

	CRAIGMADDIE AND MUGDOCK CONSULTATION SUMMARY REPORT 2020	Version/Tag: SW Public
		Approval date: 01/12/2020
		Owner: Corporate Affairs

CONTENTS

INTRODUCTION	2
CONSULTATION METHODOLOGY	4
SURVEY ANALYSIS	7
STAKEHOLDER FEEDBACK	15
SCHOOL RESPONDENTS FEEDBACK	17
CONCLUSION	20
APPENDICES	21

GLOSSARY

EDC	East Dunbartonshire Council
FoMR	Friends of Milngavie Reservoirs
HES	Historical Environment Scotland
MRLG	Milngavie Reservoirs Liaison Group

INTRODUCTION

The purpose of this report is to provide an overview of responses provided during the Craigmaddie and Mugdock reservoir consultation.

Open for a period of six weeks, from August 19th to September 30th 2020, the consultation sought feedback from reservoir users to help Scottish Water better understand visitor behaviour, what people value about the site and what they feel Scottish Water's main priorities should be to improve it. The consultation also sought to engage statutory stakeholders and community groups or organisations to ensure their views were included.

Our aim was to engage broadly and inclusively to source feedback from a broad spectrum of respondents. In developing the medium and long term aspirations for the site, it is important that any potential development reflects the views of a wide spectrum of communities of interest and stakeholders.

While we had originally hoped to employ a variety of engagement methods, the Covid-19 pandemic meant engagement options were restricted. As a result, the consultation was delivered completely by digital means via an online survey, telephone interviews with key stakeholders and with local schools by email and video.

Despite these limitations we received 1093 surveys from the main cohort, 168 responses from the Milngavie Primary school and engaged 21 stakeholders/community groups. The following report provides insight into the feedback. At this stage, the report does not draw any conclusions from the feedback with further work to be undertaken to develop the sites medium and long terms strategies, inform by this data and feedback.

Background

The Craigmaddie and Mugdock reservoirs, located in Milngavie, are an important local beauty spot and recreational facility attracting around 160,000 visitors per year. It also has an essential operational function storing drinking water to supply approximately 700,000 customers in Greater Glasgow. It is also a site of significance both historically and environmentally.

Water Quality

In order to protect the water supply, the site has a specific set of water byelaws titled: *Scottish Water (Milngavie Waterworks) Byelaws 2015*. Confirmed by the Scottish Ministers and in place for many years, these restrictions protect the water source against pollution. The byelaws place common sense restrictions on certain activities around the reservoirs, including prohibited access to the water for boats, fishing, dogs, toileting and washing. Full details can be found on the Scottish Water [website](#).

The consultation aimed to get a sense of how many people were aware of the restrictions.

Historical Relevance

The Craigmaddie and Mugdock reservoirs represent an outstanding example of Victorian engineering. The Victorians considered the supply of clean water to be the cornerstone of a civilised society and as a result, in 1848 a Public Health Act was passed by Parliament to promote the supply of clean water.

It was eminent engineer John Frederic Bateman who selected Loch Katrine as an appropriate source of water for Glasgow, leading a team of engineers who translated the scheme into reality by raising the water height at Loch Katrine and constructing a 26 mile long aqueduct terminating at the Mugdock (storage) Reservoir. The scheme was completed in 1859 and opened by Queen Victoria.

The Milngavie Reservoirs represent an outstanding example of Victorian municipal engineering. Given this historical standing the site is Category A listed. While structures within the site have different listings, the Category A status means any applications for listed building consent must be approved by Historic Environment Scotland (HES) before the Planning Authority at East Dunbartonshire Council (EDC) can approve them.

Strategic Approach

In February 2020, Scottish Water launched its Strategic Plan for the next 25 years. Within this we committed to connecting communities with their local environment and to support tourism by enabling access to our assets, where appropriate, for leisure purposes. We recognise our reservoirs provide important access to green space and that the Craigmaddie and Mugdock reservoirs are immensely valued by those who visit.

While we have been engaging regularly with Friends of Milngavie Reservoir (FoMR) group, the Milngavie Reservoir Liaison Group (MRLG)¹, the local authority, EDC, and HES for a number of years, we recognised the need to do more to ensure this historically significant site and area of natural beauty is cared for appropriately.

As a result, in October 2019, Scottish Water committed to a refreshed approach to the current and future maintenance of the Craigmaddie and Mugdock reservoirs. In January 2020 work began to make a visible difference to the site, informed by feedback from engagement with the aforementioned stakeholders.

To help inform medium to long term development, we also committed to actively engage the wider reservoir user community. This period of consultation reflected in this report forms the first stage of this commitment. Findings and insights alongside ongoing engagement with key stakeholder groups will help guide future development.

It is important to note that any potential enhancement or development at the reservoirs must carefully balance the operational needs to provide clean, fresh drinking water to customers both now and in the future, with historical conservation requirements, community views and the overall cost implication on the public purse.

¹ With representatives from Friends of Milngavie Reservoir, Milngavie Community Council and Tannoch Loch Ltd.

CONSULTATION METHODOLOGY

Consultation Promotion

The Covid-19 pandemic led to restricted engagement options resulting in the consultation taking place digitally via an online survey, telephone interviews with key stakeholders and emails and a video sent to local schools.

To coincide with the launch a press release was issued to local publications promoting the consultation and ways to get involved. We also updated the dedicated [Milngavie website](#) to provide a base from which people could access the survey and find more information.

We implemented a six week social media plan to raise awareness. Key statistics are as follows:

Facebook:

- 5 posts in total with a total reach of 57,857 people.
- 3,365 engagements.
- Above figures include 2 boosted posts within a 20 mile radius of Milngavie Reservoirs which reached 41,909 people, achieving 3,154 engagements.

Twitter:

- 9 tweets in total with a total of 31,572 impressions.
- 698 engagements.
- 0.02% engagement rate (an engagement rate between 0.02% and 0.09% is considered positive on this platform)

Instagram:

- 3 posts reached 2,495 people

For those not on social media, provision was made to ensure the survey could be requested by post. There were no requests for this option.

To reach out to the next generation schools, an in house video was shared with engaged schools explaining the function of the reservoirs and asking pupils to consider similar questions to the survey. Pupils were encouraged to complete a hard copy of the survey, write Scottish Water a letter or draw a picture. We received responses from 168 pupils from Milngavie Primary School, referred to in the report as '*school respondents*'.

Water Bottles

Between one and four Scottish Water refillable water bottles were offered for each survey completed. As these were sent directly to respondent's home address, it was made clear that the provision of person data would be used for this purpose and our handling of the data would adhere to GDPR requirements.

The provision of a water bottle was not advertised during promotion of the consultation and instead left to be discovered on completion of the survey. In this way we hoped completion of a survey would not purely serve as a mechanism through which to receive a water bottle.

A total of 3247 bottles were distributed during the consultation to 723 households. Each pupil from the participating school also received a bottle.

Identifying Stakeholders and Communities of Interest

Statutory stakeholders were identified by confirming with the Craigmaddie and Mugdock internal Working Group the key stakeholders to reach out to. Given the sites history and operational status, many relationships already exist with statutory stakeholders. Further to this, desk top research provided insight into organisations and local community groups who may use or have a connection to the reservoir.

Over the 6 week consultation period, stakeholders were contacted by email in the first instance, followed up by telephone calls and further emails. We received no response from some stakeholders but in the vast majority of cases we were able to engage in some way, be that by undertaking a telephone interview, receiving feedback via email or by their sharing of the survey with their members.

A list of stakeholders contacted and responses to the engagement request can be viewed in Appendix 1.

Data Analysis Methods

The survey provided a combination of quantitative and qualitative data. On receipt of a submitted form, feedback was logged with analysis taking place once the consultation closed. The full list of survey questions can be found in Appendix 2.

Using Microsoft Excel graphs, the quantitative feedback was used to analyse visitor behaviour. For example, how often people visit the reservoirs and comparing figures of those who live locally and those who do not to analyse any differences.

Again, using Microsoft Excel, the qualitative feedback was first categorised to identify themes, establishing where a particular response was repeated. The frequency of the theme is illustrated in the form of a chart with a subsequent list which explores responses aligned to each theme in more detail.

Stakeholder interviews were conducted via telephone. The questions reflected the qualitative questions asked within the survey with the interviewee responding on behalf of their organisation. Again, responses were categorised by theme and the detail behind each grouping listed in the report.

