
Spaces for People: Dunoon Consultation Results

PROVISIONAL RESULTS TO 17 FEB 2021 – FULL RESULTS WILL BE PROVIDED ONCE SURVEY CLOSES ON 21 FEB 2021

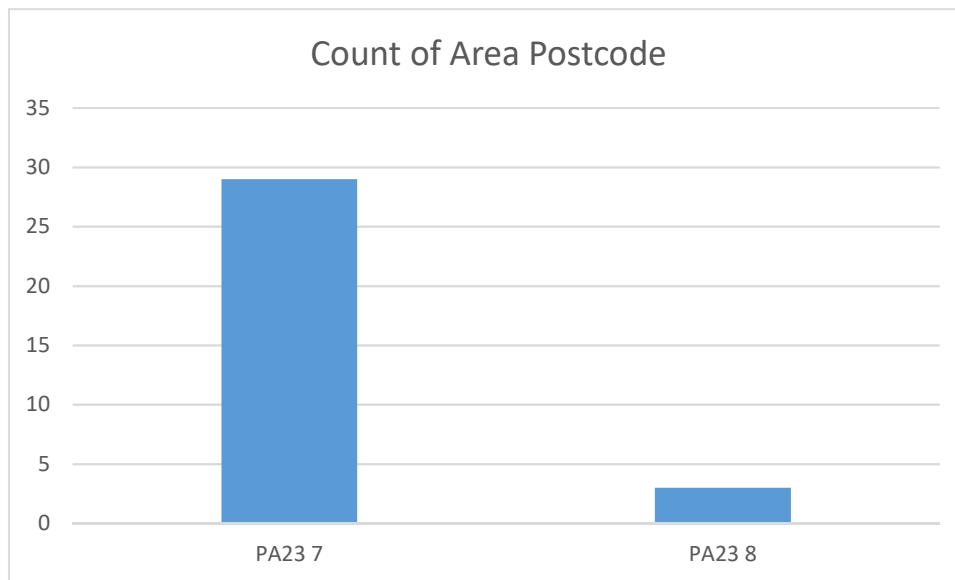
- 1.1. In February 2021 an on-line consultation focussed on businesses was undertaken on potential temporary interventions in Dunoon in order to gather specific business feedback on the proposals. The consultation was available on the Council's consultation webpage for 14 days (08 to 21 February). The consultation was promoted via a letter to all identified business addresses in Argyll Street, Hillfoot Street and Kirk Brae, and via the Council's social media accounts, Dunoon BIDS and Dunoon Area Alliance.
- 1.2. A total of 32 responses were received from businesses in Dunoon. A further 4 responses were received which did not relate to businesses and these have been excluded from the analysis below. A full list of businesses which responded is available in table 1.1.

Table 1.1: Business Respondents

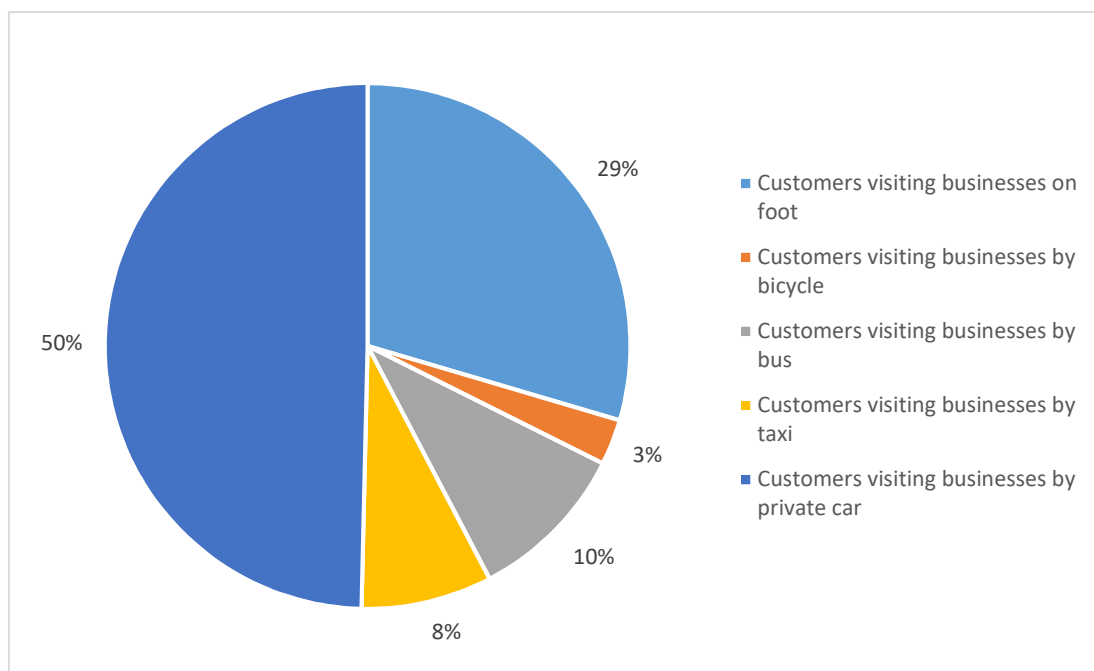
Anoli Ltd
Anselmo's
Argyll Financial Services Limited
Argyll Vintners Ltd
Bookpoint
Caber House Ltd
Cherubs
Chouxmakes Cakes
Cowal highland gathering
Cowal Hospice Trust
Doon the watter
Eco Health Store
Electricom
Elite Clothing & Footwear
Flawless by Chelle
Fynephoto
Juno design gallery
Kents of Dunoon
Kirn & Sandbank Church Charity "The WEE Shop"
L & D EyecareLtd
Letters at Stewart Property
Mrs Macs Books
Owner of Shops: 196 Argyll St & 172 Argyll St Dunoon
PattonWebz
Pipeline filtration
Platen Boring Ltd
Rm couriers
Stewart & Bennett

