

# **To receive a report on refreshment provision and consider any actions and associated costs**

## **Report to:**

Library Sub Committee

## **Date of Report:**

26.08.2026

## **Officer Writing the Report:**

Community Hub Team Leader (CHTL)

## **Purpose of the report:**

To identify the types of hot and cold drinks facilities, recommend the best value for money and suitability for use in the library space together with a pricing structure.

## **Pursuant Minute:**

Library meeting held on 16.2.26 minute nr 58/25/26 points 2 & 3

## **Officer's Recommendations**

Members are asked to;

1. Consider purchasing Jura W8 bean to cup coffee machine from company A at a cost of £1,650.47 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
2. Consider purchasing the fridge Polar G-Series Upright Display Fridge 218Ltr Black GH426 for the cold drinks provision at a cost of £444.99 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
3. To consider recommending to the Services Committee the refreshment pricing structure outlined in the report.
4. Note there will be training costs of £20 plus VAT for each library staff member to complete necessary food safety training allocated to the personnel training budget 6656 ST PE Staff Training.

5. Note the additional food hygiene and safety requirements associated with providing refreshments, including food business registration, ongoing compliance with food safety regulations, and the increased operational responsibilities for the Community Hub Team Leader and Community Hub Assistants in managing stock, cleaning, monitoring, and record-keeping requirements.
6. To consider delegating authority to the CHTL to ensure that all requirements relating to the provision of refreshments are implemented, enabling the service to be delivered safely, effectively, and in accordance with all relevant procedures and regulations.

## **Report Summary**

### **Hot Drink Product**

A wide range of coffee machines is available to meet different operational requirements, budgets and customer expectations. After considering the available options, a bean-to-cup coffee machine clearly represents the best solution for Saltash Library Hub, offering the strongest balance of quality, flexibility, reliability and value for money. Unlike many commercial machines, it does not require a mains water connection, avoiding installation costs and enabling immediate deployment within the library. Its self-contained water tank provides the flexibility to relocate the machine for events, room reconfigurations or routine cleaning, ensuring it can adapt to the changing needs of the Hub.

In addition to its practical advantages, a bean-to-cup machine delivers a consistently high-quality coffee experience, producing fresh drinks that are comparable to those available in commercial cafés. This has the potential to enhance the visitor experience, encourage longer visits, support community activities and generate additional income. Designed for regular commercial use, the machine is robust, dependable and capable of meeting expected demand without compromising drink quality or service speed. By combining professional-standard beverages, operational flexibility and ease of management, a bean-to-cup coffee machine offers a future-proof investment that aligns with the Hub's ambition to create a welcoming, sustainable and community-focused environment.

- Jura W8 Bean-to-Cup Coffee Machine

The Jura W8 is a compact, professional bean-to-cup coffee machine designed for workplace environments, with a recommended capacity of up to 50 drinks per day. It offers 17 speciality coffee options, including milk-based drinks, and features a Professional Aroma Grinder and automatic milk system cleaning to ensure consistent quality and ease of maintenance.

The machine includes a 3-litre water tank, 500g bean hopper, intuitive colour display, and programmable drink settings. It is designed for office and public-facing environments and can be integrated with payment systems if required. The W8's compact footprint, reliability, and user-friendly operation make it a suitable option for community facilities seeking a high-quality self-service beverage provision. Please refer to **Appendix A.** for the full machine specification of the Jura W8.

- Jura W4 Bean to Cup Machine

The Jura W4 is a compact, professional bean-to-cup coffee machine designed for offices and public spaces, with a recommended capacity of up to 50 cups per day. It offers 10 speciality black coffee drinks, including espresso and lungo options, and features Jura's Professional Aroma Grinder and Pulse Extraction Process for consistent coffee quality. It includes a 3-litre water tank, 500g bean hopper, intuitive colour display, automatic cleaning programmes, and payment system compatibility. The W4 is a reliable, low-maintenance solution for venues seeking high-quality black coffee without the additional servicing requirements of a milk-based system. Please refer to **Appendix B.** for Jura W4 specification.

