

# Drinking Water Fountains

A How To Guide



**SUGAR  
SMART**

**sustain** <sup>20 years</sup>  
the alliance for better food and farming

## About Refill

Refill is an award-winning campaign to prevent plastic pollution at source by making it easier to reuse and refill your water bottle on the go than buy a single-use plastic bottle. The campaign works by connecting people looking for water with more than 19,000 Refill stations (at time of publication) across the UK via a location-based app. Participating cafes, bars, restaurants, banks, galleries, museums and other businesses simply sign up to the app and put a sticker in their window – alerting passers-by that they're welcome to come on in and fill up their bottle. Refill also lists public drinking water fountains on the app and we would love to see more water fountains being installed, giving people even more choice over where to refill. Refill is a City to Sea campaign.

[www.refill.org.uk](http://www.refill.org.uk)

## About SUGAR SMART

SUGAR SMART is a campaign by food charity Sustain working with councils, businesses, institutions and other sectors to help reduce overconsumption of sugar in their local areas. SUGAR SMART supports local campaigns to take on a cross-sector approach to transform their food environment and raise public awareness of the impacts of consuming too much sugar. To date over 30 areas are active in running local campaigns with over 1300 organisations taking action.

[www.sugarsmartuk.org](http://www.sugarsmartuk.org)

## Acknowledgements

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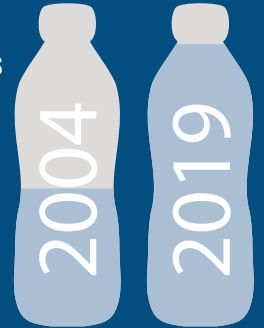
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Plastic bottles make up **one third** of all plastic pollution in the sea

**13 billion** plastic bottles are now used in the UK every year



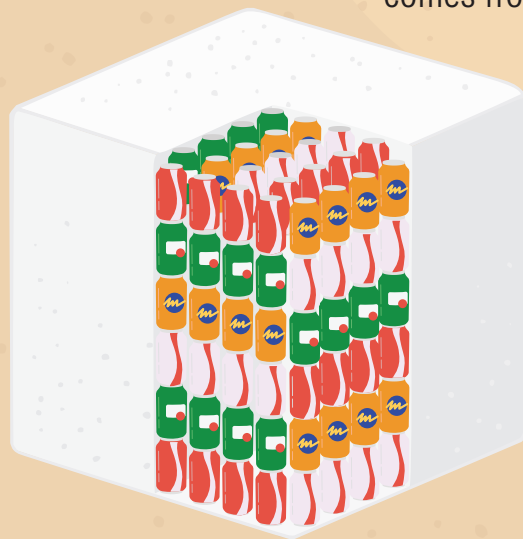
In the last 15 years, consumption of bottled water has **doubled**



Children consume **three times** the amount of sugar recommended



Almost **a quarter** of sugar consumed by teenagers comes from sugary drinks



There are now **over 159** plastic bottles for every mile of beach in the UK



# Introduction: The Case for Fountains

This guide is aimed at organisations, groups and businesses who are looking to install water fountains for the benefit of their local community. Starting from scratch can be a little daunting, and we hope that the information provided here will help you to plan out your project and make a real splash!

Public drinking fountains, made popular by the Victorians to give access to safe clean drinking water, are now seeing an exciting revival. In the last 15 years, consumption of bottled water has doubled. Along with an increase in consumption of other soft drinks, this means 13 billion plastic bottles are now used in the UK every year. These bottles don't just go away once they have been used: plastic bottles make up one third of all plastic pollution in the sea, and there are now over 159 plastic bottles

for every mile of beach in the UK. Encouraging people to carry and refill a reusable bottle, and making it easy for them to do so – such as by providing drinking water fountains – is one of the most effective ways to reduce plastic pollution at source. Every time someone refills instead of buying a bottle of water, it saves precious resources used to produce bottles and also CO2 emissions from transporting heavy bottles of water.

Another factor in the growth of interest in water fountains has been the need to provide a healthier alternative to sugary drinks. On top of the container waste from bottles, sugary drinks have been singled out as a major contributor to excess sugar in our diets, a large and avoidable contributor to diet-related disease, and links with child obesity, early onset diabetes and

tooth decay. With public drinking fountains potentially providing both environmental and health wins, support for these has spread across the UK's cities and beyond.

Tap water supplied in the UK is among the very best in the world and water companies continue to invest to make sure it stays that way. The latest Drinking Water Inspectorate report shows 99.96% UK compliance with EU drinking water standards from hundreds of samples taken across the water network. According to research by Keep Britain Tidy and BRITA, 78% of people say they would like to see greater availability of free tap water in public spaces. Water fountains provide an accessible and convenient way for people to refill bottles and drink tap water on the go.





