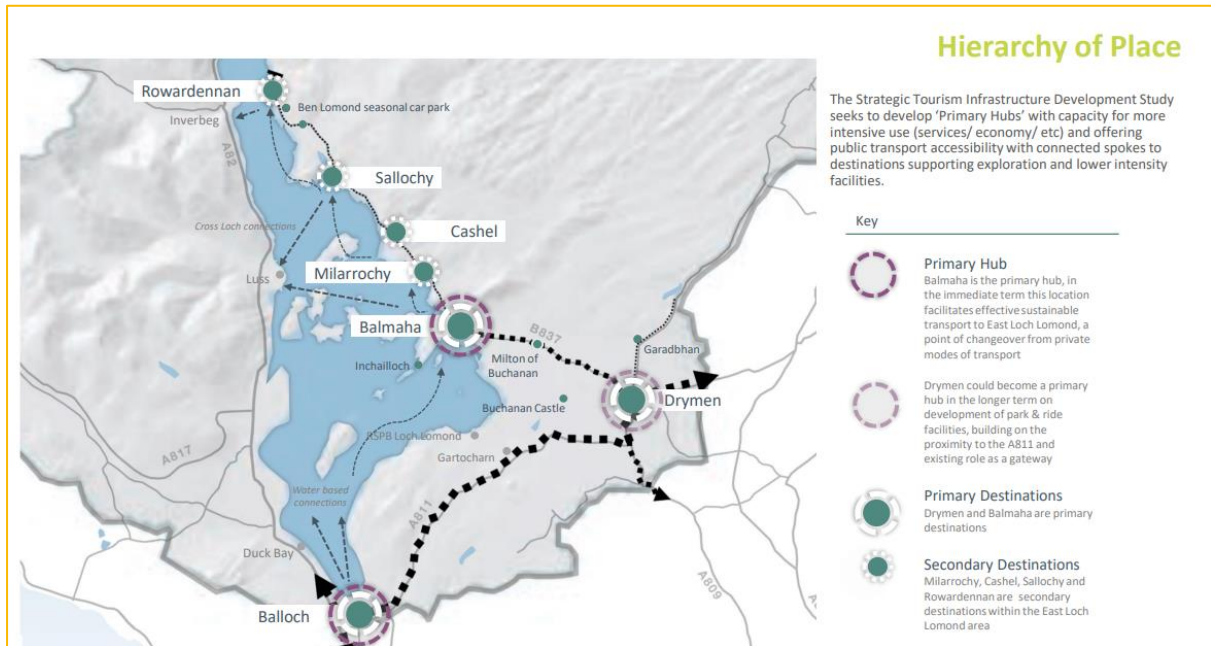


Determining Priorities

● Average Score out of 3 ● Not necessary ● Good to have ● Important ● Highest priority



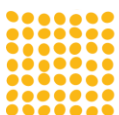
Loch Lomond and the Trossachs National Park Authority published the East Loch Lomond Strategic Tourism Infrastructure Development Framework in 2022¹⁰. Drymen is identified as a 'primary destination' with potential to be a 'primary hub'¹¹, and public toilets are identified as an area for development in the site strategy¹²:



¹⁰ <https://www.lochlomond-trossachs.org/wp-content/uploads/2023/06/East-Loch-Lomond-STID-May22.pdf>

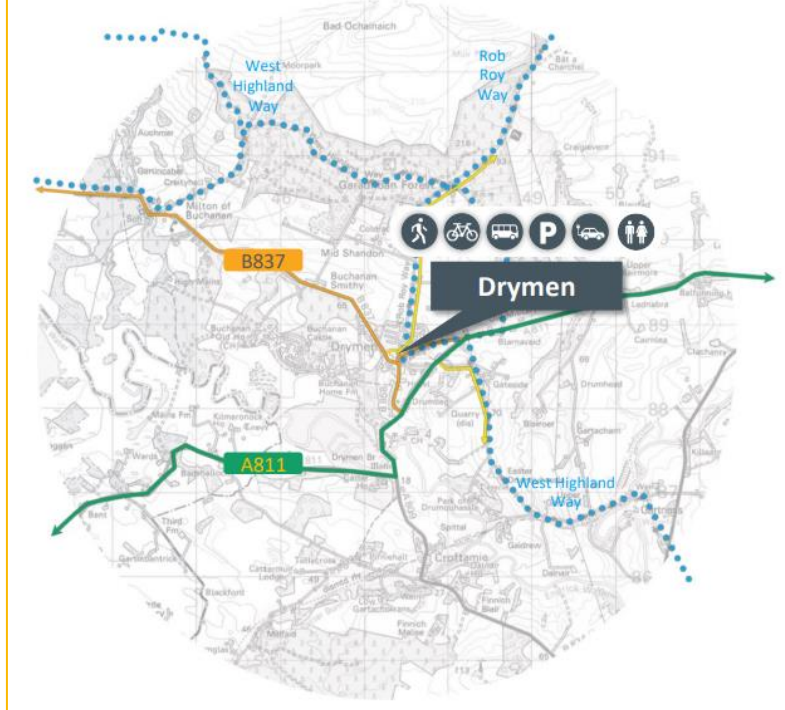
¹¹ Page 19 of the Framework

¹² Page 24 of the Framework



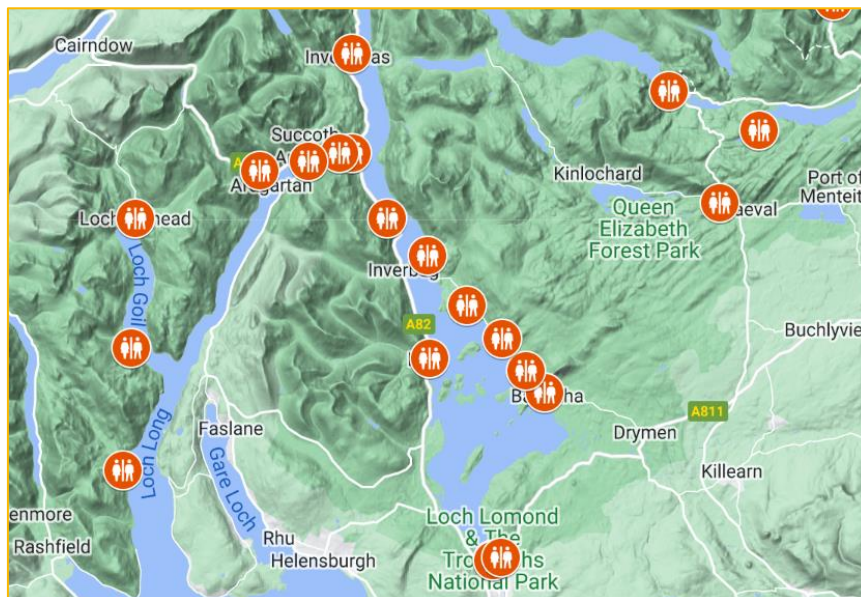
Drymen

Site Strategy

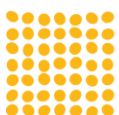


2.3 Public toilets in the National Park

The website of the National Park provides details of public toilets¹³ in the national park area – this is a screenshot from the website:



¹³ [Toilets in the National Park - Here. Now. All of us. - Loch Lomond & The Trossachs National Park \(lochlomond-trossachs.org\)](http://Toilets in the National Park - Here. Now. All of us. - Loch Lomond & The Trossachs National Park (lochlomond-trossachs.org))



Visitors using this map to plan their visit to the east side of Loch Lomond are likely to continue to Balmaha, rather than stopping in Drymen.

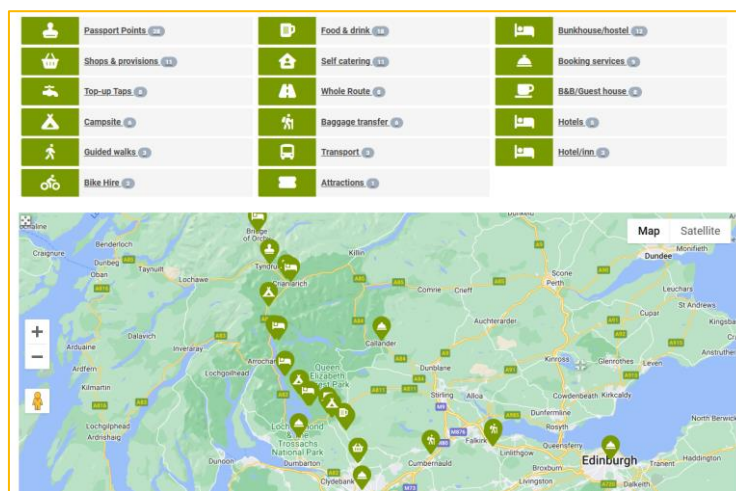
The website also provides the details of three categories of toilets – those run by the National Park, public toilets, and Comfort Scheme toilets. Details from the website are compiled in the following table – opening times are winter hours (November to March), and if there is no information, then that means it is not specified on the website:

Location	Opening times	Cost	Disabled toilet	Changing Places
National Park				
Inveruglas	7 days; Main block 9am to 5.30pm, Outside Block – Closed	Free	Yes	
Firkin Point	Closed	Free	Yes	
Tarbet	7 days; Main block 9am to 5.30pm, Accessible toilets – Open 24 hours	Free	Yes	
Luss	7 days; 9am to 4pm	50p		
Balmaha Visitor Centre	Saturday & Sunday; 9.30am to 4pm	50p		
Milarrochy Bay	Open 9am to 4.30pm	Free	Yes	
Cashel Forest Trust	Closed	Free	Yes	
Ben Lomond car park in Rowardennan	Closed	Free	Yes	
Duncan Mills Memorial Slipway	7 days; 9am to 3.30pm	Free	Yes	
Public Toilets				
Lochearnhead	Open 24/7			
St. Fillans				
Callander McLaren Community Leisure Centre	7.30am – 9pm (Monday, Wednesday, Thursday and Friday) 7.30am – 10pm (Tuesday) 8am – 5pm (Saturday and Sunday)		Yes	
Callander Station Road	8.00am – 6pm (7 days a week)		Yes	
Aberfoyle	Closes at 5pm			
Aberfoyle	Changing Places facility available – 9am – 6pm Monday – Friday, 9am – 4pm Saturday & Sunday			Yes
Three Lochs Forest Drive	Closed		Yes	
Balloch iCentre	Open 24/7			
Balloch Train Station	Open 24/7			
Balloch Bus Stop	Closed			
Ardgarten				
Ardentinny				
Crianlarich	Open 24/7			
Crianlarich Train Station				
Lochgoilhead				
Comfort Schemes				
The Cabin at Loch Lubnaig	Campsite gates close at 6.30pm	Parking fee		
Callander Library	10am – 1pm & 2pm – 5pm (Monday and Friday)			