The Pop Shop
The Wee Barbers
West End Furniture Centre
Wrights Clothing & Footwear

- 1.3. Businesses were asked to provide their postcode, of the 32 respondents 29 were from Dunoon and Innellan (PA23 7) while 3 were from Kilmun and Sandbank (PA23 8).

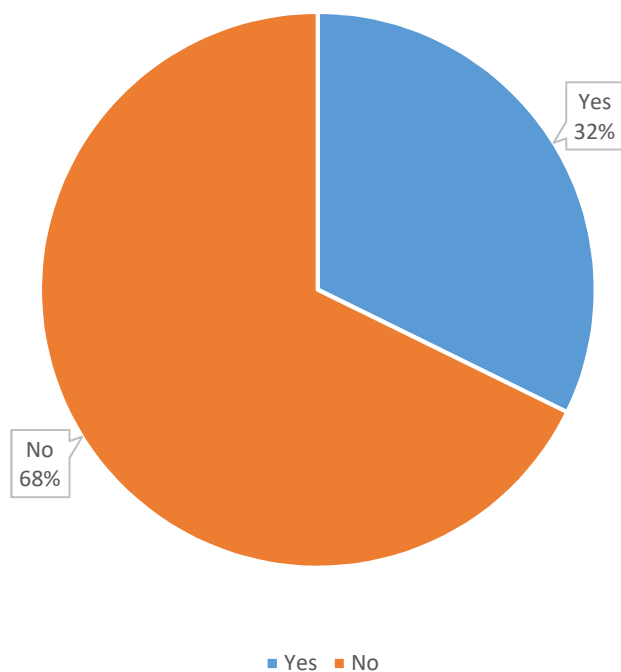


- 1.4. Businesses were asked to estimate the percentage of their customers who travelled to their business by a range of modes, foot, bicycle, bus, taxi and private car. The responses, once averaged to aggregate 100%, showed that businesses estimated that 50% of customers travelled by private car, 29% by foot, 10% by bus, 8% by taxi and 3% by bicycle.