The Jura W8 offers a broader beverage range than the Jura W4, providing 17 speciality drinks including cappuccinos and other milk-based coffees, compared with 10 black coffee options on the W4. Both machines are designed for similar usage levels of up to 50 cups per day and offer comparable professional features. The W8 would provide a more versatile customer experience, while the W4 offers a simpler and potentially lower-maintenance solution focused on black coffee specialities.

- Vitro S1 Espresso Coffee Machine

The Vitro S1 Espresso is a compact, self-service coffee vending machine designed for offices, community venues and hospitality settings. It offers a range of espresso-based beverages, including cappuccinos, and is capable of producing up to 60 cups per day. The machine features a 4-litre water tank, 1.2kg bean hopper and a simple touchscreen operation. Please refer to **Appendix C.** for Vitro product specification.

- Jura W8 or the Vitro S1?

While both machines are suitable for public-facing environments, the Jura W8 offers a significantly more premium coffee experience. It provides 17 speciality beverages, including high-quality milk-based drinks such as cappuccinos and lattes, compared with the Vitro S1's more limited vending-style menu. The Jura's Professional Aroma Grinder, Pulse Extraction Process and fine foam technology are specifically designed to deliver café-quality drinks with a focus on taste and consistency.

Although the Vitro S1 has a larger bean capacity and slightly higher daily output, the Jura W8 prioritises beverage quality, ease of use and customer satisfaction. Its automatic milk cleaning system, intuitive display, smart cup sensor and premium

design make it particularly well suited to a community hub environment where providing a welcoming, high-quality customer experience is a priority.

Overall, the Jura W8 represents the stronger option for delivering a professional, café-style coffee offering and is likely to enhance the visitor experience more effectively than the Vitro S1.

| Machine                  | Daily capacity  | Drink range                                                     | Water / beans                   | Operation and maintenance                                                                                                            | Costs quoted in this report                                                                   |                                                                                                   | Library suitability                                                                                    |
|--------------------------|-----------------|-----------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Jura W8</b>           | Up to 50 drinks | 17 specialities, including fresh-milk drinks                    | 3L tank / 500g hopper           | Automatic milk-system cleaning; intuitive display; payment-system compatible. Requires milk storage and additional milk-system care. | Purchase: <b>£1,650.47</b> + VAT<br>Company A<br><br>or <b>£2,850</b> + VAT<br>(Company B).   | Lease: £19.86 + VAT per week for 2 years; stated total net cost £1,549.<br>Company A              | <b>Best overall option:</b> broadest choice and strongest café-style customer experience.              |
| <b>Jura W4</b>           | Up to 50 drinks | 10 black-coffee specialities; no milk drinks                    | 3L tank / 500g hopper           | Automatic cleaning programmes; simpler upkeep than a milk-based machine; payment-system compatible.                                  | Purchase: <b>£1,257.69</b> + VAT<br>(Company A)<br><br>or <b>£2,095</b> + VAT<br>(Company B). | Lease: £15.13 per week for 2 years, stated total net cost £1,180.37; or £16 per week for 3 years. | <b>Best lower-maintenance option:</b> good value where black coffee is sufficient.                     |
| <b>Vitro S1 Espresso</b> | Up to 60 drinks | 8 selections, including espresso-based and powdered-milk drinks | Optional 4L tank / 1.2kg hopper | Compact and easy to refill and clean; cashless options available; uses soluble milk and chocolate canisters.                         | Purchase price= £2,500 Plus VAT<br>(Company C)<br><br>Plus £500 annual service fee            |                                                                                                   | <b>Best for higher throughput:</b> larger capacities, but a more vending-style offer than the Jura W8. |

## **Additional information for members on hot drinks provision**

- The staff would have compostable takeaway cups behind the reception desk and take the payment at the desk for beverages. This would allow reporting of how many drinks were sold and streamline the money handling process as the takings would go directly into the till rather than into a separate vending machine.
- Hot chocolate and tea bags would also be kept behind the desk and given to customers once they have paid for the beverage. Providing compostable cups would also decrease the use of single-use plastic and reduce our negative impact on the environment.
- A discount initiative can also be applied when using a Bean to Cup machine, whereby customers could receive a small discount for bringing in their own cup or travel mug. Not only would this reduce waste, it would also reduce expenditure on takeaway cups whilst encouraging the reduction of waste.
- A loyalty card scheme could also be introduced to encourage regular purchasing of beverages. This is an incentive to increase profit and can be used as marketing to draw customers in.
- Additional sockets would be required to run any equipment which would have an associated cost.

