

SCOTTISH BORDERS COUNCIL
TEVIOT AND LIDDESDALE AREA FORUM

MINUTE of the MEETING of the TEVIOT
AND LIDDESDALE AREA FORUM held in the
TOWER MILL, HEART OF HAWICK on
16 October 2012 at 6.30 p.m.

Present:- Councillors A. Cranston, Z. Elliot, S. Marshall, G. Turnbull.
Community Councillors R. Brydon, R. Knight, I. Robson.
Apologies:- Councillors D. Paterson, R. Smith.
In Attendance:- Clerk to the Council, Senior Consultant (Douglas Scott), Project Manager (Shona
Smith), Committee and Elections Officer (Fiona Walling); Inspector Carol Wood
(Lothian and Borders Police),

Members of the Public:- 2

APPOINTMENT OF CHAIRMAN

1. This being the first meeting of Teviot and Liddesdale Area Forum, set up under the Council's new Scheme of Administration, the Committee considered the appointment of Chairman. Councillor Elliot, seconded by Councillor Marshall, moved that Councillor Turnbull be appointed as Chairman.

DECISION

AGREED that Councillor Turnbull be appointed as Chairman of Teviot and Liddesdale Area Forum.

APPOINTMENT OF VICE-CHAIRMAN

2. The Committee considered the appointment of a Vice Chairman. Councillor Turnbull, seconded by Councillor Cranston, moved that Councillor Marshall be appointed as Vice Chairman.

DECISION

AGREED that Councillor Marshall be appointed as Vice-Chairman of Teviot and Liddesdale Area Forum.

TIMBER TRANSPORT

3. The Chairman welcomed Mr James England, South of Scotland Timber Transport Officer, to the meeting. Mr England gave a presentation on Timber Transport and the role of the Timber Transport Forum which he represented. It was highlighted that the South of Scotland had the highest concentration of forestry in the UK which contributed significantly to the rural economy. Forests that were planted in the 1970's were maturing resulting in a rapid increase in timber harvesting. Due to the high concentration of Sawmills in the area timber was also transported into the region for processing. Mr England explained that the National Timber Transport Forum was divided into 11 Regional Timber Transport Groups and that the Scottish Borders Timber Transport Group was well established. A Partnering Charter set out the aims of the Forum which were to support the many benefits of forestry by ensuring that the timber industries could access and market the UK timber resource in a sustainable way. At the same time the Forum sought to minimise the impact of timber transport on the public road network, on local communities and on the environment. One of the specific processes was to maintain and promote voluntary agreed timber routes maps as a basis for finding solutions to timber transport problems. Mr England gave the four definitions used to classify roads, on a voluntary basis, on the Agreed Route Maps and displayed a Route Map of the Borders: 'Agreed Routes' could be used by timber haulage without restriction; 'Consultation Routes'

were recognised as being key to timber extraction but required consultation with the Local Authority with possible restrictions relating to timing and allowable tonnage etc; 'Severely Restricted Routes' should not normally be used in their present condition; and 'Excluded Routes' should not be used.

4. As Timber Transport Officer, one of the ways Mr England was able to help was to investigate funding streams for road repairs. He referred to the Scottish Government Strategic Timber Transport Fund (STTF) which had been set up as a source of funding. The presentation included photographs which showed a road in the region that had suffered severe and rapid damage by heavy timber lorries and which had been exacerbated by the effects of a hard frost. This particular road had benefited from a 50% grant fund from STTF which was match funded to meet the total cost of £500k for the repair. The Timber Transport Officer provided an independent point of contact between the forestry industry, local authorities and communities to improve communication, partnerships and to support conflict resolution. Some of the measures being taken by responsible hauliers were highlighted, such as limiting speeds to 52 mph, deflation of tyres to spread the load on vulnerable roads, onboard weighing systems and avoidance of driving in convoys. A Best Practice Guide and Revised Codes of Practice on timber haulage had been produced and Sawmills were being encouraged to have a policy by which they would work only with reputable hauliers who followed the approved guidelines.
5. At the conclusion of the presentation Mr England answered questions. With regard to action that could be taken in respect of less reputable hauliers he explained that the Forum attempted to inform and educate where necessary, using examples of good practice but also relying on the police for assistance. He stressed that forest management activities were tightly regulated by certification schemes. He confirmed that STTF money was also used in a proactive way, for example to improve infrastructure in preparation for timber transport and to look for alternative ways of transport where available. He agreed that the use of signage to warn and direct other vehicles was of value as much of the road damage from heavy vehicles occurred due to acceleration and braking manoeuvres which could perhaps be avoided. With regard to match funding of grant awards from the STTF he explained that some of this was private sector led which reduced the financial pressure on local authorities. The Chairman thanked Mr England for the very informative and helpful presentation.