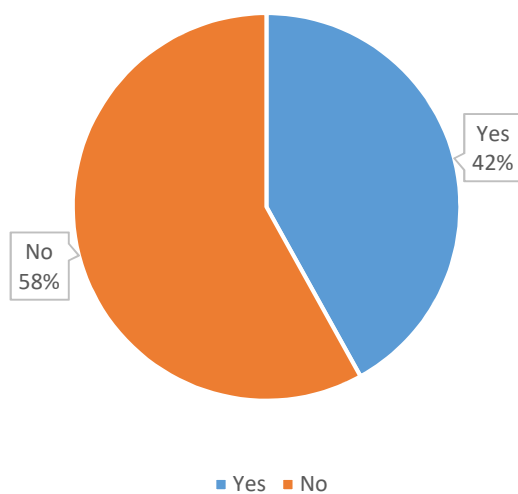


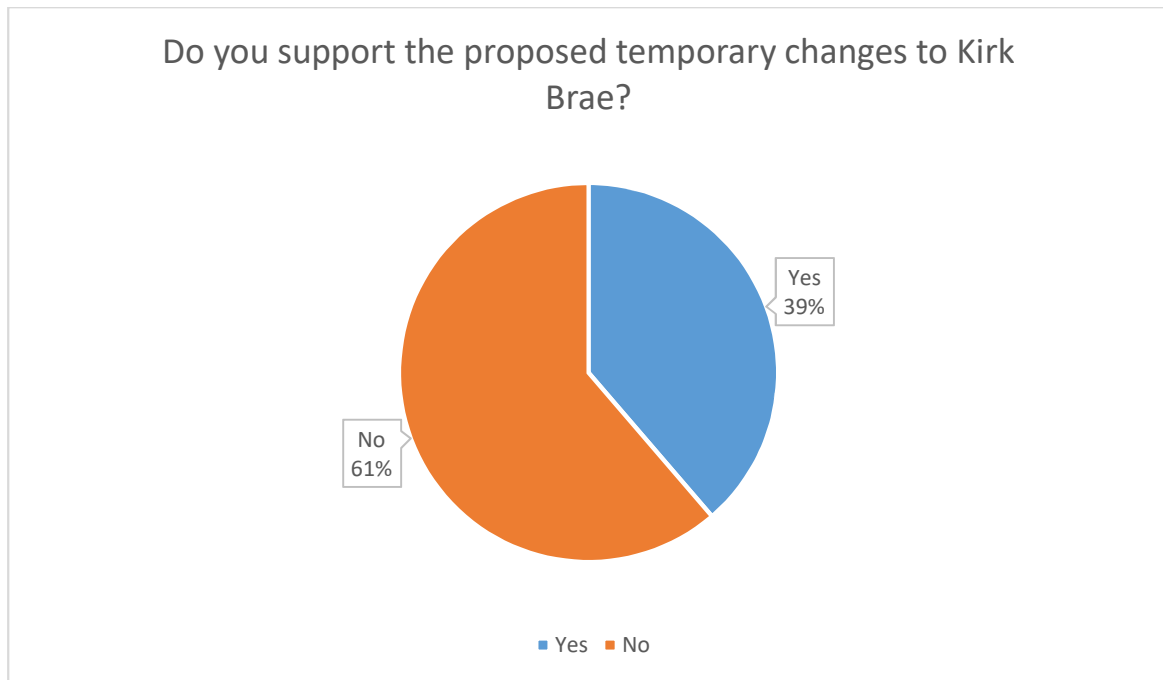
1.5. Businesses were asked if they supported the proposed temporary changes to Argyll Street (31 responses), Hillfoot Street and Kirk Brae.

Do you support the proposed temporary changes to Argyll Street?



Do you support the proposed temporary changes to Hillfoot Street?



