A guide to installing drinking fountains

Changing the way we drink water

#OneLess

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The ocean plastic crisis

If you're reading this, chances are you already know about our plastic crisis. You've seen images of turtles or penguins tangled in plastic, and maybe you've even heard about the ocean 'garbage patches' – floating masses of plastic that accumulate in areas of converging currents around the world. The largest of these, the Great Pacific Garbage Patch, sits between Hawaii and California and covers an area three times the size of France.[1]

London is a long way from Hawaii, despite what many of us might wish, but we do have a part to play. It's estimated that eight million tonnes of plastic enters the ocean every year,[2] where it damages habitats, kills marine life and erodes water quality.

In London, plastic water bottles are one of the most common items of plastic litter found in the River Thames. Which is no wonder – the average Londoner uses 175 single-use plastic water bottles every year.[3]

[1] Lebreton et al., 2018. Evidence that the Great Pacific Garbage Patch is rapidly accumulating plastic, Scientific Reports, vol.8, no.4666.
[2] Jambeck et al., 2015. Plastic waste inputs from land into the ocean, Science, 347, p.768-771.
[3] OnePoll, 2016. Brita and Marine Conservation Society Water Bottle Survey. https://www.onepoll.com/brita-and-mcs-water-bottle-survey/

A transformation is underway

Ladywell Launch event © Mr Ian Enness

Quenching London's thirst, on-the-go

That's enough of the bad news. The good news is that #OneLess – a network of policymakers, NGOs, businesses, communities and individuals – was set up to tackle London's plastic problem. Specifically, #OneLess tackles the single-use plastic water bottle, which is a key contributor to ocean plastic pollution.

In January 2018, we formed a partnership with the Mayor of London and MIW Water Cooler Experts and began our mission to install London's first network of modern day drinking fountains.

Since then, we have established 28 fountains in popular spaces across the capital and kick-started plans by the Mayor of London and Thames Water to roll out a further 100 fountains.

For the first time, nine million Londoners[4] and our 30 million annual visitors[5] from around the globe have access to free, safe and reliable water on-the-go. Fountain sites range from the iconic Natural History Museum and London Eye, to public parks and community spaces, such as Camberwell Green and Brixton's Windrush Square.

[4] Taken from 2016 Office for National Statistics Population Estimates for London; https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/populationestimatesforukenglandandwalesscotlandandnorthernireland

[5] London and Partners Tourism Report, 2015-2016; https://files.londonandpartners.com/l-and-p/assets/tourism_report_2015_16.pdf

This is just the beginning

Our pilot of 28 fountains set the scene, but now we need your help.

