

## INTRODUCTION

This is the Community Action Plan Survey for the Upper Deeside area of Ballater and Crathie. It has been developed by the Ballater and Crathie Community Council. A Working Group representing a number of local community groups was established and this group has taken on the task of engaging with the community and other stakeholders to produce an Action Plan.

## WHAT IS THE COMMUNITY ACTION PLAN (CAP)?

The CAP is a document which local community groups can use to deliver what our local community wants and needs over a five-year period, so that Ballater & Crathie are great places to live, work and play.

## WHICH COMMUNITY GROUPS?

The CAP is led by Ballater & Crathie Community Council, and supported by:

- **Ballater (RD) Limited**

BRD (as it is commonly known) is a charity supporting local community development, organisations and events. They are also owners of the subsidiary company Ballater Community Enterprise (BCE) Limited, which runs Ballater Caravan Park;

- **Visit Ballater Business Association**

Amongst other responsibilities, Ballater's Business Association runs the [Visit Ballater](#) website on behalf of businesses and for community groups;

- **The Victoria & Albert Halls (Ballater) Trust**

This charitable trust comprises a group of 12 Trustees responsible for the maintenance and development of these landmark halls;

- **Ballater Community & Heritage Hub (The Hub)**

The Hub is a community resource centre in Station Square, Ballater. The objectives of this venue, which came out of a previous Community Action Plan, are currently evolving.

The intention is that other community groups will also use the results of this survey to inform their activities moving forward.

## HOW LONG IS THE PLAN?

The 2023 CAP will be a five-year plan.

## WHAT HAPPENED WITH THE LAST PLAN?

The outcomes to date of the 2018 Plan are available via this link [www.visitballater.com/CommunityActionPlan](http://www.visitballater.com/CommunityActionPlan)

The 2018 CAP will be officially completed when we commence the 2023 CAP in the Spring of 2023.

## WHAT IS THE PURPOSE OF THIS SURVEY?

This is your opportunity as a member of our community to help shape developments and decisions over the next five years, by giving us your opinions and input.

What do you love about Ballater & Crathie?

What do you feel we should do to make this an even better place to live, work and play?

## WHAT DOES THE SURVEY COVER?

The Survey is divided into seven Focus Areas:

1. Recreation & Social Life
2. The Hub
3. The Economy
4. The Environment
5. Community Support
6. Housing
7. Transport

## HOW LONG WILL IT TAKE ME TO COMPLETE?

The survey will take approximately 30 minutes to complete – depending on how much additional comment you wish to make. We think this is a small investment in time in the scheme of things to help shape all our futures. Please do not press "Enter" (use "Tab"), or use your browser's back button as your data could be lost.

## CAN I COMPLETE A PAPER SURVEY?

Ideally, we would like you to complete the online form in order for the CAP Team to be able to analyse the survey results more easily.

However, paper versions are available on request at the following locations between 30th January and 20th February 2023, when the survey will close:

- The Hub, Ballater
- The Church Hall, Crathie

**Information About You**

1. Gender

2. Age

3. Employment Status:

You may select more than one option

- Employed
- Self-employed
- Unemployed
- Student/School
- Retired
- Full time Carer
- Other (please specify)

4. Postcode

5. Please indicate your residential status:

- Resident
- Visitor

**Ballater & Crathie Today**

6. How would you rate living in the Ballater & Crathie Area?

- Very Good
- Good
- OK
- Poor
- Very Poor
- Not applicable

7. What is the best thing about the Ballater & Crathie area?

8. What kind of improvements would most benefit the Ballater & Crathie area?

9. What should Ballater & Crathie be best known for to those living outside the area?

10. How would you rate the visitor experience in Ballater & Crathie?

- Excellent
- Very Good
- Good
- OK
- Poor

11. What is good in terms of visitor experience?

12. What needs to be improved in the visitor experience?

## Ballater Community Action Plan 2023

### Focus Area 1: RECREATION & SOCIAL LIFE

**Social connection and ability to exercise, have fun, play and relax, are all key to our health and wellbeing.**

**Facilities are not only an important benefit to our community but also an attraction for visitors. A healthy community needs to balance a range of options and opportunities to meet the various needs and wants.**

#### Public Recreational Facilities

13. Which public recreation facilities do you use?e.g. Monaltrie Park, Deeside Way etc

14. How could our public recreational facilities be improved?

15. What additional public recreational facilities would you like to see?

#### Social Connection

16. Do you enjoy the social life within our community?

- Yes
- No
- Sometimes
- Not aware of the social life

17. What type of social groups / events do you attend?

18. Do you ever feel isolated within our community?

- Yes
- No
- Sometimes

19. If so, what would help you to feel less isolated?

## Our Community Halls

### The Victoria & Albert Halls

The V&A Halls were recently renovated to improve their structure and overall interior appearance, including a new lift to improve accessibility. The present aim of the V&A Halls Trustees is to become less reliant on fundraising and to become more commercially viable. The Halls are a key community asset, to be used both for our community and visitors.