## **Operational Impact of Refreshment Provision**

The sale of hot drinks would require the Town Council to ensure compliance with relevant food safety legislation and good practice standards. This would include registering the Library Hub as a food business where required, providing appropriate food hygiene training for staff involved in the preparation and sale of drinks, maintaining suitable food safety management procedures, and ensuring that allergen information is available to customers. Once registered, the local authority may inspect the premises and issue a Food Hygiene Rating (0-5).

In addition, appropriate public liability and employer's liability insurance arrangements should be reviewed and confirmed to ensure that the activity is adequately covered. Procedures should also be established for cleaning and maintenance of equipment, safe storage of milk and consumables, stock management, and monitoring of hygiene standards.

- For selling hot drinks at the library, usual requirements are;
  1. Food business registration
  2. Basic food hygiene procedures
  3. Allergen information
  4. Temperature monitoring for milk
  5. Appropriate insurance

Introducing a hot drinks service would respond directly to demonstrated visitor demand and strengthen the Library Hub's appeal as a welcoming community destination. Many visitors have already requested this provision through verbal feedback, while 30% of respondents to the recent survey said it would make them more likely to visit. Providing refreshments would therefore enhance the existing offer, encourage greater footfall and longer visits, and further support the Library Hub's role at the heart of the community.

## Cold Drink Product

### Fridges

Introducing a drinks fridge in the library could provide a convenient and attractive cold drinks offer for customers, helping to increase dwell time, improve the visitor experience, and generate additional income to support library services. The **Polar G-Series Upright Display Fridge (218L)** is the strongest overall option as it combines a good storage capacity with a lockable door and lockable castors, making it secure, easy to move for cleaning, and well suited to a public library environment. This fridge could also be utilised for storage of milk for the library coffee machine. Current facilities do not allow for storage of milk in larger quantities so this would be an effective solution. Please refer to **Appendix D**. fridge and vending machine product information.

For busier sites expecting higher sales volumes, the Kool SC360 (360L) offers significantly more storage capacity while retaining both a lockable door and castors. Budget-conscious libraries may find **the Adexa KOBE302 (140L)** a cost-effective alternative; however, the lack of a specified lock could present security concerns. Smaller options such as the Russell Hobbs 62L Drinks Fridge have lower upfront costs and a lockable door but may require frequent restocking and cannot be easily relocated due to the absence of wheels. The Adexa SC105B Bottle Cooler provides a compact display solution but appears better suited to retail settings and lacks clearly stated security and mobility features. Potential disadvantages of any drinks fridge include electricity costs, routine cleaning and maintenance requirements, stock management, and the risk of theft or vandalism if a lockable unit is not selected. Overall, a drinks fridge could be a valuable addition to the library, with the Polar G-Series offering the best balance of security, capacity, mobility, and suitability for a community-focused public space.

| Rank | Fridge                                                 | Capacity | Lockable Door   | Wheels/Castors     | Price (Inc. VAT) | Library Suitability                  |
|------|--------------------------------------------------------|----------|-----------------|--------------------|------------------|--------------------------------------|
| 1    | Polar G-Series Upright Display Fridge 218L Black GH426 | 218L     | ✓ Yes           | ✓ Lockable castors | £533.99          | Excellent                            |
| 2    | Kool SC360 Black Upright Single Door Display Fridge    | 360L     | ✓ Yes           | ✓ Castors          | £466.80          | Excellent for high-volume sales      |
| 3    | Adexa KOBE302 Display Refrigerator                     | 140L     | ⚠ Not specified | ✓ Castors          | £391.20          | Good budget option                   |
| 4    | Russell Hobbs 62L Drinks Fridge                        | 62L      | ✓ Yes           | ✗ No               | £169.00          | Suitable for very low sales volume   |
| 5    | Adexa SC105B Bottle Cooler                             | 105L     | ⚠ Not specified | ✗ Not specified    | £402.00          | Better suited to retail environments |

## Vending Machines

A vending machine could provide a simple, self-service option for offering cold drinks and snacks within the library, requiring minimal staff involvement during day-to-day operation. Leasing a machine from a supplier such as Company C offers the benefits of regular replenishment and annual servicing. However, the financial return is likely to be very limited, as income is dependent on an agreed rebate arrangement and turnover levels, with no guaranteed profit. In addition, the proposed five-year contract may reduce flexibility if demand changes or a different provision is preferred in the future. The cost of leasing a vending machine for drinks or drinks & snacks from Company C is £25 per week for 5 years. This is a total cost of £6,500 over five years for rental.