## Sparkwell All Saints Primary School, Devon

The school received funding from Sustain's Children's Health Fund to purchase one external drinking fountain. Prior to installation they had no other outdoor source of drinking water for their children. With children bringing plastic bottles to school they were keen, as part of their sustainability work, to reduce this and ensure children could be given independent, safe access to water as and when needed.

*Child A: "now if I am running fast I can get a drink to cool me down"*

*Child B: "the water fountain is cool because it squirts water"*

*Child C: "water is good for you and I am drinking lots of it now"*

**Cost:** For £700 they purchased (£370) and installed (£200) an outdoor drinking fountain and drinking bottles (£130) for water consumption within classrooms, resulting in increased access to fresh drinking water.

# The Recipe for Success

## 1 Getting an idea:

- Support and permissions  
Build your coalition of supporters for drinking fountains in your local area, and most importantly get your landowners on board.
- Location, location, location  
Where you site your fountain within a space is crucial to maximise its use.



## 2 Getting going:

- Funding and timeline  
The costs for a fountain should include connection and ongoing maintenance, so plan ahead.
- Design and accessibility  
Choosing the right model goes beyond whether it's suitable for internal or external settings.



## 3 Getting installed:

- Water regulations and notification
- Water quality, safety and hygiene  
Before you buy your fountain, there are some important checks to plan for to ensure you don't delay installation
- Responsibilities and futureproofing  
Don't fit and forget! Working out who is going to keep it maintained should be done before installation.



## 4 Getting it used:

- Spreading the word  
Effective signage and promotion of the fountain will ensure that people use the fountain.



A successful fountain installation project will need to consider all of these factors. The time taken between concept and installation could take many months, and we would advise allowing up to a year from start to finish, although it can vary depending on how quickly you get the relevant support and approvals in place.



## Water Pressure

[www.waterforlondon.org](http://www.waterforlondon.org)

Water for London are a grass roots group of volunteers putting pressure on different landowners to install drinking fountains.

Since starting in 2017, their focus to date has been on transport hubs. They've engaged positively with elected and executive officials at City Hall; gained support from bloggers and social media; received nearly 18,000 supporting signatures from the public; submitted official recommendations to several London and national government consultations, garnered allies from like-minded charities and campaigns, - and staged fancy-dress direct action events.

With several of the Mayor's announcements reflecting their asks this kind of outsider pressure is a useful component in getting and keeping fountains on the political and public agenda.



# Support and Permissions

Once you've had the initial idea of installing a water fountain for your community, you'll want to assemble a strong coalition of supporters to build a convincing case that demonstrates the benefits that will flow from your project. Find ways to demonstrate the strength and breadth of local support, such as with public meetings, surveys and petitions.

Groups and organisations to contact (contact details can be found in the back of this document):

- Local community, resident, environment and user groups
- Health organisations and partnerships
- Local Refill Schemes

It's important to make early contact with key stakeholders whose support and permissions you will need for your project to go ahead, so that they are well

aware of your intentions and can contribute to and advise on your plans. It is also important to avoid duplication of work and to make sure your request isn't already being processed/ actioned.

The top three to consider will be:

1. Your local water supply company: the water company must be notified prior to any installation, and you will need to demonstrate that your fountain design and installation meets the relevant regulations.
2. Your local authority: Support from your local council can make all the difference in getting arrangements in place and ensuring you have the permissions you need. They will, for example, be able to advise you on planning permissions. They may also be key advocates as fountains will meet local

health and environmental/ waste priorities, or may fit with existing plans for council land e.g. parks.

3. The landowner: If the land you want to install the fountain on is not owned by the local authority, you will need to find out who the landowner is and involve them at the earliest possible stage as their permission will be critical to your success.

Depending where you choose to install your fountain, there may be additional stakeholders you will need to seek advice and permissions from. For example, at transport hubs and stations you will need to involve the owning and operating companies; and in settings with particular heritage value (e.g. Conservation Areas and Listed Buildings) you may need consent and advice from Historic England.

## New Hillingdon fountains to tackle plastic pollution

During 2018, Hillingdon Council's green spaces team installed 15 drinking fountains at 14 of the borough's parks to help reduce the number of single-use plastic bottles and cups being thrown away. Each fountain includes a main bottle filler and two mixed-level bubbler taps to dispense water to fill bottles or catch in the mouth. One of the taps is at an accessible height for people with disabilities and young people, and another is at ground level for pets.