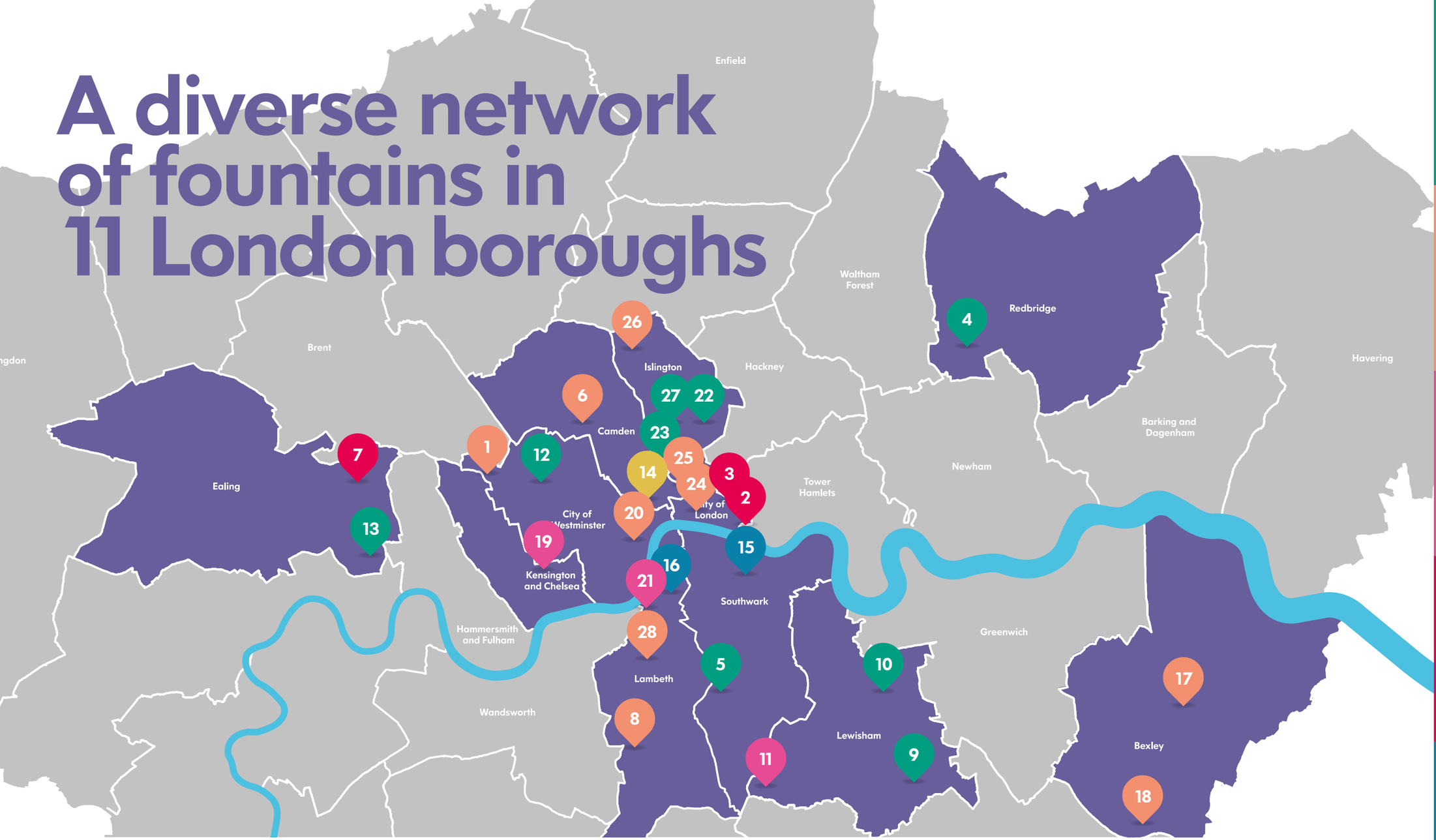
Following the end of our partnership, #OneLess has developing this guide which captures the learning and knowledge of the pilot project. It offers you – local councils, private landowners and businesses across the country – an insight into our experience of installing public drinking fountains, and our lessons learnt from the process. The evidence here is generated by #OneLess exclusively from the 28 London sites of the project. The evidence was captured through interviews, an online survey, and working closely with fountain partners over a one year period.

Our fountains have already dispensed enough water to save

155,000

single-use plastic water bottles (500ml), in under a year.

A diverse network of fountains in 11 London boroughs



9
parks

10
public spaces or streets

3
tourist attractions

3
transport hubs

2
hospitals

1
university

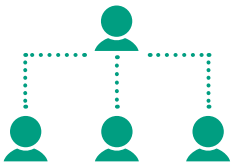
Fountain Location	Organisation
1. Kingly Court, Carnaby	Shaftesbury
2. Liverpool Street Station #1	Network Rail
3. Liverpool Street Station #2	Network Rail
4. Valentines Park	Vision – Redbridge, Culture & Leisure
5. Camberwell Green	London Borough of Southwark
6. Swiss Cottage open space	London Borough of Camden
7. North Acton Station Square	London Borough of Ealing
8. Windrush Square, Brixton	London Borough of Lambeth
9. Beckenham Place Park	London Borough of Lewisham
10. Ladywell fields	London Borough of Lewisham
11. Horniman Museum and Gardens	Horniman Museum and Gardens
12. Paddington recreation ground	Everyone Active – Paddington Recreation Ground
13. Acton park	London Borough of Ealing
14. Plaza outside the LSE library	London School of Economics and Political Science (LSE)

Fountain Location	Organisation
15. Guy's Hospital	Guy's and St Thomas' NHS Foundation Trust
16. St Thomas' Hospital	Guy's and St Thomas' NHS Foundation Trust
17. The Broadway, Bexleyheath Town Centre	London Borough of Bexley
18. Nisbett Walk, Sidcup	Sidcup Partners (BID)
19. Natural History Museum	The Natural History Museum
20. South St Alban's Street, St James	The Crown Estate
21. Belvedere Road, near the London Eye	London Borough of Lambeth
22. Highbury Fields	London Borough of Islington
23. St John's Garden	London Borough of Islington
24. Promenade of Light, near Old Street St	London Borough of Islington
25. Clerkenwell Green	London Borough of Islington
26. Archway Close	London Borough of Islington
27. Islington Green	London Borough of Islington
28. Cubana Plaza, Lower Marsh	WeAreWaterloo

The benefits of drinking fountains

Installing a fountain is good for everyone: the public, your organisation and the environment.