### Crathie Hall

Crathie Church Hall, which is also managed and maintained by volunteers, is a key asset in the community and ready for further development.

20. What do you use the Ballater and Crathie community halls for?

21. What kinds of activities / events would you like to see at any of the community halls?

22. What organisations / groups / societies are you a member of that use the community halls?

23. Are you aware that the community halls are run predominantly by volunteers?

- Yes
- No

24. Are you willing to volunteer your time and support to the community halls?

- Yes
- No

**Focus Area 2: THE HUB**

The Ballater Community and Heritage Hub, situated in the V&A Halls complex in what was formerly the Library, is there to serve both the Ballater & Crathie communities.

The existence of the Hub is an outcome of the 2018 Community Action Plan. We now need to better define the purpose of the Hub and for that we need your feedback.

At the moment, it offers a meeting space, information, Ballater Local History Group and Highland Games displays, printing services, recycling, IT and admin support for community groups and businesses, event management, ticket office (and website), as well as being a base for various fundraising activities.

There is a full-time Hub Manager whose responsibilities are spread across all these activities, and more.

To clarify, the Visit Scotland Information (i) Centre, located within the Old Station Building, is one of a number of Scottish Tourism 'Hubs', and its role is to promote the whole of Scotland alongside showcasing the local area.

25. Have you visited The Hub in the last 12 months?

- Yes
- No
- Not yet
- Didn't know it existed
- Other

26. If you have visited the Hub, what was the purpose of your visit? You may select more than one option.

- Recycling
- Attend Meeting
- Information
- IT/Admin Support
- Exhibition
- Art / Craft / History
- Support for Community Group
- Business Support
- Booking Office
- Event Management Purchase
- Parcel Collection
- Other (please specify)

27. What do you think should be the main purpose or purposes of the Hub?

28. What would you like to see or do at the Hub?

## Ballater Community Action Plan 2023

### Focus Area 3: THE LOCAL ECONOMY

#### Why is local economic development key to sustainable development?

“The local economy covers many different areas, such as businesses, jobs and services, but what these add up to is what a place is like to live and work in for the people in that neighbourhood.

Where a local economy thrives, people have access to opportunities – for education, skills, employment, social connections, quality of life. Businesses and buildings are owned within the community, money circulates locally, and wealth is distributed more equally.” (The People’s Trust).

So, how do we develop and sustain our local economy for the benefit of the whole of Ballater & Crathie Community?

29. Which of the following are needed to support local employment and businesses?

You may select more than one option.

- Affordable Business Units for Rent
- Affordable Housing
- Childcare Facilities
- Business Advice and Support

30. How important is the Hospitality & Tourism sector to our local economy?

- Very Important
- Important
- Somewhat Important
- Not Important

31. How can we develop other local industries or businesses in the area?

32. What new industries or businesses would you like to see come to the area?

33. Should we do more to attract home-based workers?

- Yes
- No
- Don't Know

#### Employment

34. Would your own employability/job prospects benefit from additional learning or training?

35. What kind of support would assist you in finding more work or changing your job?

36. What type/s of childcare would help you to participate in work, leisure or learning?

37. What kind of help would you need to support you if you wanted to start a new business?

## Ballater Community Action Plan 2023

### Focus Area 4: OUR ENVIRONMENT

The CAP Team feels that, as a community, we should focus on our vulnerability to the weather.

In this section, we focus on flood, drought, fire and resilience issues. Flooding

In 2015, following the devastating impact of Storm Frank on the community, the village of Ballater was selected for further assessment, owing to the significant damage suffered. Aberdeenshire Council (AbCo) therefore commissioned a feasibility study with the scope of how to protect Ballater from a recurrence of such a flooding event. The preferred outcome of this study, known as 'Option 3A,' is currently with the Scottish Government for a funding decision.

