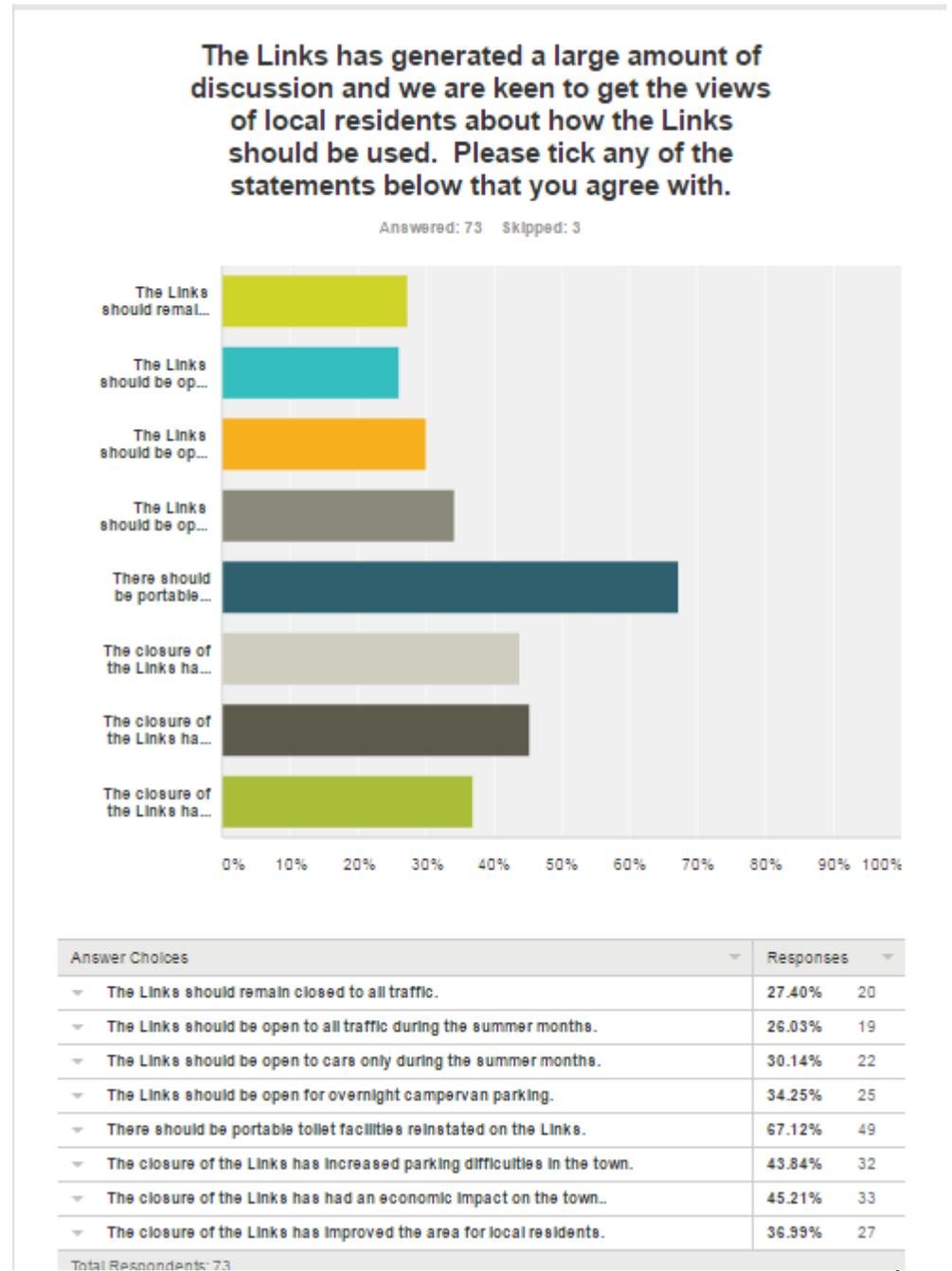