DECISION

NOTED the presentation.

MINUTE

6. There had been circulated copies of the Minute of the Teviot and Liddesdale Area Committee of 18 September 2012.

DECISION

AGREED to note the Minute.

THE REMIT OF THE AREA FORUM

7. With reference to paragraph 13 of the Minute of the Teviot and Liddesdale Area Committee of 18 September 2012, there had been circulated copies of an extract from the Council's new Scheme of Administration, as approved on 30 August 2012. The Teviot and Liddesdale Area Committee had been replaced by an Area Forum and Jenny Wilkinson, the Clerk to the Council, was in attendance to explain the main changes with respect to the Area Forums, which would be formally launched across all areas in November 2012. Teviot and Liddesdale Area Forum would consist of the six elected Scottish Borders Councillors representing the Wards of Hawick and Denholm, and Hawick and Hermitage. In addition there would be a representative from each of the Police and NHS Borders and the Chairman or a representative from each of the Community Councils in the Teviot and Liddesdale area. It was also open to the Scottish Borders Councillors to agree to include a representative from any other local body, for any length of time considered appropriate, according to the issues being addressed. To enhance opportunity for community engagement there would be a

market-style approach adopted between 4 and 6 pm, before the formal part of the meeting, to enable members of the public to drop-in to consult, engage and obtain information from officers and elected Members. Issues for focus would depend on topical activities within the Council and the area but would also be taken from agenda items put forward by members of the public.

**DECISION
NOTED**

COMMUNITY PLANNING AND AREA FORUMS

8. Continuing on the theme of community planning, Senior Consultant, Douglas Scott, was in attendance to give a presentation on the revised arrangements and the role of Area Forums in that process. Copies of the presentation were circulated at the meeting for reference. Mr Scott explained that there was a new emphasis on Community Planning from the Scottish Government and COSLA, the published "Statement of Ambition" having clear expectations for Community Planning Partnerships. In order to address the challenges, every local authority was exploring ways to work and Scottish Borders Council were preparing clear principles for moving forward, including emphasis on cross-cutting themes with elected Member involvement. The presentation summarised the background to the evidence based approach and set out the external context, the results of the most recent Household Survey, a strategic assessment and the findings of the Christie Commission which proposed that public service organisations should work to extend and deepen a local partnership approach. This culminated in a suggested strategic objective for the Borders which was:-
"to work in partnership with other key public, voluntary and private bodies together with communities and businesses, to maintain and improve the quality of life and meet the needs of Borders residents and their communities through the delivery of high quality public services, projects, advocacy and other actions".
The strategic objective had been divided into four themes, namely: Early Intervention and Prevention; Place and Communities; Economy and Infrastructure; and future Model of Public Service Delivery for the Scottish Borders. Within the theme of Place and Communities the priorities were Whole Town Programmes; Community Safety; Community Resilience; Engagement and Development; and Cultural Services.
9. The presentation went on to detail the demographics of the Teviot and Liddesdale Area and the particular challenges faced within the area, illustrated by comparisons with average figures from the Scottish Borders and Scotland. There followed a discussion on the priorities for future discussion and for attention at future meetings of the Teviot and Liddesdale Area Forum. One issue raised related to carers and the support needed for the growing number of carers in the area. In this respect there was agreement that it would be useful to have information about the work being carried out under the theme 'Early Intervention and Prevention', for example the proposals for the integration of health and social care services. It was stressed that the aim would be to engage with communities through the Area Forum and address areas of uncertainty before these became major issues of concern. The Chairman commented on the opportunities presented by the new arrangements in respect of the Area Forum and thanked Jenny Wilkinson and Douglas Scott for their attendance.