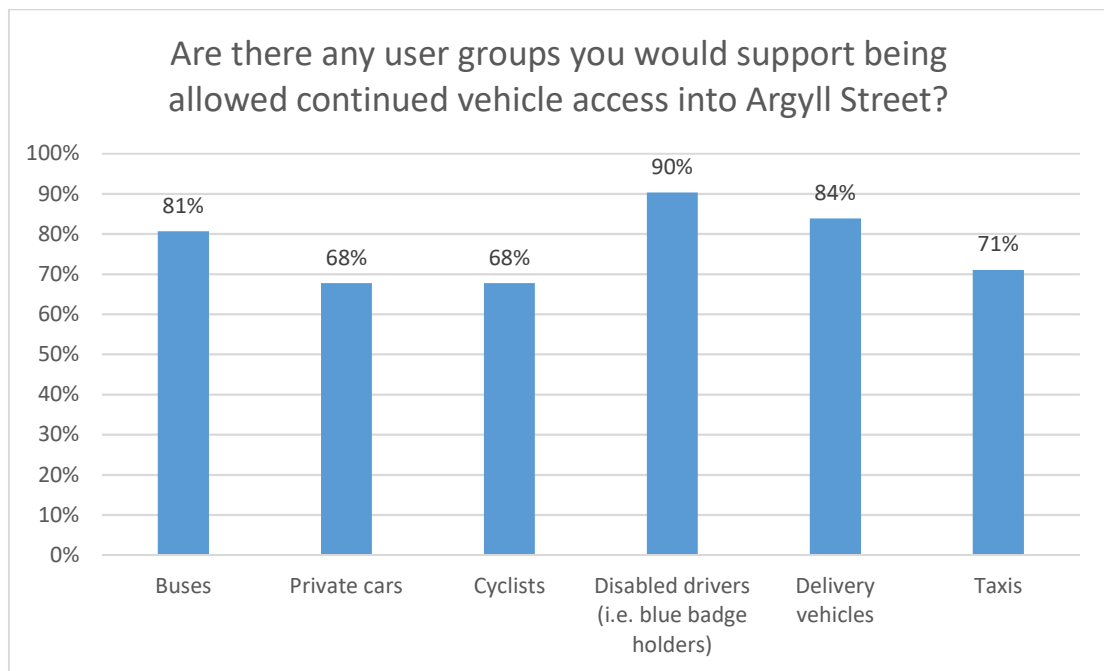


1.6. Businesses were also asked for comments on the proposals

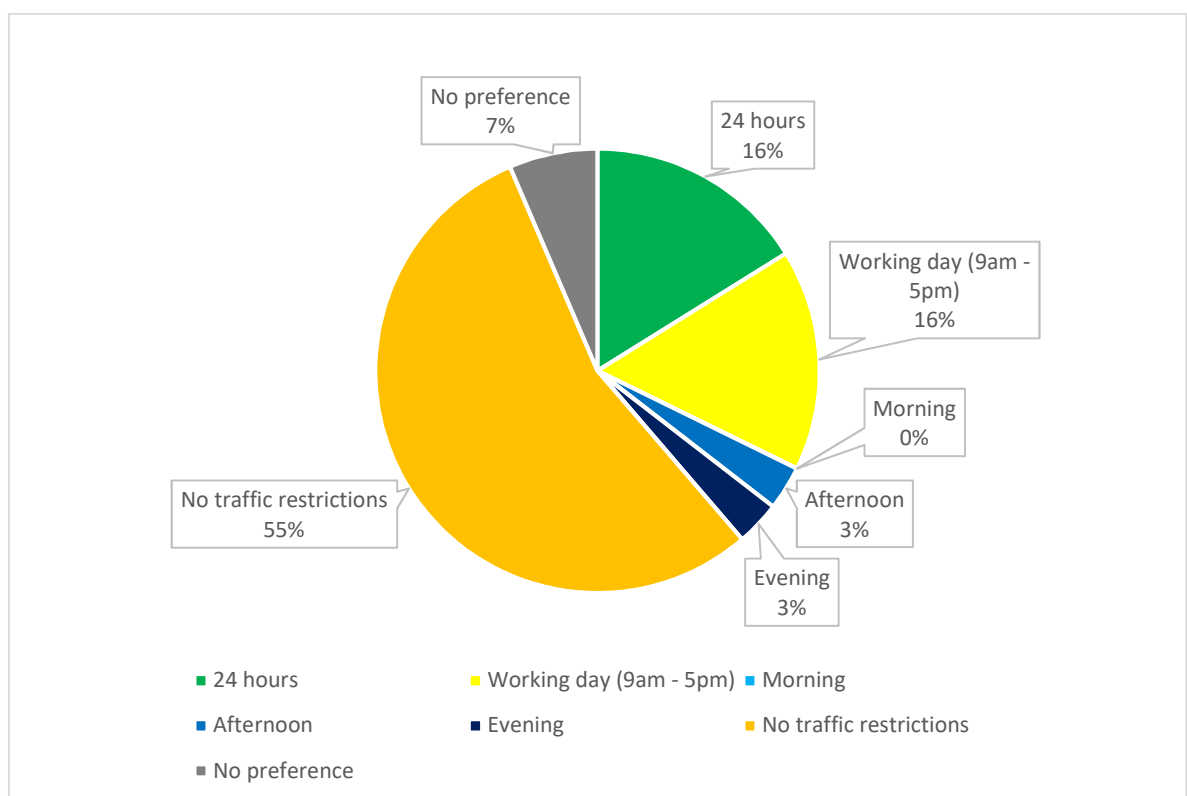
Unless free parking involved then I feel you may drive folk away. Especially on wet days. Feel the removal of the railings in Argyll St would help as folks have to gather at the crossing keeping them in a group
many of our patients are elderly and therefore get dropped off outside the practice, there would ideally need to be provision for this.
As the majority of customers visiting the retail businesses in Argyll St park for brief periods on Argyll St we CANNOT loose any parking spaces
Not enough detail given to give an informed opinion
None of the proposals are necessary. Any further restrictions on private cars would be detrimental to existing fragile business.
Our town is a people retired and family with kids and they all will be in problem if there not parking available
The proposals are not a good use of funding and support due to the short term nature. The footfall of Dunoon doesn't merit this level of intervention to create more space for social distancing. Due to the temporary nature of the works we have concerns about the quality and method of these adjustments.
only as a temporary basis
Closing argyll street will finish it off as a viable retail place to trade and will close a lot of shops.As it is the fact that there are no traffic wardens is affecting trade because of cars parked on argyll street all day for no reason stopping actual customers easily getting to the shops.
Retail is hard enough without further barriers , people drive to my shop , please don't make it any more difficult for them
Any pedestrianisation in our small town will be extremely detrimental to shops
This will be very bad for business and I do not support it

I feel this will not benefit any local business in the town and will cause it to become even more quiet than it already is. Not helping small business out at all.
The parking on hill foot street is already difficult enough and sometimes dangerous as existing regulations and restrictions are no longer enforced. Reducing parking provision more will hurt the businesses far more than they will benefit from these proposed changes. Similarly the proposed changes on Argyll street will hurt business. It will be harder to get to shops and shoppers will be forced to pay for parking. The vaccination is progressing well and we will be out of lockdown soon. These changes are far too late and will only hurt business at the very time it should be picking up.
Restricting parking will significantly reduce footfall and business. We rely on the convenience of shoppers popping in to shop.
Only a couple of days a week. That would work.
Parking restrictions and waiting limits have to be clear and enforced or no business will be able to get deliveries due to selfish parking
We would hope that the parking charges for the adjacent car parks are suspended during the revised arrangements to encourage customers to use the street
Parking should not be removed from the west side of Hillfoot Street. That is where us business owners need to park our cars there is no other place nearby. It is also where our customers need to park as some cannot manage to walk the hill up to our shops. Dunoon Primary School has more than one entrance so perhaps opening all entrances would assist with social distancing. The kids mix at school so not sure why there is a problem with them doing so on the street. Argyll Street could be closed to certain traffic but not all. There are alot of people who have disabilities or cannot simply manage to walk far so they will need transport that is close. We have car parks nearby Argyll Street so there is no problem with parking and paying the metre charge but allowances need to be made to allow us to collect heavy purchases from the shops. Perhaps a certain time only to pick up etc.
Contrary to statement, this town needs more access for vehicles as there is a high percentage of elderly and disabled people. The lack of opportunity to shop also means that people only want to spend 10-15 minutes on Argyll Street making the parking facility there very important. The town is deserted at present and taking parking away will make it worse, not better,.
subject to it being temporary and then assessed and if successful investment into the street itself, eg street furniture, awnings re

- 1.7. Businesses were asked if there were any specific user groups/vehicle types they would support being allowed continued access in Argyll Street. While the majority of businesses supported the continued access for all user groups/vehicle types, the most popular were disabled drivers (90% supported continued access), delivery vehicles (84%) and buses (81%), with taxis (71%) and private cars (68%) and cyclists (68%) the least popular.