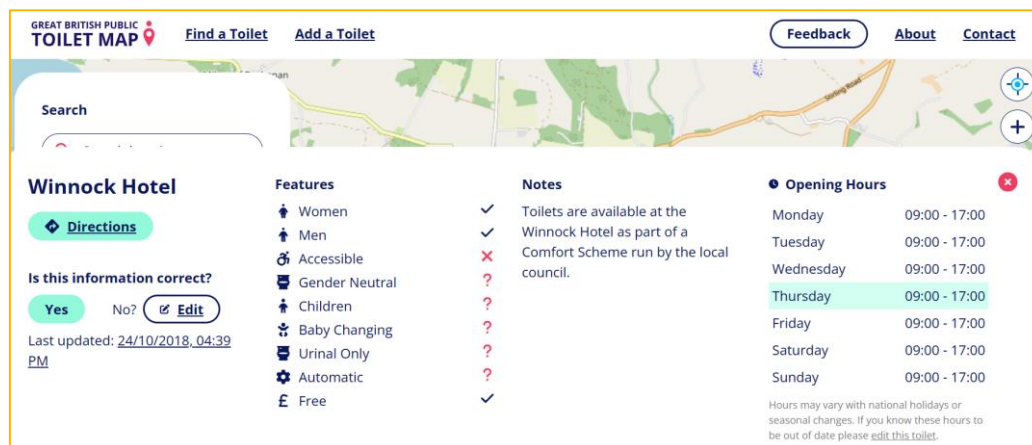


	10am – 1pm & 2pm – 7pm (Tuesday and Thursday) 10am – 12pm (Saturday) Closed on Wednesday and Sunday			
Loch Katrine Trossachs Pier				
Arrochar Three Villages Cafe	Closed on Monday 10am – 2pm (Tuesday – Friday) 10am – 4pm (Saturday and Sunday)			
Tyndrum Green Welly	8.30am – 5pm			
Slanj, Tarbet	12-10pm			

The West Highland Way website¹⁴ has a map showing various facilities, including water top-ups, but not toilets:

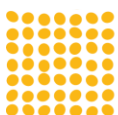


NB The Great British Public Toilet Map¹⁵ still lists the Winnock Hotel as a public toilet, although it has not been updated since 2018:



¹⁴ [Location - West Highland Way](#)

¹⁵ [Toilet Map: Home](#)



Some examples of stand alone toilet blocks in the National Park (images from Google):

Milarrochy Bay



Sallochy Campsite



Firkin Point



Ben Lomond car park¹⁶

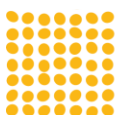


An example of National Park provision in Tarbet during the pandemic¹⁷:



¹⁶ Purpose built visitor centre with composting toilets: [Rowardennan \(simpsonandbrown.co.uk\)](http://Rowardennan.simpsonandbrown.co.uk)

¹⁷ [Visitor management on the west side of Loch Lomond along the A82 - parkswatchscotland](http://Visitor%20management%20on%20the%20west%20side%20of%20Loch%20Lomond%20along%20the%20A82%20-%20parkswatchscotland)



3. Tourists and visitors

3.1 Tourist data

Visit Scotland is the national body for tourism in Scotland, and collates data on the volume and value of visitors to individual regions of Scotland. The data gathered from various surveys has been interrupted by the pandemic, which means that the majority of their currently published data is from 2019-20. There is no data available for tourist numbers visiting Loch Lomond and the Trossachs¹⁸.

Similarly, the most recent data from the National Park Authority predates the pandemic. The most recent report is the Loch Lomond and Trossachs National Park Authority Visitor Survey 2019-20¹⁹. The Survey does not provide figures for the quantity of visitors to the National Park. The NPA does not have figures for tourist numbers visiting Drymen.

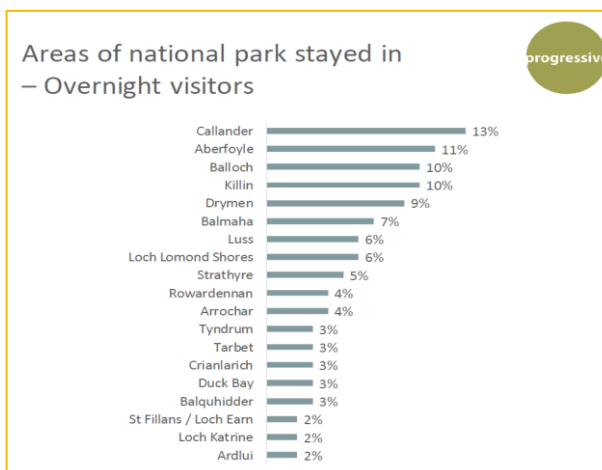
The Visitor Survey aims to understand visitors to Loch Lomond and The Trossachs National Park in terms of visitor profile, visiting behaviour and visitor experience. The data and analysis represent data collected from May 2019 to March 2020.

2,265 interviews were conducted, with 2,196 visitors and 69 residents.

Drymen was selected as a sampling location, representing the East Loch Lomond Area alongside Balmaha and Rowardennan.

East Loch Lomond locations were mentioned as areas stayed in by 18% of visitors, including Drymen (9%), Balmaha (7%) and Rowardennan (4%).

First time visitors were more likely than repeat visitors to stay overnight in a number of locations, including Balloch (15%), Balmaha (12%), Drymen (11%), Loch Lomond Shores (9%) and Rowardennan (6%).



It is likely that overnight visitors will make use of the facilities at their accommodation, rather than using public toilets.

Other findings from the survey highlight the prevalence of local visitors:

- The majority of visitors to the Loch Lomond and Trossachs National Park in 2019/20 were from the UK (79%), with 60% from Scotland and 19% from the rest of the UK.
- The largest proportions of visitors from Scotland came from areas within a close proximity of the Park, especially the Greater Glasgow area (44%).
- One in seven Scotland visitors were from other central belt locations, while around one in ten came from Edinburgh or from the Perthshire/Stirling/Falkirk area.
- Half of respondents were overnight visitors, with 45% on a day trip from home

These visitors, particularly those visiting for day trips, are more likely to use public toilets.

¹⁸ [Loch Lomond, The Trossachs, Stirling & Forth Valley - Research | VisitScotland.org](https://www.visitScotland.org/research/loch-lomond-the-trossachs-stirling-and-forth-valley-research)

¹⁹ [Loch-Lomond-and-Trossachs-Visitor-Survey-2019-20.pdf \(lochlomond-trossachs.org\)](https://www.lochlomond-trossachs.org/visitor-survey-2019-20)



The majority of visitors came by car or coach:

- The most prevalent method of transport to travel to Loch Lomond and The Trossachs National Park was by car – mentioned by 80% of visitors to the area, with 71% travelling in a private car and 8% using a hired car.
- The next most commonly mentioned method of transport was by coach tour or private bus, mentioned by 7% of visitors.
- Travel by car was also the predominant mode of transport within the Loch Lomond and The Trossachs National Park, mentioned by 73% of all respondents.

For these visitors, it makes sense for public toilets to be located in a carpark.

In relation to activities:

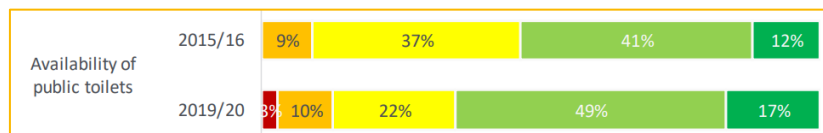
- When asked to state which one activity was the main activity they undertook in the area, half of all respondents reported that it was general sightseeing.
- 16% visited to do some walking – either low level (7%), high level (6%) or multi-day (2%) – while just over one in ten came to the National Park mainly to eat out.
- Those who were participating in a multi-day walk were asked which route they were following. Most of these 53 respondents were walking the West Highland Way (87%). Only one or two respondents were walking either the Rob Roy Way, The Loch Lomond and Cowal Way or the Three Lochs Way.

The survey also noted that:

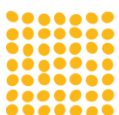
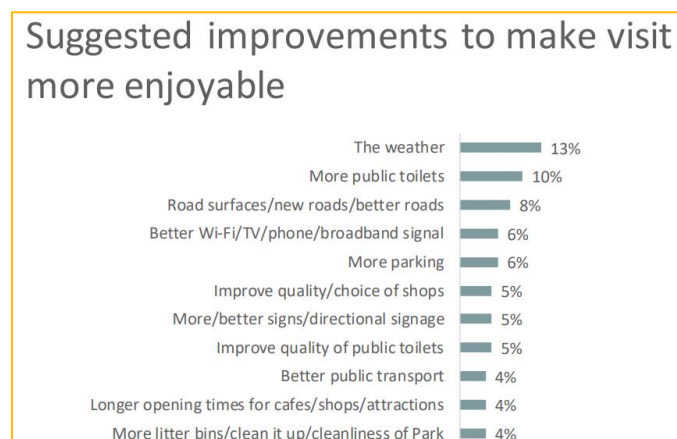
- Almost one in ten (9%) visitors to Loch Lomond and the Trossachs in 2019/20 reported that they, or someone in their group, had a long term health condition or disability. The most common health conditions were mobility related (69%).

These visitors will need to be able to use accessible toilets.

66% of visitors thought that availability of public toilets was either good, or very good:



Suggestions for improvement included more / better quality public toilets:



3.2 Walkers

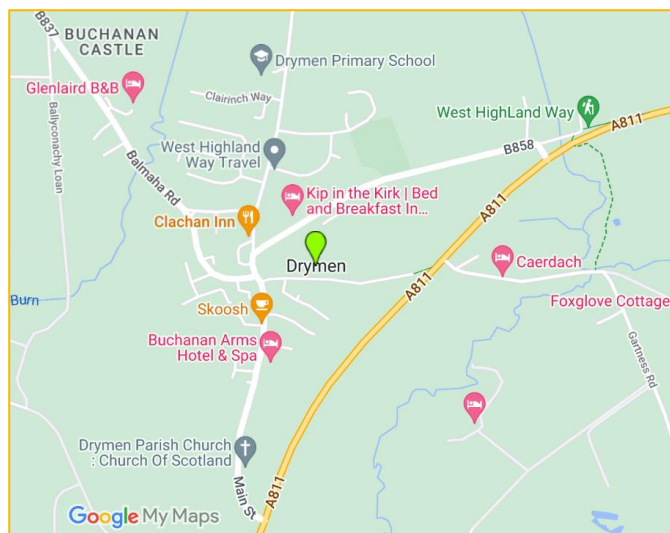
Drymen is the starting point for the Rob Roy Way²⁰, a 128km walk linking Drymen with Pitlochry in Perthshire. Around 500 people have registered as having walked the Rob Roy Way, but many more will have walked part of it and not recorded this on their website.

Although Drymen isn't technically 'on' the West Highland Way²¹, many walkers are likely to stop in the village for refreshments, toilets, maps / books / souvenirs and accommodation²².

Map of Drymen showing the route of the West Highland Way to the east of the village:

Over 45,000 walker-finishers complete the 96 miles each year. At least the same number again are estimated to part-walk and complete day or weekend itineraries²³.

