



# **Public Consultation Event: Survey Feedback**

**30<sup>th</sup> November 2022**

## **Overview**

This document is a summary of consultation surveys returned following the FW2040 Public Event held in Caol Community Centre on 02/11/22. Two surveys were produced for this event. The first sought views from the public on priorities for the development of the town centre and waterfront. The second survey sought their views on the development of specific projects within FW2040, the current FW2040 Vision, and any ideas for new projects that could help to deliver this.

The surveys were qualitative and asked a range of questions. They were made available at the various stalls throughout the course of the event. They could be returned to stalls on the day itself or dropped off at four locations in and around the town (Highland Council Service Point, Fort William Library, Caol Community Centre and Kilmallie Hall). Blank surveys were also made available at these locations for anyone wishing to complete one. Surveys could also be scanned and returned to the FW2040 Project Manager or downloaded from the FW2040 Website. Respondents had 12 days in total to complete surveys, from the day of the event to the collection of the drop boxes from the four locations above. The surveys were also highlighted in post event press releases and social media updates.

In total, 24 town centre questionnaires were returned, and 6 surveys regarding FW2040 more widely. In addition to this, stall holders were asked to keep a record of any key comments made about their projects on the day. These are also noted at the end of this report

The number returned (6) for the wider FW2040 survey is disappointing. However, there were aspects of this which were also captured within the town centre survey, for example, views relating to new project ideas and priorities for future development. A specific question asking for people's thoughts on the overall FW2040 Vision for the town and surrounding communities only generated two responses. The Vision was highlighted on the day of the event, both at the Board stall and in the presentation that ran on a loop. People were prompted to consider whether they felt the Vision still reflected the type of place they wanted the town and surrounding area to be. Given the numbers attending and opportunities to comment, this lack of response may suggest that most people did not feel they had anything to add at this time, and that there is a general agreement with the overall FW2040 Vision at present.

The remaining questions in the wider FW2040 survey offered the opportunity to comment on specific projects. Responses to this were again unfortunately limited. However, those that were highlighted (Nevis Centre, waterfront development, measures to reduce traffic congestion, active travel promotion and housing) further reflect responses within the town centre survey. Therefore, although numbers for the wider FW2040 survey are disappointing, they do serve to reinforce comments received in the more popular town centre survey.

As noted above, the town centre survey clearly attracted more interest. This in itself suggests that local people see town centre enhancement and waterfront development as a priority for FW2040. These surveys were also filled out in considerable detail. When analysed, there were around 300 specific comments across the 24 surveys. These have been recorded individually on a spreadsheet, so there is a record of the complete range of comments received. These include instances where something is recorded multiple times- for example that the underpass offers a very poor impression of the town, or that The Parade is an asset for the town.

Given that the surveys were not quantitative, and the relatively small number of responses, this report does not in the main include a statistical analysis. With the exception of question 1, and a summary of respondents' age, gender, residency and duration living in Lochaber, it rather seeks to give a representative overview of the range of comments that were received. It also highlights where issues received multiple comments, reflecting their importance to respondents.

It will be evident that some responses relate to matters that would require action at a national policy level - for example changes to planning policy in respect of developing accommodation in town centres, or changes to business rates and private rent levels. Also, some comments are outwith the scope of the FW2040 Board to influence directly and are perhaps of more relevance to the local business sector- for example clear preferences for certain types of retailer to have a presence on the High Street, or ideas for new businesses.

## Town Centre Questionnaire Analysis

### 1. How often on average would you say you visit the town centre in a week and what are the main reasons for this?

Of the 24 surveys returned, the majority of responses indicated people visited the town centre 2-3 times per week. Responses are summarised below:

Less than once per week	Once per week	2-3 times per week	4-5 times per week	More than 5 times per week
5	1	11	6	1

#### The main reasons cited were:

- To access specific services- those listed were chemist, prescription collection, post office, baby group, banking and library
- Food and drink- to have a meal, meet friends, lunch, evening meal and pub
- “For a meal/ drink- all other needs can be met by visiting supermarkets and other out of town shops/outlets”
- “As I live in Caol, I find it easier to use out of town shopping on North Road”
- For work
- Leisure- for a walk, to go to the cinema, meeting friends, to use the climbing wall, to visit the Nevis Centre, hairdresser
- Multiple general references to “shopping”
- To visit specific shops- those listed were WH Smith, The Granite House, Wool Shop, “Vegan Café”, bakeries, Highland Soap Company.