For the average person, it's as simple as the opportunity to quench their thirst without having to fork out for expensive bottled water, to stay hydrated while exploring all London has to offer, or to not have to leave that perfect, sunny spot in the park in search of a shop.



For you and your organisation, it's about lowering waste disposal costs and delivering against environmental and plastic reduction strategies. With increasing attention on environmental impacts, drinking fountains can assist organisations to reduce plastic use, while also boosting the reputation of a business.

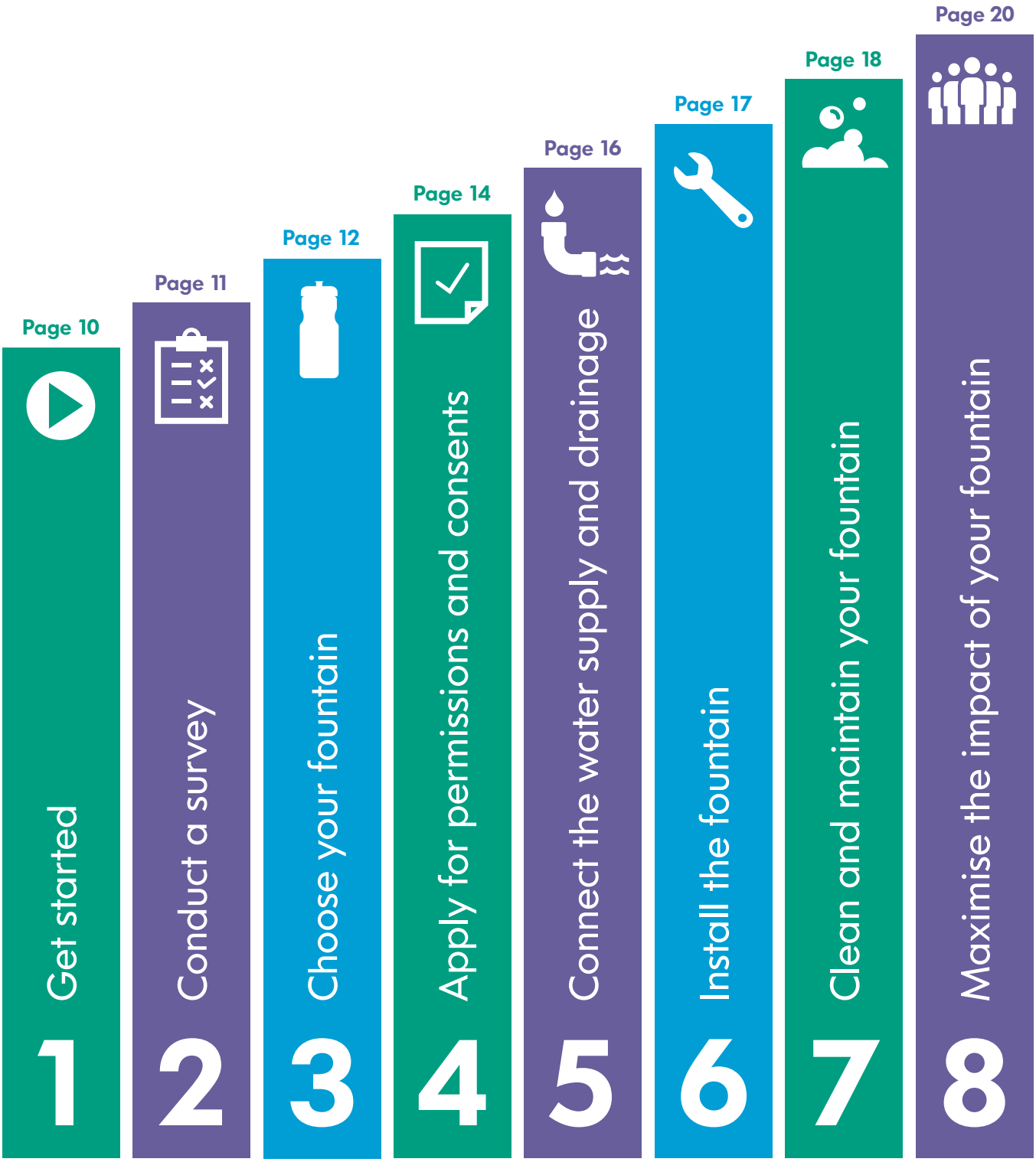
For the environment, the benefits are clear – less plastic bottles being produced, used and disposed of means less waste in the world. This reduces the chance of litter on our streets and in our rivers and parks, and of course in our ocean. It also means fewer fossil fuels being used to produce the plastic in the first place, reducing global emissions that are driving climate change.