1.8. Businesses were asked what times they would prefer traffic restrictions to be in place on Argyll Street



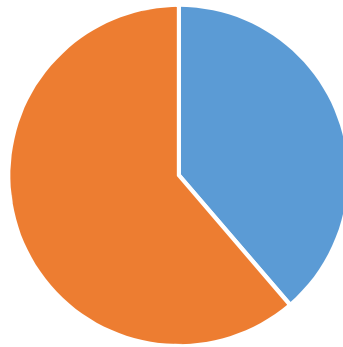
1.9. Businesses were asked regarding their use of the Argyll St, Hillfoot St and Kirk Brae for deliveries.

Do you require to use Argyll Street for deliveries/collections?



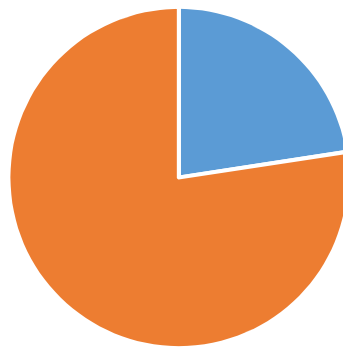
■ Yes ■ No

Do you require to use Hillfoot Street for deliveries/collections?



■ Yes ■ No

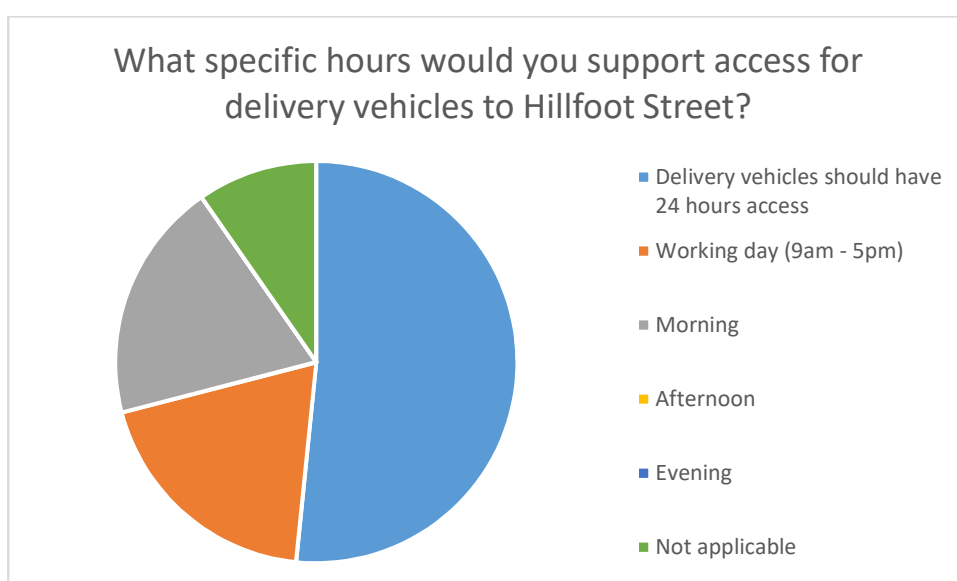
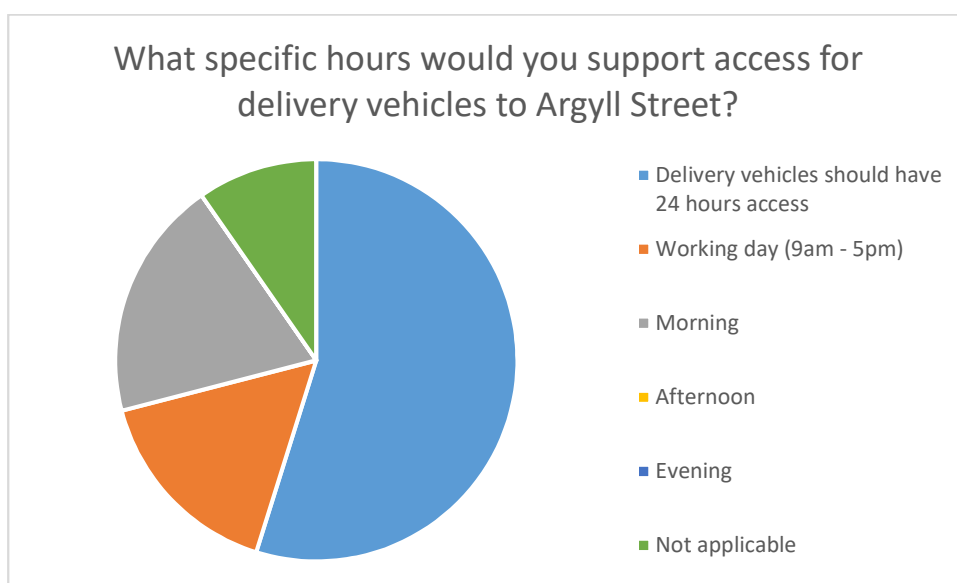
Do you require to use Kirk Brae for deliveries/collections?

