

Melby Pier, Toilets & Car Park

Options Appraisal, Feasibility Study & Business Plan



Alan Jones Associates

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1 Table of Contents

1	TABLE OF CONTENTS.....	2
2	EXECUTIVE SUMMARY & RECOMMENDATIONS	1
3	INTRODUCTION & BACKGROUND	3
3.1	PROJECT BACKGROUND.....	3
3.2	SANDNESS COMMUNITY DEVELOPMENT (SCD)	3
3.3	AIMS & OBJECTIVES.....	3
4	MELBY PIER.....	4
4.1	BACKGROUND/CONTEXT.....	4
4.2	SUMMARY OF OWNERSHIP	5
4.3	SITE ASSESSMENT	7
5	MARKET ASSESSMENT – LOCAL AREA ASSESSMENT	8
5.1	DEMOGRAPHICS	8
5.2	SCOTTISH INDEX OF MULTIPLE DEPRIVATION (SIMD)	8
5.3	RURAL DEPRIVATION	9
6	MARKET ASSESSMENT – TOURISM	10
6.1	LOCAL AUTHORITY TOURIST DATA.....	10
6.2	KEY TOURISM STRATEGIES	10
6.3	VISITSCOTLAND TRENDS IN SCOTTISH TOURISM.....	11
7	MARKET ASSESSMENT - COMPETITION & DISPLACEMENT.....	12
8	CONSULTATION & ENGAGEMENT	12
8.1	WHO WAS CONSULTED & HOW.....	13
8.2	SUMMARY OF ENGAGEMENT FINDINGS.....	13
8.3	CONCLUSION OF FINDINGS	14
8.4	STAKEHOLDER ENGAGEMENT	15
8.5	FURTHER SUPPORT	16
9	PROFESSIONAL & TECHNICAL REPORTS	16
9.1	DEARLE & HENDERSON ASBESTOS SURVEY (2021)	16
9.2	TECHNICAL ASSESSMENT – ARCH HENDERSON	16
9.3	VALUATION – L A SIMPSON	17
10	OPTIONS APPRAISALS.....	17
10.1	GOVERNANCE	17
10.2	ROUTES TO OWNERSHIP	18
10.3	DEVELOPMENT OPTIONS.....	19
11	CONSIDERATION OF INVESTMENT OPTIONS	22
11.1	TOILETS, SHOWERS, LAUNDRY & VENDING	22
11.2	THE PIER.....	25
11.3	CAMPERVAN HOOKUP & SERVICES.....	26
11.4	CAR PARK IMPROVEMENTS & EV CHARGING.....	29
12	MANAGEMENT & OPERATIONAL CONSIDERATIONS	31
12.1	MANAGEMENT	31
12.2	INSURANCES AND LIABILITY.....	32
12.3	MANAGEMENT & OPERATIONS	32
12.4	SEASONALITY	32

13	FINANCIAL ASSESSMENT.....	33
13.1	PROPOSED PRICING STRUCTURE	33
13.2	INCOME ASSUMPTIONS.....	33
13.3	EXPENDITURE ASSUMPTIONS	34
13.4	SUMMARY OF FINANCIAL VIABILITY	35
13.5	FIVE YEAR PROJECTIONS	36
14	CAPITAL COSTS.....	36
15	FUNDING SOURCES.....	37
15.1	ACQUISITION FUNDING.....	38
15.2	POST ACQUISITION DEVELOPMENT FUNDING	38
16	BENEFIT ASSESSMENT.....	40
16.1	COMMUNITY BENEFITS	40
16.2	HEALTH BENEFITS	41
16.3	ECONOMIC BENEFITS.....	41
16.4	ENVIRONMENTAL BENEFITS	41
17	PROJECT RISK ASSESSMENT	43
17.1	RISK REGISTER – PROJECT DELIVERY	43
17.2	LIABILITY ASSESSMENT.....	46
18	MARKETING STRATEGY	53
18.1	OVERVIEW	53
18.2	COMMUNICATION AND PROMOTION STRATEGY	53
19	POST ACQUISITION TASKS.....	54
20	RECOMMENDATIONS.....	54
21	APPENDICES	55
21.1	APPENDIX ONE: TITLE DEED – SHETLAND ISLANDS COUNCIL	55
21.2	APPENDIX TWO: ENGAGEMENT REPORT	56
21.3	APPENDIX THREE: LETTERS OF SUPPORT.....	61
21.4	APPENDIX FOUR: ARCH HENDERSON DRAWINGS	69
21.5	APPENDIX FIVE: BRITISH STANDARDS – TOILET CONSTRUCTION	74

2 Executive Summary & Recommendations

Study Background & Aims

Sandness Community Development (SCD), established in 2011 and formalised as a charity in 2024, promotes community development, rural regeneration and environmental protection while maintaining essential services and organising events.