"Shaftesbury are proud to be the first property owner in London's West End to install a drinking fountain in Kingly Court, in the heart of Carnaby. Since installing it in March 2018 it has been huge success, saving the equivalent of 44,250 single use plastic water bottles. Restaurants and cafes in Carnaby have been inspired to change how they provide water to their customers, and as part of our commitment to environmental sustainability we are planning to install more drinking fountains across our portfolio."

Simon Quayle, Director, Shaftesbury

"The Natural History Museum joined the #OneLess initiative to help promote a 'refillable culture' across London. We were delighted to be chosen as a site for one of the new wave of fountains supported by the Mayor of London. The new drinking fountain at our South Kensington site is helping visitors to stay hydrated on the go without adding to plastic pollution. We've had a very positive response from visitors who have been making use of the new facility. Sustainability is at the heart of the museum and our efforts to help reduce plastic waste are part of our continued commitment to work towards a more sustainable future."

Kate Fielding, Head of Strategic Communications, Natural History Museum



The eight steps to installing a drinking fountain

Step 1 Get started

So you've decided you want to install a drinking fountain! Knowing where to start can be tricky, but following the handy checklist below will mean you have all the information you need, right at the very start.

✔ What's the appetite for a fountain? Reach out to leaders in your organisation and the local community

✔ Who's going to pay for it? Identify how your organisation will fund the fountain

✔ Who's going to look after it? Find a project manager to oversee the fountain installation and work out who will be in charge of maintenance

✔ Where will it go? Draw up a shortlist of locations. Ensure you own the land or have permission to install a fountain, look for areas with high footfall for maximum impact and think about a suitable fountain model to suit the location (see page 13 for a list of fountain models)

✔ Contact your water supplier to find out their requirements for connecting the fountain to mains water supply (if needed)

✔ Assess what knowledge you already have within your organisation to install a fountain. Who needs to be involved, and what experience do they have in this area?

✔ How will you communicate your fountain to users? Decide on signage, how you might publicise it, and how it contributes to your organisation's sustainability goals

✔ Plan out timelines, indicative costs and budget (see page 19 for indicative costs)

✔ Speak to your organisation's sustainability team about the fountain, and keep them informed on progress

✔ Talk to other organisations that have installed fountains (our website has a map of places and organisations that have installed a fountain as part of this project; onelessbottle.org/fountainfund)

TOP TIPS

➔ Link up with your finance and communications teams early, as well as your water supplier and local authority planning teams, to keep the process as smooth as possible.

➔ Make sure that you have the money and personnel to both oversee the installation and carry out maintenance.

Step 2 Conduct a site survey

You've identified some potential fountain locations, but are they suitable? It's time to review site plans and carry out a survey.

✔ What's the infrastructure like? Check the existing options for water, drainage and power (if needed), consider what changes will be needed to install a fountain and choose the fountain type most suitable (see page 13 for fountain types)

✔ Will the installation impact your organisation and surroundings? Try to minimise disturbance to existing land when connecting up water and drainage (eg paths, grass) and factor in time and costs for repairing any special finishes or materials in the area that might be damaged during the installation

✔ Do you need planning permission, or any other kind of permission? Contact your local planning authority and start gathering evidence

✔ Is your chosen location visible and accessible to the public? Choose an area with high footfall for maximum impact

Old Street launch event

TOP TIPS

➔ **Find a location with an existing mains water supply and drainage. Your fountain installation will be simpler, quicker and cost less.**

➔ **Everything will take longer than you anticipate, so leave plenty of time!**

Step 3 Choose your fountain

Now that you've chosen your location, it's time to decide what features you need from your fountain. There are drinking fountains to suit every location and budget.

- ✔ Indoor or outdoor?
- ✔ Wall-mounted or floor-standing?
- ✔ Refrigerated or non-refrigerated?
- ✔ Vandal-resistant? (recommended for outdoor units)
- ✔ Weather proofed? (eg frost proof)
- ✔ Simple bottle filler, or additional drinking fountain spouts and ground-level dog bowls?
- ✔ Water meter or bottle counter display? Some units include a bottle counter display or internal water meter
- ✔ A variety of finishes including stainless steel and coloured units (depending on your supplier)

Outdoor floor-standing fountain

Indoor wall-mounted fountain

Outdoor wall-mounted fountain

Indicative costs

Fountain models and finishes vary widely, but the below is a rough guide to costs – prices will vary and cheaper and more expensive models are available.