The 168 responses received from the school came in the form of letters, posters and feedback surveys. Feedback was analysed using the same method as the main cohort but studied separately to provide an insight into the views of the next generation. The quantitative feedback reflects the 44 surveys received while the qualitative incorporates feedback from the surveys, posters and letters. The qualitative feedback has been displayed using word clouds with the larger words reflecting the most frequently given responses.

Letters and posters received from school respondents, can be viewed on the Scottish Water Milngavie webpage.

Limitations and Points of Note

Respondents were able to submit the survey without providing a response to the entire set of questions. As a result, when processing the data, the option of no

response was added to transparently illustrate true responses received. In addition, in some instances, respondents were able to select more than one option, for example in the question relating to mode of transport. This has resulted in the total number responses being higher than the total surveys received.

Further insight could have been sought by specifying what was meant by living 'locally to Milngavie' as there was some discrepancy around its interpretation. For example, some respondents living in Bearsden answered they did not live locally, while others, also living in Bearsden, responded that they did.

While the survey aimed to gauge if respondents were aware of the byelaws, a more in-depth question could have helped to gain further insight to people's level of understanding.

SURVEY ANALYSIS

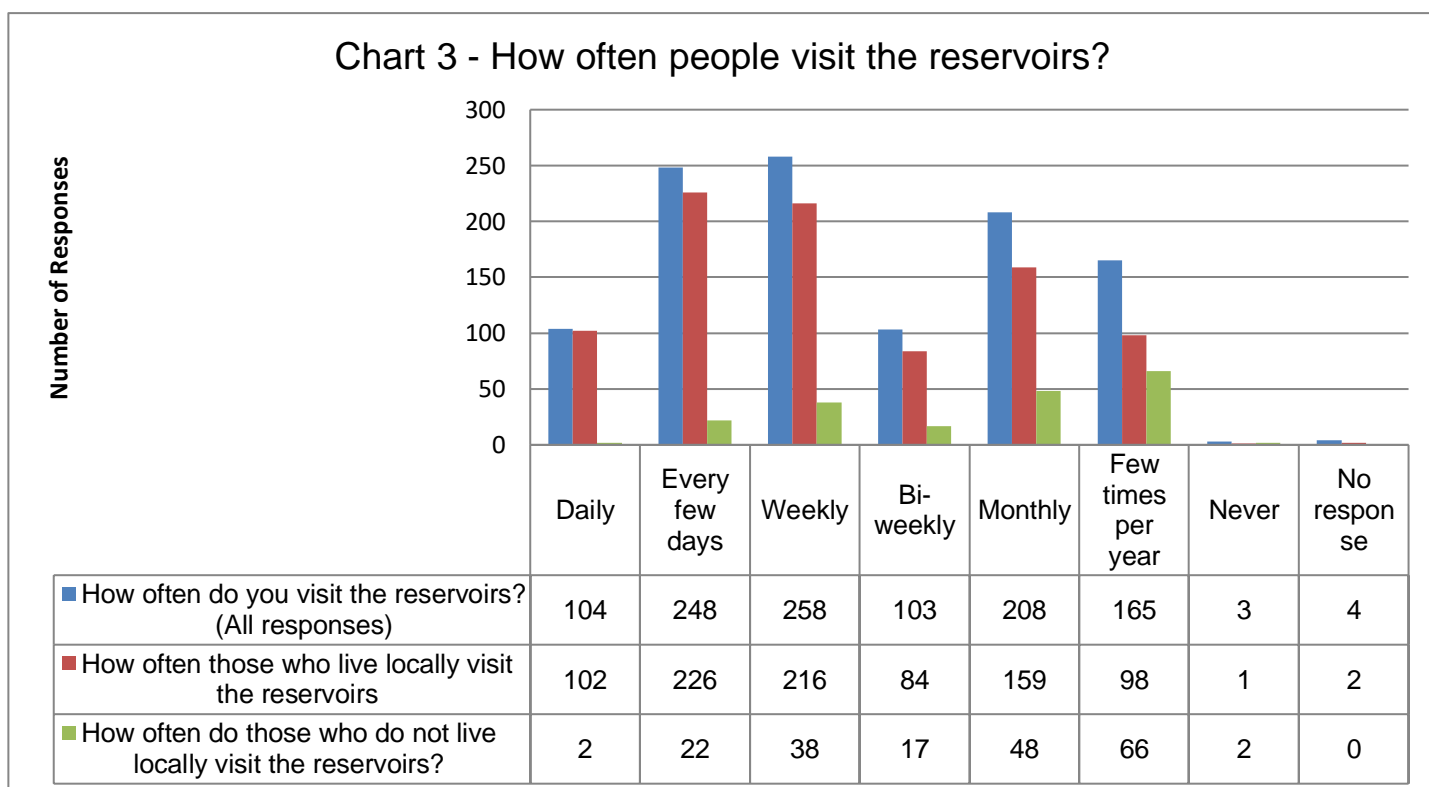
Please note, a selection of charts are presented within the analysis, all others can be viewed in Appendix 3.

Respondent locations, visiting frequency and time spent at site

The majority respondents live locally to Milngavie, as shown in Chart 1. Those who stated they do not live locally, travel predominantly from Glasgow and East Dunbartonshire, as shown in Chart 2. While the site is popular among the local population and surrounding areas, the reach of the site's popularity extends across Scotland and to some visitors from further afield.

Chart 3 illustrates the amount of time visitors spend at the reservoirs providing a comparison between those who live locally and those who do not. It is evident that people locally enjoy visiting the reservoir across the spectrum of frequencies with a preference for doing so on a fairly regular basis. Understandably, those who live further away visit less frequently with some still travelling to visit more often. The chart also shows that a limited number of respondents do not visit the site and are possibly not aware that it is an accessible green space.

From Chart 4 we can interpret that the majority of visitors spend up to two hours at site, with 'up to an hour' being the most common period of time selected.



Modes of transport and parking

Chart 5 highlights that the majority of respondents travel to site by car, closely followed by on those on foot. Both modes are popular with those who live locally, as is travelling by bike. Reflecting the need to travel further, those who do not live locally travel predominantly by car. The feedback indicates that very few

respondents take public transport to travel to site.² This could be due to the fact the consultation took place during the Covid-19 pandemic and the use of public transport has declined in line with Government advice.