The first of the fountains was installed at Ruislip Lido in March 2018 by contractors, Irrigation Services, with the rest completed by May. An additional 17 drinking fountains have been installed over the rest of the year, bringing the total to 32.

Paul Richards, Head of Green Spaces, Sport and Culture at Hillingdon Council, said: *"Residents using our parks for recreational activities, such as walking, jogging, playing sport or using our outdoor gyms or playgrounds, will easily be able to use these fountains to fill reusable drinks bottles, reducing the amount of plastic waste going to landfill."*



## Lewes District Council

The Council applied to Sustain's Children's Health Fund to install a water fountain in a new public park in Peacehaven. The park is well-used and has a variety of features including toddler and adventure playgrounds, skatepark, sports pitches and walking and cycling paths. Users of the park had requested better access to drinking water, as asking for refills at the park café was causing issues at busy times. Although willing to provide water, the café found it created longer queues and affected their service.

The water fountain was promoted via signage, press releases, social media and a website: [www.bigparksproject.org.uk](http://www.bigparksproject.org.uk). Additionally, close links with the local school meant it could be promoted via a school and mentor groups.

At a conservative estimate, over 3,000 children have benefitted from the installation of the water fountain in the first year. The fountain was installed with a meter to monitor the volume of water, and 1,314 litres were dispensed over the first summer since installation. Since the installation of the fountain people now know they can access water without queuing up at the busy café. The Café owner said, "The fountain has been well used particularly during the school holidays. It has taken the pressure off us supplying water in the café. It is a great community asset."

At the same time as the fountain, a bike fix-it-stand and bike pump were installed to create another draw to the park. These facilities have been very well received by the local public and the local cycling club (Cycle Seahaven) and have attracted more users who also benefit from the fountain. The inclusion of the tools also brings the children from the skatepark over to the café and they are often seen using the fountain.

**Cost** £2,500 - for one fountain £1,200, plumbing and connection £1,000 and signage £300

# Location, Location, Location

Choosing the right location will help to maximise the benefits provided by your fountain.

- Natural surveillance & security - a high footfall, visible and well-signposted area where it will be used frequently will also provide passive security to avoid deliberate vandalism.
- Accessibility – an important consideration both physically for different users, and at different times of day – some external settings can be beneficial for this.
- Shelter – whilst external settings allow for more regular access, consideration should be given to exact siting. It is important to minimise damage from weather: avoid frost damage by providing adequate insulation; avoid direct sunlight which can heat the water in some models. In locations directly next to the sea the salty wind can advance corrosion. Locating fountains near to walls (avoid south facing) or under overhangs or shelters can reduce some of the problems associated with the weather.
- Hygiene – perceptions of the cleanliness of a public

fountain are as a big a consideration as any actual issue of hygiene when ensuring a fountain is used. Location can help with this - for example, fountains within public toilets will be less used than ones placed nearby. Locating a fountain undercover, or buying a model with a downspout, will reduce the potential risk of a blockage and/ or contamination from anything airborne such as leaves or bird poo. Fountains should be positioned over a metre above ground to avoid contact with animals (although in some settings, provision should be considered for pets' possible use e.g. parks).

- Mains water – the ideal location may not have mains water supply, and extending a mains supply can be costly and disruptive. This will need to be balanced against the fact that siting the fountain at a location which does have mains supply, e.g. indoors or at a public toilet, may reduce maximum use. Identifying locations early in the process that best suit your aims can save time later on and allow for effective planning for the needs of the project.

Locations to consider:

- Parks – can benefit many user groups including families, children, people exercising, dog walkers and their dogs.
- Transport hubs – helping people access drinking water on the go.
- Shopping precincts and centres – these are high footfall spaces where a fountain can reduce bottled water purchases.
- New developments – look to get water fountain provision incorporated at the planning stage.
- Schools - encouraging healthy hydration for pupils and staff.
- Other public buildings – with local authority support, getting permission for installation in these settings may be quicker.



## London Drinking Fountain Fund

— a partnership between #OneLess, the Mayor of London, and MIW Water Cooler Experts.

The London Drinking Fountain Fund was established by #OneLess, the Mayor of London and MIW Water Cooler Experts. Together, they are installing London's first modern day network of 20 drinking fountains and bottle refill stations to make it easier for Londoners to refill on the go and ditch single-use plastic water bottles.

This is a pilot project, designed to generate useful information and learning, and influence the wider roll out of drinking fountains across London. #OneLess managed a two-stage application process where land and site owners across the city applied to host a fountain. Applications were assessed based on several criteria – footfall, access and visibility, and communication and promotion. As part of this project, the applicant needed to own, clean and maintain the fountain and apply for any necessary permissions.