SCD has appointed Alan Jones Associates to assess the feasibility of transforming Melby Pier and associated buildings into a community-owned asset. By commissioning this feasibility study and business plan, SCD aims to preserve Melby Pier, boost economic opportunities, and foster community cohesion. This initiative is a contribution toward securing Sandness’s future as a sustainable and self-reliant community. In particular, the study looks to address two key questions:

1. To what extent is the acquisition and future management of Melby Pier by the Sandness community feasible – financially and practically?
2. Is Sandness Community Development a credible body to undertake this project on behalf of the community?

The study appraises operating models, sustainable development, environmental impact, required investments, and resources to optimise Melby Pier for community benefit.

Community Led Options

In delivering this work, Alan Jones Associates has worked with local partners to deliver a wide reaching and effective community engagement programme which evidenced strong community support for the acquisition of the site, and helped shape the proposed facilities, services and improvements included – namely:

- Reinstall the existing public toilets with additional facilities - showers etc.
- Physical upgrading and improving the pier structure.
- Physical upgrading and improving the car park surface and markings.
- Provision of overnight camper van parking
- Provision of EV charging points

Summary of Feasibility

The following table summarises the key feasibility from this report, addressing the two key questions above.

Key	Clearly viable and feasible, no notable concerns	Viable and feasible with minor challenges / considerations	Significant concerns or barriers that deem the project less feasible
Site Acquisition – Availability		• Shetland Island Council are a willing seller for the pier, car park and toilets. • Nort Hoose is a willing seller for the relevant parcels of land subject to adequate future management and maintenance. • SCD will need to negotiate the acquisition of the area between the council’s title and the Crown Estate’s jurisdiction – including the relevant sections of both pier and the foreshore – with the Vaila Estate who own the land on which the pier is built.	

Site Acquisition – Fundability		- The valuation has demonstrated a relatively affordable project – circa £5,000 for the full site, plus the legal and conveyancing costs. - These costs are within the scope of the funding available through the Scottish Land Fund.
Site Viability – Development Space		Site concept work by Arch Henderson has provided a range of options demonstrating how the facilities and proposed developments could fit on the site.
Community Support		The wide-reaching engagement suggests strong support for community ownership of the site, and for community focused developments including those outlined in this report.
Capital Costs & Funding		- The review of capital funding opportunities has identified sufficient funding, albeit with the requirement of a high success rate. - This is likely to be the most significant challenge in delivering this project, particularly in securing adequate capital funding for the post acquisition development. - An option to phase elements of the work may address this challenge.
Management and Operational Considerations		This study and the supporting Skills Audit has demonstrated that SCD is well placed to lead this project, and undertake the subsequent management and operation of the site. Notwithstanding this a number of additional services and skills may require to be contracted on an as-needed short-term basis.
Financial Viability (Income & Expenditure)		This study included an assessment of potential income and expenditure that demonstrates a viable project, albeit with a modest operating margin.

Recommendations

In conclusion, the above summary lists no significant challenges that would deem the project to be unviable or unfeasible. This report recommends progressing this project, whilst taking cognisance of the following considerations:

- SCD progress as the lead body for developing this project noting the findings of the skills audit, identifying the relevant professional short-term support as and when required.
- SCD further engage Shetland Islands Council with a view to clarify the purchase price and any associated conditions.
- SCD should progress with a Stage 2 Scottish Land Fund Application, seeking capital funding for the acquisition of the site as detailed in this report.
- SCD commission a full structural survey of the toilet block.
- It is recommended that, as part of the above Stage 2 SLF capital cost application, SCD also request funding for ongoing revenue support, including project management and potential further stakeholder engagement.
- It is recommended that SCD secure the required match capital funding to cover the acquisition costs, as well as legal and conveyancing costs.
- Subject to acquisition of the site, it is recommended that SCD progress as outlined in the project plan detailed in section 19 (Post Acquisition Tasks).
- Due to limited capital grants being available, it is recommended that SCD may require to deliver the project in two or three smaller phases. These would be determined by the level of funding available, and the key objectives set out by the funders. Consideration may also be given to prioritising the elements of the work that would generate regular income.

3 Introduction & Background

3.1 Project Background

Sandness is a headland and district located on the western side of Shetland Mainland. This small, dispersed community has around 160 residents and spans an area of 9.5 square kilometres. The area lacks a shop or pub, with the community hall serving as its central gathering point.

The aim of this commission is to assist Sandness Community Development (SCD) in producing a feasibility study and business plan for Melby Pier to assess its viability as a community owned asset.

The primary areas of investigation were:

- *Developing and adapting the assets in the best way to meet the aspirations of the community*
- *Explore operating models and viable alternatives.*
- *The most sustainable, long-term use of the assets that impacts most favourably and is welcomed by the community and is environmentally friendly.*
- *What financial investment is needed to develop and maintain the asset and sustain its future use?*
- *What personnel commitment is needed to develop and maintain the asset and sustain its future use?*

3.2 Sandness Community Development (SCD)

Sandness Community Development Group (SCDG) was established by residents in 2011 with the aim “to support residents, non-resident home- owners and workers to build a safe, strong, sustainable, self-reliant community, for the benefit of all.” In 2023 it became incorporated under the title ‘Sandness Community Development Ltd’ (SCD) with an initial membership of 30 (19% of the total population).