**DECISION
NOTED the presentation.**

OPEN QUESTIONS

10. There were no questions from members of the public.

COMMUNITY COUNCIL SPOTLIGHT

11. Mr Robson, from Upper Teviotdale and Borthwick Water, referred to concern expressed in his locality over the frequency of road closures with little apparent co-ordination. This often resulted in the diversion of heavy traffic onto minor roads. He also thought there had been insufficient notification about closures of bridges which were being carried out due to a series

of bridge inspections in the Borders area and that the timing of the closures was not logical in some cases.

12. Mr Knight, from Burnfoot Community Council, advised that there had been one meeting since the summer break. He was pleased to report that the site of the old abattoir had been tidied up and fenced off. A "cold-calling" free zone had been piloted in the Burnfoot area and was being taken forward. Work had been carried out in front of the school to prevent parking on the grass and new barriers had been erected. The AGM of the Community Council was scheduled for 17 October and there were plans to discuss a winter resilience plan. Councillor Marshall added that £5k had been set aside for drainage work on Burnfoot Road.
13. Mr Brydon, representing Hawick Community Council, explained that work was being carried out on a programme to replace and upgrade the Christmas lights for the town, to improve the display and conform with new regulations. With regard to the Bill McLaren Memorial project he reported that estimates had now been received for the bust.

DECISION

NOTED the reports.

URGENT BUSINESS

Under Section 50B(4)(b) of the Local Government (Scotland) Act 1973, the Chairman was of the opinion that the item dealt with in the following paragraph should be considered at the meeting as a matter of urgency, in view of the need to keep Members informed.

SB WARDENS REPORT

14. There was circulated at the meeting a report covering the work of the SB Warden in the area over the months of August, September and October. There had been dealt with: 2 incidents of environmental damage; 21 complaints about dog fouling; 12 incidents of anti social behaviour and 9 of dumping rubbish. The wardens had witnessed a total of 170 dog walkers picking up after their dogs and issued 1 fixed penalty notice in the Hawick area.

DECISION

NOTED the SB Warden's report.

DATE OF NEXT MEETING

15. The next meeting would be held on Tuesday, 20 November 2012 in the Lesser Hall, High Street, Hawick, when the Area Forum would be formally launched.

The meeting concluded at 8 pm.

SB LOCAL SMALL SCHEMES and CAPITAL & REVENUE WORKS

Report by Director of Environment & Infrastructure

TEVIOT & LIDDESDALE AREA FORUM

20 NOVEMBER 2012

1 PURPOSE AND SUMMARY

- 1.1 **This report seeks approval for the proposed new SB Local small schemes from the Area Forum and to up-date the Forum on Roads Capital & Revenue works and previously approved SB Local Small Schemes.**
- 1.2 **The following schemes have been requested for consideration by the Teviot and Liddesdale members:- up-grade Market Cross, Wilton Lodge Park, Hawick, replace the old rose bed at O’Connell St, Car park, Hawick & provide new play equipment, Miller’s Knowe, Hawick.**

2 RECOMMENDATIONS

- 2.1 I recommend that the Teviot & Liddesdale Area Forum approves the following new SB Local Small Schemes for implementation.

(a) Up-grade Market Cross, Wilton Lodge Park	£1,000
(b) Replace old rose bed at O’Connell St Car Park with either	
(i) Tegular Blockwork	£8,805
(ii) Low Maintenance Shrubs	£1,430
(c) New Play Equipment, Springer, Miller’s Knowe	£900

3 BACKGROUND

- 3.1 Elected Members, Community Councils and the public can request potential small schemes or work to be undertaken by the SB Local squads by contacting the SB Local Area Manager direct. SB Local is contactable via the new Scottish Borders Council telephone number 0300 100 1800, e-mail address – sblocal@scotborders.gov.uk or by writing to Environment and Infrastructure, Council HQ, Newtown St. Boswells, Melrose TD6 0SA.