The sites selected are a mixture of busy shopping areas, business districts, universities, public visitor attractions, transport hubs, community spaces and open parks. They range from iconic, high footfall areas such as Windrush Square Brixton, the Natural History Museum, and the Horniman Museum and Gardens; to public parks and community spaces such as Camberwell Green, Swiss Cottage Open Space, North Acton Station Square, and Bexleyheath Town Centre.

Installation started in spring 2018 and by the end of the summer a few fountains installed had already showed fantastic results: the two fountains installed at Liverpool Street Station dispensed the equivalent of 16,000 500ml plastic water bottles in under a month, for example, demonstrating the demand for fountains.

#OneLess will be publishing a detailed toolkit summarising insights and lessons learned from installing these drinking fountains across a range of sites in London. It will be available for download via this link: [www.onelessbottle.org/fountainfund](http://www.onelessbottle.org/fountainfund).

# Funding and Timeline

It's important to ensure that you have a realistic and comprehensive estimate of your project costs, and a project plan that includes a timeline of activity.

Get your project group together to scope and apply for funding sources that are suited to your project. Some potential funding streams to consider are:

- Grant-giving bodies - such as National Heritage Lottery Fund (<https://www.heritagefund.org.uk/>) or National Lottery Community Fund (<https://www.tnlcommunityfund.org.uk/>) and others aimed at community, environmental and/or health benefits.
- Local grants and funding sources - such as the Drinking Fountains for London project from the Mayor of London and Thames Water in London, Biffa Award and funds linked to local waste and recycling schemes.
- Local companies and businesses – who may be interested in sponsoring your fountain as a great PR opportunity. Also see the Co-op Local Community Fund. <https://causes.coop.co.uk>
- Healthy Pupils Capital Fund - this is funding allocated to schools from the Soft Drinks Industry Levy, which

many have spent on drinking fountains.

- Crowdfunding - can help you to access funds from your supporter base (and support its use when installed), though be prepared to do plenty of promotion to make this approach work.
- The Drinking Fountain Association (<http://www.drinkingfountains.org/>) - provides grants for fountains and restoration works, and fountains for schools.
- Section 106 agreements (developer contributions) via the planning process where development is taking place.

There are a wide range of water fountain designs available, and your costs will vary depending on the most suitable solution for your location and needs. Talk to different suppliers to get an idea of what's available and what it will cost you to purchase, install and maintain. The case studies throughout this guide give some real-life examples of project costs and fountain suppliers.

Your water fountain should have a long and useful life ahead of it, so don't forget to consider your funding arrangements for ongoing running, maintenance and repair costs. Having a clear plan in place for who will be responsible for cleaning and maintenance, and how this will be resourced, is vital to keeping

your fountain flowing and your local council, water company and other project partners can pull together to provide you with advice on what is appropriate and help make it happen.

There are some specific sources of funding for revitalising old fountains (National Heritage Lottery Fund and Drinking Fountains Association), although you should consider factors such as how it will be obvious that the fountain is now back in use after many years (considering restrictions on listed monuments) or whether the costs to put these back into order e.g. new pipes, would not be better spent on installing a new fountain.

# REFILL HERE!



15 Refill Bristol  
over 200 venues  
as refill stations  
so anyone can  
top up their reusable  
drinking bottles



What will guide  
you to come to fill up  
to inspire you  
to do your bit to fight

NO BOTTLE?  
BUY TODAY!



# A FEW FRESH FACTS

3% >

of people prefer bottled water when on the go, half of them blame lack of access to tap water as a reason for their purchase

Tap water meets the world's standards

1000 >

Bottled water can cost up to 1000 times more than tap water

A large adult human body is 60% water. It's important to keep hydrated

8 >

Drinking 8 glasses of water a day can improve brain function, mood, focus, digestive health and energy level



# Design and Accessibility

There are a huge range of water fountains available, and to choose the best fit for your project you will need to take into account a number of different factors. There is some natural overlap in considerations here with those in the section on locating your fountain.