In 2020, a series of footfall sensors were set up to monitor the number of walkers heading towards Gartness and Drymen. This project, backed by CENSIS, the Forth Valley and Lomond LEADER programme and other partners, was designed to help local businesses monitor the demand for their services, especially accommodation and hospitality providers²⁴.



Two of the remote area sensors are located near the Garadhbhan Path, which is part of the West Highland Way, approximately 2.5km from Drymen.

The online data is only available for the previous month, and only the Garadhbhan Path sensor has had any data when accessed on 19 December 2023 and 25 January 2024.

The sensors registered 311 people between 1 and 19 December 2023, and 452 people between 1 and 25 January 2024.

Unfortunately Stirling Council are not able to provide data over a longer period of time²⁵.

Partial historical data for the Gartness sensor has been provided by the West Highland Way Business Development Manager²⁶:

²⁰ [Rob Roy Way](#)

²¹ [West Highland Way](#)

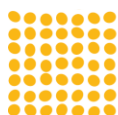
²² [West Highland Way](#)

²³ [About Us - West Highland Way](#)

²⁴ [West Highland Way IoT Project - Footfall Sensor Data \(arcgis.com\)](#)

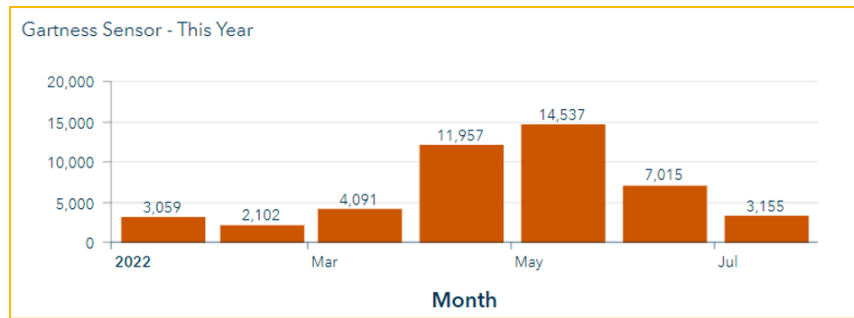
²⁵ Email correspondence with Stirling Council, January 2024.

²⁶ Email of 19.01.24.



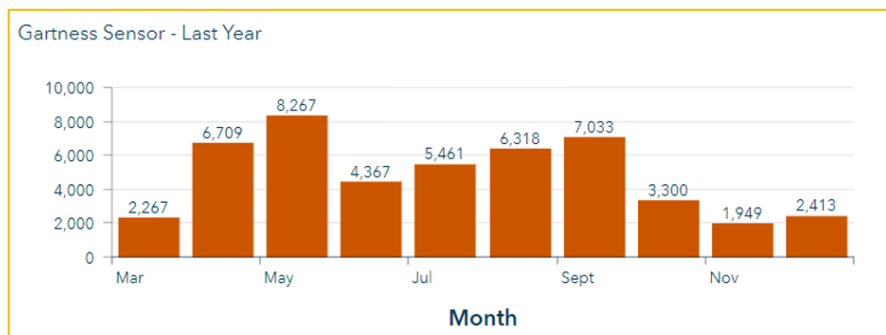
2022:

January	3,059
February	2,102
March	4,091
April	11,957
May	14,537
June	7,015
July	3,155
Total	45,916



2021:

March	2,267
April	6,709
May	8,267
June	4,367
July	5,461
August	6,318
September	7,033
October	3,300
November	1,949
December	2,413
Total	48,084



These figures were presented in November 2022 with some caveats about the data:

Gartness Footfall counter
May 2022 – 14,537
May 2021 – 8,267

Stirling Council has 3 counters near Gartness/Drymen. Difficulty in collecting reliable data (some issues with data collection for this one at Gartness).

Key stats 2022

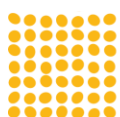
Leading to Garadibhan Path Sensor - This Year

Garadibhan Path Sensor - This Year

- Differences in data from sensor locations – May peak month
- Still collecting & analysing data from other locations
- Highland Council data indicates return to 2019 walker numbers

Source: <https://experience.arcgis.com/experience/9a6b7762232644338f72569e35be539/pages/Garadibhan-Path-Sensor/>

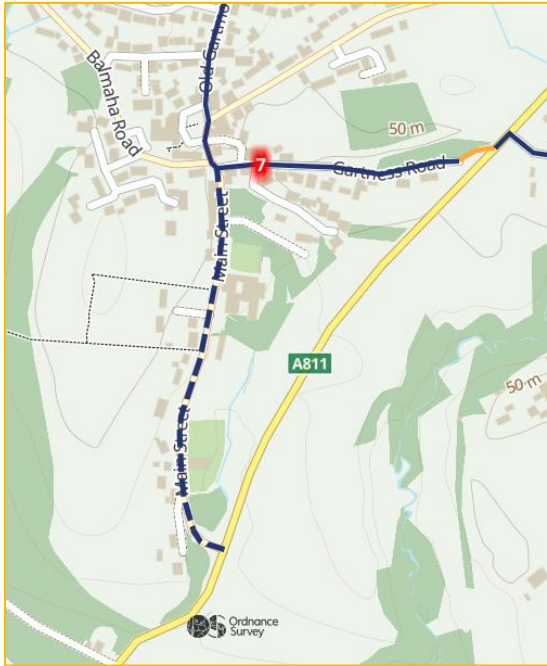
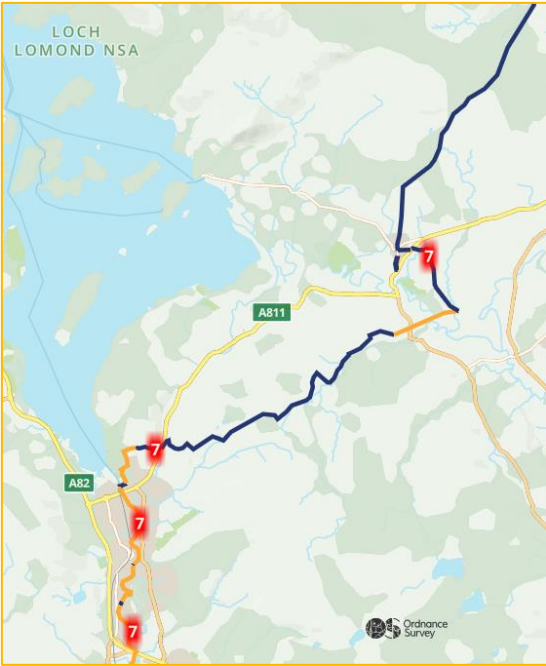
The footfall data for Drymen is not reliable, or complete. It does indicate that there is a difference in footfall between summer and winter. This is illustrated by 2022 data for another footfall sensor further north along the West Highland Way, at Keilator Farm, Crianlarich:



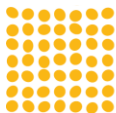


3.3 Cyclists

National Cycle Network Route 7 passes through the middle of Drymen²⁷:



²⁷ [National Cycle Network routes in Loch Lomond and the Trossachs National Park, Scotland - Sustrans.org.uk](https://www.sustrans.org.uk)





Sustrans²⁸ do not have any statistics which are localised to the Drymen area, or for Route 7. They can be commissioned to carry out surveys of usage, which they do e.g. for local authorities carrying out feasibility studies for route upgrades²⁹.

3.4 Nature of the footfall

Tourists arrive in Drymen in small numbers in a steady stream. The village does not have parking space for e.g. coach parties, either in the Square or in the Stirling Road car park.

If coaches of tourists did arrive, it would likely be linked to one of the hotels, in which case they would be using those facilities. Equally, those arriving for an overnight stay will have facilities at their accommodation.

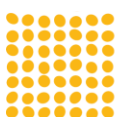
3.5 A note on the data

Anecdotally, and from the experience of local businesses and community organisations, tourist footfall in Drymen is high.

However, there is no reliable data available which quantifies the number of people visiting Drymen on an annual basis. Neither Visit Scotland nor the National Park Authority have any figures for this. The data gathered for walkers on the West Highland Way is incomplete and not reliable. Sustrans do not have data for cyclists using National Cycle Network Route 7.

²⁸ [Research, monitoring and evaluation - Sustrans.org.uk](https://www.sustrans.org.uk/research-monitoring-and-evaluation)

²⁹ Email from the Operations Manager at the Sustrans Research and Monitoring Unit, 19.01.24



4. Other solutions

4.1 Role of local businesses

DCDT already has experience of asset ownership and maintenance, as well as project management of the refurbishment of the bus shelter in the Square. Before any new build is embarked upon, it is important that DCDT has ruled out any available other solutions.

Many local businesses have made a decision not to open their toilets to visitors unless they are customers. It is in their interests to find a collective, village wide solution to the problem. DCDT therefore invited local businesses to a meeting in November 2023 to explore this. Points raised³⁰ included:

- 2023 was the first post COVID year that was 'back to normal'. May is always a good gauge and this May was the first one to see the numbers back (2022 May was a disappointing start to the season).
- 80% of trade relies on the WHW walker population
- Wide demographic split with singles, families (even babies in arms) and the fit and agile older group 'life begins at 60' and even the over 80's.
- The walking industry is growing rapidly. Very few walkers came to Drymen back in 1995 but it is big business now, particularly since the National Park was established in 2002, and set to grow further.
- With this in mind, it is ridiculous that there are no public toilets in the village.
- To avoid conflict and to avoid stress (not least for the premises staff) the tendency is to allow the facilities to be used, and turn a blind eye.
- During the tourist season it is a daily challenge.

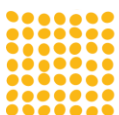
There was strong agreement amongst businesses that toilets should be free of charge, otherwise people will still search out the free option of using the pubs and hotels. Representatives of DCDT made clear that although the National Park and Stirling Council both support the idea of having public toilets in Drymen, neither organisation has any obligation or budget to provide them. DCDT has no income and so, although it may be able to find grant funding to develop public toilets, it cannot do that unless there is a clear income stream to cover the ongoing costs (e.g. pay to use the toilets).

Local businesses were willing to consider a return to an initiative like the Comfort Partner Scheme, although expectations of the financial return were optimistic.

DCDT contacted Stirling Council, and asked about both rates relief and a Comfort Partner Scheme to as an option to incentivise businesses to open up toilets to non-customers. Stirling Council are not willing to consider either of these options³¹.

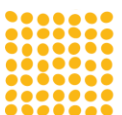
³⁰ From the minutes of the Discussion with Local Businesses re Public Toilets, 20/11/23, provided by DCDT; this was an informal meeting to ascertain the views of the local businesses in Drymen who are most affected by the lack of public toilets in the village.

³¹ Correspondence between the DCDT Treasurer and Stirling Council, November 2023



4.2 Temporary toilets

DCDT has previously discussed with Stirling Council the potential of hosting temporary toilets. There was opposition to this at the meeting detailed above. A temporary solution would be just that, and DCDT are keen to see a permanent solution for the village.