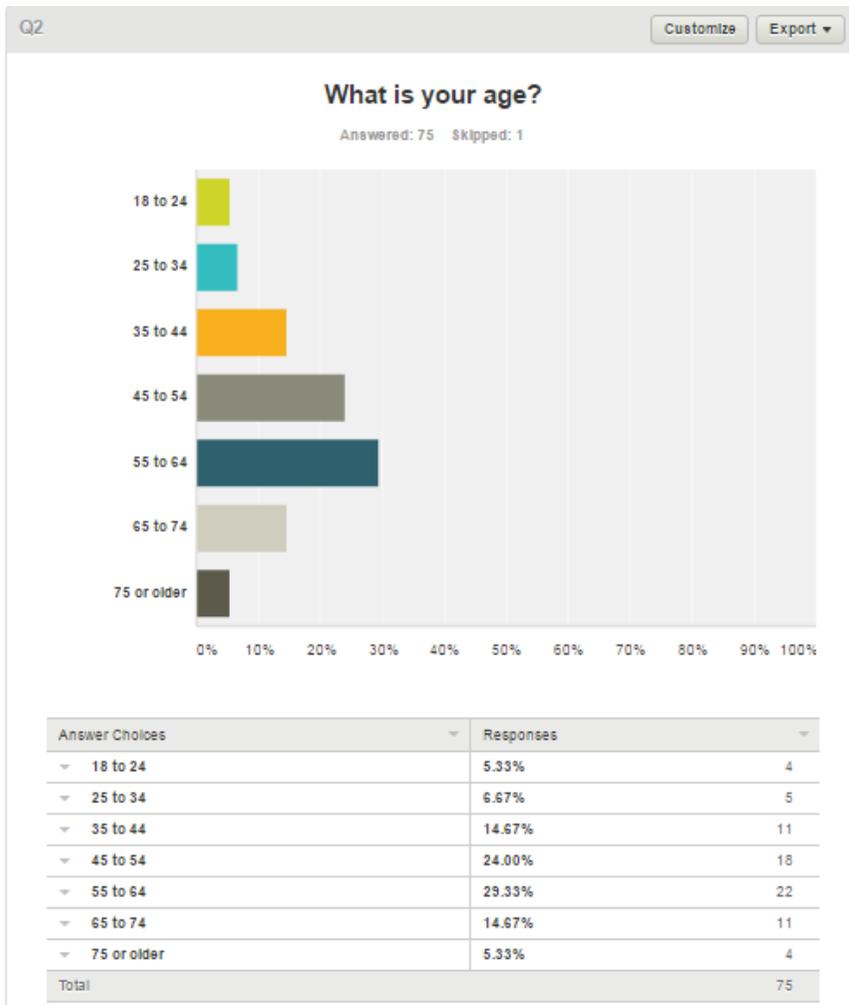


