



## Community Voice | Feedback

**Subject:** Gathering of comments and feedback from Press Release published on Kyle of Sutherland Development Trust Facebook Page (20<sup>th</sup> August 2020)

**Project:** Kyle of Sutherland Tourism Infrastructure

**Date:** 4<sup>th</sup> September 2020

### Summary | Community Voice Statistics

**Emails** | 7

**Facebook Shares** | 30

**Facebook Comments** | 69

**Facebook Likes** | 269

**Facebook Post Reach (Views)** | 28,424

**Facebook Post Engagement** | 4,598

(Last Updated: 23<sup>rd</sup> September 2020)

### Emailed Feedback and Response

1. As both a local motorhome owner and previous warden of a campsite I am concerned that your proposed changes to the car park are far too complex. You are dealing with quite a small area and not a huge number of users. Most motorhomes have their own toilets and showers. Showers were offered at the hub for those that wanted them which would probably increase other business at the hub as a bonus. The toilets as they are provide water. I would suggest the best remedy is to provide separate waste (grey) water and cassette emptying toilet facilities by way of a septic tank or soakaway and that would be about all. Restrictive barriers are in the habit of going wrong and don't necessarily do as their name suggests. It is no deterrent to motor bikes or cyclists proposing to put up tents. I would suggest that a local 'warden' could visit the site preferably in the evening to collect a displayed camping fee as I am well aware that people arrive late and vanish early in the morning to avoid paying. Fees would certainly help with upkeep of all facilities. A covered eating area may be a good idea as it would provide a useful facility for other visitors, fishermen etc.



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2. Please can you tell me as part of these studies will you adhering to the Wildlife and Countryside Act (W&C) Act 1981 and other such legislation to ensure that the otters that live in the area of the proposed site and their habitat is not compromised in any way? It would be a real shame to lose the otters which not many places can say they have.
3. We just read about your plans to develop the toilets in Bonar Bridge. We fully support this and if you need any help or support give us a shout. (Lynn & Darren Redfern, Dornoch Caravan & Camping Park)
4. Hello, I was absolutely delighted to see your Facebook post. I have travelled in many countries in Europe and found the motorhome facilities there so good. There are many different ways these facilities are provided, some free and some quite expensive. I live in Alness and am often disgusted with the council attitude towards toilets etc in the region. I have attached pictures of some examples of the sort of thing we found, no connection with the business shown, around Europe. I have other pictures which I can't access at the moment. I would be willing to come and talk to you about the facilities for motorhomes and campervans if you want. I am not an expert on all of it but know what has been useful to us on our travels and I'm sure many others will agree with that.



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### Chemical Toilet Disposal Units

Stand Alone Chemical Toilet Disposal Units (Also known as Elsan Tipping Points) for emptying portable toilet cassettes with or without built in flush.



Without Flush £320+vat



Insert for drive over £50+vat



With Flush £680+vat



Examples of existing installations chose your own colours

Contact Jason at CTDP

Phone [01460 240069](tel:01460240069) Mon-Fri 8.00am-5.00pm  
Phone mobile [07708889754](tel:07708889754)  
email [jason@grpmouldingsuk.com](mailto:jason@grpmouldingsuk.com)

5. I have just seen a FB article about your proposals for overnight parking facilities and would like to thank you. It has been a tough summer for all, but unfortunately it has highlighted the fact that many van users this year are not your normal tourist and I can only apologise for their behaviour. I thank you for not having a knee jerk reaction and ban us all like some local authorities in Scotland, Wales and England and hope it returns to normal next year. Once again, Thank you



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6. I am pleased to hear about your development of an area for motorhomes. As a motorhomer who has visited your area this is great news. I would like to say that the french style 'aire de camping cars' work very well and are always well used and kept tidy. The Aires in France are basically provided parking spaces for motorhomes, the space and quality of which can vary massively. The cost of them is free to around £12. Some Aires have free electricity, some it's included but most don't have hookups for every van. A lot just provide an area to dump waste water, get fresh water and empty toilets. Some Aires also have a time limit to restrict stays to max of 48 hours for example. Some it's unlimited. I see that you plan to add electric hookup in my opinion this isn't essential. We just need to dump waste, get water and empty toilet. A bin for our rubbish would be good. With regards to pricing in order to stop motorhomes parking in car parks etc the pricing needs to be reasonable and less than that of a campsite. We use campsites but not for every night of every trip. I hope this helps with your research.
  