5. Review of possible sites

DCDT has been investigating the options for public toilets for a number of years. A summary of the sites that have been explored is at Appendix 2.

The outcome is that the preferred site is the Stirling Road carpark.

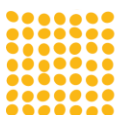
Stirling Road carpark is owned by Stirling Council.

The site is subject to a planning application³², which would see it subsumed in to a housing development. The housing developer is Springfield³³. They own land adjacent to the carpark.



³² [2018/0139/DET | Residential development of 88 dwellings with access, public car park, hard and soft landscaping, drainage and associated infrastructure | Land To North Of Gartness Road Drymen Stirling \(lochlomond-trossachs.org\)](#)

³³ [Springfield Properties | New Homes for Sale in Scotland](#)



6. Operating models

This section draws on the resource published by the Community Ownership Support Service, “Public Toilets – How communities are responding to the closure of public toilets”³⁴.

6.1 Overview of operating models³⁵

Direct access toilets

This is a layout with each toilet opening directly onto the street, with hand washing facilities inside, as opposed to a block of toilets with communal areas / sinks and private cubicles.

So e.g. Portpatrick’s toilets are not direct access, nor are the male and female toilets in Arisaig; but the accessible toilet in Arisaig and in Coldingham are direct access (see case studies).

Direct access toilets would rule out indoor areas that may be more prone to vandalism etc.

Male / female / unisex toilets

NB There is a distinction between unisex and gender neutral:

‘Gender neutral’ facilities mean men and women share the same space for waiting and hand wash facilities; these should be contrasted with dedicated, self-contained ‘unisex’ toilets which maintain privacy for the single user (also known as ‘universal toilets’)³⁶.

Direct access toilets are unisex by default, but can be designated as male and female, if e.g. only the female toilets have sanitary disposal units etc.

Accessible toilets

An accessible toilet is a toilet that has been designed to accommodate people with disabilities and long term health conditions³⁷. The design will include e.g. handrails, level flooring, space / location of facilities to allow for wheelchair access etc.

The National Key Scheme/RADAR Keys

The National Key Scheme (NKS), previously referred to as RADAR keys, offers disabled people independent access to locked public accessible toilets around the country³⁸.

Changing Places toilets³⁹

A Changing Places toilet is one which has enough room for a wheelchair and 2 carers, a hoist and an adult-sized, height adjustable changing bench⁴⁰.

The identified need for Drymen is public toilet provision for visitors arriving by foot, bike or car.

³⁴ [Public toilets – the real cost of spending a penny | DTAS Community Ownership Support Service](#)

³⁵ See pages 6-9 of the COSS resource

³⁶ [Written statements - Written questions, answers and statements - UK Parliament](#)

³⁷ [Accessible Toilets - Disability Information Scotland \(disabilityscot.org.uk\)](#)

³⁸ [Accessible Toilets - Disability Information Scotland \(disabilityscot.org.uk\)](#)

³⁹ [Changing Places Toilets \(changing-places.org\)](#)

⁴⁰ [Accessible Toilets - Disability Information Scotland \(disabilityscot.org.uk\)](#)



6.2 Co-located services⁴¹

Some community owned toilets will be part of wider facilities, which can increase financial viability.

Laundry

The former public toilets are now used as a laundry facility by the Winnock Hotel, who own the building. If it was feasible to bring that site back in to use as a public toilet, a small community laundry might have been possible as part of the site, as an income generator. However, that site has been ruled out, as explained elsewhere.

Chemical Disposal Point / Showers

Including facilities such as chemical toilet disposal or showers in Drymen could be seen to be encouraging campervans / wild camping.

In practice, showers are often ancillary to other services, such as the pontoons / moorings at Kyle of Lochalsh / Portpatrick (see the case studies in section 7, Appendix 3 and the COSS resource).

Arisaig Community Trust have considered developing an Aire (a motorhome service area⁴²), and the summary on their website is an insight in to the opportunities and challenges a development trust faces in doing so⁴³.

Car parking / electric car charging

Although the Stirling Road car park is the preferred site, and Stirling Council are willing to discuss transfer of land for toilets, they are not willing to transfer the whole car park site, which in addition is subject to planning permission as explained elsewhere. Electric car charging may be part of the wider re-developed car park site.

Again, the identified need for Drymen is public toilet provision for visitors arriving by foot, bike or car.

6.3 Sources of income

Since Stirling Council stopped the Comfort Scheme in Drymen, there has been a gap in the provision of public toilets, which is part of a trend across Britain⁴⁴. Local authorities are under no obligation to provide (or fund) public toilets.

Stirling Council have confirmed that neither rates relief nor a Comfort Partner Scheme are available as an option to incentivise businesses to open up toilets to non-customers⁴⁵.

Aside from the capital build costs, revenue funding for operating public toilets will be required, and there are no obvious sources of grant funding for this. Operational costs will include staffing, toiletries, sanitary disposal, cleaning products, water rates, electricity, security and insurance⁴⁶. Maintenance will also need to be factored in.

⁴¹ See pages 11-13 of the COSS resource

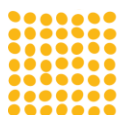
⁴² [CAMpRA UK Ltd – Campaign for Real Aires UK](#)

⁴³ [Aire – Arisaig Community Trust](#)

⁴⁴ [Look at this beautiful Japanese toilet and tell me – why is Britain so useless at public loos? | Alberte Lauridsen | The Guardian](#)

⁴⁵ Correspondence between the DCDT Treasurer and Stirling Council, November 2023

⁴⁶ See pages 11 of the COSS resource

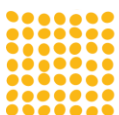


The experience of the development trusts operating public toilets in the case studies is that charging a fee is potentially viable, whereas requesting a donation does not bring in sufficient income, and this is in effect a subsidised service.

DCDT do not have reserves or access to other funds to subsidise public toilets, and will need to charge a fee for them. A charge of 50p is in line with other public toilets across the National Park. Even then, this charge is unlikely to cover the cost of provision.

Other income will be required, which could include:

- Corporate sponsorship
- Local fundraising
- Gifts in kind, e.g. local businesses providing consumables / staff to clean the toilets
- A financial contribution as part of the developer contributions under a section 75 agreement



7. Case studies

7.1 Community owned public toilets

Three case studies of community owned public toilets were undertaken, showing a range of operating models, in rural locations with small populations and a significant tourist footfall. These are:

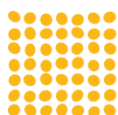
- Portpatrick Harbour
- Coldingham Luckenbooth
- Arisaig

Key points to note:

- Portpatrick Harbour negotiated a lump sum of £25k when they took over the toilets from Dumfries and Galloway Council, allowing for maintenance / upgrades and a small amount of reserves for operating costs
 - There may be the opportunity for DCDT to negotiate a capital sum from the housing developers as part of their Developer Contribution⁴⁷
- Portpatrick Harbour's toilets (50p charge payable by cash or card) break even with a turnover of c. £10k a year, and a footfall of between 18-20,000
- Coldingham's Luckenbooth toilet, and the toilets at Arisaig (donation basis), both operate at a loss, and are in effect subsidised services
 - Contactless card payments require related IT infrastructure / WiFi etc.
- Arisaig Community Trust receives £200 a month from Highland Council to contribute to the operation of the toilets
 - DCDT has been informed that Stirling Council have no obligation to contribute to the operation of the toilets on an ongoing basis⁴⁸
- Projections for running costs need to factor in: increasing electricity costs; increases in staffing costs; rates relief including the discretionary 20% from the local authority; seasonal fluctuations
- Ongoing maintenance costs need to be factored into the initial capital expenditure – see for example the turnstiles at Portpatrick Harbour
- The accessible toilets at Portpatrick, Arisaig and Coldingham are not part of the National Key Scheme
- Some level of staffing will be required. The implications are not only financial, but organisational – recruiting and managing staff, and complying with all the legal and HR requirements of being an employer.

⁴⁷ [Developer-Contributions-Supplementary-Guidance_2018.pdf \(lochlomond-trossachs.org\)](#)

⁴⁸ Email sent to DCDT Treasurer, 27.11.23



- There may be the option of a 'gift in kind' within the corporate sponsorship, whereby cleaners employed by a local business / the NPA take on the cleaning of the public toilets.
- Steps need to be taken to prevent / respond to vandalism, such as security cameras / having tradespeople who can respond quickly to restore the services.
- Campervans / wild campers can be an issue.
 - There will need to be systems in place to prevent e.g. unauthorised emptying of chemical toilet cassettes.

The full case studies are at Appendix 3.

7.2 National Park public toilets

Loch Lomond & The Trossachs National Park Authority is a non-departmental public body with a multi-million pound turnover. It owns significant assets, and employs 179 staff⁴⁹.

For these reasons, the NPA's management of public toilets is not directly comparable with what a local development trust would be able to provide, in terms of economies of scale and resources.

Regarding public toilets⁵⁰, the NPA has a range of properties, some purpose built⁵¹, and others repurposed / taken over from local authorities.

There is a range of operating models: some toilets are within visitor centres; Luss has an attendant; some have a charge and others don't; opening hours vary across the sites (see section 2.3).

All of the cleaning is contracted out. Cleaning hours vary seasonally – busy toilets (e.g. those at Balmaha) need cleaned three times a day in summer and once a day in winter.

Takings for Balmaha were £11,000 last year, i.e. 22,000 transactions at 50p each. However, for large chunks of time, the gates had to be left open as they didn't work. The issue is with WiFi coverage, and if the gates take too long to open / don't process the card payments, people inevitably get frustrated, and the NPA has no alternative but to leave the gates open. The footfall is likely to be at least double that. The car park holds 120 cars / has coach parking

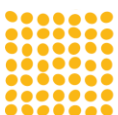
The NPA has had a recent successful application to the Rural Tourism Infrastructure Fund for the upgrading of the visitor infrastructure at Tarbet, including the public toilets⁵². The RTIF award was for £750,000 within a budget of £2,000,000.

⁴⁹ [LLTNPA Annual Report and Accounts 2022-23.pdf \(lochlomond-trossachs.org\)](#) Their budget for 2022/3 was £15,375,000

⁵⁰ Information provided in a conversation with a member of the NPA's Visitor Management team, 01.02.24

⁵¹ [Rowardennan \(simpsonandbrown.co.uk\)](#)

⁵² [Tarbet visitor site to be closed for eight weeks for upgrade | Helensburgh Advertiser](#)



8. Financial modelling

8.1 Capital build

There are a number of questions yet to be answered about the Stirling Road site, and DCDT are in ongoing discussions with Stirling Council, the owners of part of the site, and Springfield developers, who own the rest of the site and have applied for planning permission. Decisions about the site are outwith the control of DCDT.