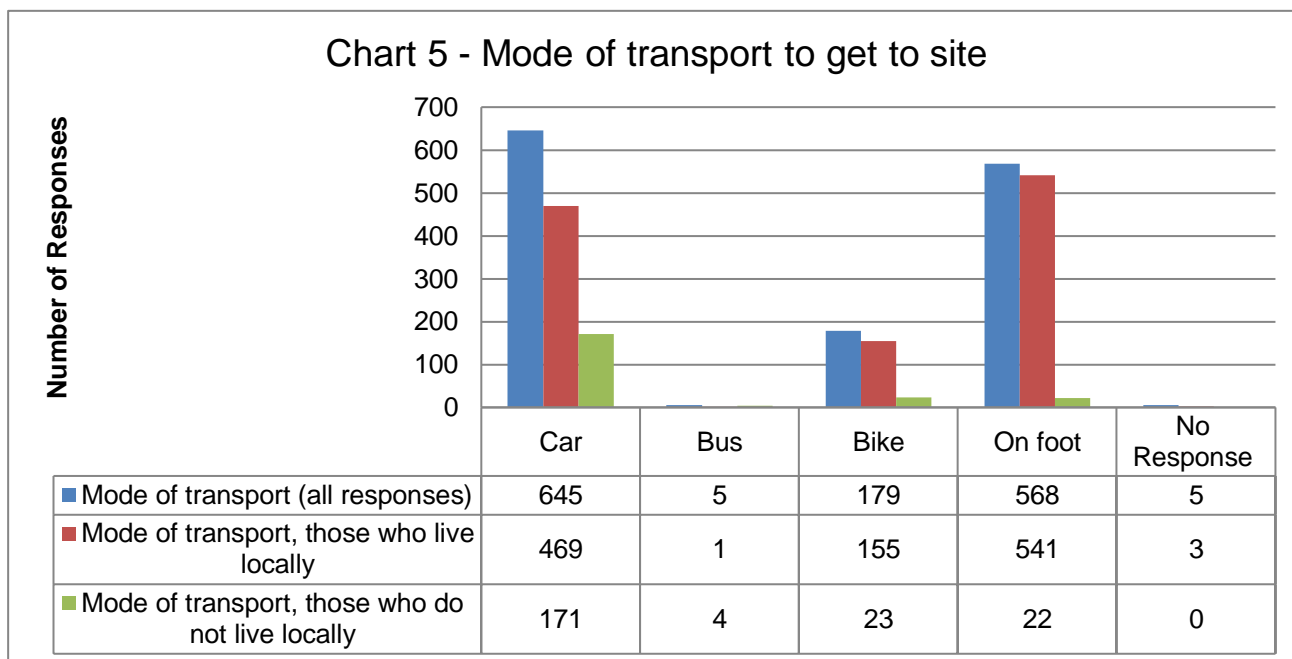


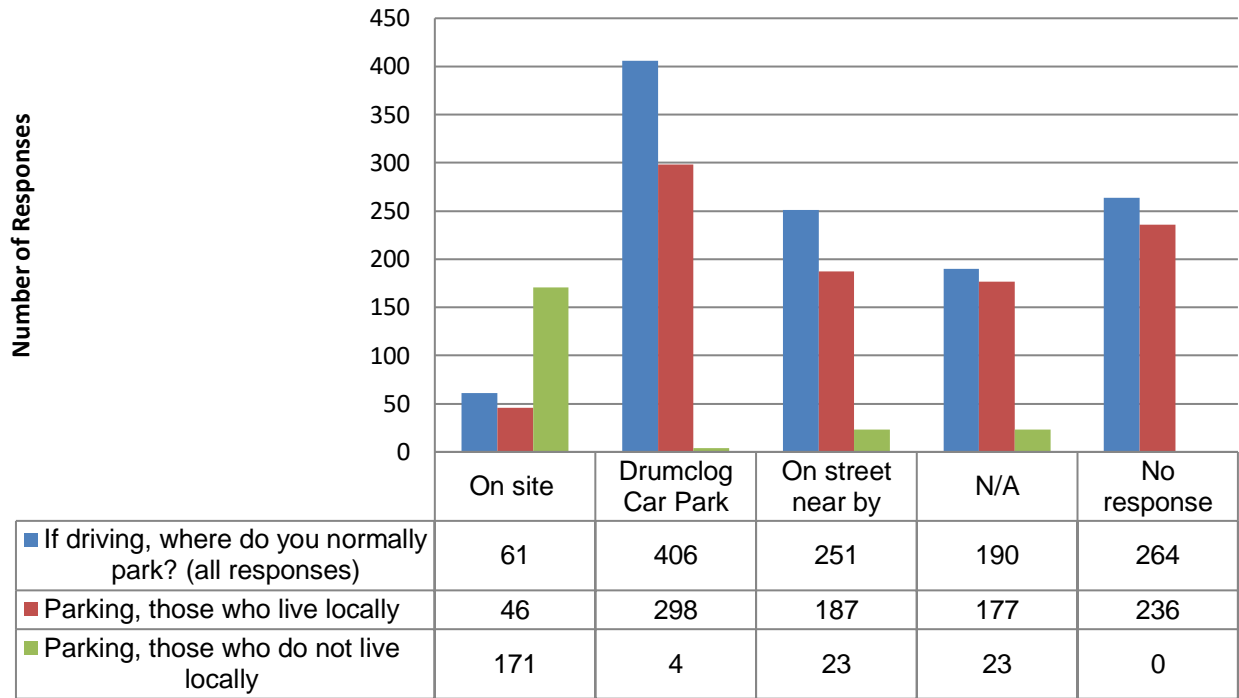
Chart 6 illustrates that Drumclog car park, on Mugdock Road, as the most popular location for visitors to park, particularly among those who live locally. Parking on street was also a popular option among this group. Both of these are managed by the Local Authority.

Respondents who do not live locally tend to use the onsite parking at Commissioners Cottage most frequently. Parking in this area is restricted to enable access for blue badge holders and Scottish Water vehicles only.

The option of non-applicable (N/A) was available for those who do not drive to site. It is worth noting that in some instances respondents who walk or cycle did not select N/A, leading to an inflation of the 'no response' figure.

² Respondents were able to provide more than one response to the mode of transport and parking questions.

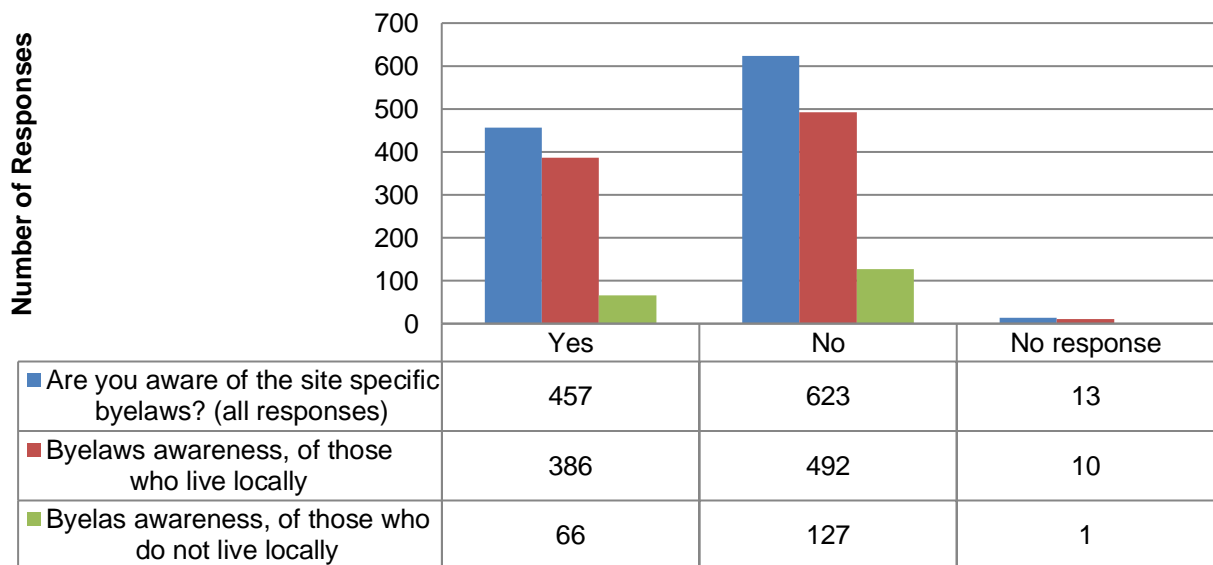
Chart 6 - Where do visitors park?



Byelaws

Chart 7 indicates levels of awareness in regard to the site specific byelaws with the majority of respondents stating they are not aware of them. While a large number of respondents were aware, the question was not detailed enough to allow assessment of the level of awareness. This however suggests more could be done to raise levels of awareness of the byelaws.

Chart 7 - Are you aware of the site specific byelaws?

