

You Said We Did / Are Doing or Cant Because
21 May 2021

An engagement event was held on the 20th April 2021 to inform community organisations about partners plans to welcome visitors back to Dumfries and Galloway. We asked “What other issues may need to be considered?” the table below shows the issues that were raised and the action that we have taken or is planned in response to this feedback.

| | You Said | We are doing ... or We can't because... |
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| 1 | Need for a single point of contact | <p>SupportDG@dumgal.gov.uk is the Councils single point of contact for Visitor return and Town Centre restart enquiries.</p> <p>You can also visit our website Visit Dumfries and Galloway (dumgal.gov.uk) for information and / or contact your Ward Officer to talk about how you can get involved or discuss a local issue. If you need help finding out who your Ward Officer is please visit here.</p> |
| 2 | Parking | <p>Overnight parking in car parks, lay-bys and passing places – This can be a concern in some areas, to address this over the May Bank Holiday weekend no overnight parking signage was erected in 30 Council car parks. This signage is now being updated in a larger number of local car parks and lay-bys. This signage will encourage visitors to ‘Stay the day here, not the night’ and enforcement at 140 carp parking locations is being strengthened. Signage will also signpost visitors to find availability at local caravan and campsites at www.Scotlandstartshere.com. Our Community Safety Officers, Volunteer Town Centre Ambassadors, Community Organisations and partners will be engaging with visitors, providing guidance and information on how and where to camp/park safely.</p> <p>Hazards and obstructions – where parking is a hazard or causes obstruction this will continue to be dealt with on a case-by-case basis.</p> |
| 3 | Signage | <p>More than 2,000 signs and banners welcoming visitors to our region are being produced and will be displayed in our communities from w/c 24th May onwards. Ward Officers are in touch with community representatives and partner organisations to ensure that appropriate signage is displayed in key places.</p> <p>Our signage focusses on welcoming visitors to the area safely, promotes ‘responsible tourism’, shopping local and encourages visitors to return in the future. We are working on a downloadable ‘Message Toolkit’ to make these messages accessible to all. This can be viewed and downloaded here.</p> |

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| 4 | Communication | <p>We have developed a Communications Plan with the following objectives:</p> <p>Objective 1 – Our Council, Communities and Partners will welcome a safe return of visitors to Dumfries and Galloway and encourage their return in future years.</p> <p>Objective 2 – Our Citizens will be encouraged to explore Dumfries and Galloway, provide the ‘Warmth of Welcome’ to external visitors and instil trust and confidence that Dumfries and Galloway is a safe place to visit.</p> <p>Objective 3 – We will promote ‘responsible tourism’ to protect, respect and enjoy our environment.</p> <p>Objective 4 – Our communities will be reassured that our Council and Partners are responding and doing everything we can to effectively manage internal and external visitors.</p> <p>Objective 5 – Our economy will be boosted by encouraging visitors to shop local, stay in Dumfries and Galloway for longer and return in the future.</p> <p>The Plan is already being implemented using a range of methods to communicate with citizens, visitors, businesses, communities and partners through for example Social Media, the Community Bulletin, Community Conversations, press releases and on dumgal.gov.uk</p> <p>In partnership with the South of Scotland Destination Alliance we are promoting the benefits of being registered on www.Scotlandstartshere.com to local businesses, social enterprises and community organisations involved in tourist related services. Information on Dumfries and Galloway Councils Caravan Parks, Public Toilets, Parks, Playparks, Museums and Galleries, Customer Centres and Libraries are already available on the Scotland Starts Here App. We are now working on getting information on our Core Path Network, National Scenic Areas and Cycle Routes added.</p> |
| 5 | Wild camping / dirty camping | <p>Signage is being displayed in areas where Wild Camping is a concern, this will direct campers to information on local pitch availability and to facilities such as recycling and grey/black disposal waste points.</p> <p>In line with good practice developed by Forestry Land Scotland, Community Safety Officers and local partners such as Police Scotland will engage with campers to educate on camping responsibly and can issue a “Wild Camping pack”. The free pack includes information on the country code, waste bags and a trowel held in a biodegradable bag with a QR code on it which takes campers directly to the accommodation site of Scotland Starts here.</p> |