Type	Water dispensers	Indicative cost (excluding VAT)**
Indoor		
Wall-mounted	Bottle filler only	£800
Wall-mounted	Bottle filler and drinking fountain	£1,600
Floor-standing	Bottle filler	£2,000
Outdoor		
Wall-mounted	Bottle filler	£1,800
Floor-standing	Bottle filler	£2,300
Floor-standing	Bottle filler and drinking fountain	£3,000
Floor-standing	Bottle filler and drinking fountain and pet station (dog bowl)	£4,000
Floor-standing	Bottle filler and double drinking fountain	£4,200

**Cost of fountain unit only. This does not include costs for installation kit, flow-meter or delivery. Prices are correct at the time of writing, April 2019, and based on our UK supplier, MIW Water Cooler Experts.

Connection requirements:

All fountains need a drinking water supply and drainage. If you don't have a mains water connection and drainage nearby, your water supplier will need to install a new connection. See page 16 for a guide on connection permissions.

Your fountain will also need a power connection if you want a bottle counter display or refrigeration.

What is your fountain supplied with?

Confirm with your fountain supplier whether they supply a connection kit, including water and drainage connections and water rail, or if you'll need to purchase any additional parts or fittings yourself. If your fountain doesn't come with a built-in flow meter or bottle counter, ask your supplier if they can provide and fit one for you.

TOP TIPS

- **Make sure your chosen fountain is approved by the WRAS. Your supplier will be able to provide certification and other installation information.**
- **Ask your fountain supplier to provide all the necessary connection fittings and a Water Regulations Advisory Scheme (WRAS) approved water meter with your fountain. This saves having to purchase and fit these separately.**
- **See our indicative installation costs for different fountain models on page 19.**

Step 4

Apply for permissions and consents

Before you get underway with the installation it's important to check which permissions and consents you need. Some locations will require planning permission and signage permission, and all public drinking water and plumbing works are subject to water regulations.

Planning permission

It's likely you will need planning permission to install a drinking fountain outdoors. Submit your application to the Local Planning Authority via planningportal.co.uk and allow a minimum of eight to 12 weeks. This includes a statutory period of four weeks for public consultation.

Exceptions

- Fountains being installed by a local authority on their land (depending on location)
- Fountains being installed inside a building

Local Authorities (Councils) are permitted to install public drinking fountains within 'The Town and Country Planning (General Permitted Development) Order 1995, Statutory Instrument SI1995 No. 418 Schedule 2 part 12', providing that they do not exceed four metres in height or 200 cubic metres in capacity.

Signage permission

You might need highways or planning consent if you intend to install separate signage, even if the fountain itself doesn't require planning permission. Bear in mind that this will depend on the size of the sign, and whether it's considered to be a sponsorship plaque, an advert or solely way-finding. There is a general drive to reduce 'street furniture' and this may impact the success of your application for signage permission, or place limitations on the design.

Other permissions

- Listed buildings consent
- Internal permissions from key members or teams in your organisation
- 'Soft permissions' such as from Conservation Area managers or in areas managed by a community or business group

TOP TIPS

→ **It's easy to assume that you don't require planning consent – only to find out later that you do! If in doubt, assume planning permission is needed for both the fountain and the signage.**

→ **Make your applications for permission as early as possible.**

Water supply regulations

Drinking fountains

All fountains need to be high quality, suitable for the circumstances and meet the requirements set out in Water Supply (Water fittings) Regulations 1999 Regulation 4. Compliance is simple, just ask your fountain supplier to provide the WRAS certificate for your chosen fountain model (see Step 3, page 12).

Installation

Notify your water supplier before you begin any plumbing work. That way you have complied with the requirements set out in Water Supply (Water fittings) Regulations 1999 Regulation 5.

Unless you have an experienced contractor, it's a good idea to choose a plumber listed on your water supplier's approved plumber scheme, and consent from the water supplier is required before you start any work.

EXAMPLE

Thames Water

Send a description of the proposed works to Thames Water (water.regulations@thameswater.co.uk) including:

- A plan of the premises showing the area of the planned work
- Schematic drawing of the plumbing work
- A schedule of the fittings to be used
- The intended use of the premise

Choose an approved plumber from one of the below websites:

- (Thames Water's find a plumber page) thameswater.co.uk/help-and-advice/no-water-or-low-pressure/find-a-plumber
- watersafe.org.uk

Approved plumbers can self-certify by informing Thames Water before commencing works. Unapproved plumbers have to notify Thames Water at least 10 days in advance and must wait for approval before commencing works.

→ Check if there is someone in your organisation who already has experience of submitting planning applications. Navigating the planning application process for the first time can be tricky.