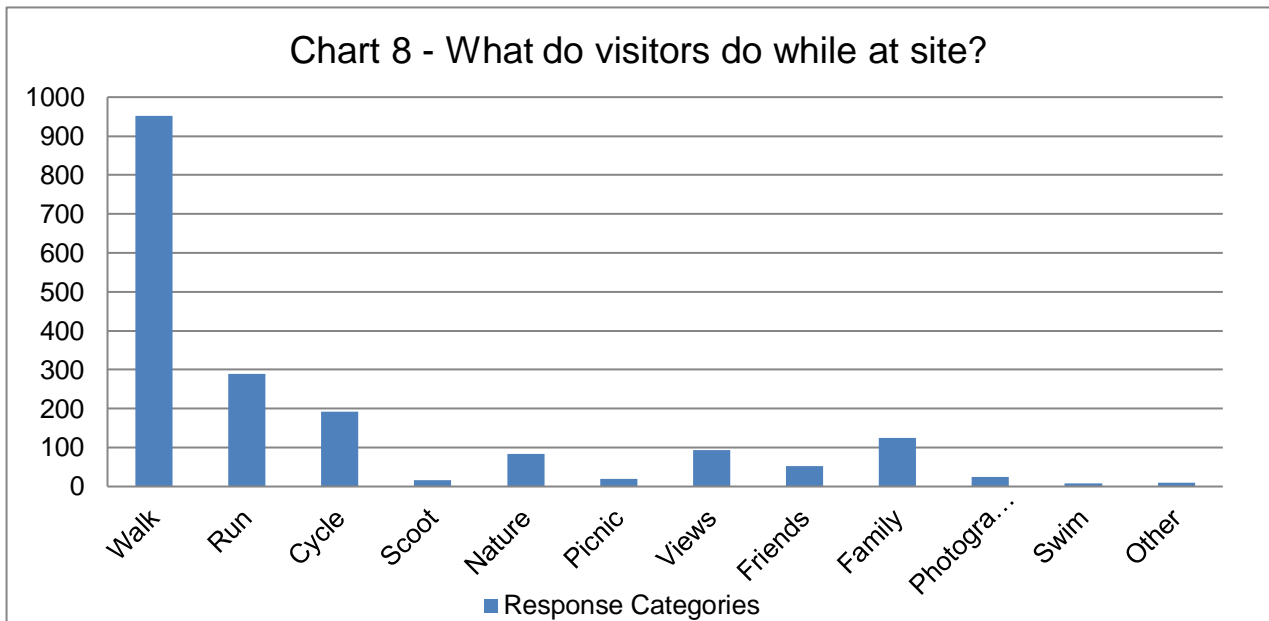


Likes, dislikes and visitor activity

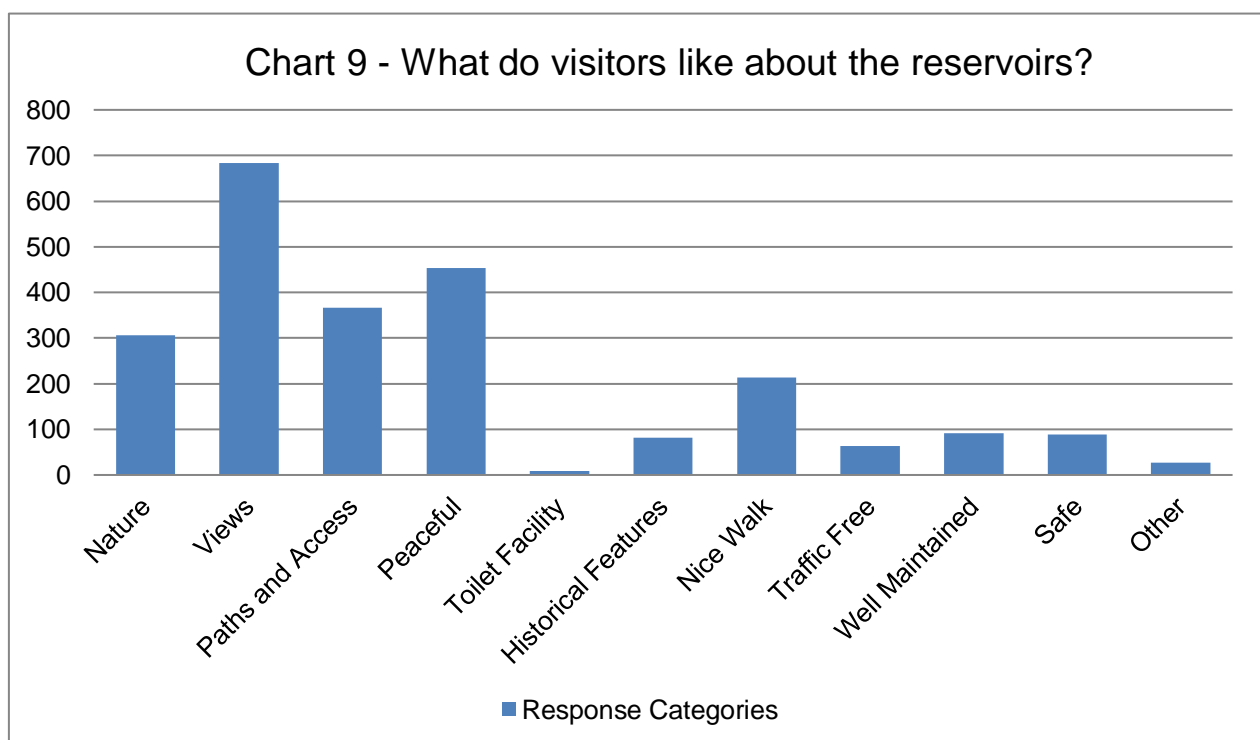
Respondents were asked what they do while visiting the site. Chart 8 illustrates that the site is popular for various forms of exercise including walking, running and cycling. Respondents also commented that they enjoy visiting the site to spending

time with family and friends, with some commenting they enjoy having a picnic. The sites views and the access to nature it offers are also valued with some respondents mentioning it being an excellent place for photography. The flat paths are also popular with children who enjoy playing on scooters or roller blades.

A low number of respondents commented that they swim at the reservoirs, an activity which is prohibited under the reservoirs byelaws. In the 'other' category respondents mentioned visiting memorials located within the site and horticultural activity such as pruning roses.



Respondents were also asked what they liked about the reservoirs. Chart 9 demonstrates that the site is popular for a variety of reasons.



Category breakdown:

- **Nature:** Respondents commented that they enjoy the wildlife you can see at site, the closeness to the water and it being a great place to visit as the seasons change.
- **Views:** Respondents are very fond of the views with many commenting on how they enjoy the openness of the space, its beauty and the wonderful scenery.
- **Paths and Access:** Respondents like the flat paths commenting that it helps make the site accessible for all. The benches are also appreciated as is the dedicated parking for blue badge holders. Respondents also like that there are lots of walking options and there is good connectivity to other sites such as Mugdock Country Park.
- **Peaceful:** Respondents like the tranquillity and calmness the site offers making it a restful and relaxing place to visit and a place people visit to get some fresh air.
- **Toilet Facility:** Respondents like that the site has a toilet facility.
- **Historical Features:** Respondents like the historical architecture, engineering and buildings and, more broadly, the historical importance of the site. Visitors are also fond of the water fountain.
- **Nice Walk:** Respondents commented that the site is a nice place for a walk offering a good distance for exercise, be that running, walking or cycling, and that it is a circular route.
- **Traffic Free:** Respondents like that the site is traffic free.
- **Well Maintained:** Respondents commented that the site looked after, kept tidy and that bins are provided.
- **Safe:** Respondents commented that the site feels safe and secure and that it is a friendly place with likeminded people who enjoy chatting to one another.
- **Other:** This category includes mentions of personal memories attached to the site, photography and the value of the space to the community. There was also mention of it being a place for dogs to swim in the water, an activity which is not prohibited under the reservoirs byelaws.

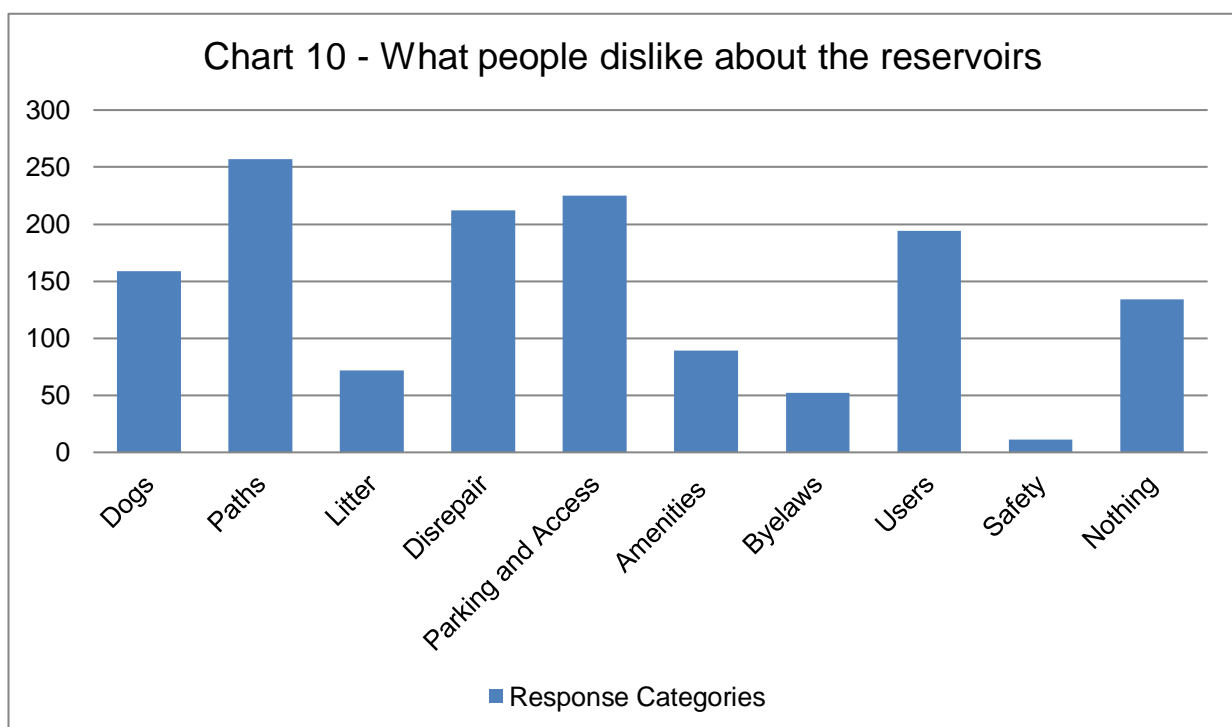
Respondents were asked what they disliked about the reservoirs. Chart 10 shows a number of aspects of the reservoirs respondents do not like with paths, parking and access, site disrepair and behaviour of other users being the issues of highest concern.

