

Overview of survey results

Dalkeith Town Centre Regeneration Masterplan

September 2022

This document sits alongside the spreadsheet '**Dalkeith Survey Collation Sept 22**'. It is an internal document for **Reiach and Hall Architects** and **Midlothian Council** and provides a rapid overview of survey responses collected August - September 2022.

The survey gathered views from people in Dalkeith about the **Insights Summary (PPR)** and **Initial Ideas for the Dalkeith Town Centre Regeneration Masterplan (Reiach and Hall)**.

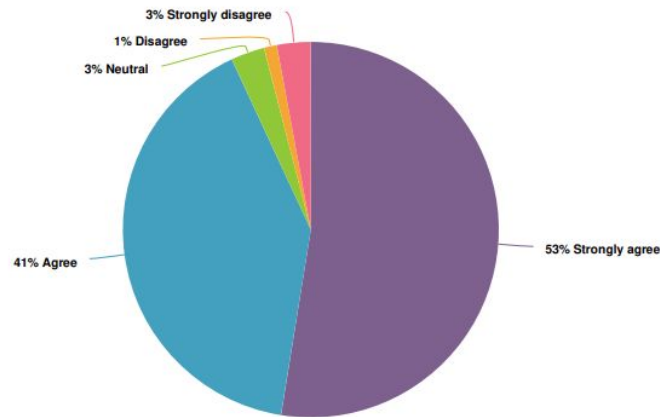
We received **182 individual survey responses** - 153 online, 29 paper version.

Our approach to analysis and reading the documents:

- The survey consisted of 12 multiple choice questions and 1 free text response. We have provided visuals representing a **quantitative analysis of the multiple choice responses** and have **themed the free text answers** alongside this
- Each slide contains a rapid overview of the responses against the theme, and more detail can be found in the relevant section of the spreadsheet which groups all raw survey data by theme
- For some themes, where people made more specific, detailed suggestions we have pulled these into Column E '**Specific suggestions**' in the spreadsheet
- Note: there is repetition of raw data in the spreadsheet where responses cut across more than one theme
- General comments about the proposals and other feedback points on other themes, including maintenance, communication and funding, are collated in the final section of the spreadsheet '*Other comments and feedback*'

Connections - Walking, cycling, cars and public transport

2. Would you support the improvement and creation of safe, walkable connections between local places and centres?



Value	Percent	Responses
Strongly agree	52.6%	92
Agree	40.6%	71
Neutral	2.9%	5
Disagree	1.1%	2
Strongly disagree	2.9%	5

Totals: 175

What did people like about the proposals?

There was strong support for new, safe connections between local places and Dalkeith town centre, especially Eskbank station, with positive comments about cycle routes and ensuring accessibility for pedestrians and wheelchair users.

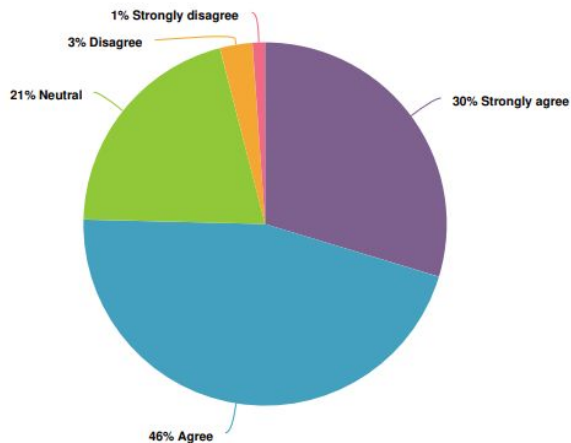
What didn't chime or was missing for people?

- Several people were concerned about the prospect of the **Smeaton railway line** being reinstated as a walking/cycling route, citing community concerns from 2019
- Generally, there was a desire to see **increased bus services** between Dalkeith town centre and local places
- There was appetite for additional measures to **improve accessibility** throughout the town centre - for example, ramps, disabled parking and wider doorways for wheelchair users
- Some felt there was not enough consideration for **parking** in the town centre

*Many people made specific suggestions for additional bus or active transport routes and the introduction of a 20mph speed limit in the town centre. We have pulled these out in the **'Specific suggestions' column** of the raw data sheet*

Local Neighbourhoods

3. Would you support more emphasis on local neighbourhoods, creating a series of identifiable and characterful local centres?