→ Select a WRAS-approved drinking fountain unit and choose a plumber on your water supplier's approved plumber scheme, as this will simplify the process with your water supplier.

→ Contact your water supplier's water regulations team early in the process.

→ Check with your water supplier whether they will inspect your drinking fountain installation, what they want to inspect and when. They may want to inspect exposed pipework and plumbing, which will need to be factored into your schedule.

Step 5 Connect the water supply and drainage

You're almost ready to install your drinking fountain! If you don't have access to mains water and adequate drainage or soakaway you'll need to apply for new connections with your water supplier. It can take up to five months, so allow plenty of time!

- ✔ Submit your connection application to the water supplier
- ✔ Organise a site visit with your water supplier and agree a cost for the new connection
- ✔ The water supplier will apply for any required road closures, parking bay suspensions or highways permissions
- ✔ The water supplier will provide a connection date and carry out the work. It's likely that you will be advised to have installed the fountain beforehand, so factor this into your schedule
- ✔ The water supplier's regulations team inspects the work
- ✔ The water supplier will make good on any materials or surfaces scratched, dented or otherwise damaged during the installation

EXAMPLE

Thames Water

Apply online for a new connection using the Clean Water New Connection Application, found on the Thames Water website under the Developer Services section.

developers.thameswater.co.uk/Domestic-and-small-commercial/Water-Supply/New-or-replacement-water-supply/How-to-get-a-quote/Apply-for-a-new-water-service-connection

Read Thames Water's handy Getting You Connected booklet, which helps explain the process.

developers.thameswater.co.uk/-/media/Site-Content/Developer-Services/Getting-youconnected.pdf

TOP TIPS

- → **Give your water supplier a call early in the process. Water suppliers tend to be big companies with multiple departments that may deal separately with various aspects of your works. A single point of contact is useful to smooth the process.**
- → **See our indicative connection costs on page 19.**

Step 6 Install the fountain

Clean, safe and environmentally friendly water will soon be available on your premises, to the delight of your visitors. During your pre-installation assessments, consider:

✔ Are any enabling works required prior to installing the fountain? If your fountain is being mounted on a wall, the wall may need strengthening, or floor-standing fountains might need a concrete pad or plinth

✔ If enabling works are required, can this be done by in-house teams, or does it need to go to out to tender?

✔ Does your fountain need to be weather proofed? As a general rule all pipes below a certain depth are protected against frost, but pipes leading up to the fountain may need weather proofing. Your water supplier will be able to advise

✔ Will the fountain need any landscaping to help visitors use it, or to make the area more attractive? You may want to put in extra pathways, or plant flowerbeds

Once you're happy that you've considered all of the above, it's time to get that fountain installed.

✔ Carry out any preparatory enabling works

✔ Install your pipework

✔ Install the fountain

✔ Water supplier installs new connection and drainage (if required)

✔ Water supplier's regulations team carries out inspection of the installation and provides certification

✔ Carry out a water quality test to meet Drinking Water Inspectorate requirements (The Inspectorate is part of the Department for Environment Food and Rural Affairs, and is the independent regulator of public water supplies in England and Wales)

✔ Complete any landscaping and make sure the area is restored to its original standard

TOP TIPS

➔ If you need enabling works before the installation, allow time to get quotes from different contractors, appoint them and get them set up on your procurement/ finance systems.

➔ It's worth considering possible sediments in the fountain drain when choosing the size of outflow pipe and pump to install.

➔ Allow time and budget for enabling works and landscaping around the area.

Step 7

Clean and maintain your fountain

The fountain is installed, congratulations! But who will look after it?

Cleaning and maintenance

It's important to clean fountains every day to ensure safe drinking water and comply with the British Water Cooler Association (BWCA) and other applicable regulations.

Keep a daily record of who cleaned the drinking fountain and at what time. Include a notes section on the recording document for reporting any anomalies to the Drinking Water Inspectorate.

The fountain should be cleaned using a spray and wipes that are suitable for food hygiene. This could also include using a descaling spray to prevent the build-up of limescale. Please see the BWCA and other applicable regulations for further information.

Servicing

Assign someone to regularly check that the fountain is in good working order and contact the BWCA or EDWCA (European Drinking Water Cooler Association) to organise a six-monthly service and sanitisation (a legal requirement).

TOP TIPS

- **Speak to your existing cleaning contractor about adding the fountain cleaning to their schedule, rather than employing a separate cleaner.**
- **For outdoor fountains, consider inspecting your fountain more than once a day, in case of any misuse (eg cigarette butts).**

Indicative costs

Costs for maintaining and cleaning a fountain will depend on location, the type of fountain, your cleaning contractor and the pre-existing infrastructure, but below is a good benchmark.

