

REPORT

Millport Coastal Flood Protection Scheme, Community Consultation Questionnaire

Summary of Results

Client: North Ayrshire Council

Reference: WATPB4749R010F0.1

Revision: 0.1/Final

Date: 16/02/2017

HASKONINGDHV UK LTD.

74/2 Commercial Quay
Commercial Street
Leith
Edinburgh
EH6 6LX
Water

VAT registration number: 792428892

+44 131 5550506 **T**
info.edinburgh@uk.rdhv.com **E**
royalhaskoningdhv.com **W**

Document title: Millport Coastal Flood Protection Scheme, Community Consultation Questionnaire

Document short title: Millport CFPS Questionnaire Results

Reference: WATPB4749R010F0.1

Revision: 0.1/Final

Date: 16/02/2017

Project name: Millport CFPS

Project number: PB4749

Author(s): Daniel Smith

Drafted by: Daniel Smith

Checked by: Amy Savage

Date / initials: 16th February 2017

Approved by: Amy Savage

Date / initials: 16th February 2017

Classification

Project related



Disclaimer

No part of these specifications/printed matter may be reproduced and/or published by print, photocopy, microfilm or by any other means, without the prior written permission of HaskoningDHV UK Ltd.; nor may they be used, without such permission, for any purposes other than that for which they were produced. HaskoningDHV UK Ltd. accepts no responsibility or liability for these specifications/printed matter to any party other than the persons by whom it was commissioned and as concluded under that Appointment. The integrated QHSE management system of HaskoningDHV UK Ltd. has been certified in accordance with ISO 9001, ISO 14001 and OHSAS 18001.

Table of Contents

1	Introduction	1
2	Methodology	1
3	Survey results	2
3.1	Summary of findings	2
3.2	Who responded to the survey?	4
3.3	Is there a need for flood protection?	5
3.4	How do people use the seafront?	5
3.5	Important aspects of Millport	6
3.6	What should be considered and how could Millport be improved?	7
3.7	What do people think of the different scheme options?	9
3.8	Have we done enough to engage the community?	10
4	Children's survey	10
5	Conclusions	10

Table of Figures

Figure 1: responses to Question 6	4
Figure 2: responses to Question 9	4
Figure 3: comparative results for questions 7 & 8	5
Figure 4: responses to Question 10: Why do you visit the seafront?	5
Figure 5: responses to Question 11	6
Figure 6: comments in response to Question 11: What are the most important aspects of Millport and Cumbrae to you?	6
Figure 7: responses to Question 12	7
Figure 8: additional comments in response to Question 12	7
Figure 9: responses to Question 13: What do you think would improve Millport?	8
Figure 10: response to Question 14	9
Figure 11: responses to Questions 15, 16, & 17	10

1 Introduction

This report presents the findings of the Millport Coastal Flood Protection Scheme Community Consultation Questionnaire. Engagement and consultation with the people of Millport is an integral part of the scheme development process; empowering communities is a core policy of both North Ayrshire Council and the Scottish Government.

The report first outlines the methodology of the survey and analysis (Section 2), then provides a summary of survey results (Section 3), before going on to detail the survey results (Section 3). Only brief conclusions are provided in this report (Section 4) because the survey is part of an ongoing process of planning and design.

2 Methodology

The questionnaire was shared using two survey methods as follows:

1. Online using Survey Monkey, through a link on North Ayrshire Council's website; and
2. Printed survey distributed at several locations around Millport and in Largs.

Eighteen questions were asked ranging from identification through to satisfaction with the engagement process. To ensure anonymity identification results have been omitted from this report. Questions were as follows:

1. Name
2. Address
3. Telephone
4. Email
5. Are you willing for North Ayrshire Council to retain your contact details in order to contact you regarding this response and/or the flood protection scheme proposals? Contact details will not be used for any other purpose.
6. What is your particular interest in Millport seafront?
7. Do you agree that overtopping and flooding is a problem in Millport and that a flood protection scheme is needed?
8. To your knowledge, has your property been affected by flooding?
9. How often do you come to Millport seafront?
10. Why do you visit the sea front? Please comment:
11. What are the most important aspects of Millport and Cumbrae to you? (tick all that apply)
12. What are the main uses of the seafront area that should be considered in developing the scheme?
13. What do you think would improve Millport? Please comment:
14. Please provide your comments on the proposed flood protection scheme.
15. Was the consultation adequately advertised?
16. Has enough information been provided to explain the proposals?
17. Have you had an adequate opportunity to obtain further information and express your views?
18. Do you have any comments on the consultation process?