Purchasing a vending machine outright would allow the Town Council to retain all income from sales and could be more cost-effective than a long-term lease over five years. However, this option would require a significant upfront investment, alongside ongoing responsibilities for stock ordering, storage, replenishment, cleaning, and machine management. The purchase cost for a drinks vending machine from Company C is £4200. A further concern for both options is that the machines operate on card payments only, which may exclude some customers, particularly children, older residents, and those who prefer to use cash. The physical dimensions of vending machines is also greater than the fridges included within this report. Taking into account the space requirements, card-only payment restrictions, ongoing costs, and limited financial return, a vending machine may be less suitable for a library setting than a smaller, more flexible drinks fridge solution.

| Product                                  | Lease                                                                                                                                                                                                                                                                                                                                     | Buy                                                                                                                                                                                                                                                                               |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vending machine<br>supplied by Company C | <b>PROS</b> <ul style="list-style-type: none"> <li>• Replenished regularly.</li> <li>• Serviced annually.</li> </ul>                                                                                                                                                                                                                      | <b>PROS</b> <ul style="list-style-type: none"> <li>• Outright purchase would mean all money from sales would go to the Town Council.</li> <li>• Reduced cost compared to the total cost of a 5 year rental contract.</li> <li>• User can choose what products to sell.</li> </ul> |
|                                          | <b>CONS</b> <ul style="list-style-type: none"> <li>• Would not see much if any financial profit from leasing.</li> <li>• 5 year contract.</li> <li>• Possible rebate subject to turn over- no guaranteed income from the sale of products.</li> <li>• Card payments only- done through integrated card reader. No cash option.</li> </ul> | <b>CONS</b> <ul style="list-style-type: none"> <li>• Regular replenishment and storage of products required.</li> <li>• Card payments only- done through integrated card reader. No cash option.</li> <li>• Large upfront expense.</li> </ul>                                     |

Overall, a drinks fridge is the preferred option for the library as it offers a more flexible, cost-effective, and customer-friendly solution than a vending machine. A fridge such as the **Polar G-Series Upright Display Fridge** provides secure storage, mobility, and sufficient capacity for a range of cold drinks while allowing the library to retain all income from sales. Unlike a vending machine, a drinks fridge does not require a long-term contract, annual servicing agreements, or reliance on supplier-managed stock arrangements. It also allows greater control over product selection, pricing, and stock levels, enabling the library to tailor the offer to local demand. In addition, a drinks fridge

occupies less space and is more easily integrated into a library environment, preserving valuable floor space and maintaining a welcoming atmosphere. Importantly, sales can be made through existing library payment methods, including both cash and card where available, avoiding the accessibility issues associated with card-only vending machines. Taking into account the lower overall costs, greater flexibility, reduced space requirements, and improved accessibility for customers, a drinks fridge represents the most practical and sustainable option for providing cold drinks within the library.

A review of the library budget and the relevant budget code will be required to ensure sufficient funding is available for the purchase of the products needed to continually replenish and deliver this provision should members wish to add refreshments to the library offer. This will also be informed by the refreshment solution members choose to adopt.

## **Refreshment Charges**

The introduction of refreshments presents an opportunity to generate modest income while enhancing the visitor experience. Refreshment charges would be instated with the addition of a hot and cold drinks provision (coffee machine and cold drinks machine)

Potential refreshments could include:

- Coffee (freshly ground from Bean to Cup machine)
- Tea
- Hot chocolate
- Cold soft drinks

Any pricing structure should:

- Reflect local market rates.
- Remain affordable for customers.
- Cover operational and consumable costs.
- Offer good value for money.