Location	Existing water supply and drainage	Installation cost (approximate)	Maintenance cost per annum (approximate)
Park, outdoors. Floor-standing fountain	Yes	£4,000	Incorporated into existing cleaning regimes
Street, outdoors. Floor-standing fountain	No	Thames Water Connection: £1,800 Installation: £1,200 Total: £3,000	£300
Street, outdoors. Floor-standing fountain	No	Thames Water Connection: £1,700 Installation: £800 Total: £2,500	Cleaning: £1,144 Servicing: £230
Inside a building. Wall-mounted fountain.	Yes	£750	£150
Pedestrian area, outside Wall-mounted fountain.	Yes	£1,500	£350
Transport hub, outside. Floor-standing fountain	Yes	£300-£800, plus extra for landscaping	£300-£800
Park, outdoors. Floor-standing fountain	Yes	£340	£200
Pedestrian area. Floor-standing filler and fountain	Yes	£5,200	£230 for two services a year. £100 for consumables. Cleaning has been absorbed into existing staff time.

Water costs will depend on your water supplier, but an indicative cost is between £2.00 to £2.50 per 1,000 litres.

For one fountain site, in six months over the summer months it cost approximately £22 in water charges.

Step 8

Maximise the impact of your fountain

Be proud of your fountain, shout about it! Without any signs, it's possible that your fountain will be missed by visitors, meaning more plastic bottles and more litter.

Signs and wayfinding

We highly recommend signs and wayfinding devices to help your visitors know that free drinking water is available. There are a number of options for you to consider, from vinyl stickers or wraps on the fountain itself to make the fountain stand out (some suppliers can pre-fit these), to signs around the fountain or in the local area. If your organisation already has wayfinding signs or maps, for example pointing visitors to the nearest toilet, consider adding your fountain to those.

Promoting your fountain

We found that publicity is the key to boosting the impact of your fountain and encouraging visitors to use it.

Consider publicising your fountain by issuing a press release to local media, promoting the fountain via social media channels or inviting the media to a launch event involving local councillors, the general public, sports groups, school children or other interested parties.

You could even coordinate social media activity with local groups or organisations to get your message out there, and keep an eye out for any opportunity to link the fountain to your organisation's other sustainability initiatives.

> We held an opening event as a showcase to publicise what we're doing – inviting the local mayor, school children and local sports groups. The borough is encouraging people to drink water instead of sugary drinks and we tied our drinking fountain in with this"
>
> **Fountain partner**

Natural History Museum launch event

Old Street launch event

EXAMPLES

- The Mayor of Lewisham, Damien Egan, launched two fountains on 13 October 2018 at a celebratory ceremony attended by runners and Nordic walkers, who made good use of the new fountains in Ladywell Fields after their activities. The launch was accompanied by a press piece on their website and social media.

- Sir Michael Dixon, Director of The Natural History Museum, launched their fountain at a coffee morning on 12 December 2018 attended by museum staff and directors, #OneLess and the Greater London Authority. The fountain was publicised via social media and will be added to the museum's visitor maps.

- Andrew Young, The London School of Economic and Political Science's Chief Operating Officer, launched their fountain on 6 February 2018, at an event attended by staff and students as part of a programme of activities for their 'Green Week'. #OneLess Coordinator Rachel Shairp was invited to speak about the London Drinking Fountain Fund and the #OneLess campaign, and the launch was accompanied by a press piece on their website and social media.

- The London Borough of Islington's Councillor, Claudia Webbe, launched the first three of their six fountains on 11 February 2019 at an event attended by Deputy Mayor for Environment and Energy Shirley Rodrigues and the #OneLess team. This was accompanied by a press piece on their website and social media.

Case study 1

The case studies on the following pages describe the experience of two London boroughs to installing a drinking fountain. Read on to find out who got involved and what they needed to look out for.

The fountain generated media coverage, benefitted the borough's reputation, delivered against their manifesto and reduced plastic waste.

Fountain installed at a local park

Site owner: a London borough

Fountain type: Floor-standing fountain, with bottle refill station and drinking fountain

Location: Outdoors, Park

Infrastructure: Existing mains water supply and drainage

Permissions: Planning permission not required

Costs: Fountain: £3,000; Installation £4,000; Servicing: £350

The London borough was committed to providing public drinking water in their manifesto and identified a park with **lots of users from the local community**.