- Approved for UK use – It's vital that your fountain complies with the relevant regulations, and you can ensure this by choosing a Water Regulations Advisory Scheme (WRAS) approved fountain. The UK regulations differ from those covering Europe or the rest of the world, so check specifically for WRAS approval and don't assume that all products on sale in the UK will meet the required standards.
- Budget – With so many designs and models available, there are fountains to suit a range of budgets. The case studies throughout this guide give you some examples of outline costs for successful fountain installation projects. On the whole, models for external locations are more expensive as they are built to withstand the elements.
- Setting – Whether your fountain is to be located indoors or outdoors will be a major consideration for your choice of fountain. It's also sensible to check early on whether your setting will introduce additional considerations or constraints on fountain design; for example whether you need further approval or planning permission for a fountain in a heritage setting or Conservation Area. Designing the fountain space to provide for waste water to soak away is important to avoid flooding.
- Weatherproofing – If your fountain is going to be installed in an outdoor location, it will need to be robust and weather-proofed. Check that you are looking at models designed specifically for outdoor use – you will want it to offer protection for pipes against freezing conditions; a minimum of exposed moving parts; and made from durable materials that won't corrode, jam or be easily damaged.
- Accessibility for users – Bottle fillers are popular with people who may have hygiene concerns around bubbler taps, and enable people to easily fill up and take water away with them. Equally having provision for immediate use for those without bottles is important, so having both a bottle filler and a bubbler tap is ideal. Dispensers at different heights can make access easier for different user groups, including children, people with disabilities, and those filling bowls for pets.
- Maintenance and vandalism – Check what warranty arrangements are available and what ongoing maintenance your fountain will need. Consider how easy it will be to source spare parts if things do go wrong or get damaged. If your fountain is in a publicly-accessible setting where vandalism could occur, you will want to ensure that the fountain you choose is robust and has been designed to minimise or withstand vandalism.
- Signage and counters – Signage is important so that people can easily find your fountain. For the same reason avoid it blending in to the background by considering eye-catching colours or design. Information on the fountain can be useful to identify who to call in the case of a problem and when the fountain was last maintained. Having a counter or some form of meter can be useful for measuring use of the fountain, and for identifying if there are problems with leakage.
- Spillage – consider buying a highly absorbent anti-slip mat to keep floor areas dry.





# Water Regulations and Notification

The Water Supply (Water Fittings) Regulations, and Byelaws in Scotland, set out the legal requirements for plumbing systems and play an important role in protecting public health, safeguarding water supplies and promoting the efficient use of water. They are essential in setting standards for plumbing fittings and water-using appliances, as well as levels of competency for any installation work.

You should always notify your local water company of your plans before you purchase a fountain or arrange installation. In many cases work on new and existing plumbing systems and some types of water installations need reporting to, if not approval by, your local water company before they can begin. See the box below and Appendix 1 for some useful points to consider or cover in advance, to speed up the notification process.

To find out more about the regulations visit the Water Regulations Advisory Scheme at [wras.co.uk/notification](http://wras.co.uk/notification). Once you've read this, most water companies have a webpage with details of where to send your notification to.

## What to provide water companies in your notification

When notifying of plumbing work, the following information must be sent to the local water supplier:

- The name and address of the person giving notice and, if different, of the person to whom the consent should be sent.
- A description of the proposed work and any related change of use of premises.
- The location of the premises and their use or intended use.
- A plan of that part of the premises which relates to the proposed work and a diagram showing the pipework and fittings to be installed.
- The plumbing contractor's name and address, if an approved contractor, such as a WaterSafe Approved Plumbing Business is used to do the work.



## Friends of Parc Williams, Wales

The Friends applied to Sustain's Children's Health Fund to purchase one water fountain for Parc Williams, Loughor to provide an outside supply of drinking water for a variety of park users: families with young children, teenagers, older people, footballers, skateboarders, and bowling team members. As there was no outside water supply people tended to buy fizzy drinks for the children from the local shop en route to the park."

Previously there had been requests from park users to obtain drinking water from the sports pavilion, however for security reasons this is locked most of the time and is only open to members of the various sports teams, making access to drinking water difficult. Since the fountain installation there have been benefits to many users: it is estimated that around 200 people visit the park on a typical Saturday in the football season, and up to 100 children use the park facilities each day during the school holidays. A cycle path passes through the park, and cyclists are now stopping to top up their water bottles as they become aware of the water supply.

One young mother said she would save a considerable amount of money in the summer as she would be topping up her children's water bottles, rather than buying fizzy drinks; and a young boy asked what the flavour of the water was, as he liked the taste a lot!

As this was the first water fountain to be installed in a local park for many, many years, the Council were keen to know that the water fountain was WRAS approved. The original model chosen was not, so had to be changed. The Council also wanted to ensure that a maintenance contract was taken out as they did not want any future repair bills to be charged to them. There were other issues that had to be discussed to satisfy environmental health, such as installing a Swan Neck fitment, not a bubbler. In due course the Council were entirely satisfied that the fountain met all their requirements and conditions and gave permission to install the equipment.

**Cost:** £888 for fountain and installation – simple outdoor fountain with downspout

# Water Quality, Safety and Hygiene

## WRAS approved fittings

It is important that the plumbing products and fittings being used in your installation are tested, fit for purpose and safe to use. There is an easy way for you or your plumber to do this - look for the WRAS Approved logo on any product or fittings which show they have been tested and meet the appropriate standards, or other similar approval schemes, such as [kiwa.co.uk/products](http://kiwa.co.uk/products).