Option 3A involves the building of an embankment, 3 to 4km long and 3 to 4 metres high, through the local golf club and caravan park, both of which are important economic entities for the Village. There are significant local concerns regarding this option, including its impact on Ballater, The Dee Valley, the local economy and other climate change impacts.

BCCC is acutely aware that if Option 3A is not awarded funding, then Ballater remains vulnerable to a flood event. Consequently, BCCC formed a subcommittee, the Flooding Issues Group (FIG), to reflect on practical measures to be taken to protect life and property as alternatives to Option 3A.

To date the actions of FIG have been based around:

1. An emergency procedure in the event of a SEPA flood warning;
2. A promotion campaign through the Scottish Flood Forum of Property Level Protection; and
3. Discussions with multiple stakeholders within the Dee Valley catchment area on the merits of upstream storage as an alternative to 3A, in addition to addressing other regional climate change challenges

[ballater-fps.com/](http://ballater-fps.com/)

38. Have you or your property been affected by flooding in the last ten years? You may select more than one option.

- No
- During Storm Frank
- At other times by river flooding
- By non-river flooding, such as run-off, blocked drains
- Other (please specify)

39. If Yes, have you installed property level protection, such as flood gates and/or non- return valves?

- Yes
- No

40. How anxious are you about flooding?

- Very anxious
- Somewhat anxious
- Neutral
- Not at all anxious

41. Do you have any other comments / suggestions on flooding?

### Drought

All meteorological reports say the North-East of Scotland will be facing drought/s in the future.

This may affect those people/properties that are not on mains water more adversely, and hose pipe bans could increase.

42. Does the property that you live in have mains water?

- Yes
- No

43. If not, have you been affected by water shortages at any time?

#### Fire

44. An increase in dry conditions brought on by drought will potentially increase the risk of wildfires in rural areas. Does the potential threat from wildfires due to increasingly dry summers worry you?

- Yes
- No

45. Do you have any comments / suggestions on drought or fire?

#### Energy

2022 has taught us a lot about the vulnerability and cost of our energy supply. Perhaps we need to do more to source affordable energy for the community.

46. How is the property that you live in mainly heated? You may select more than one option.

- Oil
- Liquefied
- Gas
- Electricity
- Solid Fuel
- Heat Exchanger
- Other (please specify)

47. How would you rate the insulation of the property that you live in?

- Very Poor
- Poor
- OK
- Good
- Very Good

48. Would you like to insulate your property better and/or install more energy-efficient heating?

- Yes
- No
- Maybe

49. Have you been adversely affected by power outages in the last two years?

- Yes
- No

50. Would you be prepared to contribute or become a stakeholder in a local energy scheme?

- Yes
- No
- Depends on the scheme
- Other (please give details)

51. Do you have any comments / suggestions on home energy / heating / power?

## Resilience

Ballater and Crathie Resilience Groups currently focus on providing a place of safety at the Village Halls.

52. Have you used the Village Halls as a place of safety?

- Yes
- No

53. If yes, how valuable was this for you?

- Very
- Quite
- More support was required
- Other (please specify)

54. Are there any other risks that you think should be covered in a Resilience Plan?

55. During an emergency, would you welcome resilience support, such as help with floodgates?

- Yes
- No
- Maybe
- Not applicable

## Environment

Taking care of our environment must be in all our minds

56. Would you use a Community Garden and/or Allotments where residents could plant, tend and harvest foods and crops?

- Yes
- No

57. Would you use a Community Collective Composting scheme?

- Yes
- No

58. Could we as a community be managing the reduction of local food waste better?

- Yes
- No
- Maybe

59. Should we as a community be prioritising the development of local energy solutions, such as solar, ground source, hydro or geothermal?

- Yes
- No
- Maybe

60. Do you have any comments / suggestions on how we might make the Ballater and Crathie area more sustainable?

## Ballater Community Action Plan 2023

### Focus Area 5: COMMUNITY SUPPORT

The health and wellbeing of our community impacts on our individual health and wellbeing. Today, the provision of mutual community support is imperative as we face the challenges of the weather, the economy and care provision. As we have experienced over the last few years, it is very important that we pull together and ensure we can take care of each other. This section focuses on what we need to do to ensure we have the right frameworks.

#### Ballater Food Pantry and Warm Space

Ballater Food Pantry is located within the V&A Halls, offering free food and ingredients at certain times of the week. Its purpose is to support the community and reduce food waste.