Through a site survey, the site team found a location with **existing mains water and drainage close by**. Trenches would need to be dug to connect the fountain to water, but otherwise there would be little disturbance to the existing infrastructure and no new mains or drainage connections would be needed.

A **floor-standing model was most appropriate** for the location and a drinking fountain was included, as well as the bottle refill tap, to accommodate sports and social groups using the park.

Already overseen by the borough leading the project, the park fell under deemed consent for development and did **not need planning or highways permission**, but the team notified the local Friend's group.

Besides fitting and connecting the drinking fountain , other **key tasks** included digging trenches and laying pipework to the existing water and drainage supply, flushing and water sampling and some post-installation landscaping. The team also arranged for a concrete slab to be removed and a new concrete pad to be installed, which needed several days to set before the fountain could be fitted.

The installation of the fountain and a sign on a post next to the fountain cost approximately **£4,000**, and daily cleaning was absorbed into the schedule of the existing cleaning team.

The fountain was launched by a local councillor and a press release was issued on the council's website. **Public response has been positive**, with anecdotal feedback praising the opportunity to now refill bottles and get water without having to leave the park.

Case study 2

Feedback has been positive: the fountain has reduced litter and plastic bottle waste, secured media coverage for the borough, improved the organisation's reputation and delivered against their plastic reduction strategy.

Fountain installed on public street

Site owner: a London borough

Fountain type: Floor-standing fountain, with bottle refill station

Location: Outdoors, Pedestrian precinct

Infrastructure: No existing mains water supply

Permissions: Planning permission not required

Costs: Fountain: £2,500; Fountain Installation £800; Mains water connection £1,700; Signage £220; Servicing (annual) £230; Cleaning (annual): £1,144 (£22/week)

The London borough decided that a fountain would be a useful tool in their campaign to **reduce the amount of plastic bottles ending up as litter.** The team selected a floor-standing fountain in a busy pedestrian area, near a bus stop and mains water supply, as the best position for maximum public use.

Already overseen by the borough leading the project, the pedestrian area fell under deemed consent for development and **did not need planning or highways permission**. The borough informally consulted with town centre and shopping centre teams, who gave verbal consent.

The fountain needed a **new water connection and soakaway for drainage**, which took approximately four months to be completed. The site team worked closely with the Thames Water Developer Services (for the new connection) and Thames Water Regulations teams (to inspect the works) throughout the process, and the borough was able to give Thames Water a permit for the road closures.

As well as fitting and connecting the drinking fountain , other **key tasks** included installing the new mains water connect, inspections of the connection and the open trenches by Thames Water and the creation of a concrete pad for the fountain to sit on.

The site team considered various options for the daily cleaning of the fountain. No existing team could cover it, and a contractor provided a quote of £22 per week to undertake the work, but the fountain is currently being **cleaned by a local voluntary group**. There have been some problems with people stubbing out cigarettes in the fountain and additional signage has been put up asking people to refrain from this behaviour.

The installation of the fountain and a sign on a post adjacent to the fountain cost approximately **£2,750**. While daily cleaning is currently being undertaken by a voluntary group, cleaning may cost £1,144 per annum if a contractor is employed in the future.

The fountain was launched with a photo of a bottle being refilled sent to press, and a press release was issued on the borough's website. The site team are planning another press release, linking the fountain to the borough's ongoing obesity project, and installing more signage to increase visibility.

Useful Links

British Water Cooler Association (BWCA):
bwca.org.uk

Water Regulations Advisory Scheme (WRAS):
wras.co.uk

Drinking Water Inspectorate (DWI):
dwi.gov.uk

A guide to the notification process for the Water Supply (Water Fittings) Regulations 1999 in England and Wales:
wras.co.uk/downloads/public_area/publications/general/water_regs_notification_v2.6_130115.pdf

Thames Water:
thameswater.co.uk

Thames Water "Getting you connected" booklet" for new mains water connections:
developers.thameswater.co.uk/-/media/Site-Content/Developer-Services/Getting-you-connected.pdf

Thank you

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Our delivery partners:

MIW Water Cooler Experts

Mayor of London

The Crown Estate

Everyone Active, Paddington Recreation Ground

Guy's and St Thomas' NHS Foundation Trust

Horniman Museum and Gardens

London Borough of Bexley

London Borough of Camden

London Borough of Ealing

London Borough of Islington

London Borough of Lambeth

London Borough of Lewisham

London Borough of Southwark

London School of Economics (LSE) and Political Science

The Natural History Museum

Network Rail

Shaftesbury

Sidcup Partners (BID)

Thames Water

Vision – Redbridge, Culture & Leisure

WeAreWaterloo

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