7. I have just read the piece in the Kyle Chronicle about the South Bonar Project, and while I fully support the idea of camper vans who use the existing facility being asked to pay. I do suspect that the very elaborate plans being made to upgrade it will mostly have the effect of closing the facility to the many locals who use the car park. You may be aware that there is fishing available on the Kyle from June to the end of September. The car parking down by the white hut is only sufficient for 4 cars. When the sea trout start running there are often many more people than that in the river, some of those need to use the Stonehenge car park, at times that correspond to optimal tide conditions. If you displace these cars they will need to park in the village, which at peak times is already fairly busy. During the fishing season some of the campers are fishermen and their families, who have purchased weekly fishing permits, they tend to eat and drink at local facilities. I do question the need to turn it into a full blown Camp Site with covered eating areas and hook ups and ebike charging points, so many of these camper vans boast about their 'wild camping' where they don't need hook ups and bike charging points. Won't these destroy the simple rustic charm of the



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existing site? Will they be willing to pay? A facility to allow the emptying of tanks would hopefully encourage responsible behaviour and would be a good thing. I also support the public toilets changing hands from Highland council, who have proved rather blinkered in their attitude to keeping toilets open, to a local organisation. I was in the car park one morning and it is an asset to the community, just at the end of the mown area, where it leads into the rough ground of the Kyle shoreline, my presence in the car park disturbed a family of redshanks, the male bird flew onto a post and scolded me, allowing me to get pictures. I am concerned that more people with kids and dogs will disturb this valuable coastal habitat, with its ground nesting birds. Should this project perhaps be put to the community in a more open manner before being implemented (The Kyle Chronicle is a fine publication but won't be read cover to cover by everyone).



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### Facebook Comments | Feedback and Response

Kyle of Sutherland Development Trust  
20 August · 🌐

There has been a lot of publicity recently about irresponsible tourism and unacceptable behaviour by visitors since lockdown was lifted in July. This has impacted on all the communities across the Highlands and Islands.

The public toilets and parking site at South Bonar have been used for free camping for many years now, this has obviously increased over recent weeks, which has created understandable anxiety within the community.

Therefore, KoSDT thought it would be useful... See more

28,424 People reached      4,598 Engagements      Boost post

👍👍👍 You and 268 others      69 comments 30 shares

👍 Like      💬 Comment      ➦ Share      🌐

8. That's fantastic news. A much needed facility in the area. Would the waste disposal facilities be made available for a fee without staying overnight? The whole of the Highlands is desperately short of Motorhome Service Points.
9. As a very responsible campervan owner, it is fantastic to see such forward thinking, & that those who want the freedom to travel around instead of staying on campsites are being catered for & welcomed! It has been gutting to witness the irresponsible minority ruin areas of our beautiful country with their mindless waste disposal whilst day-tripping or camping off-grid! I truly believe this is the way forward & I hope more areas follow your lead! 🙌 I look forward to visiting & supporting the shops/eateries/visitor attractions in the area! 😊