The following schemes have been requested for consideration via these routes to enhance the Teviot & Liddesdale Area:-

Up-grade Market Cross, Wilton Lodge Park, Hawick (£1,000). This enhancement involves the removal of plants etc. from the area adjacent to the museum and replacing with hard landscaping and the provision of a seat. This request was made by the 1514 Club.

Replace Old Rose Bed at O'Connell St. Car park with either tegula blockwork (£8,805) or low maintenance shrubs (£1,430). Poor quality roses occupy the existing bed at present which is frequently being used as a shortcut route by members of the public. The installation of tegula blockwork or low maintenance shrubs providing a dense, close knitted formation would enhance this area. This request has been put forward by 'Hawick in Bloom'.

New Play Equipment, Springer, Miller's Knowe (£900). The provision of this 'springer' equipment would enhance this play area and cater more specifically for the younger age group. This request was raised by the Local Ward Councillors.

- 3.2 Works will be scheduled to meet specific area needs, local timetables and to maximise the overall efficiency of the works programme.

4 IMPLICATIONS

4.1 Financial

A budget of £34,702 is available through SB Local for small schemes in the Teviot and Liddesdale area in 2012/13.

Appendices A, B & C list up-dates on SB Local small schemes and Roads Capital & Revenue works.

4.2 Risk and Mitigations

If the SB Local small schemes budget is not spent, the local area will not benefit from improvement works being carried out.

4.3 Equalities

The proposals within this report will not have an adverse impact on any of the equality groups - race, disability, age, sexual orientation or religion/belief.

4.4 Acting Sustainably

It is anticipated that there will be a variety of economic, social or environmental benefits arising from the proposed schemes in para 2.1.

4.5 **Carbon Management**

There are no significant effects anticipated on carbon emissions to the Council by doing or not doing what is proposed.

4.6 **Changes to Scheme of Administration or Scheme of Delegation**

There are no changes which are required to either the Scheme of Administration or the Scheme of Delegation as a result of the proposals in this report.

5 **CONSULTATION**

- 5.1 The Chief Financial Officer, Head of Legal and Democratic Services, the Clerk to the Council and Head of Audit & Risk have been consulted and their comments have been incorporated into the report.

Approved by

Director of Environment and Infrastructure

Signature

Author(s)

Name	Designation and Contact Number
Craig Blackie	SB Local Area Manager (Eildon) 01835 824000 Ext 8036

Background Papers: None

Previous Minute Reference: None

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jacqueline Whitelaw can also give information on other language translations as well as providing additional copies.

Contact us at Jacqueline Whitelaw, Environment and Infrastructure, Scottish Borders Council, Council Headquarters, Newtown St Boswells, Melrose, TD6 0SA, Tel 01835 825431, Fax 01835 825071, email eittranslationrequest@scotborders.gov.uk.

TEVIOT AND LIDDESDALE AREA
SB LOCAL SMALL SCHEMES

Location	Work Description	Status ¹	Price	Available Budget	Comments
Total Budget available for SB Local Small Schemes				£34,702	
Miller's Knowe, Hawick	Infill treads on steps	Complete	£260	£34,442	
The Mote, Hawick	Cut high level grass	Complete	£400	£34,042	
St. Mary's Church, Hawick	Remedial works to wall (Joint)	Complete	£4,690	£29,352	
Ivanhoe Terr & Hillend Drive, Hawick	Remove old handrail	Complete	£280	£29,072	
Play Area, Strirches, Hawick	Install new multi-play (joint)	Complete	£2,250	£26,822	
Main St, Denholm	Re-paint railing	Complete	£1,450	£25,372	
Drumlanrig Square, Hawick	Install 4 No. dropped kerbs	Complete	£650	£24,722	
Wilton Lodge Park, Hawick	Up-grade area at Market Cross	Design Stage	£1,000	£23,722	Ring-fenced
Remaining Balance for SB Local Small Schemes				£23,722	