The build of the toilet block could be incorporated into Springfield's wider application for planning permission. A contribution to part or all of the build, and / or a financial contribution to operating the toilets, could form part of the developer contributions under a section 75 agreement⁵³.

For these reasons, the capital build has not been fully designed or costed.

8.2 Operating costs

Financial modelling for operating costs is challenging for a number of reasons:

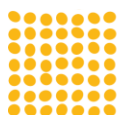
- There are no up to date figures for tourist visitors to Drymen.
- There is no straightforward calculation which says that X percent of Y number of visitors will pay Z to use a public toilet, generating X income.
- Some people will be happy to pay to use public toilets. Others will not want to pay, reasoning that they might as well spend their money on refreshments, in which case they will go to one of the cafés or restaurants.
- Public toilets were traditionally loss making and funded as a subsidised service, usually by local authorities.

In the financial modelling, the following assumptions have been made:

Income

- If DCDT take on the operating of the toilets, they will need to charge a fee for this. They do not have reserves or access to grant income which can subsidise the provision of public toilets.
- Stirling Council are unlikely to provide any grant funding under a Comfort Partnership Scheme or equivalent.
- A fee of 50p is in line with what is charged for toilets in other parts of the National Park.
- Annual user numbers of 12,800.
- This is very much a 'guesstimate', worked as follows:
 - 45,000 people walk the whole of West Highland Way every year
 - Say half of those stop in Drymen: (22,500)
 - And half again use toilets at cafés / restaurants / overnight accommodation (11,250)

⁵³ [Planning Obligations | Transforming Planning](#)



- That leaves 11,250 walkers needing public toilet facilities; and add on 1,550 for cyclists and people arriving by car
- Or, on a monthly basis: in high season, 2,000 people will use public toilets, and in low season, 250 people will, with some monthly variation – this is to highlight the implications for cashflow during the year, rather than just looking at annual figures.

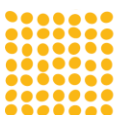
Expenditure

- A caretaker / cleaner paid for 1 hour per day, 7 days a week, at the Real Living Wage of £12 per hour⁵⁴. In practice, it may be that more hours will be needed over the summer period and less in the winter.
- A figure of £100 per month for utilities. This is on the basis that the building design incorporates renewable technologies, and that the building is highly insulated. A further £100 per month is included for maintenance.
- There is no sinking fund for future major repairs and replacement toilet block when it is at the end of its life.

The financial model is at Appendix 4. It shows that, with the assumptions detailed above, this model would make a loss of just over £4,000 a year.

That shortfall could be met by e.g. a financial contribution as part of the developer contributions under a section 75 agreement; gifts in kind, e.g. local businesses providing consumables / staff to clean the toilets; corporate sponsorship; local fundraising.

⁵⁴ [What is it? | Living Wage Foundation](#)



9. Funding

The following funding outline sets out the possible opportunities for capital funding. The most likely source will be the Visit Scotland Rural Tourism Infrastructure Fund.

Fund	Notes	Target amount	Relevant eligibility criteria
Visit Scotland Rural Tourism Infrastructure Fund ⁵⁵	RTIF is designed to support collaborative projects which focus on improving the visitor experience in rural parts of Scotland that are facing pressure on their infrastructure and communities as a result of visitor numbers.	Figures vary substantially but the average is around £250,000	Only Local Authorities and National Park Authorities can apply for funding. However, Community Groups and other agencies can apply to their Local Authority or National Park if they have an eligible project. The National Park is supportive of this approach.
Scottish Land Fund ⁵⁶	Support to purchase land for the site of the toilets if this is required. However it looks more likely that the site will be gifted or leased free by Stirling Council or the developer as a contribution to community benefit.	95% of valuation	Officer will review M&As and advise.
Community Ownership Fund ⁵⁷	Set up to ensure that communities can support and continue benefiting from the local facilities, community assets and amenities most important to them. Mostly capital but some funding is also available for capacity building and initial running costs if it can be shown the result will be a viable and sustainable business.	Max £250,000 though ceiling is now higher in some circumstances	Will need to demonstrate that there is a risk of the asset being lost to the community in order to be prioritised for this fund. This can include land and, considering the adjacent development, could be a (weak) argument.
Royal Countryside Fund ⁵⁸	Interested in community led rural regeneration.	Up to £25,000	Need to be linked to strengthening rural areas.

⁵⁵ [Rural Development Fund - Funding | VisitScotland.org](#)

⁵⁶ [Scottish Land Fund | The National Lottery Community Fund \(tnlcommunityfund.org.uk\)](#)

⁵⁷ [Community Ownership Fund: prospectus - GOV.UK \(www.gov.uk\)](#)

⁵⁸ [Home - The Royal Countryside Fund](#)



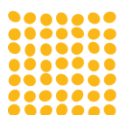
Regeneration Capital Grants fund ⁵⁹	Tends to be for bigger projects and is aimed at economic regeneration, jobs and enterprise. May not be a strong fit.	Average grant is £1m but can be around £250,000	Highly competitive, and local authority will be the applicant.
Charitable Trusts that support capital projects	The Garfield Weston Foundation ⁶⁰ The Wolfson Foundation ⁶¹	Say up to £50,000	Challenging to fit public toilets to making social and community change.
Revenue funding	Long term revenue funding is not feasible, though short term funding for working capital may be available from funders such as Awards for All ⁶²	Say £10,000	One off / startup funding.

⁵⁹ [Regeneration Capital Grant Fund - stage one 2024 to 2025: application form - gov.scot \(www.gov.scot\)](https://www.gov.scot/application-form)

⁶⁰ [Home - Garfield Weston Foundation](#)

⁶¹ [The Wolfson Foundation](#)

⁶² [National Lottery Awards for All Scotland | The National Lottery Community Fund \(tnlcommunityfund.org.uk\)](https://www.tnlcommunityfund.org.uk/)



10. Findings

Demand

- There is likely to be consistent demand, with Drymen being on or near the West Highland Way, the Rob Roy Way and a National Cycle Network route.
- Tourists also arrive by car.
- There has been significant demand and need identified locally, and the provision of public toilets is named as a priority within the local Place Plan and the National Park Authority's Strategic Tourism Infrastructure Development Framework.
- There is strategic support from the National Park Authority.
- Visitor numbers are high, and this would be a key service to consolidate and grow those numbers to boost the rural town economy.

Operations

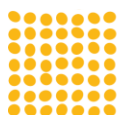
- Although volunteer run toilets are possible, the research indicates that some staffing should be built in, to ensure long term usage and consistent opening which is vital for the site to remain busy and viable.

Funding

- Particularly via the Visit Scotland Rural Tourism Infrastructure Fund, with some match funding from elsewhere, this is potentially fundable in relation to capital, but more challenging in relation to revenue.

Financial viability

- There is currently significant uncertainty over likely toilet user numbers, making it hard to assess financial viability.
- Financial modelling and information from case studies indicates that the toilets are not an easily sustainable proposition.
- Even with a fee levied, a more proactive programme of community funding and sponsorship will be required.
- There are opportunities for 'gifts in kind', e.g. corporate sponsorship of consumables, or the use of cleaners employed by local hospitality businesses.



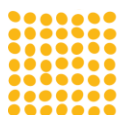
11. Recommendations

Drymen Community Development Trust should:

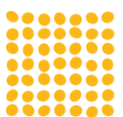
- Continue discussions with Stirling Council about the potential for Asset Transfer of a part of the car park in their ownership for the provision of public toilets.
- Continue discussions with Springfield developers about the inclusion of public toilets within their planning application, and what might be included, both in terms of build and financial contribution to operating costs, as part of their developer contributions under a section 75 agreement.
- Continue discussions with the National Park Authority about a potential application to the Rural Tourism Infrastructure Fund. This should include an exploration of how the NPA can assist with the provision of localised data in support of any application.
- Continue the community consultation process by establishing a public toilets working group that includes representatives from the Community Council, local businesses, the National Park Authority, interested local residents etc.
- Visit other community bodies⁶³ who operate public toilets, particularly those who have been part of a RTIF grant⁶⁴.

⁶³ There is funding available for peer to peer learning through the Community Learning Exchange: [Community Learning Exchange - Scottish Community Alliance](#). The applicant needs to be a member of one of the recognised partner organisations ([Network Members - Scottish Community Alliance](#)).

⁶⁴ [Rural Development Fund - Funding | VisitScotland.org](#)

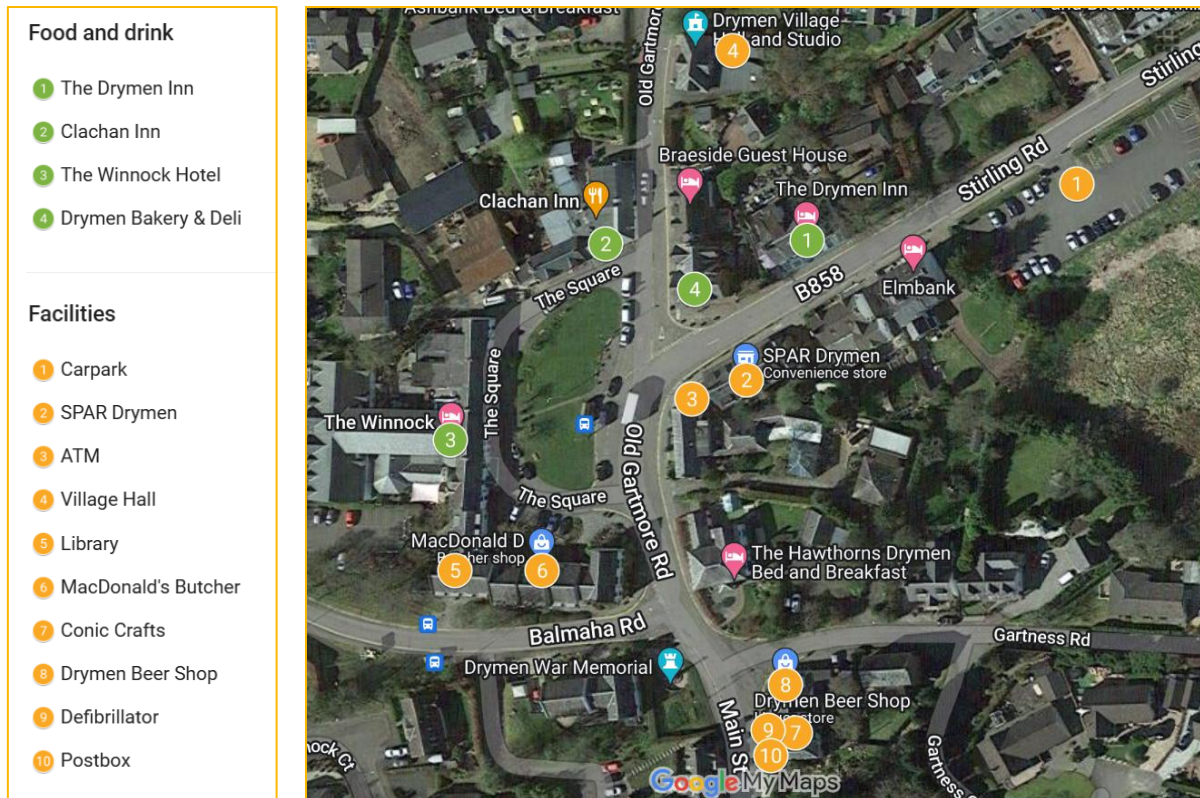


Appendices



Appendix 1: Drymen Village facilities

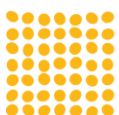
This map shows the main facilities in the centre of the village:



An aerial view of the village showing the main square⁶⁵:



⁶⁵ Page 2 of the Drymen Place Plan: [Drymen Place Plan – Drymen Village Website](#)



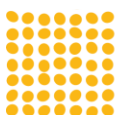
There is a centrally located SPAR which has an ATM:



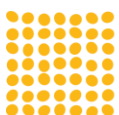
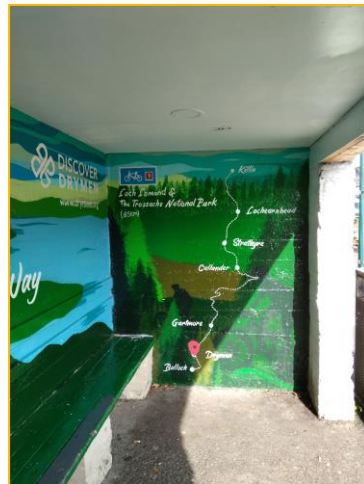
[Drymen Bakery and Deli](#) acts as an unofficial tourist centre and café, although the only seating is outside. Staff in the Deli say they often have to let people use their staff toilet.



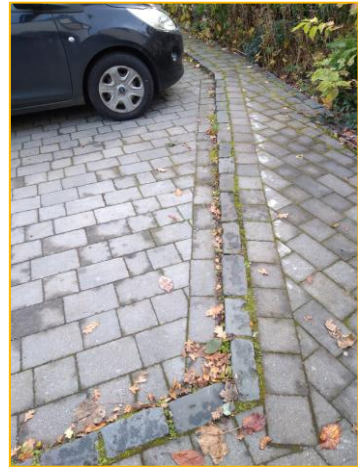
Souvenirs can be bought from [Conic Crafts](#) and the [Drymen Beer Shop](#). This is also the location of the postbox and defibrillator in the village centre. Staff in Conic Crafts said that they often have to let people use their staff toilet.



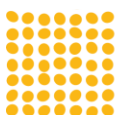
The land in the centre of The Square is owned by DCDT, who have refurbished the bus shelter, and installed signage, a Scottish Water top up tap and picnic tables.



DCDT also owns the road around The Square. Fundraising to upgrade it is a challenge, but DCDT has refurbished the parking spaces outside the library / butchers.



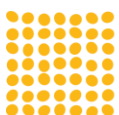
[Drymen Village Hall](#) has a range of facilities and activities. Its toilets are not accessible to the public.



[Drymen Library](#) is run by Stirling Council. It is located within buildings which form part of the Winnock Hotel. Its toilets are not accessible to the public.



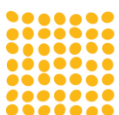
[The Drymen Inn](#) makes a feature of its WHW location. Toilets are only available to customers.



[The Clachan Inn](#) is on the north of The Square. Toilets are only available to customers.

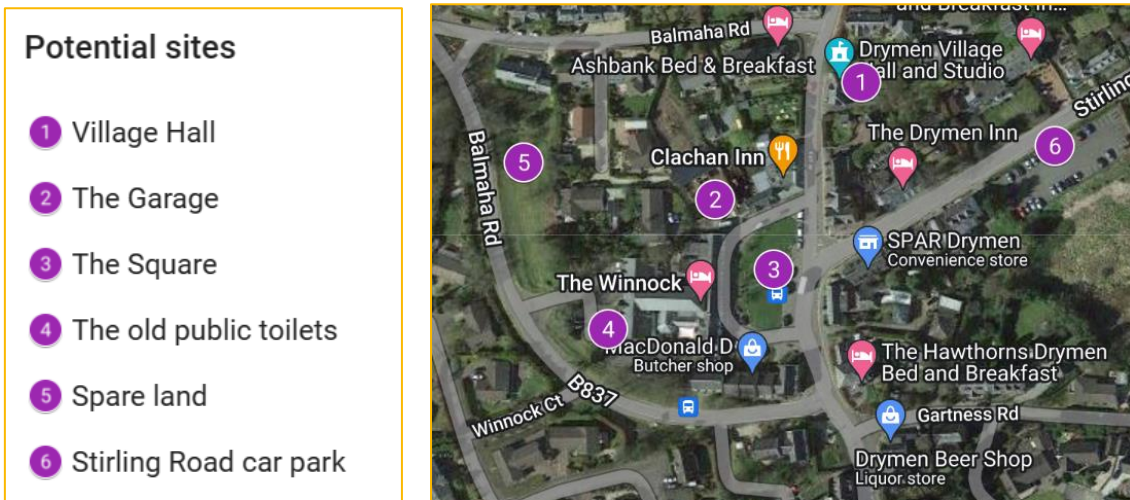


[The Winnock Hotel](#), including the Ptarmigan Bar, runs along the west and south of The Square. Toilets are only available to customers.



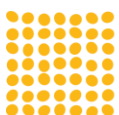
Appendix 2: Sites considered for location of toilets

This map shows the potential sites considered by Drymen Community Development Trust for public toilets:



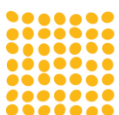
Village Hall

DCDT has an existing working relationship with the Village Hall Committee – for example, their electric bikes are currently stored in the car park of the village hall. In theory, the hall’s toilets are directly accessible from the outside of the building, up a ramp at the side. Discussions have taken place between DCDT Trustees and Village Hall Committee members. The latter have explained that internally, there is no obvious way to partition the toilets, which are in a relatively small corridor that also has access to the main hall and the kitchen area. Opening them to the public would raise safeguarding issues for village hall user groups which include children and vulnerable people. The toilets would need to be upgraded if they were to be more widely used.





Pros	Cons
<ul style="list-style-type: none"> • Toilets in situ already • Central location • Community owned venue • History of DCDT partnership working with the Village Hall Committee 	<ul style="list-style-type: none"> • No immediately apparent way to redesign internal layout • Refurbishment likely to be required • Safeguarding concerns • Requires persuading Village Hall Committee to develop any ideas • Very limited parking around the Village Hall
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> • The Village Hall Committee are not keen to pursue this option, as it would be difficult to hire the hall out to existing groups for children and young people while still allowing access to the public for toilets. • DCDT agree with them that this is a valid concern and it would be difficult to overcome this. • DCDT's view is that this site should not be a priority option. 	

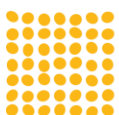


The Garage

On the north west corner of The Square, this derelict building is in a prime location in the centre of the village. It is privately owned. DCDT has previously discussed purchase of the site with the owners, but they are not interested in selling.



Pros	Cons
<ul style="list-style-type: none"> • Services in situ already • Central location • Would bring a derelict building back in to use 	<ul style="list-style-type: none"> • Would need cooperation of the owner • Toilets would be part of a much larger capital project
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> • The site is much bigger than DCDT would need, so public toilets becomes part of a larger project. • In terms of trying to find a relatively streamlined route to getting toilets installed in the near future, both of these issues are problematic. • DCDT's view is that this site can be ruled out. 	

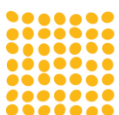


The Square

The Square is in the centre of the village and is already a natural stopping point for those arriving on foot, bike or by public transport.

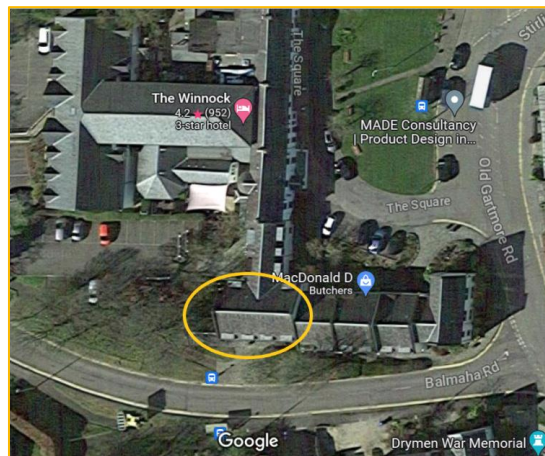


Pros	Cons
<ul style="list-style-type: none"> • Services likely to be fairly easy to access • Central location • Land already owned by DCDT • DCDT has previously managed the refurbishment of the bus shelter • A sympathetic, small build at the back of the bus shelter would not have to encroach massively on the land • Relatively flat piece of land compared to e.g. the car park 	<ul style="list-style-type: none"> • Likely to be local objections to siting toilets in a visually prominent location (although this could be managed / mitigated with an awareness raising campaign) • Parking around the square is limited and toilets here would encourage more people to illegally park in the bus stop, which is already a problem • Planning may be difficult
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> • DCDT's view is that other locations would have to be ruled out before this could be a solution that would be accepted by the village. 	

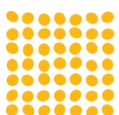


The old public toilets

The former public toilets were located in a small outbuilding owned by the Winnock Hotel, and leased to Stirling Council, who managed them. The building is easy to find, but tucked slightly out of the way of the main centre of the village. It is currently being used as a linen store / laundry by the hotel, although it appears that there is an external contractor who manages the bulk of the laundry ([Industrial Laundry Services and Workwear Rental | Elis UK](#)), and the washing machines onsite are domestic rather than commercial.