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10. This should be the way forward for many rural communities - well done 👍
11. Sounds great, as a responsible motorhomer I look forward to being able to visit this site and make use of the facilities enabling us to support the local community by frequenting local businesses and enjoying what the surrounding area has to offer. Thank you
12. Fantastic! Fingers crossed you get the funding and support from Highland Council. Should be a real asset to the community.
13. I think this is a great idea. I also really like the fact you are looking to include some e-bike charging points 👍
14. I would just like to commend you on your forward thinking attitude. As many have said recently campervan users on the whole are responsible people who just want to enjoy the outdoors and leave overnight stop overs as they found them, sometimes even better. We do use camp sites but aren't really fond of sitting in a field in a regimented row, looking at nothing. These sites are normally distant from the local town/village and it's businesses so that we either have to self cater or eat at the site. We much prefer to spend our money in local cafes and pubs. This is why we travel every year to France and Germany because they cater so well with their aires but I would much rather travel in my own beautiful country and spend my money in the UK to help us recover from this disastrous year, given the same facilities available abroad.
15. Well done and good luck. We'll visit if it goes ahead and we ALWAYS spend money in local shops, pubs and businesses.



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16. We stayed here last week, along with a few other MHs, tent campers and a caravan. Thank you for the facility as it stands. We did notice that some of the others appear to be regulars and fairly local, mostly fisherman. Please, in redeveloping this site, do not do anything to make them feel that they are being sidetracked to provide facilities for tourists. The fisherman provided us with some very tasty, very fresh fish. They also apparently spent a few hours in the pub, so that local business benefitted from them. Your plans do sound very ambitious and possibly costly. The showers will probably be welcomed by tent campers but for MHs all this site needs is a tap and grey/black waste disposal. If funds are tight, putting these in first, with a charge could possibly help fund the showers, etc. Good luck with this project and we look forward to visiting again soon. (Another User responded to this comment with: "yes totally agree. We should be including all users, not excluding anyone. Also not to jeopardize the beautiful surroundings. Well said.")
17. Great idea and needed for the area, I just hope the potential up coming works will be local tradesmen?
18. Great step forward but please don't "over engineer" this beautiful spot. From the proposals it almost sounds as though the spot will be developed as a full serviced site. As other posters have said, motorhomers need the minimum of facilities ie fresh water plus a facility to empty grey and toilet waste.
19. Well done for being so forward thinking in your approach. I would add that whilst EHU is nice to have it's not essential. (So if installing it would be prohibitively expensive it could be an option not to install at all) Just a black waste point and a fresh water tap is all that is needed by motorhomes (ideally not next to each other to prevent contamination). Would happily pay to dispose of waste and a safe/welcoming overnight parking space.





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20. KoSDT you are to be congratulated on forward thinking! Please don't be put off by the stories going round that campervaners and Motorhomers leave a mess - they are only a very small minority and a consequence of the times we are living in- normally they holiday abroad. My only plea is you don't spend unnecessarily. Many of us don't need electric hook up or toilets/showers. A sensible charge of £10 per vehicle per night without EHU or £15 with EHU will ensure you get many visitors who will spend locally. If it's much higher you won't. May I wish you every success!

21. We love touring Scotland in our Motorhome and would love to see more places welcome us for a couple of nights. We don't need a fully serviced pitch on a campsite, we don't want to pitch up for a week or weeks at a time. The joy of motorhoming is the freedom to visit many places for sightseeing, eating in restaurants and cafes. Buying supplies in the local shops and therefore adding to the local economy. We don't leave anything but our footprint.



22. Sounds like a responsible plan , everyone happy

23. I think that's a great idea.

24. This sounds like a fantastic solution all round - well done 👍

25. Sound like a Good plan! Hope it gets materialised soonest.

26. Brilliant, well done. Look forward to visiting new site. Do not mind paying. Motorhome owner.

27. Great idea. Provide facilities: make money for the local community.



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28. This is an excellent idea 👍

29. Fantastic idea, very forward thinking 👍

30. Big thumbs up, I would definitely pay to use this. 👍

31. Bloody excellent idea!!

32. Well done KSDT long overdue in the Highlands and so badly needed after massive over promotion of the NC500. As a local and a Motor homeowner I am appalled at the behaviour of the minority of van owners visiting our area. The development of the Bonar bridge site and other Aires in Scotland is a leap forward in providing much needed tourism facilities and income generation for local communities. we also need to educate visitors that the 'right to roam' legislation applies to walkers only. It does not mean you can park up anywhere which seems to be a common misconception among visitors.