Value	Percent	Responses
Strongly agree	29.7%	52
Agree	45.7%	80
Neutral	20.6%	36
Disagree	2.9%	5
Strongly disagree	1.1%	2

Totals: 175

How has this theme landed?

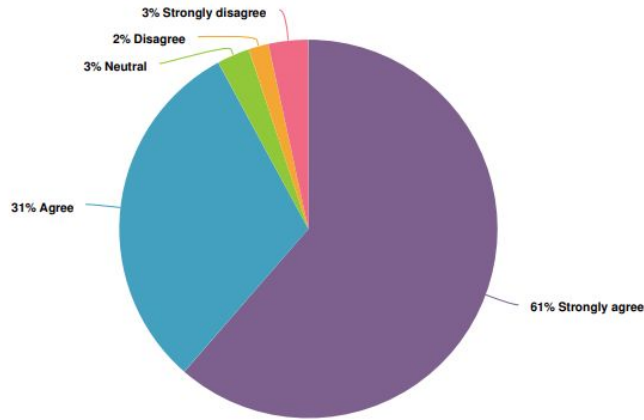
A small proportion of respondents commented on this theme and the views shared suggested that people did not connect with the ideas within this theme.

People said the following:

- “Local hubs don’t include anything at the ‘new’ housing at Wester Cowden. This area seems to be excluded from Dalkeith.”
- “In terms of developing the ‘identifiable and characterful local centres’, I’m not sure what that would mean in practical terms. If its building more out of town supermarkets, then no, but if its planting trees, improving bike lanes, bus connections, allotments, other services, then yes”
- “Query the local places and centres identified.”

Demolition and redevelopment

4. Would you support some demolition to enable the development of a safer, more attractive town centre?



Value		Percent	Responses
Strongly agree		61.4%	108
Agree		30.7%	54
Neutral		2.8%	5
Disagree		1.7%	3
Strongly disagree		3.4%	6

Totals: 176

What did people like about the proposals?

Many people supported some demolition and redevelopment, particularly around Jarnac Court and Eskdale Court, and several saw this as a starting point and enabler for the rest of the plans.

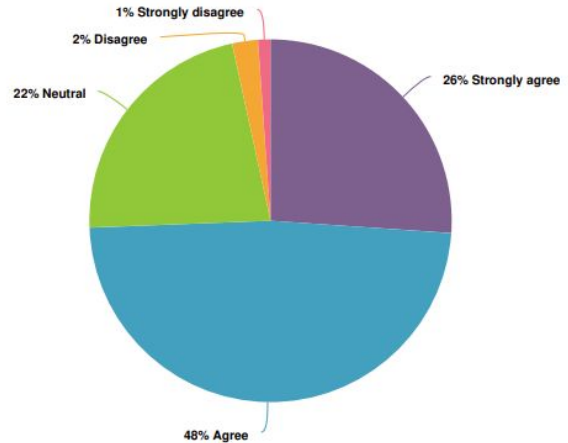
Several people were pleased to see the scale of ambition and a 'bold architectural statement', and wanted to see high quality, green, sustainable buildings that will stand the test of time.

What didn't chime or was missing for people?

- There was appetite to maintain the historic buildings and **integrate** these into the town centre design. *More work is needed to understand which 'historic buildings' people are keen to keep*
- Multiple people were concerned about the **colour and style** of the buildings shown in the proposals.
- In particular, the **white render and modern appearance** were not felt to be in keeping with **Dalkeith's history and heritage** and there were concerns that these would quickly become **dated**.
- People wanted to see the new buildings **complement** those that remain - it was suggested that this could be achieved by using **sandstone**.