Example pricing for hot beverages below:

| Product                     | Price per cup |
|-----------------------------|---------------|
| Latte                       | £2.50         |
| Cappuccino                  | £2.50         |
| Americano                   | £2.00         |
| Espresso (single or double) | £1.75         |
| Tea (including herbal)      | £1.00         |
| Hot Chocolate               | £1.00         |

These prices are based on a 1kg bag of Origin coffee beans and a green semi skimmed milk from a local shop. There would need to be consideration for Oat Milk etc. Those who choose to bring their own cup would receive a 10% discount.

## How Does This Meet the Business Plan?

The recommendations support Saltash Town Council's Business Plan and its vision for a greener, more inclusive and prosperous town with an excellent quality of life for all ages.

Under **Health and Wellbeing**, the provision of hot and cold drinks would improve the Library Hub as a welcoming, accessible community facility. It responds directly to customer feedback, including the survey finding that 30% of respondents would be more likely to visit if refreshments were available. The service could encourage longer visits, social interaction and participation in library activities. Staff food-safety training, allergen information, cleaning procedures and temperature monitoring would help ensure the service is delivered safely and responsibly.

Under **Boosting Jobs and Economic Prosperity**, the proposals would improve the Library Hub's facilities, increase its attractiveness to residents and visitors, and create an opportunity to generate additional income. Purchasing the equipment enables the Town Council to retain income from sales, control pricing and stock, and avoid the higher costs and restrictions of a long-term vending contract. The recommended options therefore demonstrate value for money and responsible use of Council resources.

Under **Climate Emergency**, the proposed use of compostable cups and incentives for customers who bring reusable cups would help reduce waste. Selecting equipment that is appropriately sized and capable of serving more than one operational purpose—for example, using the recommended fridge for both cold drinks and milk storage—would support efficient use of resources.

Under **Recreation and Leisure**, the recommendations would enhance the Library Hub's role as a community destination by improving the visitor experience and supporting meetings, events, activities and informal social use of the building.

Overall, the recommendations contribute to the Council's commitment to providing high-quality, inclusive and sustainable services for Saltash residents and visitors.

## Budget Overview

Item 1:

- Bean To cup Machine Jura W8 £1,650.47 + VAT
- Quantity 1

Item 2:

- Polar G-Series Upright Display Fridge 218L Black GH426 £444.99 + VAT
- Quantity 1

Total cost of all items: = £2095.46 +VAT

Please note, prices correct at time of writing the report but are subject to change.

## Quotes Provided

| Item Description                        | Length of lease | Unit Price           | Total Net Cost |
|-----------------------------------------|-----------------|----------------------|----------------|
| Jura W8 Bean to Cup Machine (Company A) | 2 years         | £19.86 +VAT per week | £1,549         |
| Jura W4 (Company A)                     | 2 years         | £15.13 per week      | £1,180.37      |
| Jura W4 Bean to Cup (Company B)         | 3 years         | £16 per week,        |                |

| Item Description                      | Purchase of machine |
|---------------------------------------|---------------------|
| Jura W8 Bean to Cup Machine Company A | £1,650.47 + VAT     |
| Jura W8                               | £2850.00 +VAT       |
| Jura W4 Company A                     | £1,257.69 + VAT     |
| Jura W4 Bean to Cup (Company B)       | £2095 + VAT         |

| Item Description                                               | Lease Price                                 | Purchase Price |
|----------------------------------------------------------------|---------------------------------------------|----------------|
| Vending machine-<br>(Company C)                                | £25 per week +VAT for a<br>5 year contract. | £4,200.00 +VAT |
| GPE DRX 25 Chilled 5<br>Tray Floor Standing<br>Vending Machine | £26.30 +VAT) per week<br>60 month contract  | £4,770.00 +VAT |

## Procurement Threshold

Should members wish to purchase a refrigerator for the library, this would fall under the procurement threshold.

Should members wish to lease or purchase a vending machine, this is over the procurement threshold.

## Budgets

### Budget Codes:

6971 LI EMF Saltash Library Property Refurbishment

### Budget Availability:

£35,808

**Committed Spend:** None.

### Signature of Officer:

Community Hub Team Leader