**Cromarty and District
Community Council**

**Public Survey Results
2016**

SURVEY RESPONSES



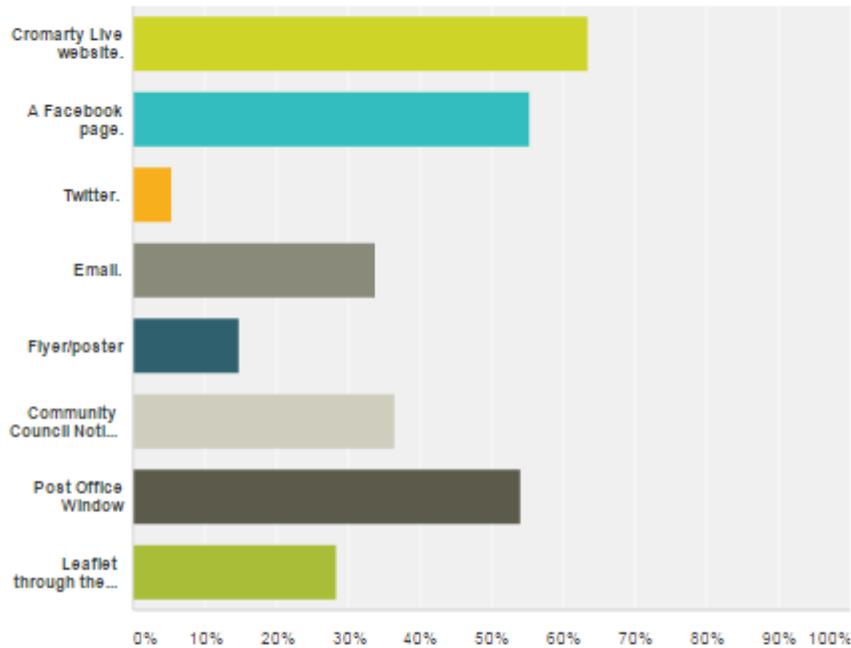
- Not sure if you will welcome comments from outside Cromarty but I thought you might be interested in the views of a 'links user'. We are two 60+ motor homers who have spent many memorable weekends on your links. We love the location, we are keen photographers, historians and wild life watchers, your area is ideal for these pursuits. Local folks have been welcoming, stopping to speak and willingly share their local knowledge with us. We support your superb local bakery and other shops and eateries. We carry everything we need on board our motorhome, we do sometimes need a top up of fresh water from the tap at the harbour, park away from the little cottages and ensure we leave no evidence of our stay. We stay no more than two nights at a time and would be willing to pay for our stay if that was something you were to consider. We have missed visiting Cromarty and are hopeful you will open the links again to overnight visitors. We do understand this needs careful consideration by the community luck enough to live in such a special area. Thank you for reading my comments and I wish you all well
- I think that due to the fact that there are no public toilets in the area, this causes widespread concern for many community members. This is not a campsite. If people are camping on the area, then they should pay - and this money can be pumped back into the economy to potentially develop another carpark/campsite. At the moment, it is draining on the community, frustrating for home owners, especially who own property nearby or own parts of the links, and is an eyesore. Similarly, there should be toilets nearby - at the moment, people are using the links as a toilet space and this is not suitable. Cromarty is a beautiful place and thus it should be treated with respect.
- Motorhome owners on the links are highly disruptive and disappointing!!
- Much better with no overnight camping and campervans
- The Slipway end of the Links is an eyesore! The past management of the ferry contract has been terrible, the provision of a ferry provides value to Cromarty and also to the wider communities. Too many development decisions centre on Inverness. The Cromarty Firth Port Authority has to be made aware that the world does not revolve around Invergordon, Firth traffic must benefit ALL communities along the Firth
- I have been following with interest your debates and issues arising from motor homes visiting Cromarty and staying overnight on the Links. My husband and I used to spend a couple of nights on the Links approx 4 to 5 times a year. We are keen photographers and Cromarty offers us so many opportunities to capture the sunrises – the sunsets – cruise ships – the architecture/ and everyday goings on in the town. As I am in my late 70's (and a blue badge holder) and my husband in his early 80's being able to sit in our motor home to record many of these scenes on camera was special to us. Our motor home is equipped with hot/cold water, toilet and shower as these vehicles are nowadays. When staying on the Links we have always supported the local shops and businesses and also the food market which is held in the hall periodically. I note in your minutes there is a suggestion to put up a “No Overnight Parking” sign. Can I suggest that you do what other towns in the North of Scotland and the Islands do? They have honesty boxes where we put £5 per night in an envelope with our Vehicle registration number. This money is of great benefit to groups etc in the Community. We are willing to pay and not scroungers as we were labelled by some members of your committee! Every time we have visited Cromarty we have been made welcome by the Locals we have met walking their dogs on the Links and by those we have spoken to in the Town. At no time have we ever witnessed any wrongdoing by other motor homers. Most of us are members of the Caravan Club and the Camping and Caravan Club and know what is expected of us when touring. Cromarty has always been a special place to us. It is a bit hard on us genuine people and the local businesses who are trying to make a living that we are punished because of the actions of a few bad campers etc. These businesses are dependent on the footfall in the town not on internet trading
- I have mixed feelings on this. I can see that there are problems associated with the closure of the Links to traffic but why should the well-off retired brigade of folk with camper vans have free overnight camping!! Also I understand there were problems in the past with toilet issues on the Links. It's a tricky one - I don't feel particularly strongly about it.
- Given the Highland Council response with regard to camping on the links & the obvious demand, Cromarty needs a campsite. The new land reform legislation enables communities to buy vacant or derelict land to be used for the good of the community - this is the obvious long term solution which will create income and jobs for the community. In the meantime campers should be allowed on the links but asked for a donation to go towards the long term goal. Happy to discuss this and other potential projects further.
- Many visitors come to the links to watch the liners. Last year it disappointed lots of people that travelled to our town only to find it a struggle to see them go out.many wont return this year.
- We should be encouraging visitors to the town. I feel this very strongly.
- Camper vans are ok, as long as there are info boards stating clearly that this is our village green, and not a campsite, and guests should respect the use of the links by residents and their kids and dogs.

