

East Haven Visitor Management Strategy 2021



EAST HAVEN, ANGUS

East Haven welcomes visitors and encourages people to enjoy everything the beautiful Angus coastline has to offer. National Cycle Network 1 connects communities along the Angus Coast and provides people of all ages, abilities and backgrounds the opportunity to access the outdoors. East Haven is a small coastal village comprising 53 properties. There is one car park in the village which quickly exceeds capacity. A section of dunes (1.14ha) is a designated site of Special Scientific Interest (site 594). In 2020 visitor numbers were unprecedented resulting in a number of pressures and challenges. This visitor management strategy has been developed by East Haven Together in collaboration with Angus Council and other community groups. The aim of the plan is to minimise some of the pressures experienced in 2020 and improve the visitor experience. Actions and interventions have been considered around the three themes of Engagement and Information, Infrastructure and Services and Enforcement.

ENGAGEMENT and INFORMATION

EDUCATION	<ul style="list-style-type: none"> • A new web-site www.easthavenangus.com was launched in February 2021. The home page includes a section called 'Visiting East Haven, What We Do and What We Need You to Do'. This provides information about the work residents are undertaking to improve the visitor experience and promotes a 'Rights and Responsibilities' approach.
SOCIAL MEDIA	<ul style="list-style-type: none"> • The Scottish Outdoor Access Code is downloadable from the site. We will hold pop up information sessions promoting the code
POSITIVE ENGAGEMENT	<ul style="list-style-type: none"> • An audit of signage in the village has been undertaken. Some signs have been removed and new signs will be installed to 'nudge' individual behaviours.
WORKING WITH PARTNERS	<ul style="list-style-type: none"> • A new sign at Long Row has been installed to protect resident's privacy. • A consistent and positive approach will be applied to social media messaging. • We will work with NatureScot, Zero Waste Scotland, Keep Scotland Beautiful and VisitScotland to promote national educational messaging. We will raise awareness of key themes within the Scottish Outdoor Access code. • Residents will participate in the Beautiful Scotland Award sending out a strong message of pride in place. • Residents will wear community volunteer tabards when out litter picking. They will positively engage with members of the public but will not engage with people who appear to have been drinking or using substances.

INFRASTRUCTURE AND SERVICES

<p>TRAFFIC MANAGEMENT</p>	<ul style="list-style-type: none"> • People are encouraged to walk or cycle to the village. New signage will be installed to direct car drivers to the car park and maintain access points. Cycle racks are installed in the car park.
<p>PARKING</p>	<ul style="list-style-type: none"> • The speed limit on both approach roads to East Haven (C61) has been decreased to 20mph. Some restrictions will be trialled on the C61 to maintain public safety. • Multiple potholes in the village square will be repaired sometime in April 2021. • Double yellow lines to be installed to maintain access under the railway underpass to the seaward side of the bridge. Official bus box road markings will be laid at the bus stop in an attempt to ensure access for the bus. • New sign to be erected to discourage cars driving up the coastal path. Also the sign at the head of the boat launching area to be moved further down the post to bring it in line with drivers vision. If cars get stuck on the beach it is not possible to get breakdown vehicles under 2m bridge or across railway line and therefore residents have to pull vehicles off the beach.
<p>LITTER</p>	<ul style="list-style-type: none"> • Litter Share Stations and Dog Share stations to be kept well stocked. • EHT is a KSB Litter hub and Turn the Plastic Tide, Take 4 for the Shore hub. • Waste Management Services and Residents will do their utmost to maintain capacity within the bins in the picnic area to enable people to deposit their litter. • The Great Angus Beach Clean will be held on 28th, 29th and 30th May 2021 and in September 2021. • Daily litter picking across the entire area and beach will be carried out by residents
<p>TOILETS</p>	<ul style="list-style-type: none"> • Following the worst of the frosts (East Haven Public Toilets have no electricity or heating) residents opened up the public toilets on 5th March 2021 and weather permitting they will remain open until the end of November 2021. Residents clean and manage the public toilets on a rota system. Enhanced cleaning regimes are in place during the pandemic. • Angus Council have installed a 'No Overnight Stays' sign in Beach Car Park'. East Haven has no rural infrastructure in place to support visiting campers or motorhomes for overnight stays. Half the village remain on septic tanks and the public toilets drain into a single pump station which can't cope with motorhome chemical toilet waste.

INFRASTRUCTURE AND SERVICES

WATER SAFETY	<ul style="list-style-type: none"> • East Haven Together will purchase a Lifebuoy in April 2021 from grant money provided by the Co-op. This will provide safety equipment to support the massive increase in water sports and wild swimming.
BEACH STANDARDS	<ul style="list-style-type: none"> • East Haven Together will participate in the Keep Scotland Beautiful Beach Award scheme which drives up standards on Scottish beaches. We will work to achieve high standards across all 30 criteria
EMERGENCY SERVICES	<ul style="list-style-type: none"> • East Haven Together will support the emergency services as required to access any incidents on the beach or coastal path between Carnoustie and Arbroath using the ATV. We also maintain a village defibrillator and Village Emergency Telephone scheme (VETS).
PROTECTION OF FRAGILE DUNES	<ul style="list-style-type: none"> • New section of railing to be installed by residents to protect one area of the dunes from human erosion. If we manage to obtain further funding we will also install board walks. Residents grew hundreds of Marram and Lyme Grasses from seed which were planted out in 2020 to protect and conserve eroded areas. • The BBQ plates on the public picnic tables remain in good condition • Encourage people to follow the Outdoor Access Code. <ul style="list-style-type: none"> - Light any fires or BBQs well away from the dunes - Not to bury hot coals which might burn children's/pets feet as they remain seriously hot for hours when buried. • Conservation signs to remain in place on the dunes as this supports the enforcement of no fires on the dunes under the terms of the Scottish Outdoor Access Code.

ENFORCEMENT

SCOTTISH OUTDOOR ACCESS CODE

- Residents will be encouraged to engage positively with visitors and promote Scotland's Outdoor Access Code. We will also provide a booklet to residents highlighting where to report concerns/ incidents or breaches of the Code.

TRAFFIC OFFENCES

- Community Enforcement Officers to visit East Haven periodically over the season to enforce parking regulations. They can also issue littering FPNs if they observe littering whilst in the location.

ENVIRONMENTAL PROTECTION ACT

- East Haven Together and the Lunan Bay Community Partnership have collaborated on an offer/initiative to support Angus Council Community Wardens and Police Scotland to reduce serious incidents and use their resources efficiently and effectively. We would also like to work together on a community partnership initiative to identify individuals and groups responsible for serious fly-tipping/waste disposal, e.g dirty campers.