## Water quality and hygiene

When it comes to installing your drinking fountain, you need to have peace of mind that the water is safe and of high quality. To achieve that we advise you to use a WaterSafe approved plumber - WaterSafe is the nationally recognised accreditation scheme for UK plumbers who are qualified in the water supply and fittings regulations and therefore approved to work

safely with drinking water. They are specifically backed by all the UK's water companies and can also offer advice on suitable products and fittings. They carry agreed levels of insurance and comply with a customer redress scheme.

An online directory where you can find your nearest WaterSafe approved plumber is available at [watersafe.org.uk](http://watersafe.org.uk).





# Responsibilities and Futureproofing

A water fountain should have a long lifespan and provide brilliant benefits to your community for many years to come. Because it will be a long-term commitment, it is sensible to agree your arrangements for its ongoing care from the start so that everyone involved knows who is responsible for what.

An appropriate cleaning and maintenance schedule will depend on the design and location of your fountain, and the manufacturer should be able to advise you on what will be needed. Work out the costs involved and how these will be covered; as well as agreeing who will carry out the work

and manage any contractors involved. Think about the role that community groups could play in helping to look after your fountain, or how it might fit within existing maintenance contracts. See the box below and also Appendix 2 for some useful considerations around maintenance.

The ambitions of your project group may well be bigger than just the installation of a single fountain, and it is a great idea to make use of the momentum and expertise that you have built up to make an even bigger splash. Make the case for water fountains to be built into local plans from the start, for example

in contracts for parks and green space development and management, and in planning stipulations for developments involving public or publicly-accessible space. You can also share your success to inspire neighbouring communities to follow your lead.

If you're looking for support locally, you may find that this fits with the priorities of your local authority public health or environment teams, or check whether there is a local Refill Scheme, Sugar Smart campaign, or food partnership who would help build support.

## Maintaining your fountain

— factors that can affect or show water quality:

- Taste/odour – this is a useful check if something isn't right.
- Temperature – the water should be a steady temperature if it's from mains (as opposed to a pipe). The pipes need to be insulated as warming can be a contamination risk. i.e. the supply shouldn't run past a hot water pipe and to ensure freshness, it shouldn't be the last connection point.
- Seasonal differences of fountain use – if they're out of use for a season this can affect water quality e.g. schools (out of use for 6 weeks) or parks. This is solved by a one-off flushing programme (turnover) when they are back into use, as part of the maintenance.
- Filters – it is not recommended that a filter of any sort is attached to the tap. These can be misleading in that there shouldn't be a problem with the water in the first place, and it means there's something else to maintain. Unmaintained/unreplaced filters themselves can be a bigger cause of water quality problems.
- Backflow protection - as a minimum, suitable backflow protection should be installed within every fountain or refill point. European standards require these valves to be replaced regularly. "Don't fit and forget".
- Leakage – any maintenance plan should have checks for leakage. If it's metered then it's easier to check.
- Metals – You can get lead leeching from metal pipes. This is more of a problem with old pipes. Public Health England or the local authority should be notified of any lead pipes found in a property.

# STAY HYDRATED ON THE GO - REFILL HERE!

Bristol Water  
At-Bristol  
Centre was  
YOU have

In 2015 Refill Bristol  
saw over 200 venues  
sign up as refill stations  
where anyone can  
top up their reusable  
drinking bottles



UK

has a... will guide  
are you... welcome to fill up  
ts an... res to inspire you  
money and do your bit to fight

REUSABLE BOTTLE?  
-BRISTOL SHOP TODAY



# Spreading the Word

Effective publicity will help your project to gain momentum and supporters in the planning stages and encourage people to use your fountain once it has been installed. Here are some ways that you can help your project to ride the wave of success:

- Use the existing channels available to you through your project partners to get the word out, such as community meetings, social media and local print and broadcast media.
- Plan a launch event that will attract attention – for example, you could ask a local VIP to officially ‘open’ the fountain. Send out a press release packed with information and quotes from

key individuals in advance, and provide a photo opportunity for the local media. For inspiration, here’s how Eunomia publicised the launch of a new water fountain in Bristol: <https://www.eunomia.co.uk/bristol-continues-the-refill-revolution-with-new-water-fountain/>

- Sign up your fountain as a Refill Station using the free Refill app: <https://refill.org.uk/get-the-refill-app/>, so that everyone can easily find it and fill up. There are now over 16,000 Refill Stations across the UK and over 90,000 app users. Contact Refill for further information on how you can use the widely recognised Refill brand to attract attention

to your fountain by visiting [refill.org.uk](https://refill.org.uk) – there are lots of Refill brand and marketing materials you can adopt and use, including posters, postcards and pop-up banners.