Category breakdown:

- **Dogs:** Refers to dogs not on leads, some visitors not being in immediate charge of their dog or dogs, visitors not picking up after their dog and concerns with regards to visitors allowing their dog to go into the water.
- **Paths:** Refers to muddy, uneven paths, poor drainage in places leading to periods of prolonged puddles which can restrict access. Paths are narrow in places making it difficult to pass other visitors, particularly an issue when trying to socially distance.
- **Litter:** Refers to issue with people leaving their litter behind after visiting the site and bins not being emptied frequently enough, particular after busy weekends.
- **Disrepair:** Refers to disrepair of structures, buildings on site and some of the benches. Many respondents also commented on the presence of the security fencing which in many cases is regarded as unsightly and pointless.

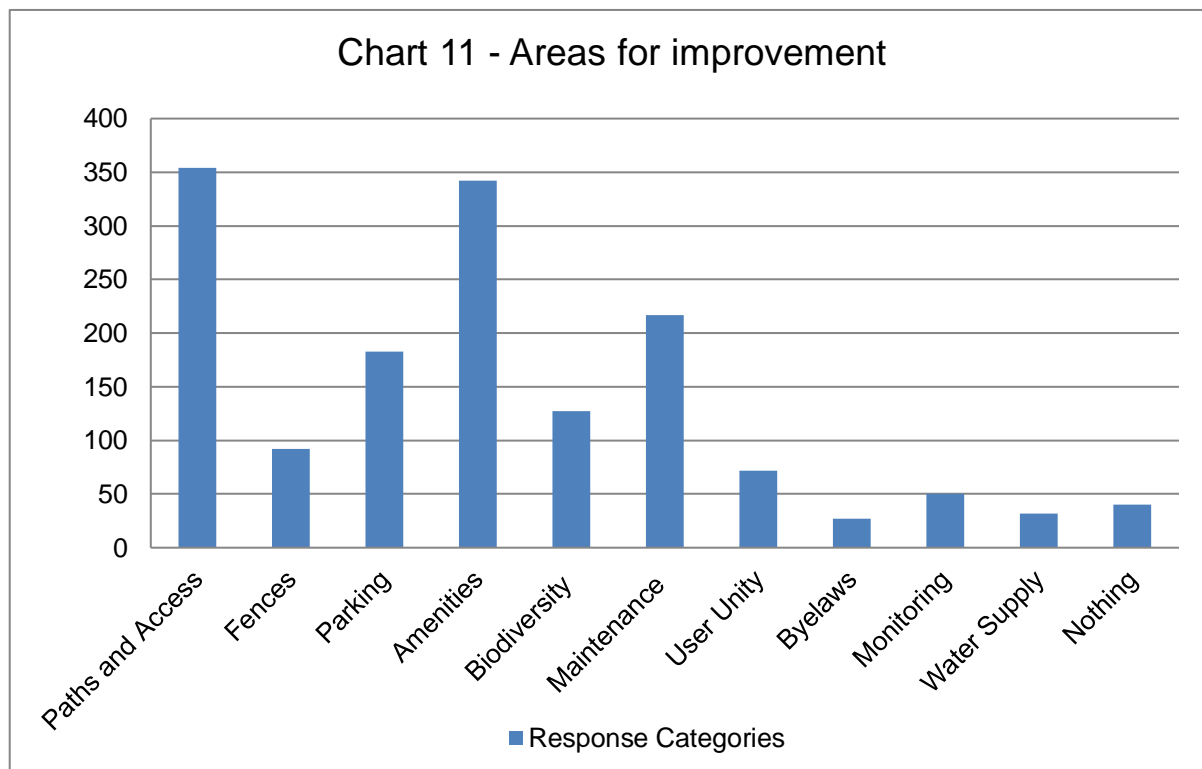
Respondents also feel there is a lack of general maintenance leading to the site looking untidy or neglected. Comments also referred to management of the sites horticulture and a lack of biodiversity.

- **Parking and Access:** Refers to a lack of parking and shared frustration when people ignore signage and park in the Commissioners Cottage car park without a blue badge. Refers also to the speed at which people drive up the access road and the risk this poses to other users. Respondents also raised concerns about the road crossing from Drumclog car park to the site, commenting that it can be dangerous. Concerns were also raised about parking on street and that this can at times block the road impacting those who live locally.
- **Amenities:** Respondents commented that they dislike that they cannot access the water for recreation purposes and that there is no availability of refreshments i.e. a café or van to buy hot drinks or snacks. Comments were also made with regards to a lack of shelter, play area for children, provision of picnic benches and sitting benches. Some respondents commented that there was no toilet facility while others feel the existing facilities could benefit from improvement. Comment was also made with regards to the lack of provision to top up a refillable bottle with drinking water.
- **Byelaws:** Refers to concerns about people allowing their dogs into the water, wild swimming and fishing; activities prohibited under the byelaws.
- **Users:** Refers to how busy the site can get and, at times, the lack of respect shown between different user groups. Respondents also raised concern about antisocial behaviour at site and associated challenges such as vandalism.
- **Safety:** Refers to visitors feeling unsafe when visiting the site at night due to a lack of lighting. Others commented on the risk posed by the steep embankments, particularly for children.
- **Nothing:** Respondents commented that they didn't dislike anything about the site.



Areas for Improvement

Respondents were asked to share what they feel Scottish Water's priorities should be to improve the site. Chart 11 shows that paths, access, provision of amenities and maintenance of the site are the most common categories for suggested improvements.



Category breakdown:

- **Paths and Access:** Respondents suggested the paths could be resurfaced, drainage could be improved and paths could be widened in some places. Respondents also commented that it was important to ensure accessibility so all visitors can enjoy the space and connect with nature. Respondents also suggested that access could be improved between the reservoirs and Mugdock Country Park.
- **Fences:** Respondents would like to see the fencing removed.
- **Parking:** Respondents would like there to be better parking provision, better enforcement of parking restrictions at Commissioners Cottage, provision for safer crossing from Drumclog car park to site and more to be done to prevent people parking on streets nearby.
- **Amenities:** Respondents would like more information about the site to be available, such as interpretive display boards detailing information about the site's heritage, biodiversity, a site map, alternative walking routes and way markers. Other amenities suggested include a visitor centre, a café, more dog poo bins, more rubbish bins including recycling points, more benches, a playpark, picnic/BBQ areas, lighting, an area for dogs, a community garden, a cycle lane, improved toilets, bike routes and outdoor gym equipment. Some respondents would also like access to the water for recreational purposes.
- **Biodiversity:** Respondents would like to see activity to enhance the site's wildlife and biodiversity such as wild flower meadows, more diverse planting, increased tree planting, quiet areas for wildlife, reduced grass cutting to allow

areas to grow wild to provide a habitat for wildlife and keeping the site looking as natural as possible. Comments were also made in regards to non-native rhododendron. A small number wish the reservoir to be returned to their former state of formal gardens.

