

# MARINA PROJECTS LTD: FILE NOTE

## Dart Harbour – North Embankment Access Improvements

### Initial Engagement Feedback

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#### 1. INTRODUCTION

As part of its vision and strategic objectives Dart Harbour is considering a project to enhance use and access to the water on the North Embankment, including the landing at the Double Steps. The purpose of this File Note is to summarise the feedback received from an initial stage of public consultation.

#### 2. ENGAGEMENT

The project was first publicised at the Dart Harbour AGM on the 11<sup>th</sup> December 2019. Following that an engagement plan has been prepared that identifies the range of stakeholders and need to seek extensive views on the proposals throughout the process. That process has identified three stages where formal consultation will occur. The stages of engagement and their influence on the process can be summarised as follows:

1. Early engagement to inform brief and options – **Stage 1**
  - Engage with property interests
  - Engage with Stakeholder Groups
  - Public Meeting and wider consultation
2. Provide summary feedback (web-site)
3. Use feedback to refine brief and inform concept options
4. Consult on concepts and select preferred concept – provide feedback – **Stage 2**
5. Consultation through consent applications – **Stage 3**

This paper provides a summary of feedback arising from Stage 1 of the engagement process and acts as the summary noted in Item 2.

### 3. STAGE 1 ENGAGEMENT

#### 3.1 STAKEHOLDERS

There are considered to be four main categories of stakeholders; those with a property interest in the facility; users; regulators and the local community. A number of the wider stakeholders are represented by existing stakeholder groups. A summary schedule of key stakeholders that is broken down by category is provided in Table 3-1.

Table 3-1 Schedule of Stakeholders

Property Interest	Users	Regulators	Local Community
South Hams District Council	12-men licensees	South Hams District Council	Town Council
Duchy of Cornwall	Mooring holders	Marine Management Organisation	Mooring holders
Hire Boat Co.	Visitors	Environment Agency (EA)	Chamber of Commerce
Harbour Authority	Boat Float customers	Natural England (NE)	Estuary Forum
	Premier Marinas	South Devon AONB	
	Commercial User Group		
	Association of Dart River User Clubs		
	Communities Group		
	Water Taxis		

The regulators are to be dealt with at the formal pre-application stage once a concept(s) proposal is available. Other groups are intended to be captured by this initial engagement stage to inform the development of concepts.

#### 3.2 ENGAGEMENT

##### 3.2.1 Property Interests

Prior to the public consultation the Harbour Master held discussion (face to face, email and telephone) with each of the organisations and individuals who have ownership responsibilities. The outline intent of the project was discussed along with the engagement strategy. All those with interests were actively encouraged to attend the Public Consultation Meeting.

### 3.2.2 Users and Local Community

The project was discussed at the following meetings:

- Commercial User Group 23 Sep 2019 and 27 Jan 2020
- Association of Dart River User Clubs 21 Nov 2019 and e-meeting Mar 2020
- Communities Group Membership of communities group were invited to attend the Annual and Public meeting owing to pressures on CG agenda. Dartmouth Town Council were briefed in the public section of their meeting on 03 Feb 2020
- Estuary Forum -19 Nov 2019

Furthermore, to capture the initial engagement with users and the local community a public meeting was held on Thursday 6<sup>th</sup> February 2020 from 1830-2000hrs at the Guildhall Dartmouth. Spaces were limited to 50 persons.

The public event and the consultation process was promulgated on the Dart Harbour web site and using their social media channels. To ensure the widest possible engagement those unable to attend the public meeting were invited to complete a questionnaire.

## 4. PROPERTY GROUP FEEDBACK

All of those consulted were supportive of the need for improved access and safety. Any concerns that were raised align closely with the issues captured in section 5.2 but all of those consulted were positive about the need for improved access and safety improvements. Those with property interest were invited to the public consultation meeting in order to give them the opportunity to provide their feedback in public and many completed individual feedback forms. Summary from property group

## 5. USERS AND LOCAL COMMUNITY FEEDBACK

### 5.1 USER GROUP FEEDBACK

Feedback from discussion in Stakeholder groups mirrored that in the public meeting. There was support for the project in principle and improvements in safety and access, particularly for users with disabilities. Individual comments including concerns were raised and these were captured and used as the baseline for discussion in the public meeting.

### 5.2 PUBLIC ENGAGEMENT FEEDBACK

The feedback at the public meeting and on-line was captured via notes from the meeting, a questionnaire and meeting feedback, the results of which are summarised below. The results take the form of responses to two key questions highlighted at the meeting and posed by the questionnaire.

Question	Respondents	Yes	No
Do you support strategy to improve access to water at North Embankment	70	99%	1%
<p><b>Summary:</b></p> <p>There is overwhelming support for the proposals to improve access to water at this location and it should be noted this is reflective of the agreed vision and strategy of the Harbour Authority.</p> <p>Indeed, the respondent who answered in the negative suggested an alternative location for improvements suggesting there is unanimous support among respondents and meeting attendees to improve access to the water</p>			
Does the project brief adequately summarise the opportunity?	19	89%	11%

**Summary:**

There is a very high degree of support for the project brief.