### 2. What do you currently like about the town centre and how could this be further improved?

Responses here focussed particularly on Cameron Square and The Parade as assets for the town. There was felt to be a vibrancy in summer and the number of seating areas outside pubs and restaurants was commented on favourably as contributing to this. The traffic free nature of the High Street also received positive comments. It is interesting to note that none of the responses received expressed a desire for through traffic to return to the High Street.

**What respondents indicated they liked about the town centre can be summarised as follows:**

- Cameron Square and its environs were noted to be “an attractive place” and “a nice focal point” for the High Street
- Responses noted there were some good food outlets and cafes- good variety for the size of the street
- “A lot of buildings have great character”
- The town is bustling in summer- good atmosphere- good variety of places to eat and drink
- Traffic free/ pedestrianised layout is a positive- good environment to walk about in.
- Responses noted the cinema building itself enhances Cameron Square and the cinema as a source of entertainment is seen as a valuable asset
- Comments noted there were a good number of independent shops- independent shops were seen as a positive asset to attract people and visitors into the town and offer shopping experiences not available at retail parks
- The parade is clearly seen as an asset to the town, though one that could be developed further
- Tables and chairs outside pubs and cafes- these create a vibrant atmosphere in the summer- though there needs to be care as to their layout and the amount of space they take up- need to ensure they do not create issues for people with visual or mobility impairments
- Planting and hanging baskets in summer were commented on favourably and were seen as making the town centre look more attractive and welcoming.

**Suggestions as to how these positive aspects could be further improved were as follows:**

- A suggestion that there needs to be more diversity in the range of restaurants / food outlets- there was a specific comment that a greater variety of menus is required
- A suggestion to consider removing the cobbles in the pedestrianised area- they are uneven, hazardous and create puddles
- More covered areas, more coverage of Cameron Square, more options to shelter in poor weather
- Measures to encourage letting of empty shops (specific suggestions not given)
- More seating- particularly on the Parade- not enough seats especially in the summer
- More trees, planting and landscaping on the High Street
- Shop fronts of empty units to be tidied up and painted- a more colourful mix of paint schemes
- Increase time for free parking for residents- “half hour not enough- makes people rush in shops- extend to 1 hour”
- Fewer charity and outdoor clothing shops
- Development of a Town Trail, or things for children to spot as you walk along- “similar to the plaques in Newtonmore”
- Improved provision for bike shelters and stands on the High Street

**3. What do you dislike about the town centre and how could this be addressed?**

The issues that attracted the most comments here related to the appearance of the town when viewed from the bypass, empty units on the High Street, the general appearance of the High Street and the poor condition of the underpass and surrounding area. There were observations

that the High Street in its current form could be significantly improved just by more regular cleaning. The deteriorating state of pavement/ cobbled areas was commented on by several respondents.

### **What respondents dislike about the town centre can be summarised as follows:**

- Multiple comments relating to the view from the bypass to the rear of buildings and Middle Street. The already poor appearance of the new flats at Tweeddale Building was commented on, with concern expressed that this would spread to adjacent properties, with long term negative consequences
- The poor condition of car park surfacing in a number of locations was commented on- one respondent asked, “What is revenue from local parking fees and fines being used for”?
- Multiple comments relating to the number of empty shops and premises above shops, and the negative impact this has on both the appearance and perception of the town
- Multiple comments relating to the run down appearance of many shop fronts and poor quality shop signage
- Lack of public toilet availability and the poor condition of existing facilities
- Multiple comments relating to the general aesthetics of the High Street. Particular issues included graffiti, rusty railings, weeds, pigeon droppings, the number of discarded cigarette butts and the initial view on exiting the underpass onto the High Street (the area around the library building).
- Unwelcoming and poorly maintained access lanes from Middle Street onto High Street
- Lack of bike racks/ covered storage on High Street for bikes
- The underpass- multiple comments noting that it is dirty, dim, and “a terrible first impression of the town”. Comments also noted the increasing level of graffiti, the poor appearance of uncut grass verges, views that the “crumbling steps are unsafe” and some comments that people feel unsafe when using the underpass.
- Comments relating to the condition of pavements- noting broken slabs, uneven slabs/ cobbles, missing cobbles, large puddles, wet leaves (particularly around Tesco/ St Andrews Church) and an abundance of weeds
- Multiple comments relating to the bus station/ travel centre- noting that this needs “a makeover”, cleaning, improved signage, improved timetable information and visitor information. The overgrown side of the railway station being the view from buses arriving/ departing was also commented on unfavourably
- Poor access/ limited options to access the waterfront from the High Street
- Limited shelter in poor weather.