During analysis the survey results have been compiled and grouped into relevant categories to show where there is agreement or variation. Where comments were requested these have been evaluated using a Word Cloud where possible. Otherwise a commentary of the main messages has been provided.

3 Survey results

3.1 Summary of findings

One hundred and sixteen people responded to the survey. The majority of these people were local residents (61%, Figure 1) and visited the seafront on a daily basis (81%, Figure 2).

Although 91% of people surveyed believe flooding is an issue, 81% of those surveyed hadn't been personally effected by flooding.

Word clouds were created from the comments provided that show:

- People visit the seafront to walk (often with their dog), use the shops because they live in Millport, play on the beach (sometimes with their children), and enjoy the sea views (Figure 4);
- The most important aspects to respondents is the view (91%, Figure 5) then the beach (89%), the harbour (73%), and wildlife (68%). Shops, and cycling were ranked roughly equally around 60% (Figure 5). Twenty people (15%) provided additional comments (Figure 6) that showed they particularly valued:
 - Peace and tranquillity of the area;
 - Access for boats; and
 - Ability to walk along the seafront.
- Issues that should be considered during scheme development are (Figure 7) walking (80%), beach use (75%), and harbour moorings (64%). Twenty two people gave additional comments (Figure 8) that showed they were particularly concerned about :
 - Access for vessels – both small and up to the Waverley sized;
 - Marine wildlife; and
 - Preserving the view.
- 97 people responded with comments about how to improve Millport (Figure 9). This showed that people particularly want:
 - Better facilities, including public toilets;
 - Improvements to the pier to allow access by and protection of boats; and
 - Elements to improve visitor attraction.

The majority of people surveyed agree that protection against flooding is needed in the Old Town area but some question the need for improved protection to the harbour area and Newtown Beach.

There was a 78% response rate to question 14 asking for comments on aspects of the flood protection scheme. The bar chart in Figure 10 has been created by assessing whether a comment showed clear support, was ambivalent, or clearly disliked the idea.

These comments show strong support for an offshore breakwater solution but that people are undecided on the proposed extension to the pier. Many responses were caveated that development that improves access for the public and marine vessels to the pier and harbour area is preferred. Misinformation was apparent in some responses about the benefits of an offshore breakwater. Some people voiced concern about the strong and vocal support for an offshore breakwater by parts of the community.

There is reservation about the need for flood walls, wave return walls or rock revetments along Glasgow Street. Some people see the need for these in certain places – particularly at Cross House. But many are worried about the visual impact of these proposed scheme elements.

There was clear support for the need to protect the Old Town. But when considering sea walls in both Old Town and along Glasgow Street there is a strong desire to maintain the sea view. People want walls to be constructed so that benches are placed on the seaward side of the walls, and with the walls designed in a way that reflects the visual character of the town.

The final three questions regarding North Ayrshire Council's work to engage the community have been grouped in to one bar chart (Figure 11). This shows that the majority of people are happy with the engagement process so far. However the amount of information and the opportunity for the community to engage with the council could be improved.

Thirty nine children were also asked for their opinion on the scheme. By and large the children's opinions agreed with those of the adults. Most believed that flood protection was needed but they could not remember being flooded. They were all local residents, visited the seafront on a daily basis, and many used the harbour. They were particularly vocal about wanting to keep using the pier during the summer time, a need to protect the beach, and a desire to improve cycling in the area.