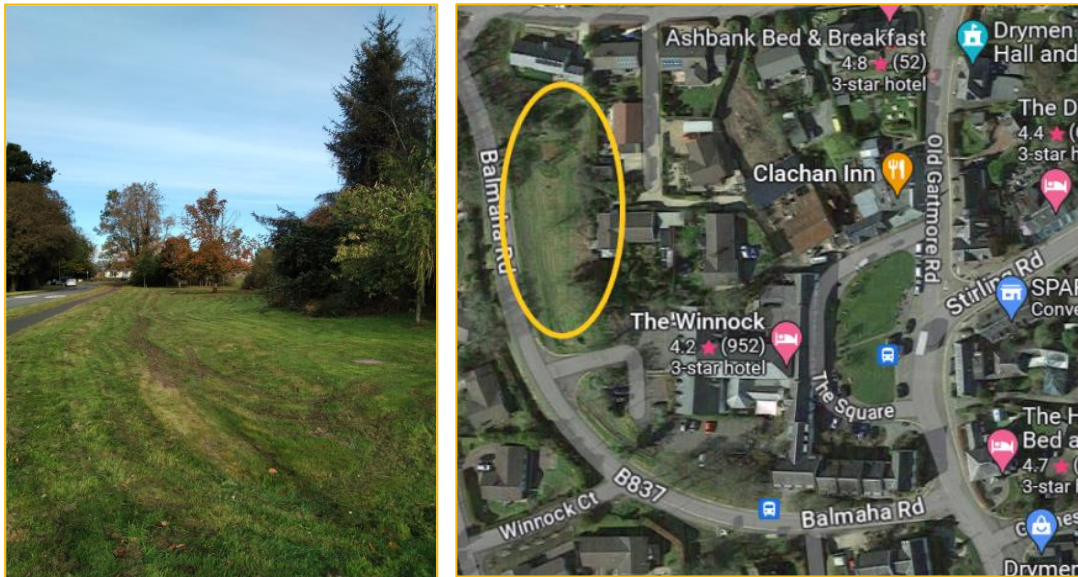


Pros	Cons
<ul style="list-style-type: none"> • Known locally as the site of public toilets • Central but slightly hidden location • Wouldn't require a new build and everything that entails (planning, funding, construction etc.) 	<ul style="list-style-type: none"> • Would need cooperation of the owner, which is not forthcoming; they want to keep it as a laundry storage area for the hotel. • Building has not been maintained and would require refurbishment of the fabric as well as renovation to reinstall toilet infrastructure • There is parking, but it is owned by the Winnock Hotel. • Accessibility is an issue. The building is hard to access from the square because of the cobbles.
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> • DCDT's view is that this site can be ruled out. 	

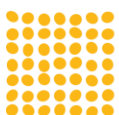


Spare land

Stirling Council have suggested that this piece of land currently owned by them could be a potential site:



Pros	Cons
<ul style="list-style-type: none"> Offer to discuss transfer of land by the current owner 	<ul style="list-style-type: none"> Would require an asset transfer of the land Siting of services might be a challenge Likely to require quite a lot of groundwork for accessibility Although it looks fairly central, on foot, it feels out of the way of the heart of the village Parking could also be problematic unless some parking was included in the project; otherwise likely to increase parking in the carpark owned by The Winnock
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> DCDT's view is that this site is possible, but not a great location for toilets. Potentially a backup if other sites are not possible. 	



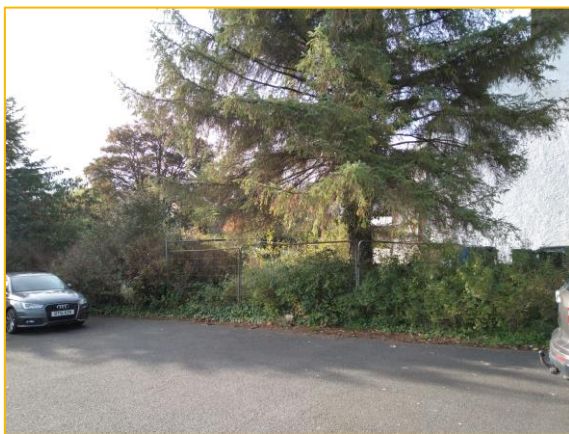
Stirling Road car park

The car park is owned and maintained by Stirling Council.



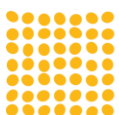
The site is subject to a planning application⁶⁶, which would see it subsumed in to a housing development. The housing developer is Springfield⁶⁷.

The car park is on quite a steep slope. At the west end, there is an established tree which is likely to have roots under the tarmac. There is a fenced off piece of ground, which has various pipes protruding from it. It is near residential property. View of the west end of the car park:



⁶⁶ [2018/0139/DET | Residential development of 88 dwellings with access, public car park, hard and soft landscaping, drainage and associated infrastructure | Land To North Of Gartness Road Drymen Stirling \(lochlomond-trossachs.org\)](#)

⁶⁷ [Springfield Properties | New Homes for Sale in Scotland](#)



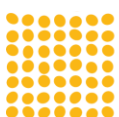
View of the west end of the car park, and from west to east:



View from east to west, and the centre:






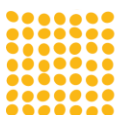
Pros	Cons
<ul style="list-style-type: none"> • Offer to discuss transfer of land by the current owner (Stirling Council) • Fairly central location, as part of the carpark • Accessible • Less controversial than e.g. the Square • DCDT has been in discussion with the current developers, who may be amenable to the project and indeed may facilitate elements of it 	<ul style="list-style-type: none"> • Would require an asset transfer of the land, if located on the part owned by Stirling Council • Siting of services might be a challenge • Likely to require quite a lot of groundwork for levelling and accessibility • Requires full construction and all that that entails
<p>Conclusion of DCDT:</p> <ul style="list-style-type: none"> • DCDT's view is that this is the preferred site. 	



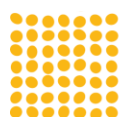
Appendix 3: Case Studies

Portpatrick public toilets

Community body	<p>Portpatrick Harbour Community Benefit Society</p> <p>The Portpatrick Harbour Community Benefit Society, Portpatrick, Dumfries and Galloway, Scotland</p>
Legal structure	<p>Community Benefit Society with charitable status</p> <p>Mutuals Public Register: Portpatrick Harbour Community Benefit Society (fca.org.uk)</p> <p>OSCR Charity Details</p> <p>The CBS model was chosen to facilitate the issue of Community Shares to purchase the harbour in 2015, raising £100,000. The organisation was the first Community Benefit Society to be awarded charitable status in Scotland.</p> <p>Portpatrick Harbour Community Shares Scotland</p>
Location, population and tourism	<div style="display: flex; justify-content: space-around;">   </div> <p>Portpatrick is a fishing village in Dumfries and Galloway. It has a population of c.600. Tourist attractions include cliff-top walks and beaches, a putting green, bowls clubs, a golf club, and the annual Lifeboat Week, featuring parades, activities, and a firework display. It is the start of the Southern Upland Way, a long distance walking route to Cockburnspath on the east coast of Scotland. Portpatrick - Wikipedia</p>
Location of toilets	<p>The toilets are located on the corner of the harbour, adjacent to a children’s play park and near the official start of the Southern Upland Way. (Map and photo from Google Maps)</p> 



	
<p>Site history</p>	<p>The toilets were previously owned by Dumfries and Galloway Council. They were built around 35-40 years ago. When Portpatrick Harbour CBS took over the harbour, their priority was to improve the facilities, including water, electricity, and the provision of showers and laundry facilities as part of the moorings.</p> <p>D&G Council were planning to close the toilets and had made staff redundant. This would have left Portpatrick with no public toilets, and there was community opposition to this. Portpatrick Harbour CBS entered into negotiations with the Council, eventually taking ownership of the toilets via an Asset Transfer. This secured the toilets for both the users of the harbour, and the wider public.</p> <p>The running costs incurred by the Council at the time were c. £20-25k; this included sending cleaners in from Stranraer, 7 miles away. The negotiated deal was that D&G Council would transfer the toilets to Portpatrick Harbour CBS with a payment of £25k, reflecting one year's operating costs, and in recognition that leaving the village with no public toilets was not an option.</p> <p>The toilets were in good condition at the point of transfer. The coin operated turnstiles had been out of order for a long time. The charge had been 20p. There was a RADAR key for disabled access.</p> <p>During the pandemic, Portpatrick Harbour CBS replaced the turnstile system, at a cost of £7.5k, funded by a grant from Foundation Scotland.</p>
<p>Size / number / means of access</p>	<p>1 accessible toilet</p> <p>4 cubicles in the female toilets</p> <p>2 cubicles and urinals in the male toilets</p> <p>Entry by turnstile during opening hours</p> <p>There are showers in the block, accessible only via a keypad for users of the moorings, who also have access via keypad to the toilets outwith the opening hours, i.e. from 5.00pm to 10.00am.</p>
<p>Staff / volunteers</p>	<p>The Directors of Portpatrick Harbour CBS identified very early on that they would not be able to depend on volunteers for cleaning the toilets, even though this was suggested as a viable operating model by D&G Council.</p> <p>There are 2 part time staff who look after the toilets.</p>



Opening hours	<p>Summer: 10.00am to 5.00pm; but in practice, they are often kept open until 6-7.00pm, and sometimes later; staff are able to be flexible in responding to local need</p> <p>Winter: 10am to 4.30pm</p>
Donation or charge	50p charge, payable by cash or by card. There have been technical issues with the card payments.
Maintenance	<p>Having replaced the turnstiles, Portpatrick Harbour CBS have found that the companies who install and maintain them are specialised, and mostly based in England. They will often be servicing train stations and football stadiums etc. Parts are extremely expensive, and a call out fee can be £1,500.</p> <p>Electricity costs are going up.</p> <p>Rates – Portpatrick Harbour CBS get 80% rates relief, but D&G Council had intended to stop allowing the discretionary 20% relief, on the basis that Portpatrick Harbour CBS was a commercial rather than a charitable organisation. Portpatrick Harbour CBS challenged that, and D&G Council reinstated the discretionary relief before going to a full appeal. They get 100% relief on water rates.</p> <p>Campervans have been an issue, with people trying to empty chemical toilet cassettes down the toilets and blocking them in doing so. People also try to use the showers. Portpatrick Harbour CBS have installed a security camera for the toilet door. They are keen not to undermine the 3 local caravan parks by providing services for campervans and wild campers.</p>
Income / expenditure	<p>The running costs are just over £10k a year. The bulk of this is staff costs, and the contract with PHS for all the consumables and sanitary disposal is £1,200.</p> <p>Income from the charge means that they “just about break even”. They don’t record visitor numbers, but going from their yearly takings, these will be around 18-20k per year.</p> <p>Staff are 2 hours per day, 7 days per week, and they have 2 staff working alternately to cover.</p>

Coldingham public toilets

Community body	<p>Coldingham Sands Community Company</p> <p>Community Summary (coldingham.info)</p>
Legal structure	<p>Company limited by guarantee with charitable status</p> <p>COLDINGHAM SANDS COMMUNITY COMPANY overview - Find and update company information - GOV.UK (company-information.service.gov.uk)</p> <p>OSCR Charity Details</p>



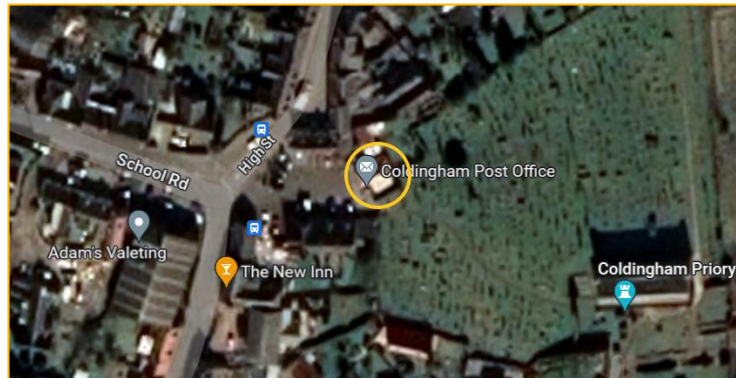
Location, population and tourism



Coldingham is a village in the Scottish Borders. It has a population of c.500. Tourist attractions include Coldingham Priory and Coldingham Bay, a sandy secluded beach popular with surfers, with rows of beach huts. [Coldingham - Wikipedia](#)