- I feel that the simple step of reinstating toilets beside the links would alleviate what, I believe, were the perceived problems that contributed to the closure of the links.
- Controlled or chargeable access for motorhomes and caravans might be ok if this would be possible, or limit them to a set area of the links, rather than them take up the whole links as they were at one point. Word gets about that it is free campin and so it gets busier and busier each year. But it's a great place if there were to be an official site.
- It's nice to have the links all to ourselves but I realise the importance of visitors to the economy of the town.
- Difficult one - we need the trade brought by tourists in camper vans but without an official campsite, where do they go if not the Links? Locals also need the Links for their own recreation though so getting the balance right is crucial. People will always camp in tents there so having toilet facilities is key, otherwise where are they using?!?
- There is clearly a tension between taking full advantage of the opportunities around the town for attracting visitors (and the subsequent inward investment they bring) and preserving the tranquility of the natural environment. Properly managed I regard the links as a potentially vibrant public space that can be both. The prosperity of the town should not be held back by NIMBYs. Can the new coffee shop be persuaded to provide facilities for campers? Equally, alternative camping facilities could be found in a less conspicuous site if private landowners could be persuaded/supported.
- Cromarty really needs a campsite with proper facilities, but not on the Links. Reeds Park would be an ideal place. It seems ridiculous that a place as popular as Cromarty does not have these facilities.
- I've clicked several apparently contradictory boxes. I believe that closing the Links HAS improved the area for local residents, at the same times as it has exacerbated parking problems and affected the local economy. I think a good half-way house is to have the Links open only to cars from the start of May to the end of September. I've heard suggestions that a height barrier could be erected at the Links entrance to prevent larger vehicles (vans, campervans, caravans, etc) from entering. I think this would be a good idea. It wouldn't prevent the problem of tent pitchers using the grassy areas as a toilet, but perhaps prominent 'No overnight parking' signs by the height-restricted entrance might help. I am very strongly of the opinion that the Links must NOT become an accepted camping area. Over the years it's been accepted that a few campers will use the Links, and this was mostly respected - until the last few years when the few became a flood. The town is every fortunate to have this grass area for locals to us to meet, walk their dogs, chat with visitors, and enjoy the peace and the view of the firth. It is a very social resource, and It would be a terrible pity to lose it.
- It was brilliant having the links completely free of vehicles last Summer. The campers have become a real menace as their numbers and the length of their stays have increased, but I did feel sorry for those people who just wanted to drive onto the grass for a pic-nic, or to enjoy the view. A height restriction barrier would seem a possible solution.
- I have not ticked any of the above as the questions don't really cover the problems. As much as possible has to be done to attract people to the town but the Links is neither a car park or a campsite. It is a pleasant open amenity area for everyone and rather than dozens of cars and campervans I would prefer to see a few picnic tables. The area of the Links along the shore is where everyone wants to be and having it covered with vehicles is not pleasant. More focus should be placed on finding and providing adequate car parking elsewhere around the town. (The area to the East of the Fish Store springs to mind, and possibly the area between the Bothy and the tin huts). If the Links are made more people friendly then people will quite happily walk there. Parking, or lack of it, is the problem, not the fact that people can't drive over the nicest bit of open space we have.
- I feel that ideally daytime parking on the links should be for all vehicles but restricted to the back/left hand side of the access track only, leaving an open space to the front between the access track and the sea. This should be parking only and not overnight parking or camping, however I can see that putting in a row of posts to restrict the parking area will be expensive and policing the no overnight parking, no tent camping and not using the bushes used as a toilet would be completely impossible, therefore I feel the links should remain closed. As a resident on Braehead (and a camper van owner) I've taken the risk of confronting campers using the bushes as a toilet and camper vans discharging waste onto the grass (often the bigger vans leave a constant trickle of waste from their tanks thinking no-one will notice) but it's unpleasant to get abuse from them and it doesn't stop them doing it! I think that the economic impact of closing the links has been small, poor weather and lack of a ferry have contributed significantly as well.
- Negotiate another site for motor homes, eg Reed's Park, which already has a track and presumably a water supply.
- A charge should be made for overnight parking.