3.2 Who responded to the survey?

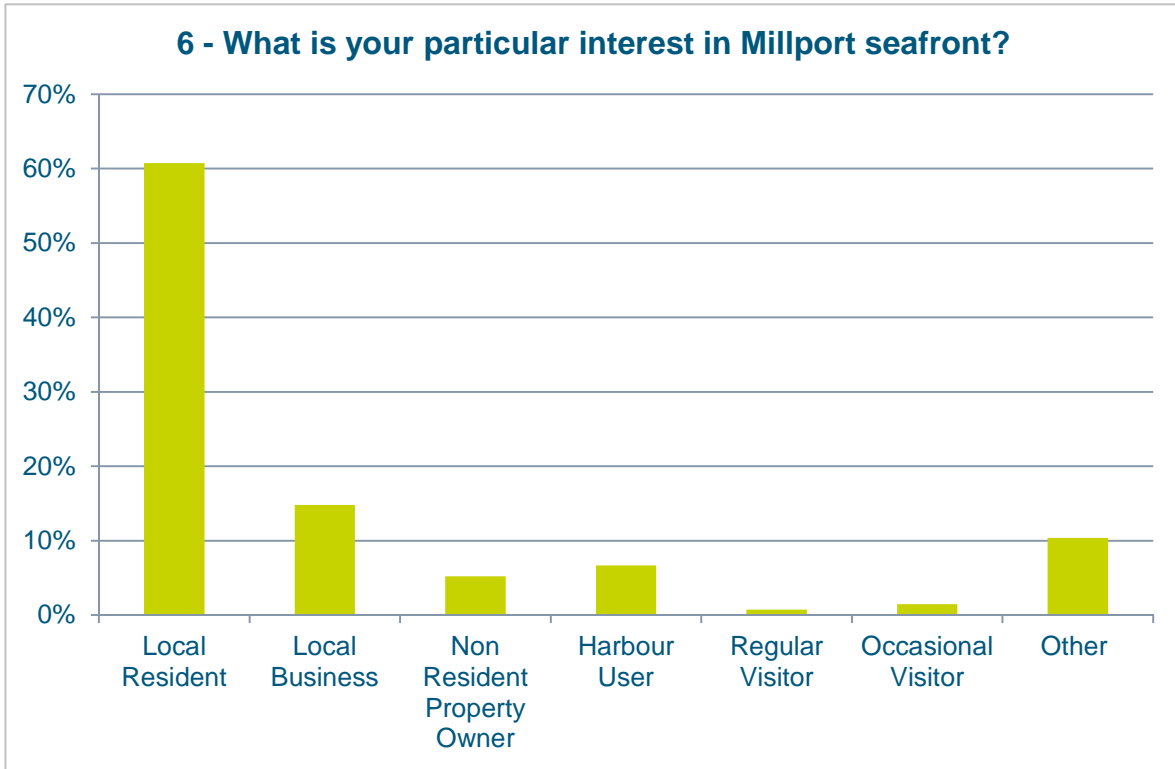


Figure 1: responses to Question 6

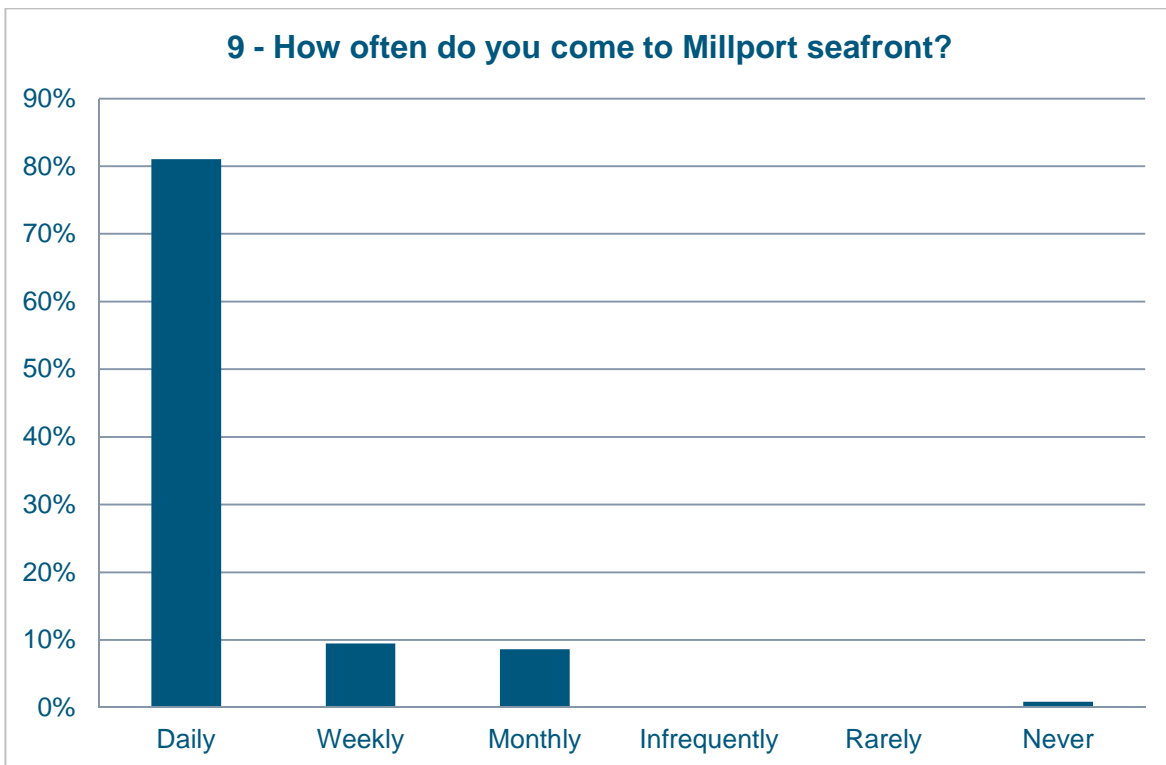


Figure 2: responses to Question 9

3.3 Is there a need for flood protection?