61. Have you used the Pantry?
- Yes
  - No
  - Didn't know it existed
  - Didn't realise it was open to all
62. Do you think Crathie needs a similar Food Pantry?
- Yes
  - No
  - Don't Know
63. Do we need a designated Warm Space for the community to use?
- Yes
  - No
  - Don't Know
64. Would you be willing to give your time to assist with a Food Pantry/Warm Space?
- Yes
  - No

#### Childcare

65. Do you require childcare in order to enable you to work?
- No
  - Yes - Full Time
  - Yes - Part Time
  - Yes - Occasionally
  - Yes - Breakfast Club
  - Yes - After School Club
  - Other (please specify)
- 
66. Are you currently working and having to use childcare outside of the Ballater & Crathie area?
- No
  - Yes - Full Time
  - Yes - Part Time
  - Yes - Occasionally
  - Yes - Breakfast Club
  - Yes - After School Club
  - Other (please specify)
-

67. Do you rely on friends and relatives for childcare?

- No
- Yes - Full Time
- Yes - Part Time
- Yes - Occasionally
- Yes - Breakfast Club
- Yes - After School Club
- Other (please specify)

68. Would you use a community childcare facility for children aged 0-5, if one were to be provided?

- No
- Yes - Full Time
- Yes - Part Time
- Yes - Occasionally
- Yes - Breakfast Club
- Yes - After School Club
- Other (please specify)

69. Would you use a community childcare facility for school-age children?

- No
- Yes - Full Time
- Yes - Part Time
- Yes - Occasionally
- Yes - Breakfast Club
- Yes - After School Club
- Other (please specify)

70. Are you a registered Childminder or qualified in Childcare?

- Yes
- No

**Health**

71. Which of these services do you presently need? You may select more than one option.

- Support with Shopping
- Transport for Appointments
- Home Cleaning
- Home Maintenance
- Personal Care
- Friendship
- Prescription
- Collection
- Dental services
- Other (please specify)

72. If possible, can you predict which of the following you may require in the next three to five years?

You may select more than one option.

- Support with Shopping
- Transport for Appointments
- Home Cleaning
- Home Maintenance
- Personal Care
- Friendship
- Prescription
- Collection
- Dental services
- Other (please specify)

73. What do you anticipate you will need in the next five to ten years in order to continue to live independently?

### Community Information

74. How do you currently get information about what's happening in Ballater & Crathie?

75. How would you like to get information about what's happening in Ballater & Crathie?

76. Is your internet connection serving your needs?

- Yes
- No
- Needs Improvement

77. Does it enable you to operate your business or employment from home?

- Yes
- No
- Needs Improvement

Focus Area 6: HOUSING

The Cairngorm National Park Authority (CNPA) and Aberdeenshire Council (AbCo) are the planning authorities. The BCCC is consulted by these authorities for our input on local housing needs.

78. What is your current housing type?

- Owner
- Primary Residence
- Holiday/Second Home
- Private Rental
- Council/Housing Association Rental
- Tied Housing/Staff Accommodation
- Modified/Accessible
- Other (please specify)

79. What type of housing do we need more of?

- Owner
- Primary Residence
- Holiday/Second Home
- Private Rental
- Council/Housing Association Rental
- Tied Housing/Staff Accommodation
- Modified/Accessible
- Other (please specify)

80. How could the current housing provision be improved in this area?

81. Do you expect your housing needs to change in the near future?

- Yes - Expanding Family
- Yes - Downsizing
- Yes - Modification for Disability/Old age
- No
- Other (please specify)

Focus Area 7: TRANSPORT

The CNPA and AbCo have asked for information on transport to support the development of their sustainable transport options.

82. Which modes of transport do you use? You may select more than one option.

- Private Vehicle (Car etc)
- Company Vehicle (Car/Van etc)
- Motorbike/Scooter
- Bicycle Bus
- Community Bus School Bus
- Taxi
- None of the above
- Other (please specify)

83. How is your vehicle powered?

- Petrol
- Diesel
- Electric
- Pedal
- Other (please specify)

84. How do you rate the local bus service (201)?

- Never use it
- Very poor
- Poor
- Ok
- Good
- Very Good
- Other (please specify)

85. How do you rate the local school bus service?

- Never use it
- Very poor
- Poor
- Ok
- Good
- Very Good
- Other (please specify)

86. What improvements/developments do you think are required for safe walking or cycling routes?

87. What improvements could be made to encourage less reliance on private transport locally?