Status¹
 Design Process- Scheme/project being prepared for pricing
 Pricing - Scheme/project with contractor for pricing
 Ready for Approval - Scheme/project priced and ready to go to Area Committee for approval
 Approved by AC - Scheme/project approved by Area Committee
 With Contractor - Scheme/project with contractor for completion
 Complete - Scheme/project complete

Location	Description	Estimate	Final Cost	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
DH50/3 Earl Street, Hawick	Carrageway Surfacing	£50,000													
DH106/3 Mansfield Gardens, Hawick	Carrageway Surfacing	£30,000													
A6088 Hawick Carter Bar	Carriageway Patching	£7,000			Comp										
B6357 Riccarton Farm - Slaity Brae	Carriageway Patching	£35,000								Comp	Ongoing				
B6357 Meerburn - Sandholm Bridge	Carriageway Patching	£35,000						Comp	Comp						
B6359 Burnfoot - Newlands	Carriageway Patching	£7,000			Comp	Comp									
B6405 Denholm - Hassendean	Carriageway Patching	£5,000			Comp										
C34 Saughtree - Border	Carriageway Patching	£12,000									Comp				
D65/3 Bonchester - Hallrule	Carriageway Patching	£6,000			Comp										
Teviot & Liddesdale Area - Various*	Rhino Patching	On hold													
Teviot & Liddesdale Area - Various*	Nuphalt patching	£15,700				Comp	Comp	Comp							
Teviot & Liddesdale Area - Various	Jet Patching	£35,325		Comp	Comp	Comp	Comp	Comp	Comp	Comp					
DH51/3 Eildon Road, Hawick	Slurry Seal Footways	£4,000							Comp						
DH78/3 Howdenbank, Hawick	Slurry Seal Footways	£1,500							Comp						
DH205/3 Guthrie Drive, Hawick	Slurry Seal Footways	Deferred													
DH197/3 Deloraine Court, Hawick	Slurry Seal Footways	Deferred													
DH183/3 Wilton Park Road, Hawick	Footway Reconstruction	£9,000					Comp								
C134/3 North Bridge Street, Hawick	Footway Reconstruction	£16,000								Comp	Ongoing				
B6357 Douglas Square, Newcastleton	Footway Reconstruction	£9,000						Comp	Comp						
DH44/3 Douglas Road, Hawick	Footway Reconstruction	£5,000													
DH124/3 Noble Place, Hawick	Footway Reconstruction	£2,500					Comp								
DH113/3 Minto Place, Hawick	Footway Reconstruction	£5,000													
A6088 Bonchester Brae	Drainage	£5,000									Ongoing				
B6357 Gillside Cottage	Drainage	£1,800					Comp								
B711 Borthwick View	Drainage	£1,000													
B711 Borthaugh Cottages	Drainage	£7,000													
D17/3 East of Cavers	Drainage	Deferred													
DH19/3 Burnfoot Road, Hawick	Drainage	£5,000													
A698 Tower Burn	Masonry Repairs	£50,000					Comp	Comp	Comp						
B711 Martins Bridge	Strengthening works	Deferred													
B6357 Gillside	Culvert Extension	£35,000		Comp	Comp										
B6357 Murderdean Sike	Invert Scour Repairs	£15,000			Comp	Comp									
D22-3 Stobs	Masonry Repairs	£40,000						Comp	Comp						
B6357 Wane Cleuch	Masonry Repairs	£40,000													
B6359 Hassendean	Invert Repairs	£5,000													
D29-3 Bowanhill	Parapet Replacement	£25,000													
DH38/3 Chay Blyth Place, Hawick	Street lighting works	£45,000		Comp	Comp	Comp									
DH18/3 Buccleuch Terrace, Hawick	Street lighting works	£18,000					Comp	Comp							
DH24/3 Braid Road, Hawick	Wall repairs	£15,000							Comp	Comp					
DH81/3 Hamilton Road, Hawick	Wall repairs	£20,000					Comp	Comp							