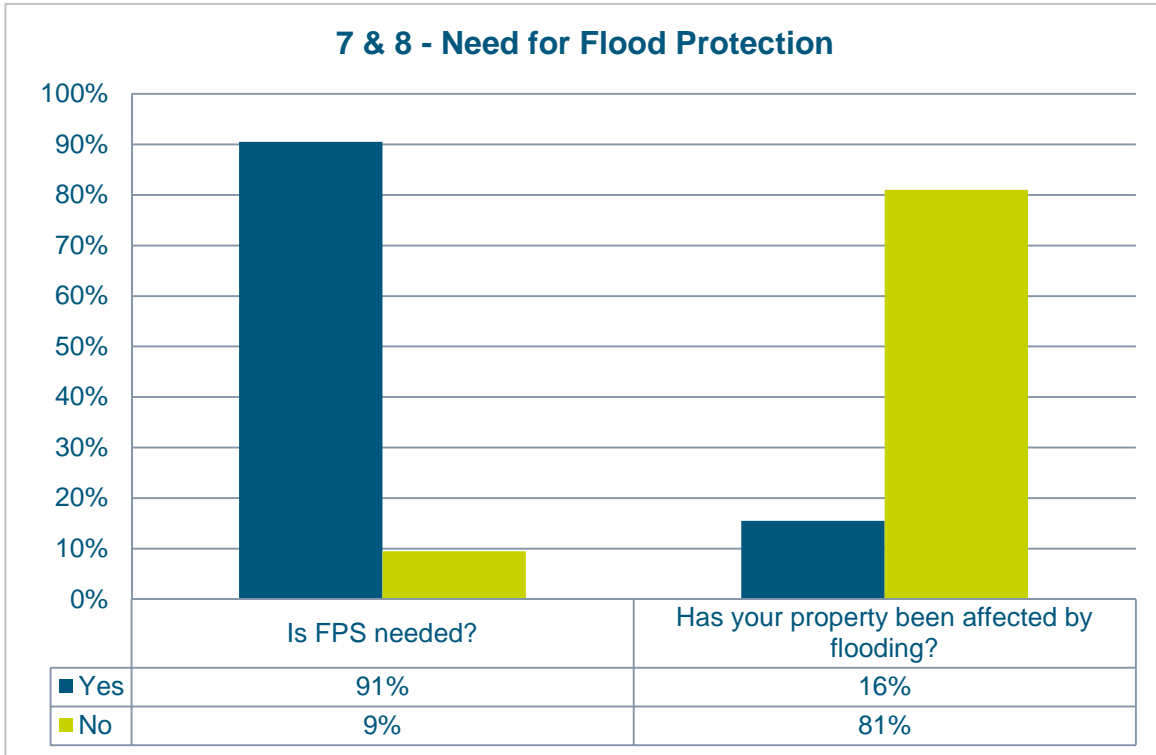


Figure 3: comparative results for questions 7 & 8

3.4 How do people use the seafront?



Figure 4: responses to Question 10: Why do you visit the seafront?