Council Services

6. Would you support the proposal for more visible and accessible Council services in the town centre?



Value	Percent	Responses
Strongly agree	26.1%	46
Agree	48.3%	85
Neutral	22.2%	39
Disagree	2.3%	4
Strongly disagree	1.1%	2

Totals: 176

What did people like about the proposals?

Many comments were made giving feedback or suggestions about Council services generally, but only one or two people commented on the visibility or accessibility of Council services in the town centre.

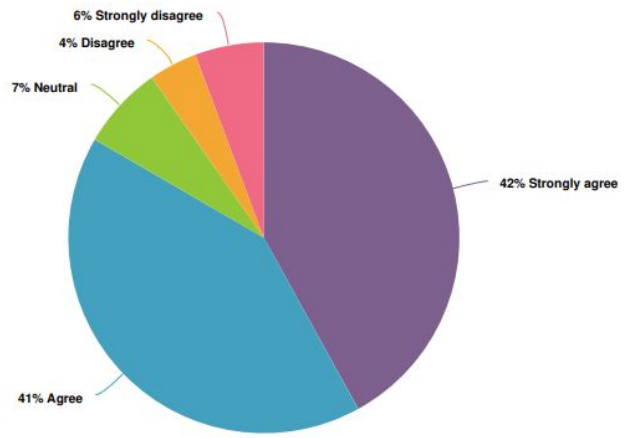
What didn't chime or was missing for people?

- One person suggested that they would like to see more **employment or vocation support**.
- One person suggested that **Council rooms and buildings** could be bookable by **community groups and members of the public** outside usual working hours.
- In general, people wanted to see the following from the Council:
 - Better maintenance of the town
 - Clearer communication
 - Support for small businesses

See 'Other comments and feedback' section of the spreadsheet for more information.

Pedestrianisation

7. Would you support partial pedestrianisation of the High Street and the creation of active travel routes through the town centre?



Value	Percent	Responses
Strongly agree	42.0%	73
Agree	41.4%	72
Neutral	6.9%	12
Disagree	4.0%	7
Strongly disagree	5.7%	10

Totals: 174

What did people like about the proposals?

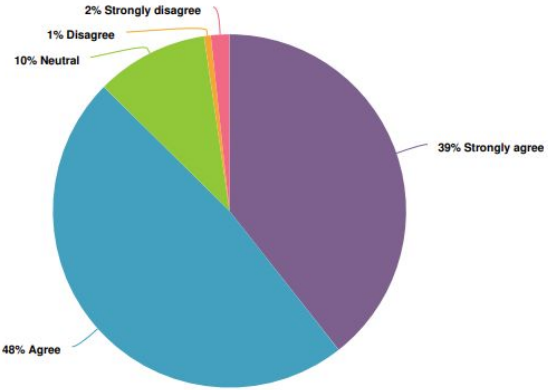
Generally, there was good support for pedestrianising at least some of the town centre. People wanted the town centre to be liveable and useable, and to feel safe for people walking, wheeling and cycling. For some, this included reduced traffic and/or other traffic calming measures.

What didn't chime or was missing for people?

- There was a desire to **balance** pedestrianisation with ensuring **access for disabled people, visitors and businesses**.
- Some people were concerned that too much pedestrianisation would be damaging for local **businesses**.
- Some people wanted to ensure that 'pedestrianisation' still included **access for cyclists**.
- Some were concerned that **parking was already stretched** in the town centre.
- Banning **heavy traffic**, and/or a **one-way system**, were suggested.
- A **20mph speed limit** throughout the town centre appeared to be popular.
- It was also felt that pedestrianisation and discouraging the use of cars needed to be **enabled and supported by better bus services to and from the town centre and surrounding neighbourhoods**.

Health and Wellbeing services & facilities

8. Would you support changes to the town centre to improve access to a range of health and wellbeing services?



Value	Percent	Responses
Strongly agree	39.4%	69
Agree	48.0%	84
Neutral	10.3%	18
Disagree	0.6%	1
Strongly disagree	1.7%	3

Totals: 175

What did people like about the proposals?

There was strong support for more events, activities and facilities in the town centre to support holistic health and wellbeing, as suggested in the proposals. In particular, there were many comments about film, cinema, theatre, and sports, and free/affordable activities for teenagers.