- **Maintenance:** Respondents would like there to be improved upkeep of the site to keep it looking tidier and in good condition i.e. keeping on top of vegetation growth. Respondents also felt it was important to do more to preserve its beauty, maintain its unspoilt character and ensure the longevity of aspects such as the buildings i.e. Brarrachan Cottage, to ensure they are not lost. Painting ironworks and railings were also mentioned, as well as ensuring the bins are emptied frequently.
- **User Unity:** Respondents suggested more needs to be done to promote respect between different user groups. For example, dog owners being in better control of their dog(s), ensuring they clean up after them and encouraging cyclists to slow down or restrict access.
- **Byelaws:** Respondents suggested that more needs to be done to enforce the byelaws.
- **Monitoring:** Respondents felt more could be done to increase site safety, be this in regards to the steep embankments, i.e. erecting fencing, or having a police presence to deter antisocial behaviour. Some respondents suggested the provision of a park ranger type role or for more CCTV to be introduced.
- **Water Supply:** Respondents felt Scottish Water's main priority should be maintaining the drinking water supply.
- **Nothing:** Respondents commented that they like the site as it is and they had no suggestions of how it could be improved.

More Information

Respondents were asked to select which types of information they would be interested to learn more about. Chart 12 shows that the split between topics was very even with site history and heritage being the most selected.³

Where respondents selected 'other' they were asked to provide suggestions. The below list summarises the suggestions in order of frequency suggested. Some suggestions echo the categories in Chart 11.

- **Access:** For non-motorised boat access for leisure purposes, swimming and the opportunity to visit the site to see how it works.
- **Information:** Including site map and connectivity with other parts of Milngavie, distance markers for walking routes, landscape indicators e.g. what is visible on the horizon, information about the heritage of buildings, how the water infrastructure works, biodiversity, the Scottish Outdoor Access Code, public transport information, the benefits of drinking water, future development and other Scottish Water sites worth visiting.
- **Maintenance and Amenities:** Restoring and converting old buildings, maintaining the heritage aspects of the site and the provision of a shop, café and other facilities.
- **Miscellaneous:** Working with community groups with reference made to the Milngavie Reservoirs Conservation and Recreation Management Plan.
- **Travel:** Encouraging active travel to site and the provision of additional parking.

³ Respondents were able to provide more than one response to this question.

STAKEHOLDER FEEDBACK

The following reflects the feedback provided by stakeholders covering what they feel is important to protect, maintain or manage and where investment should be prioritised.

Access and Pathways

- Accessibility is vital and access for blue badge holders is important to maintain.
- Poor drainage can make some paths difficult to access.
- Support for a more durable path.
- Support for green access and improved physical link ups to support those travelling by bike or on foot.
- Consideration of an Equality Impact Assessment.

Amenities

- Enabling water sports dinghy sailing, fishing, barbecue area.
- Establishing a cycle lane.

Biodiversity and Planting

- Protect water quality and the ecology within the water environment.
- Rhododendron coverage across the site is a challenge and transfers to other locations given the distance seeds can travel.
- Avoid people walking where there may be GCNs i.e. water's edge/swampy areas.
- Planting is part of the site's history.
- Some landscaping would be welcome, doesn't necessarily need to be formal.

Buildings and Historical Features

- Protect and maintain functional built elements e.g. masonry structures at measuring ponds on both reservoirs.
- Restoration of historical buildings.
- Consideration of community use.

Fencing/Ironworks

- Straining wells are ugly. Support them being reviewed but understand the associated challenges.
- Attention to detail is important, preference for like for like replacements.

Maintenance

- Importance of keeping up maintenance.
- Critical nature of quality of maintenance activity and improvement projects.
- Importance of actively and sustainably managing land use and water resources to protect water quality and ecology within the water environment.

Parking

- More parking required. Increasing number of visitors, especially since Covid-19.
- Issue regarding non blue badge holders using the Commissioners Cottage car park.
- Agreement already in place to resurface Drumclog car park at end of Burncrooks project.

Safety

- Drunclog car park and the Mugdock Road crossing, additional signage.
- Concerns around the steep embankments.

Support

- Support for the new approach at Milngavie.
- Support for the consultation.
- While there is recognition that improvement is required, there is also support for how Scottish Water manages the reservoirs.

SCHOOL RESPONDENTS FEEDBACK

Visiting frequency, time spent at site and mode of transport

Feedback indicates that while most respondents visit the site on a frequent basis there are some who have never been. Two hours is the most selected time spent at site, correlating with the main cohort of responses. On foot is the most popular way of travelling to site with travelling by car also being popular. Again, feedback indicates low numbers of people taking the bus.

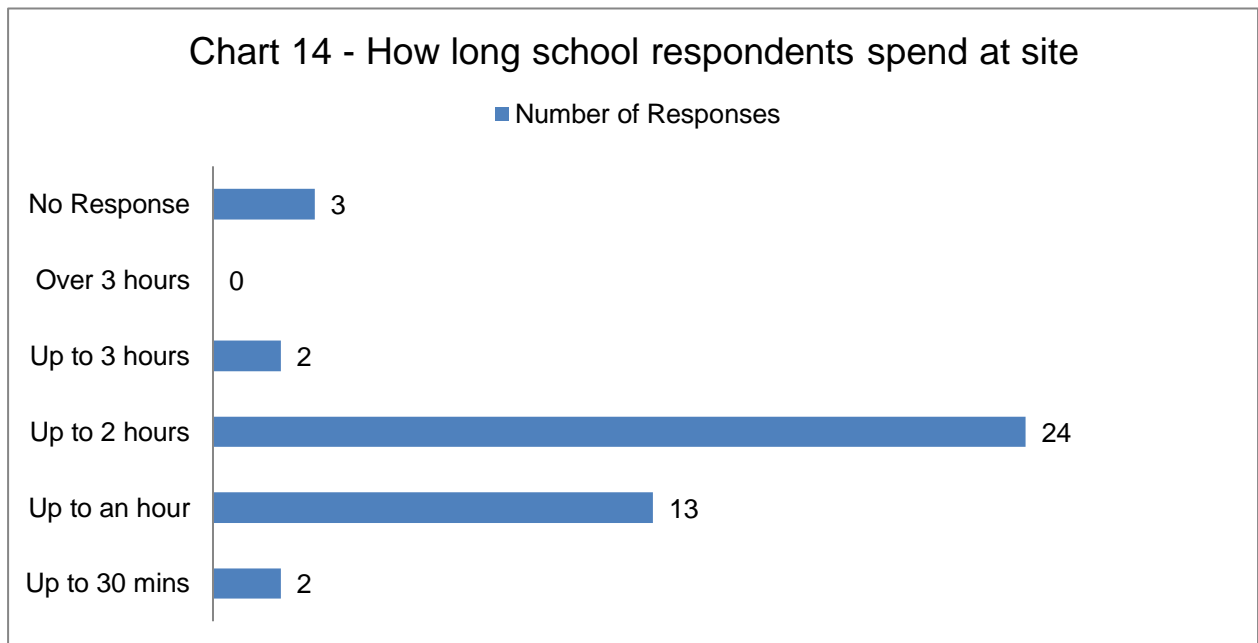
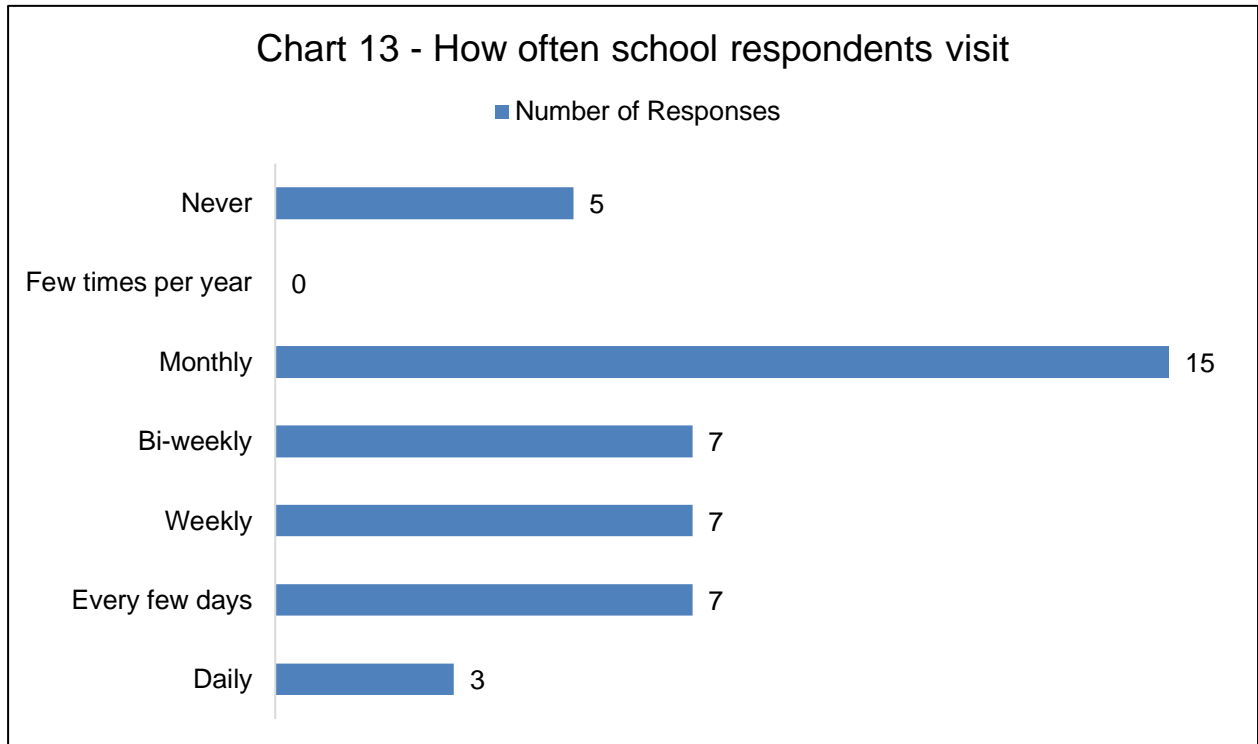
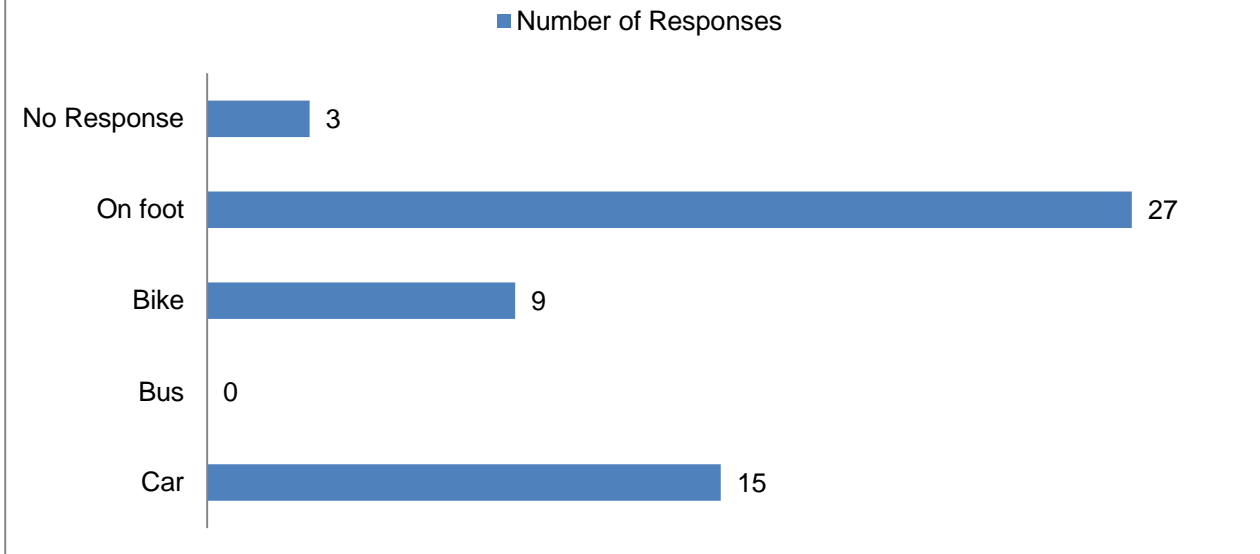