3.5 Important aspects of Millport

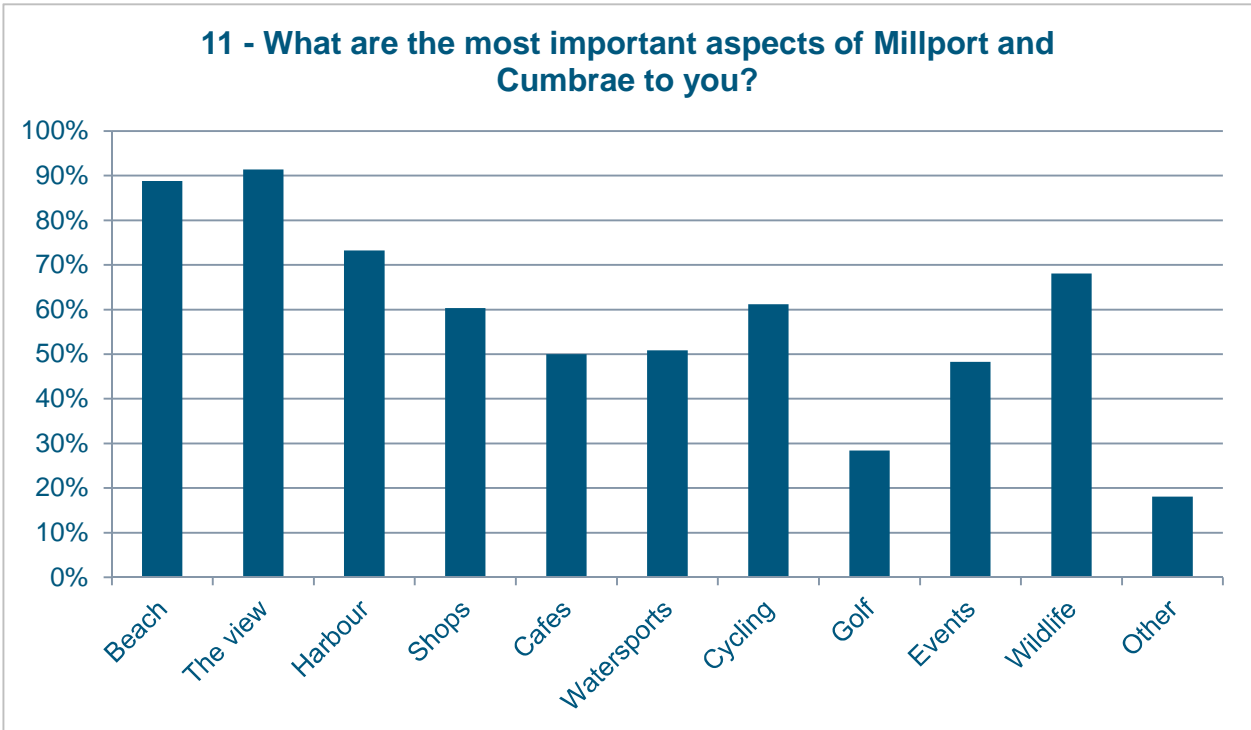


Figure 5: responses to Question 11



Figure 6: comments in response to Question 11: What are the most important aspects of Millport and Cumbrae to you?