### **Suggestions for how this could be addressed are summarised below:**

- Develop a shop front improvement grant scheme
- Cheaper/ cleaner/ fresher toilets in general
- Window murals could be put onto empty units and on the back of buildings facing the bypass
- There was a detailed specific proposal received which stated- “We need to bring all the empty and/or underused upper floors and basement floors back to life. The Council should set aside, say, £100,000 and engage with one or more of the Scottish schools of architecture and invite the final year students to undertake a 3 or 4 month feasibility study into identifying all these empty and underused properties, identifying their ownership,

assessing the opportunities / prospects of re-using them, accessing them separate from the ground floor properties, costing the conversions building by building, and presenting a report to the Highland Council with recommendations. This would be a challenging real-life study for the students and the outcome would be a valuable tool for the Fort William 2040 Team. There would be many winners – possibly as many as 60 – 100 potential housing units would be identified, property owners would benefit from additional income, and the environment and amenity of the High Street would be enhanced along with more activity and life and buzz on the street”.

- Changes to planning and economic policy at a national level- it should be easier to convert upper floors in town centres into accommodation. There should be measures to reduce business rates and rents
- More visitor information at train/ bus station and car parks to steer visitors into the town centre
- More covered bike shelters and a marked cycle lane on the high street
- Construction of a full length canopy along the High Street, or extend partial cover where feasible
- Complete refurbishment of the underpass area- improved lighting, cleaning, visuals, landscaping and clear CCTV signage
- Allow pop up shops

#### **4. What would be your top priority for town centre improvements?**

Broadly categorising responses, the top priorities were improvements to existing infrastructure (the underpass, pavements, car parks, visitor signage, and general aesthetics of the town) followed by policy and regulatory changes to try and encourage lower rents, lower business rates and easier business start-up opportunities. Improvements to the range of retail provision on the High Street featured, as did the need for new arts & culture provision and venues. Top priorities can be grouped as follows:

- Enhancement of the underpass area
- General improvements to aesthetics- brighten the front of buildings- at the West End in particular. Comment that “the far end of the town looks depressing with nothing to attract visitors”. This is increasingly a first impression competing with the underpass, due to the number of cruise ship visitors being attracted to the town
- More regular cleaning- a general clean and tidy up, cleaning in the early morning
- Measures to reduce shop rentals, encourage business start-ups and encourage long term leases to enable businesses we need to move in and stay long term. Ultimately develop a more diverse range of shops on the High Street
- Enhanced powers to compel landlords to maintain empty premises, clean up properties and offer reduced rent to fill empty shops
- Pavement repairs
- More seating and sheltered areas
- More parking in town centre and repairs to existing car parks
- A new Nevis Centre/ cultural venue. Only so much can be done to the existing building- a new building would be much more cost-effective
- A wider range of entertainment offerings in the evening- little to do after 5pm for families

- More facilities for younger people- a specific suggestion was a blue light disco (a disco or similar event run by the police for young people, used as a drug- and alcohol-free event and to foster community relations).
- Improved connections/ access to the waterfront from the town centre

**5. What would encourage you to come into the town centre more?- e.g., live events/music, farmers' market, greater transport connectivity**

Some of the suggestions provided under this question, and also question 6 below, are outwith the scope of the FW2040 Board to influence and are likely to be of more relevance to the local business sector as a general indication of local demand. Other suggestions however could be developed and delivered as part of measures to ensure Fort William is "A Great Place to Live" and "A Connected Place". Comments received can be summarised as follows:

- Multiple responses expressed support for a wider range of stalls at a town market (crafts, unpackaged fresh produce, and particularly a specific farmers' market)
- A safe and secure bike shelter on the High Street, with a comment that the one in Viewforth Car Park is "out of the way and not safe"
- "A sheltered venue for buskers all year round- the canopy in Cameron Square is only really available for events- FW is missing a trick- even the Victorians had band stands"!
- Wider references to a need for more sheltered areas in general, a permanent cover over Cameron Square, and more comfortable seating
- Better transport links- increased bus service along Locheil side/ safer and quicker ways to walk and cycle into town
- Better local rail connections making use of gaps in the existing timetable between Glasgow/ Mallaig trains.
- Measures to avoid the traffic congestion. A relief road is needed urgently- what are contingency measures if there was an accident on Nevis Bridge?
- Cheaper daily fees to make use of Cameron Square
- Multiple responses stating "more live events" or "live music"
- More entertainment offerings in the evening, particularly for families after 5pm
- A greater variety of shops and leisure facilities
- A vibrant arts (wider arts and artisan businesses) and cultural centre to draw people from surrounding areas too.
- An enhanced Parade- more seating and simple entertainment in the grass/park area for young children. It could be as simple as some stepping stones in the grass with pictures on or wood carvings
- Improved bus links to Oban and Kinlochleven- "the bus timetable to Oban should be improved to enable locals and tourists to make day trips- works both ways- encourage visitors there to include a day trip to FW. Also improve the Kinlochleven service. If these were improved, High Street footfall would increase"

## 6. What additional retail or arts/ cultural/ recreational provision would you like to see in the town centre?

- a green-grocer type store where we can get local and unpackaged fruit and vegetables. A good delicatessen would also be beneficial in the area.
- Multiple responses cited a butcher, fishmonger, and a fresh produce shop or farm shop
- A quality clothes shop and shoe shop
- An outlet for local artists and craft persons to sell their goods
- A laundry
- More fresh seafood outlets
- A car rental outlet
- A card shop
- Guided walking tours
- A coffee machine in the library like in Inverness- the library is a nice meeting place
- There needs to be a greater variety of shops, with fewer charity and outdoor shops
- A community arts venue- projects for young people , artists, studios
- An arts hub not just for young folk but like a centre for contemporary arts where any ages can go to chill or play music/ hear bands. Big sofas coffees/ teas etc open at night for concerts, used for rehearsals. All kinds of music, ages and people. Books, music, coffee- an open friendly space for all.
- Several comments citing a need for more theatre provision/ theatrical productions- a dedicated theatre space with perhaps 200 seats.
- would like to see a more appealing music/ arts venue- the Nevis Centre needs a total upgrade
- A cultural centre would draw people from surrounding areas too.
- More targeted entertainment for young people- “attract some decent pop groups”- “live music- what about a marquee on the shinty pitch and make it a festival”? More outdoor entertainment- music and dance
- With regard to recreation- “open water swimming is a huge sport/ leisure activity in Fort William. We need improved access to Loch Linnhe for this- many people swimming for mental and physical health benefits yet no adequate provision for this at present”

## 7. What suggestions would you make to enable the town to make better use of the Waterfront?

Suggestions for this question can be broadly grouped into options for changes to the existing road layout, extension of the waterfront to include Caol and Corpach, improved access from the town centre and to the Old Fort, enhanced marine infrastructure, aesthetics, and new business opportunities. Suggestions received are summarised as follows:

- Reduce the bypass to a single carriageway to increase size of waterfront pavement. Reclaim land with Coire Glas rock. Create a park area/ seafood shack/ café area
- Remove and “green” over the outer dual carriageway. Expand the marina / pontoon facilities
- Take one of the bypass roads away and make a green space
- Boardwalk and planted area on the loch side of the road- or convert one carriageway
- The disconnection between the shorefront and the town needs to be totally re-figured- The photo from Dusseldorf shows how this can be achieved



- Reclaim the land around the Old Fort
- the waterfront also needs to be linked all the way from town to Corpach by a promenade, walk or cycleway.
- extend the waterfront from the west end car park to the canal basin with a pedestrian and cyclist promenade
- access points are currently far too far apart- some of the buildings are eyesores from the back. Would be fab to have an old style High Street with cafes facing the waterfront.
- a proper promenade with good pedestrian links to and from high street
- more crossing points nearer to the library end of street- nothing after poorly signed crossing at Ossians until near College
- better access to the old fort and more interpretation- link to a new promenade
- more crossing points- impossible to cross after hidden crossing behind Ossian's until Morrisons
- Public access to the pier (old diving centre)- this should be used by cruise ships- great views of town and Ben Nevis
- new town pier and harbour
- increase moorings and associated facilities
- An Aires set up in the west end car park with facilities
- consider extension of puffer pier and improve facilities for both local and tourist boat owners and cruise ships
- A beach of some kind for little kids- an ice cream parlour
- artificial beach, promenade, shore facing units
- enhance the view of the town from the waterfront
- create picnic areas and planters
- A water sports centre to attract young people offering water ski-ing, jet skis etc.
- boats for hire, paddle boards for hire, sectioned off swimming area.
- the area from the West End car park to Lochaber Yacht Club/ Seafield Garden area could be greatly improved to offer a park area for locals and visitors to make use of. A proper path from the West End Car Park along the grassed area and onwards to the gardens and yacht club. make provision for easy access to the waterfront for people of all abilities. There is an informal (not maintained) path from car park to Boat Shed- could this be properly reinstated?