Chart 15 - How school respondents travel to site



The following illustrates what school respondents like to do while visiting. Walking and cycling proved popular, alongside spending time with family and friends and enjoying the natural surroundings.



The following illustrates what school respondents like about the site. Seeing different kinds of wildlife was popular as well as taking in the views and commenting that the reservoirs are a great place to have fun. Some respondents specifically mentioned enjoying walking over the causeway, that the site was also a very calming and a great place to get some fresh air.



Finally, the following reflects suggestions from school respondents as to how Scottish Water could improve the site.

- **Amenities:** Suggestions included more toilets, a swimming pool, a café or refreshment stalls/vending machines, a petting zoo, a nature reserve, picnic benches, events for Halloween, Christmas or dirt bike competitions, bike parking, hand washing facilities, trampolines, face painting and baby changing facilities.
- **Paths:** Suggestions included cycle/scooter lanes, bike tracks, nature walks, making paths larger and having more pathways through the site.
- **Play Park:** Suggestions included an adventure play park, tree houses, a zip wire, an underwater tunnel and a skate park.
- **Clean:** Making sure litter is picked up and both the site and water is kept clean.
- **Safety:** Suggestions included lighting for dark evenings, fences around the water to stop people falling in and making the steep embankments less steep.
- **Bins:** Suggestions included the addition of more bins as well as recycling points.
- **Planting:** Suggestions included more colourful flowers to attract bees, planting more trees and creating more woodland areas.
- **Information:** Suggestions included maps and information about the site.
- **Dogs:** Suggestions included ensuring people clean up after their dogs and keep them on leads.



CONCLUSION

The level of feedback received from the community of reservoir users provides Scottish Water with an important insight into how the Craigmaddie and Mugdock reservoirs are used and valued. The feedback evidences a community who are highly appreciative of this green space and care deeply about how it is looked after and maintained.

Through these insights Scottish Water has gained a clear view of visitor priorities which will help inform and shape the medium to long term development for the reservoirs.

We are committed to active engagement with reservoir users and stakeholders. Further engagement will take place as development continues to ensure we continue to reflect the views of reservoir users.

While it is important to ensure improvements carefully balance operational needs to provide clean, fresh drinking water to customers with historical conservation requirements, community views and the overall implication on the public purse, we are committed to supporting access to the reservoirs, enabling communities to connect to the natural environment in support of physical and mental wellbeing.

APPENDICES

Appendix 1: Stakeholder and Community Groups

Stakeholder/Group	Response
Carers Link – East Dunbartonshire	Telephone discussion
Councillor Graeme McGinnigle (Con)	No response
Councillor Jim Goodall (Lib Dem)	Telephone discussion
Councillors Jim Gibbons (SNP)	No response
East Dunbartonshire Council	Telephone discussion
East Dunbartonshire Dementia Network	Link to survey was sent out in newsletter
Enable Scotland, Milngavie and Bearsden branch	No response
Friends of Milngavie Reservoirs	Ongoing regular engagement
Glasgow Mountain Biking Club	Forwarded survey to members
Historic Environment Scotland	Telephone discussion
Longer Walks Milngavie	Forwarded survey to members
Milngavie & Bearsden Community - Facebook Group	Received thumbs up to request to share the survey
Milngavie and Bearsden Historical Society	Telephone discussion
Milngavie and Bearsden Ramblers	Forwarded survey to members
Milngavie Community Council	Ongoing regular engagement
Milngavie Community Development Trust	Forwarded survey to members
Milngavie Heritage Centre	Responded to survey
Milngavie in Bloom	Forwarded survey to members
Milngavie Scouts	Forwarded survey to members
Milngavie Youth Club	Forwarded survey to Trustees
MP Gil Paterson (Clydebank Milngavie) (SNP)	No response
MSP Amy Callaghan (SNP)	Member of team completed survey
Scottish Environmental Protection Agency	Feedback received via email
Nature Scot (<i>Scottish Natural Heritage</i>)	Telephone discussion
Sustrans	Telephone discussion
Tannoch Loch Ltd	Ongoing regular engagement
Schools	Response
Milngavie Primary School	Completed survey, provided letters and posters
Douglas Academy	No response
Glasgow Academy	No response
Craigdhu Primary School	No response
Clober Primary School	No response