3.7 What do people think of the different scheme options?

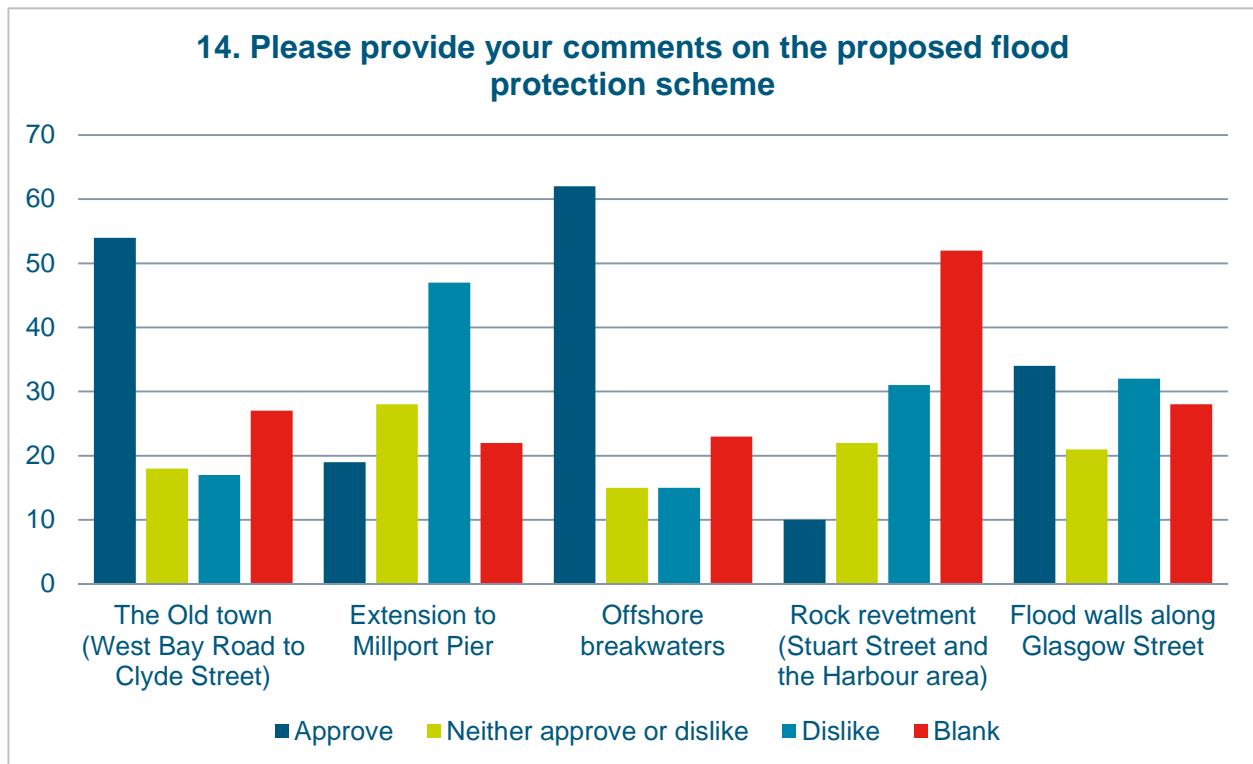


Figure 10: response to Question 14

A word cloud for such a complex question did not provide useful information. Therefore a summary of the comments has been provided below.

Although clear support for the offshore structure can be seen people were more undecided on the pier extension option than the graph suggests. Many of the responses were caveated that development that improves access for the public and marine vessels is preferred. Many people would approve of an extension to the pier IF it was constructed in a way that improved access and protection for boats; allowed the Waverley to dock; and maintained access for the public. But equally they would strongly disapprove of a pier extension solution that they believed would have negative impacts on access and would damage the economy of Millport. A significant number of comments referred to the pier's importance to the town for tourism and cultural heritage.

There is also concern that a pier extension would increase erosion of the adjacent beaches and would affect coastal geomorphology.

Information from sources other than North Ayrshire Council is apparent in some of the responses regarding the potential benefits of an offshore breakwater solution, the level of protection it would provide, and the improvements to marine facilities it might create. There is a risk that alternative information sources may be misleading some people.

Comments regarding walls and rock revetments were mixed. There was a strong appreciation that parts of the Old Town require protection. Again this was caveated that these measures should be constructed sympathetically and aim to preserve the views and landscape character of Millport.

People believed that areas to the east of Glasgow Street (around Cross House) were more prone to flooding and required protection. But that measures should be constructed to preserve the view and maintain seating in the area.