- Register the action you have taken to install water points and promote drinking water on the SUGAR SMART website [https://www.sugarsmartuk.org/get\\_involved/#act](https://www.sugarsmartuk.org/get_involved/#act)
- Make sure people can easily find your fountain – explore options for signage nearby, and get your fountain included on local maps whether these are on the street or on paper.

## Network Rail – Western Route Water Fountains

Network Rail has committed to improving its sustainability by installing water fountains across its managed stations, which includes their Western route stations, London Paddington, Reading and Bristol Temple Meads.

The aim is to provide chilled water refill stations for passengers, which includes a target audience of around 67 million passengers per annum travelling through their stations. The potential for influencing positive sustainable habits and reducing single use plastic waste is huge.

As their stations are old buildings with complicated plumbing systems they were limited in where they could place the fountains. Not all fountains across the stations were the same either. Because of these disparities between locations it was key for them to work with City to Sea and the Refill team to get the message out to the public on their location. City to Sea helped with wayfinding and the laminate wrapping around the fountain. There was a joint launch of the fountains at Reading and London Paddington and Refill helped with delivering the message through posters, leaflets and placing the fountains on the Refill app. The Refill Station at Paddington has filled over 4600 bottles in its first month. Network Rail will be looking to include drinking water supplies in future projects, so they can increase the provision for their passengers.





# Useful Contacts

WRAS-approved water fountain partner:

- MIW Water Cooler Experts [www.miw.co.uk](http://www.miw.co.uk)
- Waterlogic [www.waterlogic.com/en-gb](http://www.waterlogic.com/en-gb)

Regulations and approved products:

- For information on regulations, and a directory of approved products, visit [www.wras.co.uk](http://www.wras.co.uk)
- Search for WRAS-approved water fountains at [www.wras.co.uk/directory](http://www.wras.co.uk/directory)

Installations and notification:

- Search by postcode at [www.watersafe.org.uk](http://www.watersafe.org.uk) to find your nearest WaterSafe approved plumber
- Find contact details for your local water company at [https://www.watersafe.org.uk/contact\\_us/water\\_company\\_contacts/](https://www.watersafe.org.uk/contact_us/water_company_contacts/)

Advice on heritage settings:

- Contact your local authority and check whether you will need additional advice from Historic England

Further information about Refill and branding:

- Visit [www.refill.org.uk](http://www.refill.org.uk) or email [info@refill.org.uk](mailto:info@refill.org.uk)

Further information about local food initiatives

- Visit [www.sustainweb.org](http://www.sustainweb.org), [www.sugarsmartuk.org](http://www.sugarsmartuk.org) or [www.sustainablefoodcities.org](http://www.sustainablefoodcities.org)



# Appendix 1

## Affinity Water Fountains Risk Assessment – St Albans

Risk Assessment  
Public Drinking Water Fountains



| Hazard   | Likelihood / Impact | Risk Control – the actions taken to minimise and reduce risks.   |
|--|---------------------|--|
| Spread of germs or contamination by poor water quality.                      | Low/High            | <ul style="list-style-type: none"> <li>Fountain heads are sanitised weekly by the Council's cleaning contractor (Sanitiser to meet BS EN 1276: 1997 or BS EN 13697: 2001).</li> </ul>  |
| Non-compliance with guidelines on control of legionella.                     | Low/High            | <ul style="list-style-type: none"> <li>Water is run by the cleaning contractor for 3 mins per week to prevent dead leg.</li> <li>The annual commissioning process in spring will include a full service clean, battery check and filter change. This will be undertaken by BJ's.</li> <li>The water filters will be replaced annually by BJ's or every 10,000 litres of water whichever is sooner.</li> <li>Affinity Water will check water quality initially upon commissioning, thereafter the Council's own water quality testing contractor (Primec) will undertake annual microbiological and physical testing upon commissioning in spring.</li> <li>We will comply with ACOPL8 for the management of Legionella.</li> </ul> |
| Unit fails due to vandalism or breakdown                                     | High/Low            | <ul style="list-style-type: none"> <li>Sign above fountains provides a contact email and phone number for people to report any problems with the fountains.</li> <li>Fountains are inspected weekly by xxxx.</li> <li>Batteries are checked and changed during quarterly service clean.</li> </ul>   |
| Wet ground caused by spillages creates slip hazard.                          | High/High           | <ul style="list-style-type: none"> <li>Where there is a risk, we have installed concrete paving and pebbles to act as a drain away for any water.</li> </ul>   |
| Fountain and water supply freeze over winter                                 | High/High           | <ul style="list-style-type: none"> <li>Fountains will be drained down, isolated and disconnected between December and March to prevent freezing.</li> <li>Fountains will be positioned adjacent to buildings wherever possible to lower the risk of freezing.</li> </ul>   |
| Fountain heads not regularly cleaned and maintained.                         | Low/Low             | <ul style="list-style-type: none"> <li>Fountain heads are sanitised every week by xxxx using BS1276 approved sanitiser.</li> </ul>   |
| Equipment meets installation and the Water Supply (Water Fittings) Regs 1999 |                     | <ul style="list-style-type: none"> <li>All new fountain installations will be notified in advance to Affinity Water Regulations Team so that all aspects of the fountain installation can be pre-approved.</li> </ul>  |