Both positive and negative respondents offered comments and refinements with no suggestion that the brief was wide of the mark. Suggested amendments included:

- Ensure it is user friendly and fit for purpose
- Addition of commercial craft
- Greater focus on access for all abilities
- Specific reference for users with disabilities
- Design of a structure that is sustainable, positive and desirable for the location
- Limits the Noss to Dartmouth Ferry to 12-person capacity/avoid impact on existing activity
- Avoid conflict/provide segregation

The meeting also discussed the use of the existing facility, opportunities and issues. The section below records the feedback against particular topics from feedback forms which covered the above topics. Where a topic was also raised at the meeting this is indicated, with a tick mark, but the reader should note that this might represent a single comment or the view of the majority of meeting attendees.

It is worth noting that in consolidating the comments some issues/opportunities have been combined e.g. concerns over lack of segregation and capacity. Also some comments have been counted in a corresponding area e.g. one comment that a user would like to see the steps retained and one comment from another use that the they are concerned that the steps might be lost is combined to 2 comments under opportunities heading that the steps should be retained.

Tell us about your existing experiences:	No.	Meeting
Unable to use because facility does not provide access for users with disabilities	8	
Steps are slippery, unsafe or has no handrail	5	
There is a lack of capacity, facility is busy and/or a lack of segregation	10	✓
Shallow/drying at low tide	3	✓
Challenging for landing casualties	1	✓
Experience no difficulties	1	

Conflict at bridgehead with loading/unloading due to location, buses etc.	-	✓
<p><b>Summary:</b></p> <p>There is a recurring theme in the existing experiences relating to the access and restrictions caused by the current facility. There are arguably no existing issues that are not addressed (at least in part) by the proposal to improve access and the project brief captures these points in general terms.</p>		
<p><b>What improvements/opportunities would you like to see</b></p>		
A suitable access ramp (including for those with disabilities)	22	✓
A hoist for those with disabilities	13	
Handrail/anti-slip	5	
Dedicated mooring/berth for disability vessels	7	
Segregation	1	
Facility for Noss to Dartmouth Ferry	4	
Increased pontoons/capacity/segregation	7	
Improved lighting	1	✓
Dredging to increase available depth	1	✓
Environmental opportunities/habitat creation	1	✓
Facility for mid-sized vessels	-	✓
Utilities e.g. water/charging point	1	✓
<p><b>Summary:</b></p> <p>It is worth noting that a number of the opportunities are inherent in the project brief and some respondents may have chosen not to highlight them specifically.</p>		
<p><b>What elements would you like to see retained</b></p>		
Free to use	1	
Retain seasonal dinghy pontoon	1	
Keep the name	1	
Retain the steps (possible increased capacity)	2	✓
Keep the pontoons	2	
<p><b>Summary:</b></p>		

<b>Areas of Concern</b>		
Don't miss the opportunity/do it now	3	
Do it elsewhere – these comments were supportive of the general need to improve access to the water	2	
Ensure design is sensitive to the surroundings	3	
Avoid displacing of the congestion	1	
The Premier Marinas contribution might be lost if a landing for the Noss Ferry could not be found	-	✓
The size of the Noss Ferry is not known	-	✓
Are railings on the quayside beneficial or a hazard	-	✓
<p><b>Summary:</b></p> <p>There are relatively few concerns, and this is consistent with the general level of support. These concerns and issues should be revisited during the concept and detailed design stage to ensure relevant comments are addressed.</p>		

## 6. ENGAGEMENT SUMMARY

The summary of the first stage engagement is set out below:

- There is overwhelming support for the initiative to improve access to the water at the North Embankment for a wide range of river users (including those with disabilities). This is perhaps no surprise because the project is consistent with the agreed vision and strategy of the Harbour Authority
- The facility should be appropriately designed, to suit the settings, to maximise access, be safe, sustainable and fit for purpose.
- The overarching support for the project is reflected in strong support for the preliminary project brief. The suggested refinements have been applied to the revised brief below:

***“The development of concept proposals for the modification and improvement of the Double Steps Pontoon at Dartmouth.***

***With full consideration to the project drivers, constraints and opportunities described herein, concept proposals should seek to address the following as a minimum:***

- ***Improve public access to the pontoon addressing health and safety concerns***

- ***Improve access to the water for a range of river users and stakeholders, including leisure users, commercial operators and those with disabilities. It must be user-friendly.***
  - ***The introduction of a deep-water landing for 12 men craft and the Noss to Dartmouth Ferry”***
  - ***The facility should be of modern design, safe, sustainable, fit for purpose and in keeping with the surroundings***
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- At the concept design stage some of the finer detailed and more specific comments may be too early for consideration. It will be important however that this summary document and the specific comments are revisited at each stage to seek to ensure that relevant comments and issues are addressed.
  - The initial engagement provides a strong foundation to move to the concept design stage and the consideration of options.

Marina Projects Ltd  
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