There was a desire to see Dalkeith with its own cultural identity and programme of events, separate to Edinburgh, which is supported by many of the ideas in the proposals. The focus on community was appreciated, with some respondents making additional suggestions around food sharing, food poverty, and greenery to support residents' wellbeing.

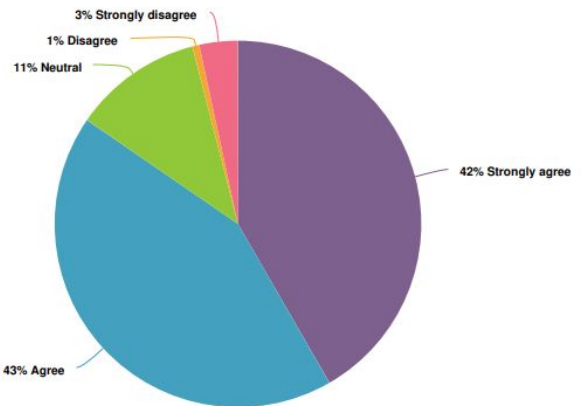
What didn't chime or was missing for people?

- Many commented on the importance of **accessibility and safety** in the town centre.
- There were several comments emphasising the importance of **providing activities for young people**, and providing **affordable or free opportunities** to take part in classes and activities.
- A **family and youth centre** was suggested and there were many comments about **cinema** in particular.

There were many imaginative ideas for cultural events and leisure facilities, from ceilidhs to a children's soft play, that were spontaneously suggested in respondents' free text comments. Please see the 'health and wellbeing section' of the raw data spreadsheet to get a sense of the breadth of ideas here.

Green economy

9. Would you support the town's centre transition to a green economy that encourages green skills and green businesses?"



Value	Percent	Responses
Strongly agree	41.7%	73
Agree	42.9%	75
Neutral	11.4%	20
Disagree	0.6%	1
Strongly disagree	3.4%	6

Totals: 175

How has this theme landed?

While people were generally very supportive of the proposals focused on introducing more greenery and making the most of existing green spaces, the specific topic of transitioning Dalkeith to a 'green economy' **did not come out strongly** in the initial insights summary and **did not chime for many people** in the survey comments.

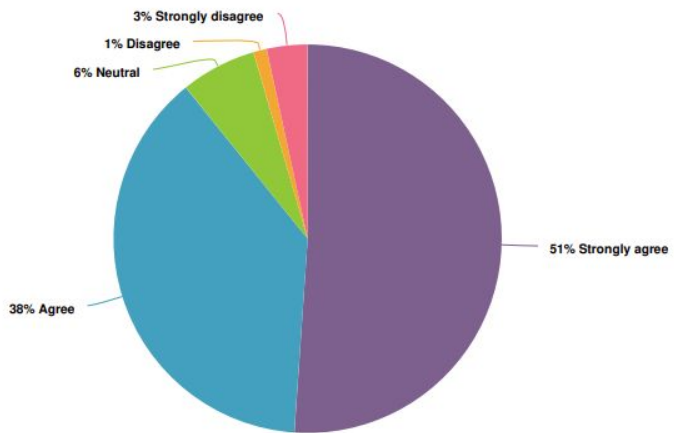
There were **limited specific comments** related this theme in the survey responses.

What did people say about this theme?

- 2 people specifically mentioned that it is **not clear how the current proposals support a green economy, or why** 'the new town centre should be limited to green skills/businesses'
- 3 people made positive comments about the way in which **the proposals would support a future 'Green Dalkeith'** through redevelopment and introducing more greenery to encourage biodiversity
- 1 person commented that **adaptation rather than demolition** may be the most 'green option'

New businesses & supporting the local economy

10. Would you support pedestrian-friendly streets and town square to support existing business and encourage new businesses to flourish?



Value	Percent	Responses
Strongly agree	51.1%	90
Agree	38.1%	67
Neutral	6.3%	11
Disagree	1.1%	2
Strongly disagree	3.4%	6

Totals: 176

What did people like about the proposals?