- Parking in general in Cromarty is a mess, compounded hugely by the closure of the links. The links should be an open space available to all and you should be able to drive your car onto it if you wish. I agree there should be no overnight parking of camper vans on the links, and the ideal would be that a proper, dedicated site is established elsewhere or campers directed to Rosemarkie where there is already an established site. If the Links is private land, why does the Highland Council cut the grass and is the owner charged for this service?
- Links are noisy in evening and during the night with campers using free camping. Even with portable toilets located on links the campers would use bushes and trees for their personal toilet at night, leaving faeces and toilet roll visible
- difficult one this... want to share our village good fortune and lovely spots but don't want people to abuse it... don't know what the answer is....
- Highland Council need to approve any camping development on the Links of more than a certain number of nights and proper toilet facilities will have to be installed. There are very good, established, inexpensive and fully facilitated camper/caravan sites at Rosemarkie and Fortrose [two] which need the business being stolen by using the Links as an illegal campsite/toilet.
- The Community should own the Links, so that we can manage them for people and for future shore/coast protection. There must be a way of generating income from campers without requiring complex and expensive facilities. Other places in the highlands do it - maybe we can learn from them?
- Most importantly probably from the above - the Links traffic (visitors/tourists) have moved to other areas of the town - parking with campervans etc on the end of Shore Street towards Old Brewery has become a real nuisance last season
- The Links are an important part of the social life of this town for all age groups. There have been some lovely friendly people parking on them for years but in the last few years the mood has changed and several people have encountered hostility. It would appear that some think it is a caravan park. The cleanliness and dog control of some of these visitors is especially worrying. However it is not just visitors that cause these problems. The continued use of the Links as a dog toilet is disgusting and horrifying. It is so good to meet neighbours and have some great conversations on the Links but it is ruined by continual dog fouling. I am a dog owner and firmly believe that it is not fair that this wonderful facility should be endangered by a few. At the same time we need to address the car parking problems, we have had our drive way blocked on several occasions and met with abuse when we pointed this out. We need safe car, bus and delivery routes throughout Cromarty as a matter of priority.
- It's a difficult balance. But allowing visitors to park and stay on the links has to make a valuable contribution to Cromarty economically and if Cromarty is to maintain its successful development this idea should play its part to make it a sustainable place to live where younger people can see an opportunity to remain in the community. The same applies to the ferry. These are all parts of a whole that have given Cromarty its potential. Of course there is a balance between community use and tourist use of the links and I am aware of the indecencies of bad behaviour from visitors and their vehicles and the increased usage from the mobile home community after they became aware that they could stay on the links indefinitely; for weeks at a time. Maybe this could be looked at ? Balance and regulation are central to making this work but surely there could be some solution.
- The tourist seasons is nearly all year round and with all the publicity for STS will increase. Black Isle Tourist Team (BITT) are engaging with Black Isle businesses to increase eco and environmental tourism - we have the feasibility of a Black Isle Wildlife Trail (BIWL) on going. There is now a link up with Nigg & Shandwick Community Council. Consideration should be given regarding a 'designated area' for parking of camper vans. I think there have been a number of issues 1. Wild camping and the occupants not being bothered to use the public loos in Allen Square. 2. Some camper van owners (not all) emptying their 'on-board' loo waste in the bushes. 3. It was mentioned last year that many seaboard communities hire 'portaloo's for a season at reasonable cost. This would also allow campervan owner to disposed of their waste effectively. 4. Cromarty has to be 'open' for business or tourists will go elsewhere. 5. JN as 'landowner' must be part of the discussions. 6. Involve Ian Blackford MP and the new MSP after 5th May 2016
- It would be more sensible to have permanent toilet facilities (in the rough area behind the car park for instance) or built into the embankment further over. My gut feeling is that most of the problems are caused by campers with tents, not by motorhome owners who have their own toilet facilities. A 'no overnight camping' sign might be enough to deflect from past problems.