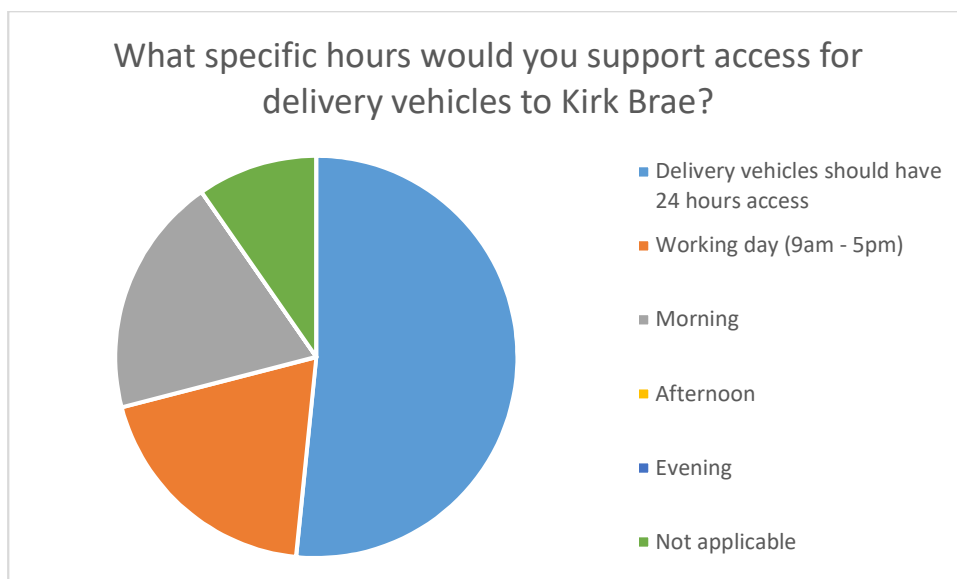


■ Yes ■ No

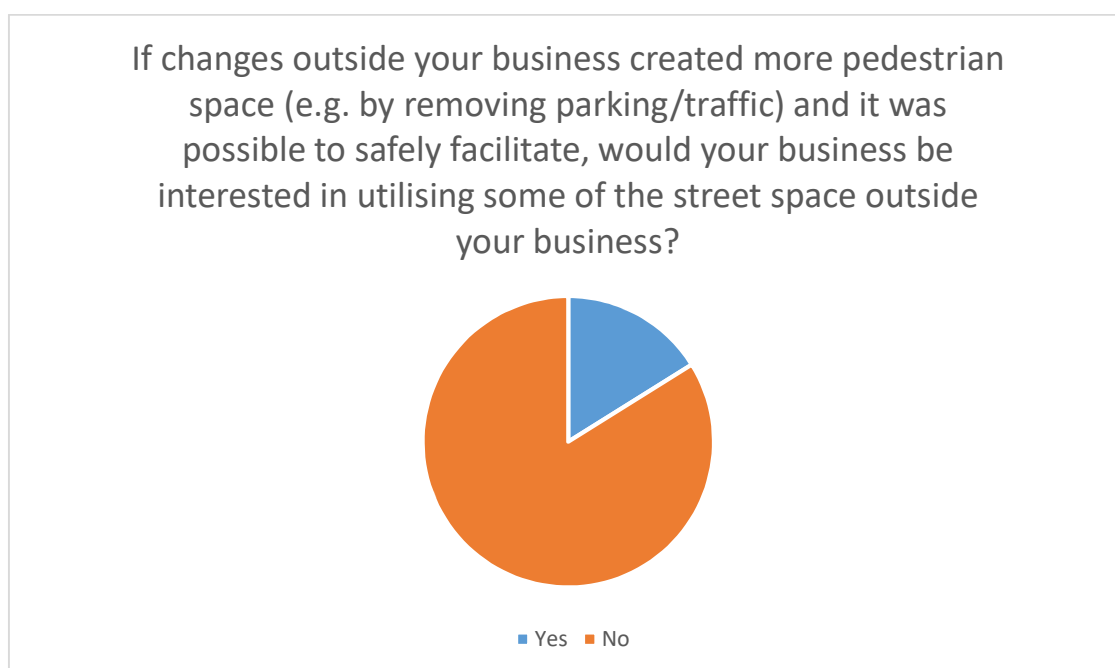
1.10. Businesses were asked if they supported delivery vehicle access to Argyll Street, Hillfoot Street and Kirk Brae. For each street 29 businesses responded that they supported delivery vehicle access while 2 businesses responded that they didn't support access for delivery vehicles.