Many of the views expressed in the survey responses echoed the insights summary - particularly around wanting to see more support for local businesses. People continued to call for more independent businesses and a more diverse range of 'higher quality' shops, restaurants and cafes, in order to:

- Offer more options for residents
- Provide more opportunities for local people
- Attract visitors from nearby areas.

Several people mentioned supporting the proposals around pedestrianisation to reduce traffic and pollution and make the town centre safer to navigate, in order to support the local economy.

What didn't chime or was missing for people?

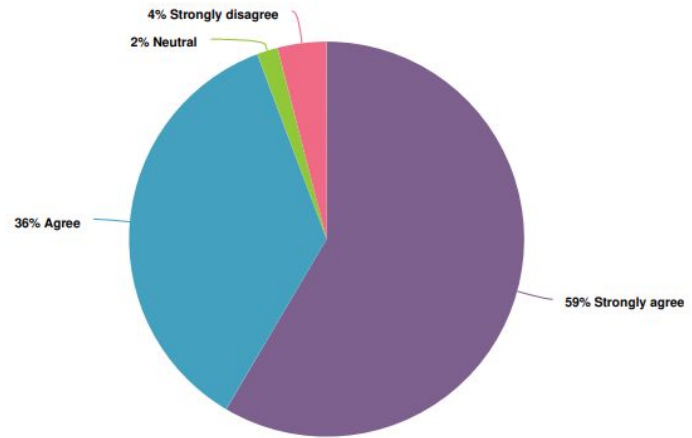
There were several suggestions to improve employment opportunities for disabled people and make it easier for disabled people to participate in town centre life, including a cafe, taxi firm and nightclub run by and for disabled people.

Some mentioned being keen to ensure that measures are taken so that pedestrianisation does not cause traffic congestion in other areas.

There were specific ideas on this point and We have pulled these out in the 'Specific suggestions' column of the raw data sheet

Urban Planting

11. Would you support new greenery and public green space, including trees in pedestrian areas?



Value	Percent	Responses
Strongly agree	58.5%	103
Agree	35.8%	63
Neutral	1.7%	3
Strongly disagree	4.0%	7

Totals: 176

What did people like about the proposals?

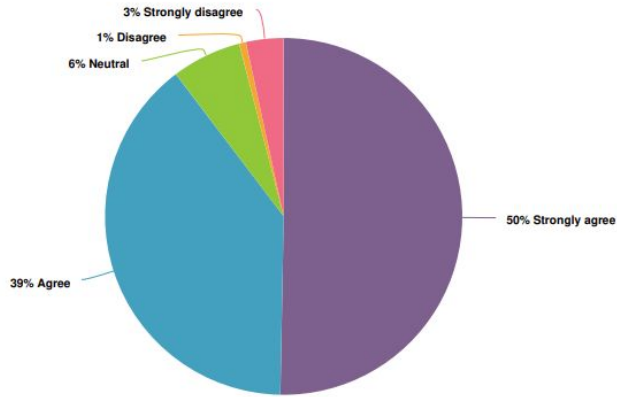
There was strong support for a greener town centre. Overall, those who commented wanted their town centre to feel green, with more trees, planters and places to sit.

What didn't chime or was missing for people?

- Several people said they would like to see **more allotments** in Dalkeith.
- Some people felt that the town centre proposals **did not go far enough** in terms of providing green space, greenery or promoting biodiversity.
- Many emphasised that regardless of the proposals, **maintenance would be key**.

Green Space

12. Would you support the proposal to make stronger connections between the town centre and existing parks and green spaces?



Value	Percent	Responses
Strongly agree	50.3%	88
Agree	39.4%	69
Neutral	6.3%	11
Disagree	0.6%	1
Strongly disagree	3.4%	6

Totals: 175

What did people like about the proposals?