# Appendix 2

## Working Maintenance and Cleaning Protocol

### Bottle Filling Station Maintenance and Cleaning Protocol

V1 Draft: 8 November 2018

#### Background

- First phase of installation: 2x bottle filling stations outside station (Albion Square) and 1x outside Cote restaurant on Commercial Way.
- Bottle filling stations to be installed but not connected until consent given by Affinity Water (pending this Maintenance and Cleaning Protocol).
- All units DDA compliant.
- All units are installed on granite paving with textured surfaces which will help in keeping the floor dry to avoid slippages. A gatic slot drain at each unit will also assist with drainage of spilled water.
- Duties listed below to be subsumed into Town Centre Engineers daily inspections and Serco Town Centre cleaning activities.
- Cleaning activities to be undertaken by operatives wearing one-use plastic gloves and using one-use cloths.
- A formal record of the duties below will be kept by the responsible officers as part of their normal Town Centre duties.
- Defects will be reported by Town Centre engineers as part of their daily inspections and logged by email and with a photo record.

| Action  | Frequency                     | Responsibility                                  |
|---|-------------------------------|---|
| 1 Inspect bottle filling station. Remove any rubbish or debris that has collected and clean down / pressure wash units as needed.   | Daily                         | Serco   |
| 2 Pressure wash bottle filling stations.  | Daily                         | Serco   |
| 3 Ensure tap operating properly and not sticking or wasting water.  | Daily                         | Serco   |
| 4 Empty drip tray.  | Daily                         | Serco   |
| 5 Check sufficient flow from tap and projection / direction of flow.  | Daily                         | Serco   |
| 6 Report and address any water that is pooling on floor surrounding bottle filling station.   | Daily                         | Town Centre Engineer to report; Serco to action |
| 7 Remove graffiti from units if applicable.   | Daily                         | Town Centre Engineer to report; Serco to action |
| 8 Taps and panels to be wiped down with food-standard antibacterial surface cleaner (to be advised). NOT bleach or unsuitable cleaning liquids. – <i>advice required from EH. Manufacturer advice – no specific cleaning instructions just soapy water.</i> | Weekly                        | Serco   |
| 9 Damp-wipe drip tray using non-abrasive cleaning agent.  | Weekly                        | Serco   |
| 10 Remove lime build up.  | Weekly                        | Serco   |
| 11 Check fountains for leaks and excessive sweating on the outside of the unit.   | Monthly                       | Town Centre Engineer to report; Serco to action |
| 12 Apply descaler to surfaces. Thoroughly rinse with clean water. Wipe dry with lint-free cloth.  | As required.                  | Serco   |
| 13 Update annual maintenance plan to include any repairs or replacements as required.   | Once a year                   | Town Centre Engineers                           |
| 14 Bottle filling stations to be drained down and isolated in periods of frost to avoid freezing.   | As weather conditions dictate | Town Centre Engineers with Serco                |

# Drinking Water Fountains

## A How To Guide

A Sustain and City to Sea publication  
May 2019

### About City to Sea

City to Sea is an award-winning not-for-profit organisation campaigning to stop plastic pollution. We're made up of everyday people doing extraordinary things; using our skills (and sometimes discovering new ones) to create a more beautiful world. Through our fun, solutions-focused initiatives we're empowering individuals to make a difference in their communities, working with companies and retailers to help them tackle plastic pollution and reaching millions of people with our digital content and campaigns.

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City to Sea is a Registered Community Interest Company, No. 09948596

### About Sustain

Sustain: The alliance for better food and farming, advocates food and agriculture policies and practices that enhance the health and welfare of people and animals, improve the living and working environment, enrich society and culture, and promote equity. It represents around 100 national public interest organisations working at international, national, regional and local level.

#### Sustain: The alliance for better food and farming

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