1.11. Businesses were asked what times they felt delivery vehicles should have access to each street.





1.12. Businesses were asked if any changes outside your business created more pedestrian space (e.g. by removing parking/traffic) and it was possible to safely facilitate, would the business be interested in utilising some of the street space outside the business?



1.13. The 5 businesses who answered Yes, they were asked for brief details of what they would wish to use the space for.

selling teas, coffees, etc.
Seating, temporary planting / greenspace.
seating and flower stands
tables and chairs for tea/coffee etc, sales table

1.14. Businesses were asked what affect did they think these temporary changes would have on their business.

Difficult to assess. Parking facilities would be factored in. I think a more stringent parking system would be better. At present some cars appear to be parked unlimited
Potentially for the small proportion of people who could not be dropped off outside the practice they may either delay their visit, not attend at all, or go to a practice where they can be directly dropped off. This may mean that we lose out on some business, but more importantly some people may delay their eyecare which could be detrimental in the long term.
They would reduce the number of customers visiting my business.
Who knows - you have not given sufficient, or indeed any information as to what the proposals are.
In this part of Argyll making town centre access difficult for private car drivers and their passengers many of whom are elderly will be detrimental to almost all shops and will damage business.
A lot of my customers will be hard to bring they heavy staff to the shop to get services ,the same as myself. As I have more than 80% of my customers age over 70, they have problem to come and visit my shop to get quality service
Inconvenience of reduced on street parking, restrictions for deliveries and drop offs. Hillfoot Street already has limited parking particularly for residents, businesses and the school collection.
not sure thats why it has to be temporary
It will ruin it for no reason ,the council has made no attempt to fix the parking fiasco so have shown that they are not interested in protecting businesses.Look at the objections to this stupid plan on facebook.
catastrophic , the town is hardly heaving with people to make these changes necessary . customers will simply go to the supermarket where they can park . death knell for us .
My shop is in Tom-a-mhoid Road at the bottom of Hillfoot Street. We constantly, every day, get people coming into shop telling us they can't get parked anywhere. It's obvious that these measures are going to make matters much worse. As for the poor shopkeepers in Argyll Street this could , in my opinion, finish some of them.
It would stop people being able to park and shop and it will not do business any good. Things are bad enough without taking parking away from businesses.
Will be harder for some clients to get to appointments with no bus stops, or parking outside & may cause less people to come through the town. If they can't park close. So may loose myself client's.
It will make it harder for people to visit the businesses on these streets. On hill foot street it will make the parking situation even worse than it is at present particularly at school drop off and pick up time. . It will be dangerous and inconvenient for all.
All businesses would be badly affected if potential customers can't gain access
Reduce footfall to the town, reduce custom, reduce business. Shoppers r joy the convenience of parking near by. If that choice is removed locals will go to the supermarket.
None on my business, but not good for the town if applied every day.
if would make mine and the business around me unaccessable for the majority of my customers and deliveries due to the items we sell and therefore would no longer be viable for us to operate
I would fully expect to see a downturn in business
Catastrophic not only to the town but the community
If the parking and delivery issues are handled properly then I would envisage a neutral effect on business. However if parking becomes a free for all or delivery Lorries cannot access

these streets then I cannot see how we can continue to trade successfully. Short term, regulated parking and access for deliveries is a prerequisite for trading.
Nil
Little impact on us at John Street
Improve the walking environment for customers
Clients would not be able to visit as they do now which is as and when they have the time during their working day. Most visit and are in their working van.
To be really honest I think if you close the whole of Dunoon Town Centre to traffic it would be very detrimental step. A temporary closure of part of Argyll St MAY help. We really need to keep a traffic flow through Argyll St. It was never designed as a pedestrian precinct . Closing Argyll St between Moir St and Church is a possibility but closing the whole of Argyll St would be a major catastrophe and I believe would make a very fragile situation very much worse. A whole re developement of our Town Centre needs to be looked at. Remember we are a seaside coastal town. A one size fits all approach of simply closing the whole of Argyll Street to traffic would be a disaster. Look at what has happened to Fort William when the main street was pedestrianised. An absolute disaster!!! So if this re adjustment is not done sensitively I think we could create a worse scenario !!!
In particular elderly people would not be so quick to visit and it would make it the last place people in a hurry would want to come to.
Don't know until we try, but worth trying, Argyll Street is terrible as it is with a mixture of cars, ridiculous railings and pavements over crowded at the pinch points.
Little to no effect - if we did require the occasional delivery, drivers could park elsewhere without requiring to go through town