The Community Council is keen to improve communication with local residents. Which of the following do you feel would be most effective for you? (Select all that apply)

Answered: 74 Skipped: 2



Answer Choices	Responses
▼ Cromarty Live website.	63.51% 47
▼ A Facebook page.	55.41% 41
▼ Twitter.	5.41% 4
▼ Email.	33.78% 25
▼ Flyer/poster	14.86% 11
▼ Community Council Notice Board	36.49% 27
▼ Post Office Window	54.05% 40
▼ Leaflet through the door - mail drop	28.38% 21
Total Respondents: 74	

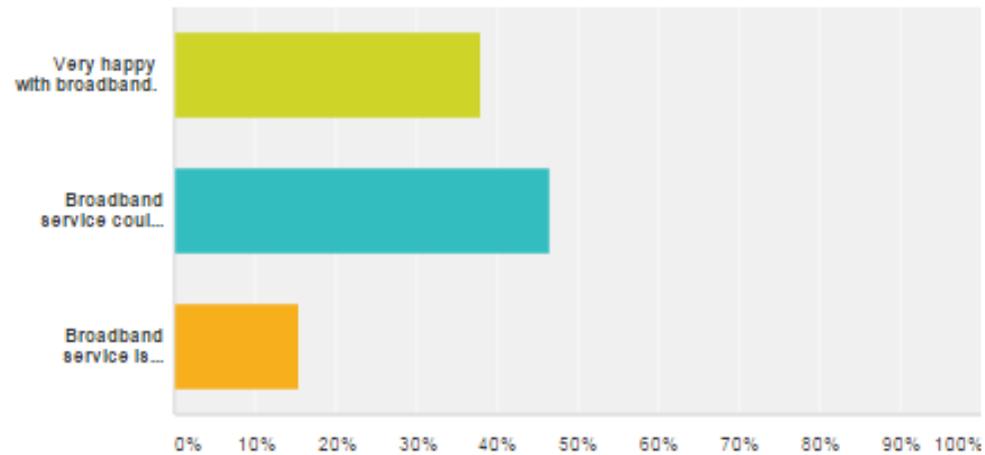
- A Facebook page, properly administered, which allowed all residents to post their views, questions and any events would be most beneficial.

I do not think you should rely entirely on Facebook to promote the C&DCC. Whilst an ordinary websites are accessible to anyone who is online, Facebook is a 'walled garden' with access to some Facebook pages only possible for those with a Facebook account (a small sub-set of those who have access to normal websites). Granted your Facebook page is a public one, but the perception that many aren't tends to put some users off Facebook entirely, so they are often unaware that a Facebook page exists for a project. Came in point - I only found out today that you have a Facebook page.

- speaking to each other. analysing which groups (age, location, income level, gender etc) are being missed and ask them how they prefer to be engaged.
- An annual meeting of the town to air thoughts and grievances as well as having meaningful discussions could promote inclusivity and encourage everybody to feel they have a part to play in our community. We have a great little town but it is the people who make Cromarty a community. The Community council should TALK to its people ,be very open about it discussions and be a part of the community rather than a 'policing' body.

Is the broadband provision in Cromarty and District satisfactory to your needs?

Answered: 71 Skipped: 5



Answer Choices	Responses
Very happy with broadband.	38.03% 27
Broadband service could be improved.	46.48% 33
Broadband service is unacceptable.	15.49% 11
Total	71

[Comments \(57\)](#)

Majority – BT
 Sky
 Talk Talk
 Plusnet
 SSE
 Post Office

The Community Council is working to improve the life of residents in and around Cromarty. How best can we do this?

- More community meetings - and publicising these
- Leave Cromarty a happy peaceful community. Think of local residents' views. Stop using the links as a campsite
- Take into account that there is a Cromarty Rural area. (I only found this survey but chance!)
- Keep listening to what is being said and encourage positive feedback.
- Ensure the residents are aware that they have a voice and make them aware how their voice can be heard
- I feel we have a really strong Community Council and it does a good job.
- Perhaps a cc rep could be at the monthly market and locals can 1) get to see the cc members, and 2) get to make their concerns known more informally. Need not be every month.
- AFFORDABLE HOUSING SO LOCALS DON'T HAVE TO MOVE OUT OF THE AREA.
- Keep communicating and keep people up to date with bullet points on the facebook page? The minutes can be a long read if you just want to know the highlights.
- Look to build a sustainable future for the community - see previous comment in Q3. Stop STS transfers at sea.
- Parking on the streets and pot holes in roads also a 30 20 10 then speed limit sign at the top of the denny
- By encouraging visitors and generating income, maintaining publick
- I think we have a vibrant community life, and rpth the CC is a vital conduit for coordinating funds and projects to celebrate that. eg 'see Cromarty Sparkle' and the 'Hugh Who' events.
- Bring funding to the community to improve amenities, possibly look to what has been done in other Highland communities to bring lost facilities back (petrol pumps for instance). Lobby the Highland council hard for action on the state of roads etc in the community.
- Tougher action on dog poo! Set up a volunteer rota for town upkeep / beach cleans or jobs which will no longer get done due to council cutbacks - grass cutting, upkeep of the shore path etc. More play park equipment, sandpit, trampolines, wooden ship or train etc. Classes for young kids - ballet/dancing etc? Brownie/scout group/ Duke of Edinburgh award scheme Sunday school classes More fitness classes for adults
- Dog poo!
- Good communications (clearly being addressed) Dog poo situation - still a major issue
- More regular open meetings on issues of shared interest. Formalise an association for local businesses - to support the aims of the council.
- Better communication
- Consultation as you are doing