Appendix 2: Survey Questions

1	Do you live locally to Milngavie?	Y/N
		If N – where do you live? Open
2	How often do you visit the of Craigmaddie and Mugdock reservoirs?	Daily/Every few days/ Weekly/ Biweekly/Monthly/Never
3	When you visit, how long do you spend there?	Up to 30 mins/up to an hour /up to 2 hours /up to 3 hours /over 3 hours
4	When visiting the reservoirs, which mode of transport do you take to get there?	Car/Bus/Bike/On foot
5	<i>If you drive</i> , where do you normally park?	On site/Drumclog Car Park/Other/N.A
6	What do you do while visiting the site?	Open
7	Are you aware of the sites specific bylaws?	Y/N
8	What do you like about the reservoirs?	Open
9	What do you dislike about the reservoirs?	Open
10	What do you think Scottish Water's main priorities should be to improve the site?	Open
11	Which of the following would you would be interested to find about more about?	Site wildlife and biodiversity (tick)
		Site history and heritage (tick)
		How the water system works (tick)
		Site walking/cycling/running routes (tick)
		Other (Open)
12	Would you like to receive a free Scottish Water refillable water bottle?	Y/N
13	If yes, how many? (<i>Each completed form can request between 1 and 4 bottles</i>)	Drop down menu of 1 to 4
14	Name to send to:	Open
15	Full postal address	Open

Appendix 3: Survey Analysis Charts

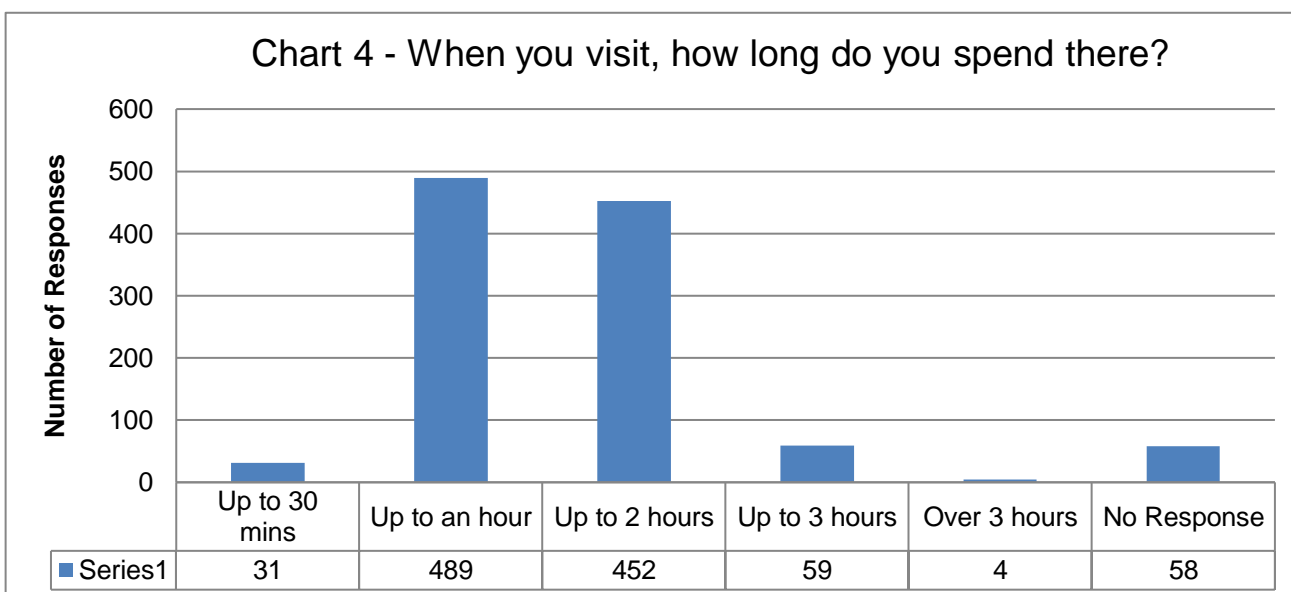
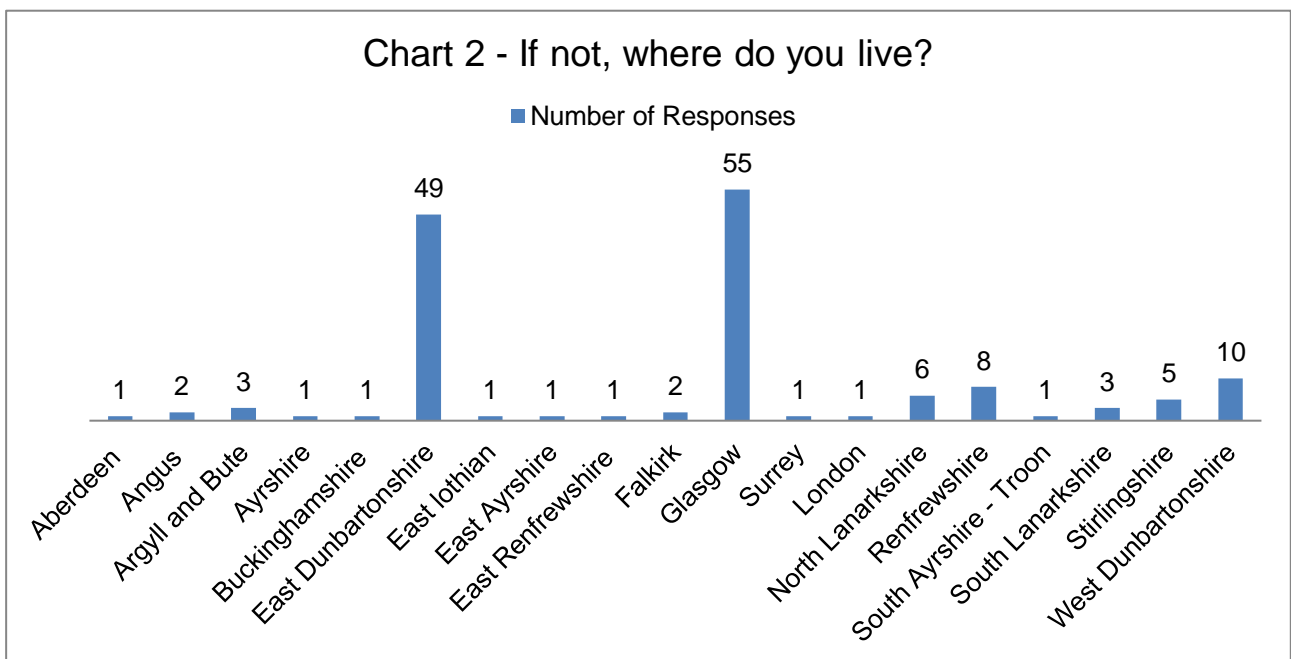
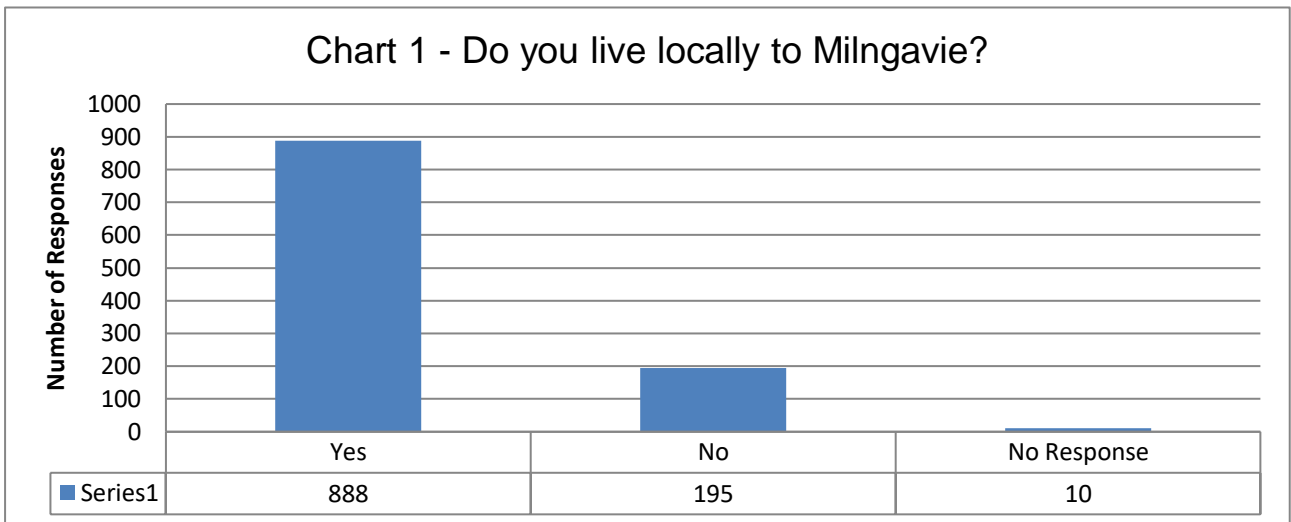


Chart 12 - More information