1.15. Businesses were asked if they have any other comments to make?

What is the position on shops selling larger heavy items? How does the customer get them to their car if the nearest parking is Hanover Street? Loss of sale. Delivery from internet. Guaranteed shop closures
We do support the idea of facilitating social distancing and getting people out and about, but many people like to nip into shops especially if the weather is poor so no traffic in Argyll Street could ultimately not be advantageous for business.
Dunoon cannot be compared to places like Dundee or other towns trying to revitalise the town centres, Dunoon is unique - with only a small town centre. We must encourage and enable locals and visitors to access and park temporarily in these streets. The only way I would support temporary street closures would be if the car parks implemented free parking for the first 1 -2 hours. Dunoon town centre is rarely busy enough with shoppers that social distancing can't be maintained. For special events, temporary restrictions could apply, eg Street Markets, Dunoon Dazzlers etc. Many of my customers park for 10mins and visit 1 or 2 shops, then drive away. If car access and parking is taken from the streets they are less likely to shop if it means parking in a car park, when they only wish to make 1 or 2 purchases. There are approx 20 car spaces plus disabled spaces. If these are occupied for 10 - 15mins at a time throughout the day, then there are hundreds of customers visiting the shops. Removing this ability has the potential of a severely negative effect on most shops.
This is a completely meaningless survey. You have not given any detail as to whether it is the whole or part of the street that will be closed, where the traffic would be re routed, what the car park proposals might be. As for how my customers arrive at my shop - they walk in the shop, that is all I can say. How they arrive there is not evident to me and it is not something I ask about!

Remove the "nips" in Argyll St. Allow parking on one side for full length of the street. Use parking time limit disks and remove parking charges in the town centre car parks.
I prefer you to spend more money to build nice benches with beautiful flowers and places where people can rest and take nice pictures for memory to be taken home and show their family and friends
Whilst it's great to see Sustrans funding being accessed for investment in Dunoon, more permanent and strategic spending would feel better placed such as public realm improvements, eg. removal of Argyll Street railings, additional bike stands throughout the town.
the main reason and only reason people won't come into the town is because of the parking. Abolish that and it will help immensely
What is the point of this when Covid is supposed to be over in the summer. Anyone standing in Argyll St will see how busy it is with cars, very very busy, these are shops customers. Use the money for a traffic warden.
As a commercial chartered surveyor with 25 years experience I have rarely seen such schemes do anything to help retail
There is absolutely no need for these steps with regard to Covid. The town isn't busy enough to warrant steps to socially distance. Mask wearing is ample.
There is ample space for people to move about the town. Don't take parking away from us.
I feel this is going to have a higher impact on all local businesses, especially the smaller ones.
With the roll out of the vaccine lockdown restrictions will begin to ease in the near future. We did not need these measures last year when restrictions eased! Why do we need them now? Significantly reducing available parking, forcing shoppers to pay for parking, walk greater distances will put people off coming to the town centre not encourage them.
Don't do it! Businesses are already struggling, this will force more customers online!
Pedestrianising the town will be the death of the town and business will close!!
Restricted access is a good idea if it's only at certain times. Evenings or afternoons wandering around would be fine, but lots of people need occasional access to the roads by car.
I think this will be the nail in the coffin for a lot of businesses in Argyll Street and the customers will just go across the water where access to the shops is easier
I have no idea of which percentage of our customers walk, cycle, drive or get a taxi or bus. Who does? Ridiculous question.
Spend the money on something more useful
I know I have mentioned before but feel it must be highlighted, access for deliveries for all businesses is vital. While it would be nice for our customers to have extra wide pavements if we cannot get our goods in we cannot trade. Also why is this taking so long to introduce, COVID has been around for nearly a year now. Other councils in Scotland had these measures in place last summer. I feel you might just get them in before we all get vaccinated. Is it really worth doing when for nearly 12 months Dunoon has coped with the pandemic without these measures?
It's better to do something than do nothing and the temporary nature of the proposal is well judged
I think these changes would be welcomed and I have supported the pedestrianisation/part pedestrianisation of Argyll Street for many years.
Hopefully this will happen BEFORE the Covid restrictions end and also there will be serious dialogue on the success and possible removing the restrictions
I think we really need to take this Pandemic as an opportunity to have a major re-think of how we can make Dunoon Town more attractive. We need to preserve the ability for those using their cars to stop for 10 - 15 minutes to pick up items. If we do away with this

we will only drive customers away from the High Street and say to the Supermarket. We have seen the demise of the High Street on retail shops during this Pandemic. This should make us rethink our local strategy , to properly sit down and plan and not make quick major decisions. eg 1. We must still allow a traffic flow through most of Argyll St. 2. Possibly pedestrianise between Moir St and Church St and create an attractive sitting area. 3. Purchase part of the front garden of St John's Church and create another attractive sitting area onto Argyll St. 4. Convert Rose Garden into a Car park 5. Consider having covered walkways over the pavements on Argyll St : protection against our very wet weather. This whole lock down may give us the opportunity to have a serious re think.

My main concern is that you implement these changes and it would become permanent. This town needs people and the only way to ensure footfall is to keep it accessible by car etc. especially in bad weather.

Delivery vehicles should be restricted to before 10.00am. traffic restrictions from 10.00 until 1800 to allow for deliveries, and allow street to be used for hospitality into the early evening

Fully support the measures detailed, we feel it would be very beneficial to the pedestrians of our town.