33. Great idea, good luck

34. Great news! 😊

35. Excellent project, wish you every success.

36. Well done

37. Brilliant news. A great idea. Well done KOS.

38. Great idea.



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39. Excellent. Good luck

40. Excellent idea!

41. Good news

42. excellent news, hope all goes smoothly. Thanks

43. Fantastic idea and great news!

44. Great scheme

45. Excellent idea!

46. Brilliant 😊

47. Good something is going to happen

48. Great news - good luck

49. Well done and it sounds a great plan

50. Great stuff, we need something similar to happen on the west coast to cope with such increased numbers of visitors



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51. A good idea! There is a great need of a campsite with facilities (and also need for a backpackers) in the area. My only worry is that small children could fall into the water as there are no fences. I presume there would be a safety barrier of some kind.

52. I think this is great , but hope it will be affordable for people who do not need E.H. or other services. A basic cost for the pitch with other facilities charged if wanted would suit a lot of users including me.

53. I simply shared this from another group, but it does seem quite positive to have a public trust in charge, especially as they seem to have a strong interest in providing facilities for locals

54. Nice one!

55. Wow! Good luck!

56. At last some positive responses from some councils. Is the country waking up to this need at last?

57. Fantastic news!

58. Gosh!! A forward thinking Council, wish there were more!!

59. Brilliant

60. Well done!



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61. Brilliant 😊

62. Great news let's hope more councils will adopt this approach. Well done Scotland 🇬🇧❤️

63. We stayed here last week, along with a few other MHs, tent campers and a caravan. Thank you for the facility as it stands. We did notice that some of the others appear to be regulars and fairly local, mostly fisherman. Please, in redeveloping this site, do not do anything to make them feel that they are being sidetracked to provide facilities for tourists. The fisherman provided us with some very tasty, very fresh fish. They also apparently spent a few hours in the pub, so that local business benefitted from them. Your plans do sound very ambitious and possibly costly. The showers will probably be welcomed by tent campers but for MHs all this site needs is a tap and grey/black waste disposal. If funds are tight, putting these in first, with a charge could possibly help fund the showers, etc. Good luck with this project and we look forward to visiting again soon.

- **Response to Comment 63:** Yes totally agree. We should be including all users, not excluding anyone. Also not to jeopardize the beautiful surroundings. Well said.
- **Response to Comment 63:** The charm of this site is its simplicity and rustic charm, to over cater here would, in my opinion be a mistake. The waste disposal site is a great idea but the car park is used by fishermen in campers and locals in cars, they are important and has anyone asked the people using it at the moment if they would be prepared to pay for showers, hookup, electric ebike charging points, or will they just drive past to another layby because they are self contained? In my camping and camper days I would drive on and avoid the 'regimented' site that it sounds like it may become. Yes offer basic facilities and charge a small fee. But don't over egg it.

64. Wonderful news



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65. I have been in conversation with a lady from Visit Scotland about this kind of initiative and she was keen to hear of any new developments, would it be a good idea to touch base with her. If you PM I can give you her name
66. Well done for such forward thinking. good luck with these ambitious plans. I don't know this particular site but looking at your photograph it is a very green and pleasant place at the moment. It would be great if you could design it in a way that conserves and enhances the local character and avoids the site turning into a hard surface lorry park style environment. For example instead of masses of tarmac the use of grass reinforced surfacing and tree and shrub planting would help to soften and blend the site into it's rural context. I know that's just landscape design but it's all part of the welcoming experience and it would recognise the very beautiful rural area in which it sits.
67. Beautiful site used frequently and always spend in lovely Bonar Bridge.
68. Great stuff, a real positive in hard times well done to all involved.
69. Great news
70. We visited last year by motorhome, stopping for a lunch. A super spot.
71. Great news I was up there just over a year ago and this is really needed.