## **8. Any Additional Comments?**

- need to ensure ALL local stakeholders, especially local communities, are fully involved in the regeneration project going forward. Only by doing so will we hopefully avoid the problems of the past

## Respondent Demographics

The 24 Town Centre surveys can be broken down as follows:

Age	Under 18	18-24	25-34	35-44	45-54	55-64	65+
	0	0	3	2	5	6	8
Identify	Male	Female	Another	Prefer Not to Say			
	10	14	0	0			
Residency	Upper Achintore/ Plantation	Town Centre/ An Aird	Inverlochy/ Claggan	Caol/ Lochyside	Corpach/ Banavie	Ardgour	Other- please state
	5	1	2	8	2		Kinlocheil, Arisaig, Spean, Locheil side, Locheil side, Nevis Bank
Length	<1 yr.	1-3 yrs.	3-5 yrs.	5-10 yrs.	10-20 yrs.	20+ yrs.	
	1	1	1	4	5	12	

## FW2040 Questionnaire Analysis

As noted at the start of this report, there was a limited response rate with these surveys. There were however additional specific comments recorded at individual stalls. These have been included below under the relevant projects, to ensure a complete record of comments is available. Transport related issues attracted the most comments under this section. Comments for individual FW2040 projects are listed below:

### Comments on a FW2040 Project

#### Project Name

What are your thoughts on the development of this project to date?

#### Road Improvements/ STAG/ STPR2

- Rail Issues- service infrequency- ongoing cycling options not catered for
- poor network connections and central belt connections
- poor level of service/ frequency for local stations
- Active travel only Corpach/ Caol Link to town
- footpath/cycle way along A830 beyond Corpach
- Investigate lorry pay & park feasibility
- better signage for cycle routes
- more consideration of active travel and public transport prior to new developments
- public transport improvements- regular on time buses- live updates on bus stops/ travel app
- extend under 22 free pass to 25yrs
- consider more driver education "safe pass"

- I would be really keen to ensure that there is good public transport links, along with information (e.g., a live online app) to allow journeys into and out of FW from surrounding areas. These also need to link with working patterns where possible.
- We also need to have better rail infrastructure that is much more affordable and to try to reduce the number of cars on the road.
- Thinking ahead to 2040 – we need to ensure there are enough charging points, but also keep on a note of what other environmentally friendly vehicles come onto the market.

### **Hospital**

- Hospital- should adhere to promise in initial brief to comply with BS8300-18
- BS 8300-2:2018 Design of an accessible and inclusive built environment. Buildings - code of practice, British Standards Institution - Publication Index | NBS (thenbs.com)
- use local architect with local knowledge
- bus route should expand to include the new hospital
- should be an inspired design
- proceed ASAP

### **Nevis Centre**

- Highland Council and High Life need to get the Nevis centre up to speed

### **Caol & Lochyside Flood Protection**

- designed to 1:200 with facility to extend if Loch Linnhe water level changes are realised.
- wall finish is well received- lots of feedback
- major contribution to renovation of Caol & Lochyside
- very good work by CALFPS team

### **District Heating**

- The concept of the district heating system is excellent and should be extended into any new housing developments there, irrespective of if they are built before these 2 build programmes. This should be something considered as a community resource and be fully encouraged.

### **Waterfront**

- We need a masterplan of the waterfront with ownership details and liaising with existing groups and owners
- masterplan, phased approach, use of Coire Glas rock, phased approach

### **What are your thoughts on the overall FW2040 Vision for the town and surrounding communities? Does this reflect the type of place YOU want the local area to be?**

- Another question I have is related to the “Net Zero Town” aim. Who is keeping a track on how this is progressing? I feel it would be best if the project board had a way of collating

and tracking how the projects are doing in this area, and also being able to then collate areas of good practice and share these. This would help enable other organisations / individuals in Fort William to a) be aware of progress b) see if any of the case studies would be helpful to them in their direction of travel c) be able to share and be proud about what Fort William is doing in their journey to Net Zero. This may also encourage more people to do more in their personal lives.