*See appendix C for individual streets

TOTAL **£617,825**

Programme of Cut out, Rhino and Nuphalt patching - Teviot & Liddesdale Area

Cut out patching

Town	Street	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Hawick	DH139/3 Rosebank Road												
Hawick	DH47/3 Duke Street												
Hawick	DH51/3 Eildon Road												

Rhino patching

Town	Street	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Hawick	DH139/3 Rosebank Road												
Hawick	DH156/3 Stirches Road												
Hawick	A698 Weensland Road												
Hawick	DH78/3 Howdenbank												
Hawick	DH80/3 Hazelwood Road												

Nuphalt patching

Town	Street	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Hawick	DH161/3 Twirlees Terrace				Comp								
Hawick	DH97/3 Lochart Place				Comp								
Hawick	DH133/3 Park Street				Comp								
Hawick	DH15/3 Brougham Place				Comp								
Hawick	DH208/3 Roxburgh Drive					Comp							
Hawick	DH205/3 Guthrie Drive					Comp							
Newcastleton	D53/3 Houghton Park				Comp								
Newcastleton	D41/3 Henry Street					Comp							
Newcastleton	D55/3 Oliver Place					Comp							
Newcastleton	D42/3 Whitcheater Lane					Comp							
Newcastleton	D48/3 Walter Street					Comp							
Denholm	D78/3 Douglas Drive					Comp							

Hawick Campervan Welcome

**Year 1 Pilot Project 2012
Monitoring and Evaluation Report**

October 2012

**Jack Yallop
Chairman
HWI**

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1. Background

The Hawick Campervan Welcome initiative generated from tourists arriving in Hawick Common Haugh car park in Campervans looking for facilities to stay one or two nights to stop shop and explore in Hawick.

Consultation/discussions took place during 2011/12 in connection with the practicalities of putting together a formal plan for 2012/13. The following bodies were consulted and it was agreed at the Teviot & Liddesdale Area Committee that a pilot project over 2 years 2012/13 commence offering free overnight limited stays.

Glossary of terms:

Teviot & Liddesdale Area Committee
SBC Planning & Economic Development
SBC Councillors
Hawick Provost
Events Scotland
Campervan Scotland
Hawick Welcome Initiative
British Caravanners Club Scotland

2. 1st Year Pilot Project Delivery

a. Progress to date

Hawick Welcome Initiative are encouraged by the interest of campervan users during the 2012 season and look forward to continuing the pilot project in 2013.

The season was slow to start due in the main to the following:

- 1) Delay in designated painted areas due to Planning Permission
- 2) Inadequate signage and advertising of facility

Awareness of the project did increase after UK Motorhomes Net put an article on their website regarding the free overnight facility:

“Hawick has the first official stopover in Scotland (22/5/12)

Hawick in the Scottish Borders, has dedicated spaces in one of it's car parks for campervans to stay overnight. This is a 2 year trial which, if successful, will be made permanent. There are toilets and fresh water available.

The scheme operates from Easter to the end of September, stays are limited to one night and are free. It is not possible to stay on Friday nights because there is a Saturday market. Campervans will also not be able to stay in a 2 week period at the beginning of June each year because the site is used for a 2 week fair. It was instigated by the Hawick Welcome Initiative”

Testimonial from UK Motorhome website user

“Hawick (Scottish Borders) is the greatest. We were welcomed at the car park by a lady from the Local Authority telling us that they encouraged overnight parking of vans free of charge, with excellent bays right by the river. Available any night except Fridays and the first 2 weeks of June as there are major events in town. There is even a leaflet entitled Hawick Campervan Welcome. This must be the first time we have ever felt welcome in any car park anywhere. It is usually indifferent or hostile. Deserves to be publicised to help the economy. ”.

b. Statistics

Weekly usage of overnight campervans stays

Week Commencing	20/4/2012	3
	27/4/2012	1
	04/05/2012	6
	11/05/2012	2
	17/05/2012	2
	24/05/2012	4
Closed 2 weeks	Common Riding	
	22/06/2012	9
	29/06/2012	5
	06/07/2012	4
	13/07/2012	7
	20/07/2012	10
	27/07/2012	14
	04/08/2012	11
	10/08/2012	8
	17/08/2012	11
	24/08/2012	21
	31/08/2012	14
	7/09/2012	10
	14/09/2012	10
	21/09/2012	3
Total		155

These figures are for campervan users who stayed overnight and were welcomed by the Hawick Hosts. Figures do not include campervan users who parked during the day and moved on.

c. Benefits - Local Spend

Several comments were made on local spending during visit. On average an estimate of £50 per campervan per stay= £7750.