3.8 Have we done enough to engage the community?

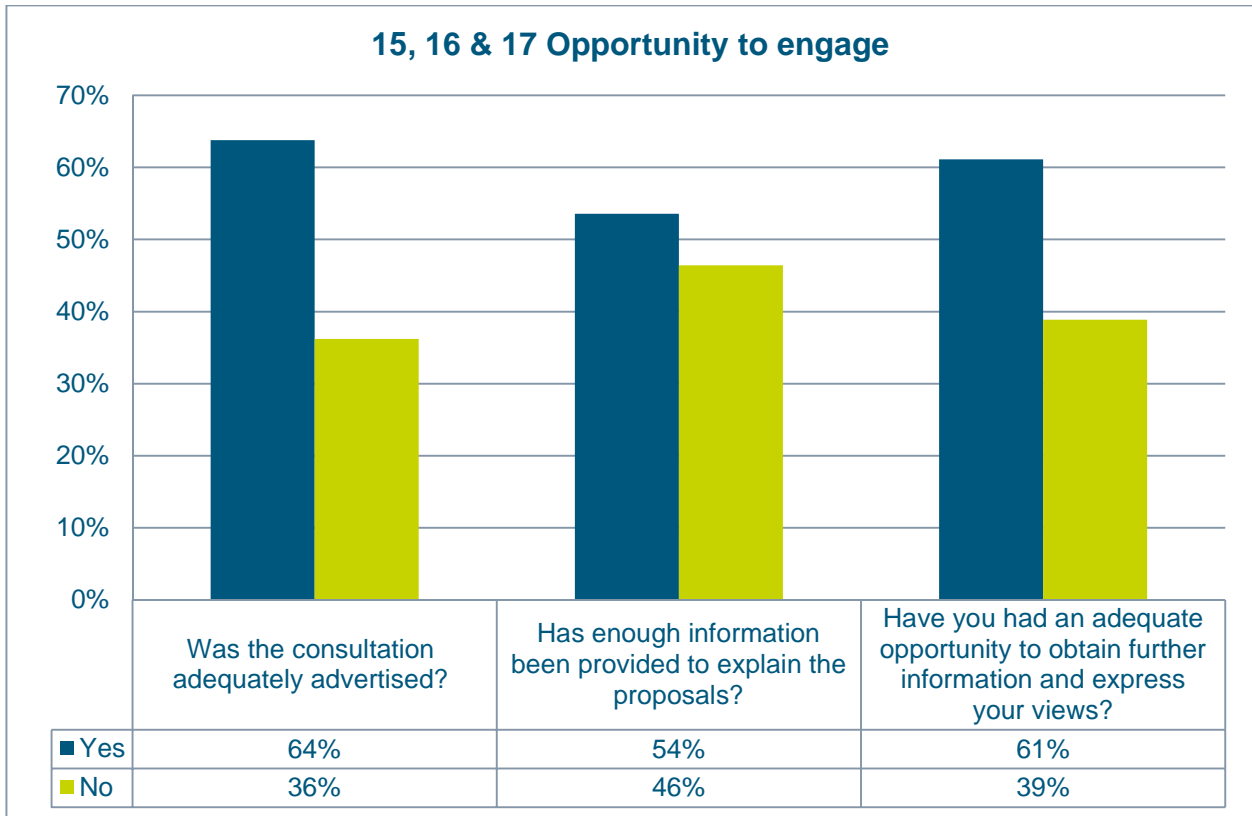


Figure 11: responses to Questions 15, 16, & 17

4 Student's survey

Thirty nine students from Cumbrae Primary School and Largs Academy were asked for their opinion on the scheme. By and large the children's opinions agreed with those of the adults. Most believed that flood protection was needed but they could not remember being flooded. They were all local residents, visited the seafront on a daily basis, and many used the harbour. They were particularly vocal about wanting to keep using the pier during the summer time, a need to protect the beach, and a desire to improve cycling in the area.

5 Conclusions

In conclusion there is support for the scheme in principle but opposition to the pier extension has swayed opinion. The comments of those surveyed suggest that if the flood risk management scheme was considered in parallel to improvements to tourist and marine facilities whilst protecting the core amenity of the area, the scheme would be very strongly supported.