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| 6 | Litter | <p>We are emptying bins in areas where there are a high number of visitors more frequently, especially in the evening, at weekend and on bank holidays.</p> <p>We have placed additional bins in locations where necessary and other locations will be monitored throughout the visitor season.</p> <p>We have increased the number of 'Litter Pick Packs' available to volunteers and community organisations, these can be accessed through SupportDG@dumgal.gov.uk or your local Ward Officer. As well as collecting litter from volunteer led Litter Picks we are making it easier for volunteers to drop off litter at Household Waste Recycling Centres at times that suit them.</p> <p>We are developing 'Project Takeaway' initially in Annan, Dumfries, Castle Douglas and Stranraer in partnership with local businesses. This initiative will involve local food outlets and our Council working together to reduce discarded litter outside takeaway premises.</p> |
| 7 | Toilets | <p>57 Public Toilets are open to the public and there are enhanced cleaning measures in place to respond to COVID19 guidelines.</p> <p>We are in conversation with some communities who have requested increased opening hours to work together to provide a local solution. We will be working with businesses and community facilities in areas where access to toilets is limited to identify solutions such as the Comfort Scheme where a one off payment can be made to make existing toilets available to the public.</p> <p>We are working with a small number of community organisations who are interested in offering grey /black waste disposal points at their facilities.</p> <p>With partners, we are supporting businesses to promote the availability of existing grey/black waste facilities.</p> |

What else could we do to help your community restart and welcome visitors to our region?

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| 3 | Visible presence of staff | <p>We have increased the number of staff litter picking and collecting waste in key locations in the evenings and at weekends.</p> <p>Community safety Officers are prioritising visits to locations where there are concerns. Scottish Fire and Rescue Service Officers and Police Scotland Officers are engaging with visitors and campers to ensure they can enjoy their visit to our region safely.</p> <p>We are in the process of increasing the number of Community Safety Officers, Economic Development Officers and providing additional support to Ward Officers to ensure local points of contact are available to communities, visitors, and businesses.</p> |
| 4 | Support existing facilities / businesses | <p>We are providing advice and information to local businesses to enable them to restart trading safely.</p> <p>We are working with partners such as Visit Scotland and the South of Scotland Destination Alliance to promote all our region has to offer, encourage visitors to our region and signpost visitors to local facilities and businesses</p> <p>We will be increasing our engagement in the coming weeks and months to support businesses to register on www.Scotlandstartshere.com and to promote Scotland Loves Local a campaign to encourage people to shop and spend local.</p> |
| 5 | Waste uplift | <p>We are emptying bins in areas where there are a high number of visitors more frequently, especially in the evening, at weekend and on bank holidays.</p> <p>We have placed additional bins in locations where necessary and other locations will be monitored throughout the visitor season.</p> |
| 6 | Recycling | <p>We are encouraging visitors to recycle by promoting access to Household Waste Recycling Points. We are continuing on the roll out of recycling to every household in our region, for more information please visit here..</p> |

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| 7 | Out of hours support | We are planning a 7 day per week response service over peak periods (July/August/September) to be able to respond to urgent needs for example litter, waste |
| 8 | Roads / potholes | We are encouraging citizens and organisations to report potholes through Road and pavement defects - Fault Reporting (dumgal.gov.uk) |
| 9 | Fast and flexible response | <p>A regional Community Support Group and 4 Visitor Hubs are meeting weekly to coordinate information and action across services and partners at a local level.</p> <p>Community Engagement – since the regional event over 150 informal conversations and contacts with individuals and community organisations have since taken place across our 12 Wards to identify local opportunities and challenges. Further Community Conversations across Wards are planned for week beginning 21st June 2021 to feedback on actions taken to date, discuss local issues and share examples of good practice.</p> |