- Communicate well
- I think it is pretty great as it is, but childcare facilities during the school holidays would be a big bonus. Also clubs for the younger children - 5-8 yrs. We also desperately need a swimming pool on the Black Isle so campaigning for that to the Highland Council would be good.
- Traffic calming improvements would be good. Over the years the addition of speed-bumps has been resisted, but these, and other traffic slowing features like those used in Culbokie and Munloch, seem to be effective. I'd also like to see an awareness campaign to discourage car drivers from parking their vehicles on pavements. Granted the streets are narrow, but by parking on pavements they are forcing pedestrians to step off the safety of pavements into the dangers of the road, and this is both risky and discourteous. I have often seen elderly locals or visitors (or parents with prams and children) having to step into the road and into traffic, to get around a car blocking the pavement.
- Speed bumps!
- By making more effort to involve ALL of the residents of the town in every venture.
- Perhaps a 'clean up Cromarty' day where everyone combines to pick up rubbish around the village and beaches etc. Development of a vision plan for the town.
- Already does a good job. Dog mess campaign was successful but people do need reminders especially in the dark winter nights! Keeping a constant look out for things that may impact on Cromarty and make us all aware. eg. Excellent job on the Ship to Ship oil issue.
- Parking issues i.e. parking on corners making views impossible, parking on give way lines and pavements. Provide more dog litter bins. Dog dirt on roads and pavements becoming bad again.
- The CC is doing a good job now!
- The CC does a very good job supporting Cromarty on the whole. However, the town is in a shabby state and is in desperate need of a town officer dedicated to keeping Cromarty tidy.
- Thinking of the community and not for their own personal businesses whilst being on the committee
- By setting up a community interest company as an SCIO or similar that could raise funds and carry out projects. The Community Council needs some resources and powers
- Keep amenity "lung" areas such as the Links for Cromarty residents use, not for tourists and for the benefit of local food and drink businesses.
- SPEAKING TO THE RESIDENTS
- I think this survey is an excellent idea. Reminding residents that your meetings are open to the public, where they can voice their concerns.
- Ultimately it means more powers for Community Councils and Community Bodies. Can we get some of those devolved from Highland Council? Owning our own land and assets would be a huge start and cut out all the stretched-out negotiations with landowners that hinder the town.
- By engaging with the community in a caring way. Ensure that our environment is well cared for and maintained. Make sure that all residents of this community feel valued and that their lives are enhanced by the actions of the Community Council
- Increase the possibility of residence to work locally. Increase communication between the various groups in Cromarty
- Provide Information

- More affordable homes - press for development of Townlands Barn site. Press HC and Scot Govt for more disincentives to second home ownership. We need young resident families, not holiday homes.
- Consider a village officer - this would need full discussion
- The community council must not follow the HC route whereby their personal politics come into play; all decisions must reflect the needs and wishes of the local people at all times. Keep the locals informed constantly, take on board any sensible suggestions.
- listen to the community.
- Sort all pot holes put in traffic calming all over the town sort pavements get the ferry back on build new houses and clean up the town

Do you have any skills or expertise you would be willing to share with the Community Council? (Could you support the Care Project, be a Citizens Advice Volunteer, volunteer for events etc?)