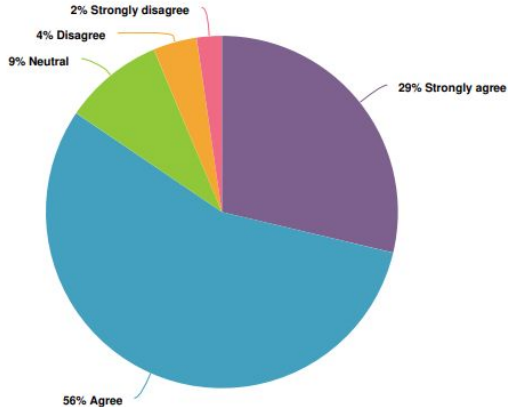
In general people were keen to make the most of the green spaces Dalkeith has to offer.

What didn't chime or was missing for people?

- Some people wanted to see **more done at Kings Park**, as Ormiston Park is often very busy.
- One person expressed concern that **green spaces could be lost** through using concrete to improve pedestrianisation
- There was concern from one resident that any redeveloped green spaces would be **'taken over by teenagers'**
- 2 people mentioned the need for **better access to Ironmills Park**. The suggestion was made to rebuild the steps and bridge across North Esk at Cemetery Road rebuilt or alternatively create a new footpath and cycle bridge adjacent to the railway Glenesk Viaduct
- 1 resident was keen to see **safe access for cyclists to Dalkeith Country Park**

Insights Summary

1. 315 people contributed their insights on the future of Dalkeith Town Centre. Do you agree with these key insights and ideas?



Value	Percent	Responses
Strongly agree	28.7%	50
Agree	55.7%	97
Neutral	9.2%	16
Disagree	4.0%	7
Strongly disagree	2.3%	4

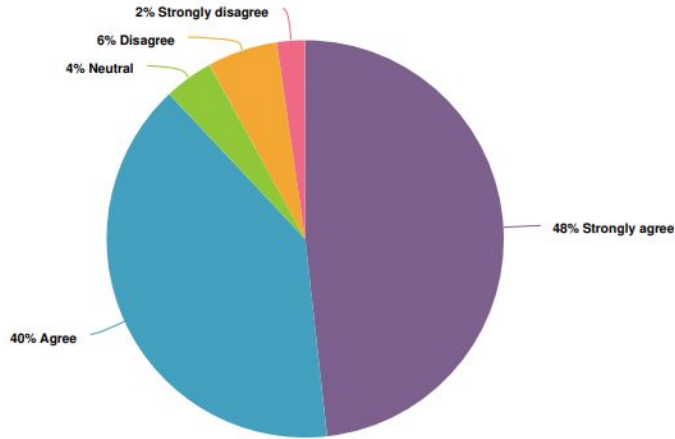
Totals: 174

The majority of people focused their feedback on the ideas from Reich and Hall. 3 individual responses mentioned the insights:

- 2 people felt that 315 people was a small proportion of the population
- 2 people mentioned that they did not feel the initial ideas presented correlated with the insights from people

Town Square

5. Would you support a larger, more attractive town square?



Value	Percent	Responses
Strongly agree	48.3%	85
Agree	39.8%	70
Neutral	4.0%	7
Disagree	5.7%	10
Strongly disagree	2.3%	4

Totals: 176

What did people like about the proposals?

There was support for retaining an open 'town square' feel, and a very clear appetite for community-led events and facilities in and around the town square. Some were 'pleased to see the ambition' of the proposals.

What didn't chime or was missing for people?

- To maximise use, some suggested that a **glass roof or awning** over a central square would ensure that the area was **useable in all weathers**.
- Some wanted to see **child-friendly aspects** to the design, e.g. play equipment.
- As described on the previous page, there were concerns that the buildings shown in the proposals were 'boxy' or 'soulless', **not in keeping with Dalkeith's existing appearance**. In general, this **complementarity** seems to be an important factor for people to connect with a new town square.
- One or two people mentioned that it was important for the town square **not to feel like a thoroughfare or corridor** from one place to another: many entrances and exits and perhaps fluid rather than square edges were suggested.
- People also commented that maintenance would be key to maintaining an attractive town square.

There were a wealth of suggestions for how the town square could be used: see 'Health and Wellbeing' section of spreadsheet for more information.

Thank you and stay in touch!

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