Location of toilets

Centre of Coldingham, next to the public car park, in between the shop / Post Office / café and the second hand book shop



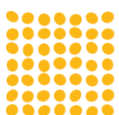
[Coldingham Village Luckenbooth](#)


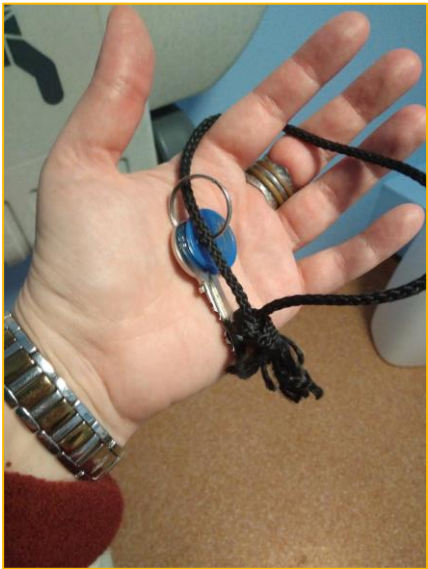


Site history

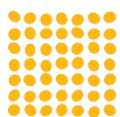
Following the unexpected closure of Coldingham's post office in 2009, the Community Company developed plans to combine a new post office with an interpretation centre. The building was designed by Bain Swan Architects and built by Alan Cook.

Funders included: Scottish Borders Leader Programme; Future Balance and VIRIDOR Credits; SBC Community Grant Scheme; SBC Landfill Communities Fund; Berwickshire Community Council Forum (Environmental); Berwickshire Association for Voluntary Services; Coldingham organisations and businesses.

The public toilet was integrated into the wider site.





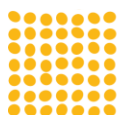
	<p>The Community Company own the building, but it is leased to a private individual, not an employee of the Company.</p>
<p>Size / number / means of access</p>	<p>Direct access single cubicle, accessible toilet. Collect the key from the staff in the shop / Post Office, or from a volunteer in the secondhand bookshop.</p> <div style="display: flex; justify-content: space-around;">   </div>
<p>Staff / volunteers</p>	<p>Cleaned and maintained by the staff of the Luckenbooth (shop, Post Office and café). This is under the lease arrangement, rather than direct employees of the Community Company. A key is also held by the volunteers in the secondhand bookshop; this is for their own use, as they would then be expected to clean the toilets if they are mistreated, which they have been in the past.</p>
<p>Opening hours</p>	<p>Key available during shop opening hours: Monday – Friday 9.00am to 2.00pm, Saturday 9.00am to 12.00pm</p>
<p>Donation or charge</p>	<p>Cash donation</p> <div style="display: flex; justify-content: space-around;">   </div>



Maintenance	<p>Purpose built, less than 15 years old. Within the last two months the Community Company has paid for the redecoration inside and outside.</p> <p>Single occupancy and access by key only gives a certain level of protection from misuse. This has not been physical damage / vandalism as such, but “there was a period where “wild campers” either in tents or cars were using them for their ablutions and leaving them in a disgusting state ... hence some control is exercised by use of the key, which is freely available during opening hours.”</p> <p>“We do receive an annual grant of £500 from Scottish Borders Council towards the toilets, which goes towards the rates that SBC / Scottish Water impose. The Company is a charity and would normally be exempt but the fact that a commercial entity leases the building negates this exemption.”</p>
Income / expenditure	<p>Donations are minimal. The staff costs are incorporated in to the wider Luckenbooth operating costs. This is effectively a subsidised service.</p> <p>“Beyond the modest rent [of the Luckenbooth] and the SBC grant the Company receives no funding and relies on fund-raising activities by the directors to ensure it remains viable.” Future changes to how Post Office staff are paid potentially threatens the viability of the whole site, including the toilet.</p>

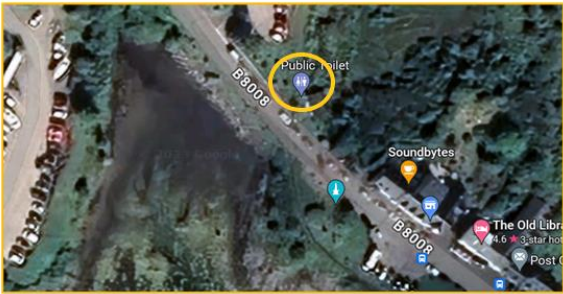
Arisaig public toilets

Community body	<p>Arisaig Community Trust</p> <p>Arisaig Community Trust – Working for Arisaig</p>
Legal structure	<p>Company limited by guarantee with charitable status</p> <p>ARISAIG COMMUNITY TRUST overview - Find and update company information - GOV.UK (company-information.service.gov.uk)</p> <p>OSCR Charity Details</p>
Location, population and tourism	<div style="display: flex; justify-content: space-around;">   </div> <p>Arisaig is a village in the Highlands. It has a population of c.300. Tourist attractions include the Land, Sea and Islands Centre, which is owned and run by Arisaig Community Trust. Arisaig is on the ‘road to the Isles’, with Mallaig, 7 miles north, being the ferry terminal for Armadale on the Isle of Skye, Inverie in Knoydart, Lochboisdale on South Uist and the isles of Rùm, Eigg, Muck, and Canna. Arisaig - Wikipedia</p> <p>Home - LAND, SEA & ISLANDS CENTRE (arisaiginfo.org.uk)</p>



Location of toilets

Near Arisaig Marina and local accommodation



[Community Toilets – Arisaig Community Trust](#)

Site history

Arisaig’s public toilets were threatened with closure by Highland Council in March 2011. Arisaig Community Trust stepped in to purchase and upgrade the building, and now look after the running and maintenance of the facilities.

Funding included: Rotary Club, donations from users and the ACT.

A local plumber gave his services free of charge and volunteers decorated the building.



Size / number / means of access

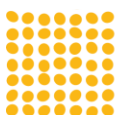
- 1 accessible toilet
- 4 cubicles in the female toilets
- 2 cubicles in the male toilets



	<p>The building is automatically unlocked in the morning and locked at night by the cleaner.</p>
<p>Staff / volunteers</p>	<p>There are two part time staff.</p> <p>Although volunteers were involved in the initial refurbishment of the building, a volunteer managed operating model was never going to be viable.</p> <p>ACT contracts external HR consultants (HR Services Croner) to assist with aspects of employment for its employees, including the cleaning operatives (monthly charge of £200). There is significant work associated with ensuring that employment law and all aspects of HR are firmly in place, for example, implementation of the Scottish Government’s recent Fair Work policy.</p>
<p>Opening hours</p>	<p>Summer: 8.00am to 8.00pm</p> <p>Winter: 8.00am to 5.00 or 6.00pm</p>
<p>Donation or charge</p>	<p>Donation – by cash or card. For card payments, there is a link to the Zettle payment system in the Land, Sea and Islands Centre. Zettle by Paypal (former iZettle) POS & payment solutions</p> <div data-bbox="509 945 1329 1561" data-label="Image"> <p>The image shows a notice posted on a wall. At the top left, it says 'Are you feeling relieved?' in a blue, slanted font. To the right is a cartoon character with a red hood and a distressed expression. Below this is the Arisaig Community Trust logo, which depicts a landscape with a boat and a cross. The main text of the notice reads: 'We think relief should be free to those who need it – fumbling for change or cards can bring tears to the eye when desperation strikes! In contrast, the local government is putting on an extra squeeze - Ouch! - and withdrawing funding from these facilities. This means we are losing money just to keep these toilets open.' There is a small cartoon character with a sad face next to this text. Below that, it says: 'Now that you have made one donation which we are happy to take care of for you... Please consider a different donation on your way out: either cash in the internal wall box or a contactless payment at the pay-point outside.' At the bottom, it says 'Thank you for helping us to keep providing this service to those in need!' and has a small cartoon character with a happy face.</p> </div>
<p>Maintenance</p>	<p>ACT upgraded the facilities to improve disabled access.</p> <p>The toilet block is ageing and will require refurbishment and upgrading in the future.</p> <p>ACT have a good working relationship with local tradespeople. This supports the local economy, but also promotes good will towards ACT, which in a small rural, place is crucial, especially when responding to emergencies. Contracts for any maintenance work are offered locally.</p> <p>It is rare for ACT to require closure of the toilets, and this would only happen were health and safety issues to emerge. Additional hours and joint working with other sectors in the community (for example – large events), is required from time to time. In a small village, there is generally</p>



	an insufficiently robust infrastructure for local services (such as the toilets) to cope with an influx of large numbers of people.
Income / expenditure	Rising employment costs mean that running the service shows a monthly negative cash flow, which needs to be supported through the Trust's reserves and income generation projects. This currently totals a loss of around £1,500-£2,000 per annum. Donations (cash and contactless) are greater during the summer footfall. Highland Council provides £200 per month from its Comfort Scheme, so this is very helpful.



Appendix 4: Financial Modelling

INCOME		Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
	Notes													
Charge		£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50
Number of users		800	1,000	1,500	2,000	2,000	2,000	1,500	600	500	250	250	400	12,800.00
Total Income		£400	£500	£750	£1,000	£1,000	£1,000	£750	£300	£250	£125	£125	£200	
EXPENDITURE														
Staff Costs	1 hour per day. Real Living Wage (£12) x 30 hours per month, plus 20% for any contingency, tax and pension liability etc.	£432	£432	£432	£432	£432	£432	£432	£432	£432	£432	£432	£432	£5,184
Contribution to core costs	Trust management time and contribution to central costs, e.g. accountancy, HR support etc.	£75	£75	£75	£75	£75	£75	£75	£75	£75	£75	£75	£75	£900
Insurance	Addition to existing insurance - estimate - a quote will be required.	£500												£500
Utilities	Hard to estimate, as design will be highly efficient and will use renewable technology.	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£1,200
Repairs & renewals		£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£1,200
Cleaning materials		£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£25	£300
PHS fee	Sanitary disposal	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£100	£1,200
Total Expenditure		£1,332	£832	£832	£832	£832	£832	£832	£832	£832	£832	£832	£832	£10,484
Monthly Surplus/Deficit		-£932.00	-£332.00	-£82.00	£168.00	£168.00	£168.00	-£82.00	-£532.00	-£582.00	-£707.00	-£707.00	-£632.00	-£4,084.00
On-going cash balance		-£932.00	-£1,264.00	-£1,346.00	-£1,178.00	-£1,010.00	-£842.00	-£924.00	-£1,456.00	-£2,038.00	-£2,745.00	-£3,452.00	-£4,084.00	