- Volunteers
- I would be willing to help at events when required.
- Already involved
- Not at the moment.
- Happy to help drive forward opportunities presented by land reform.
- Happy to help with most things. Wide variety of skills can adapt to most situations
- Citizens Advice Volunteer
- I already support the care project.
- Happy to help with any database or social media requirements. Already heavily involved in Gala
- I would be happy to help set up a Brownie group or help run Duke of Edinburgh award scheme, but not sure how to go about it or levels of interest and how it would be funded.
- I don't have any spare time just now but when I do I'd love to be involved in some way.
- Care Project volunteer. Facilitation skills for public meetings and small interest groups.
- I am familiar with IT I can drive and have a car available I have done search and rescue work I have built stalls in the past I travel away from Cromarty regularly. and have some caring responsibilities already I'd prefer one-off activity rather than regular commitment
- I already do ;)
- I will volunteer as available.

- willing to to volunteer to help at events.
- I am happy to be involved with the care project but only found out about it when i offered to be involved with the Black Isle project. I still don't know who to contact regarding the Cromarty project. Please advise. Thanks. Email below.
- I volunteer already for other groups.
- Possibly in future but not at present owing to work pressures
- am an accountant if that's any help.....
- I do remove litter from time to time, both on the shore and on the grass verges towards Shoremills and am happy to continue!
- I've already volunteered to help the Care Project. The C&DCC accepted my proposals for new grass management of the Links. What does a Citizens Advice Volunteer do?
- Probably, but I am not willing to be associated with a body that will not be open or discuss problems face to face with its residents.
- practical skills, making, setting up - although not a lot of time.
- I think I have done my time! It's great that we are still attracting energetic newcomers to the town who are keen to be involved. I will always be willing to help if required.
- Happy to help or volunteer for the Care Project - happy to drive or do admin or just general donkey work if needed. Not qualified to provide hands on care but happy and able to support wherever else required.

Paper survey responses – completed on paper and handed in via the Post Office

Number returned = 36

2. Age group

18-24	0
25-34	1
35-44	5
45-54	5
55-64	9
65-74	8
75 and over	8

3. Links

Closed to all traffic	9
Open to all traffic in summer	16
Open to cars only in summer	10
Reinstate portable toilets	29
Closure increased parking problems	23
Closure had economic impact	19
Closure improved area for locals	13

Most popular combination of answers was open to all traffic/reinstate toilets/increased parking problems/economic impact.

Other thoughts (paraphrased and combined)

- Allow all types of campers to stay overnight.

- Car park at east end of Links too small: enlarge and create new parking at recycling end.
- Cars to leave by 6pm, policed by rota of volunteers.
- Keep vehicles off Links except for special events.
- Set aside small area of Links as overflow car park.
- Links needs to be safe for small children.
- No overnight parking signs.
- Get ferry going.
- More litter bins.
- Cull seagulls.
- Should not be used for wild camping.
- Cromarty needs to advertise itself more.
- Use old dairy field as campsite.
- Caravans and camper vans on the Links spoil the very thing most people visit for.
- Height restriction barrier.
- There should be an official campsite in Cromarty but not on the Links.
- Install facilities on the Links for caravans and camper vans.
- Speed bumps (location unspecified).

4. Broadband

Very happy	10
Could be improved	18
Unacceptable	5

BT	26
Vodafone	1
Zen	1
CF Wireless Networks	1
SSE	1
O2	1
John Lewis	1
Plusnet	1

Some people gave their provider but didn't answer the satisfaction question and vice versa.

5. Communication

Cromarty Live	16
Facebook	8
Twitter	0
Email	10
Flyer/poster	8
CC notice board	12
PO window	26
Leaflet	10

6. What CC can do (paraphrased and combined)

- Make it easier to raise issues e.g. suggestion box in PO, contact email list.
- Communicate with residents.
- Improve childcare provision.
- Repair Townlands Park garages.
- Provide loos at east end e.g. by subsidising Arms or Brewery for public use.
- Make town greener/more energy efficient.
- Get ferry running.
- Better mobile signal.
- Speed bumps.
- More bus stops.
- Local housing for local people.
- Numerous suggestions for tidying up town including:
 - Get potholes repaired.
 - Beach cleans.
 - Paint lampposts.
 - Improve street cleaning.

- Keep up pressure on dog fouling.
- More bottlebanks and clear up recycling area.
- Improve footpaths.
- Improve harbour area.
- Do something about seagull nuisance.

7. Skills offered

- Writing/proof reading.
- Gardening.
- Ecology/conservation
- Helping at events (3 people)
- Making tea.
- Already put name down for Care project (3 people).

8. Email

13 people gave