- very agreeable to take one of the bypass roads away and make a green space
- Highland Council must stipulate in conditions for Coire Glas approval that the rock should be disposed of in Fort William along the waterfront. This will benefit everyone in the area FOREVER!

### **Are there any priorities for development that you feel are not currently captured by the FW2040 Vision?**

- the re-development of the Waterfront should be a key focus in the FW2040 plan. Rock from Coire Glas could be a fantastic opportunity to transform Fort William by building a promenade, doubling the size of the West End Car Park, introducing a breakwater and providing the opportunities for a full scale marina in the area. This could also include alongside berthing to replace the long neglected town pier and enable cruise ships to come alongside. We would be a real competitor for Invergordon
- anything which helps the dreadful traffic congestion in the summer which is atrocious- for 40 years we have been told we would have a bypass of some kind- nothing ever happens!
- I feel the Waterfront is a non- starter but the view from the bypass could and should be improved
- I do NOT support a bypass- it is not proportionate with the level of traffic and type of town; social media has given a lot of people an easy voice however the traffic elsewhere is a lot worse. Traffic here is limited to peak times and seasonal.
- I feel isolated road closures due to accidents need a clearly communicated plan instead, making use of various local car parks, the local bus company, e-bikes and pedestrian bridges

### **Please tell us about any ideas you have for projects that could help to deliver the FW2040 Vision. These might just be initial ideas or suggestions, or perhaps you are involved with a project that is already in development. Let us know what stage the project is at and how you think it could contribute to FW2040.**

- Access to loch from the west end car park to be repaired/ upgraded. I and several others go swimming there most days. The bottom step is missing and then you have to go along a rough path, climb over some railing, walk along a broken wall and climb down some rocks before you get to the water. Quite frankly this is a disgrace. It is hard enough for able bodies people, but I have mobility issues. The amount of people taking part in swimming here is growing month by month. the health and well-being of open water swimming is well documented, and this would enhance the area no end.
- the area from the West End car park to Lochaber Yacht Club/ Seafield Garden area could be greatly improved to offer a park area for locals and visitors to make use of. A proper path from the West End Car Park along the grassed area and onwards to the gardens and yacht

club. make provision for easy access to the waterfront for people of all abilities. There is an informal (not maintained) path from car park to Boat Shed- could this be properly reinstated?

- build a bike/ pedestrian pathway from Corpach to the outward bound, this road is a death trap for pedestrians at present.

## Conclusions

Although there was a relatively low return rate overall for the surveys, there are some clear and consistent issues identified. There are aspects of the town centre that people identify as positive, particularly Cameron Square and the Parade as assets, a vibrancy in the summer season and the traffic-free nature of the town centre. While this was commented on directly, it was also interesting to note that no comments suggested a return of through traffic to the High Street. Comments around positive aspects of the High Street support the assertion that the town has “good bones”.

There are clear broad aspects that people dislike about the town centre. The run-down appearance of the rear of buildings from the bypass, empty units on the High Street, a range of criticisms about aesthetics, the underpass area, travel centre, and, more specifically, the condition of areas of paving, all attracted a range of comments.

From responses, people’s priorities are for the above issues to be addressed and the positive aspects of the town centre to be further enhanced. As well as these points, three other major issues that emerged from comments were that there should be greater provision of arts and culture events/ venues, that the Nevis Centre should be significantly upgraded or replaced, and that there should be more provision for young people in the town centre.

Feedback in the surveys suggested a range of measures to address these issues, which have been noted in this report. Some of these are more likely to require either changes at national policy level or are subject to market forces. It is clear however that respondents wish to see measures to support new business start-ups and a greater number and diversity of businesses on the High Street.

The specific question about suggestions to enable the town to make better use of the Waterfront also generated a good number of responses. These are broadly grouped into options for changes to the existing road layout, extension of the waterfront to include Caol and Corpach, improved access from the town centre and to the Old Fort, enhanced marine infrastructure, aesthetics, and new business opportunities.

In conclusion, the content of the surveys returned has identified some broad priorities for consideration and development going forward and should serve as a useful basis for future work on the town centre and waterfront.