3. Service Delivery

The project was managed/supported by the four Hawick Hosts. There has been a steady flow of testimonials via email and from feedback on the Hawick Welcome Initiative questionnaire.

A snapshot of some good feedback:

a) Questionnaires

- 1) *Steve and Debbie Ancell – Portslade – “appreciated the friendly welcome. Spent £250 during our stay “Brilliant Hawick”.*
- 2) *John Bruce – Roker “thank you for letting us stay. Hawick Sings in Burns Club most enjoyable”.*
- 3) *French family – St Julians France – Enjoyed Hawick will come again.*
- 4) *Graham Russell – Edinburgh – Spent £69.78 (in local shops).*
- 5) *Les Symonds – North Wales. Enjoyed Hawick Sings and will visit again.*

b) Emails

6) **Thomas (Switzerland)**

“I am sitting in my motorhome in your campground integrated in the big parking in the idle of your town. It is my need to tell you that I am not used to getting so warmly welcomed to a town like yours.

I had not levelled by RV as Jake came, welcomed me and gave me a prospective of your town. Once installed I recognised that I even have a free of charge hot spot which is always something important on a trip. I could work “at home” and do all the homework, answering letters, making payments etc.

Jack asked if I had a quiet night, and indeed it was very quiet I stay now one day more in your beautiful town.

I am not used for such a noble service in England, France and Italy is much more alert for campers. I am by the way from Switzerland where we do have very much campers as the weather is more like yours.

One little thing what is a big thing for us campers would be electricity”

7) **Terry and Cynthia (Dorset)**

“We drive a campervan and were welcomed by Vicki at one of your car parks. She explained the facilities available in a most helpful and friendly way. An excellent ambassador for the town.

We congratulate you on the Hawick Campervan Welcome initiative and will do our best to publicise it. This must be the first time we have ever felt welcome in a town car park. We are often met with indifference or even hostility. We frequently encounter height barriers, we tend to move on to spend our money elsewhere.

4. Complaints

The Hawick Hosts monitored the project daily to ensure the campervan users were satisfied with the service. The following is feedback from a couple of complaints and one from the Saturday Market Provider.

1) Meiklejohn – Kilmacolm

“Boy racers went on till late. Stopped and played very loud music and started kicking a ball about. Reported this but will visit Hawick again. “

2) *An anonymous campervan user complained to Visit Scotland about feeling unsafe with the boy racers. This was emailed to HWI secretary and forwarded to the Community Police - action has been taken and it is hopeful that this will not occur in 2013.*

3) *Email received from SBC Estate Management following a complaint about some campervans parking on Friday nights and refusing to move early Saturday mornings.*

Hawick Welcome Initiative looked into this problem and as a result our signs were removed and will be altered for 2013 incorporating the No parking on Friday evenings. No amendment was required on the website and advertising material. An apology has subsequently been sent to SBC for the market site operator.

5. Conclusion

The following points have been raised by campervan users which will require to be discussed for the Pilot Project 2013.

- 1) Electricity – in most overnight sites in France charge 1 euro per night also 1 euro for water.
- 2) Waste Disposal
- 3) Toilets

It is Hawick Welcome Initiative's intention to plan and implement a new website which will incorporate a Campervan link. This campervan project will also feature in the 2013 Hawick Welcome Brochure which will be available from Easter 2013.

To conclude, the service has been deemed a success as a pilot and has huge potential to increase tourism awareness of Hawick Town, its facilities and a boost to the economy. However funding will be required to manage and support the project and increase awareness through additional marketing and improved publicity and project management.