During 2024 SCD secured charitable status which enables it to be in the best position to secure additional benefits for Sandness and its community. The following ‘Objects’ for the organisation have been adopted:

- The advancement of community development (including the advancement of rural regeneration) principally within the Community of Sandness, Shetland, alone, or in conjunction with others, to nurture a safe, strong, sustainable community for the benefit of all
- the advancement of environmental protection or improvement of the Community of Sandness

SCD plays a crucial role in supporting the continuation of services and activities in Sandness. This includes maintaining the Melby toilets, coordinating the local Voar Redd Up, funding seasonal events, and responding to emergencies like Covid-19, severe weather, and power outages. Additionally, SCD is well-positioned to pursue community benefits that individuals may not be eligible for, such as acquiring the Collaster phone box, exploring a community fibre partnership, and assessing the feasibility of acquiring Melby Pier.

3.3 Aims & Objectives

Sandness Community Development (SCD) have commissioned Alan Jones Associates to undertake a feasibility study, options appraisal and 5-year business plan exploring the viability and sustainability of Melby Pier and adjacent land (“the assets”). Including the possible acquisition or partnership options for the future management, operation, and maintenance of the pier as a community asset.

This report works around the following key aims:

- To develop an attractive, income generating community asset which will be a benefit to residents and an interest to visitors.
- To maximise the use of the area and to generate income.
- Investigate opportunities relating to visitors parking their caravans and motorhomes.
- Investigate the development of the existing toilet block and adjoining spaces.

In delivering this work, SCD are hoping to:

- Preserve the site for public use and a valuable community asset.
- Increase economic opportunity for community benefit.
- Provide facilities for the variety of users including campers, kayakers, and walkers.
- Present options for potential further development
- Create opportunity for building community cohesion through involvement in a shared project.

4 Melby Pier

4.1 Background/Context

Melby has served as the primary landing point between the island of Papa Stour and Shetland's mainland for centuries. In the 1950s Zetland County Council purchased land from the Vaila Estate to construct a pier, and this was developed in the 1970s when the Shetland Islands Council (SIC) enlarged the pier, created space for parking and constructed toilets and storage buildings. The ferry service to Papa Stour has since been relocated to West Burraferth, leaving Melby Pier no longer under regular local authority use. Despite this, the pier remains a vital link for locals and tourists and is also popular for leisure activities.



In 2022 the council decided to divest itself of assets it no longer required, including Melby Pier. Sandness Community Development (SCD) formally expressed an interest in acquiring the pier and adjacent land on behalf of the community.

The council-owned site encompasses a 300m² hardstanding, a pier, a small toilet block and storage buildings. Associated with the site, also of interest to SCD, is some further land and the foreshore on which the pier sits

which are in the ownership of third parties (see 4.2 for further detail), and subject to discussions separate from those with the council.

The site attracts visitors, campervans and kayakers, and is regularly used by the communities of Sandness and Papa Stour, which offers the potential to create a community asset capable of generating income. In addition to reaching agreement with neighbouring landowners, any development of the site will require improvements to meet SEPA's requirements for sewage discharge (8.4).

Taken together, Melby Pier is a site with diverse ownership, agreement on which will be needed before the site can be fully acquired and developed. SCD wishes to proceed openly and in collaboration with all of the neighbouring owners.

4.2 Summary of Ownership

The overall site under consideration is shown in the image below.



Following research and discussions with the interested parties the following is understood to be the current status of ownership of assets and property associated with Melby Pier in 2024.

- a) Shetland Islands Council: owns the title of the area shown in the SIC title deed included in Appendix One which includes most of the car park, toilet block and associated buildings. The rear wall of the toilet block is within the title and is built against the boundary wall with the North House ('Nort Hoose').

The pier was built by the council, and it is responsible for the whole structure. However, the SIC formal title extends only to the low water mark evidenced in the 1979 disposition. It does not include the foreshore to the low water mark recorded and recognised by the Crown Estate in 2024 (see Crown Estate below), and on which the seaward section of the pier structure is built.

SCD will need to negotiate the acquisition of the full extent of the council's title (see below for assets outwith the SIC title).

- b) Crown Estate: has, in 2024, confirmed its jurisdiction of the seabed up to the newly identified low water mark at the east end of the pier. Since the development of the site in the 1970s the low water mark has moved approximately 5m further east as the result of silting. The Crown Estate has confirmed in writing that it now has no jurisdiction over any part of the pier, or the foreshore on which it is built.

Therefore, SCD is not required to enter any formal agreement for the transfer or use of any property under the jurisdiction of the Crown Estate.

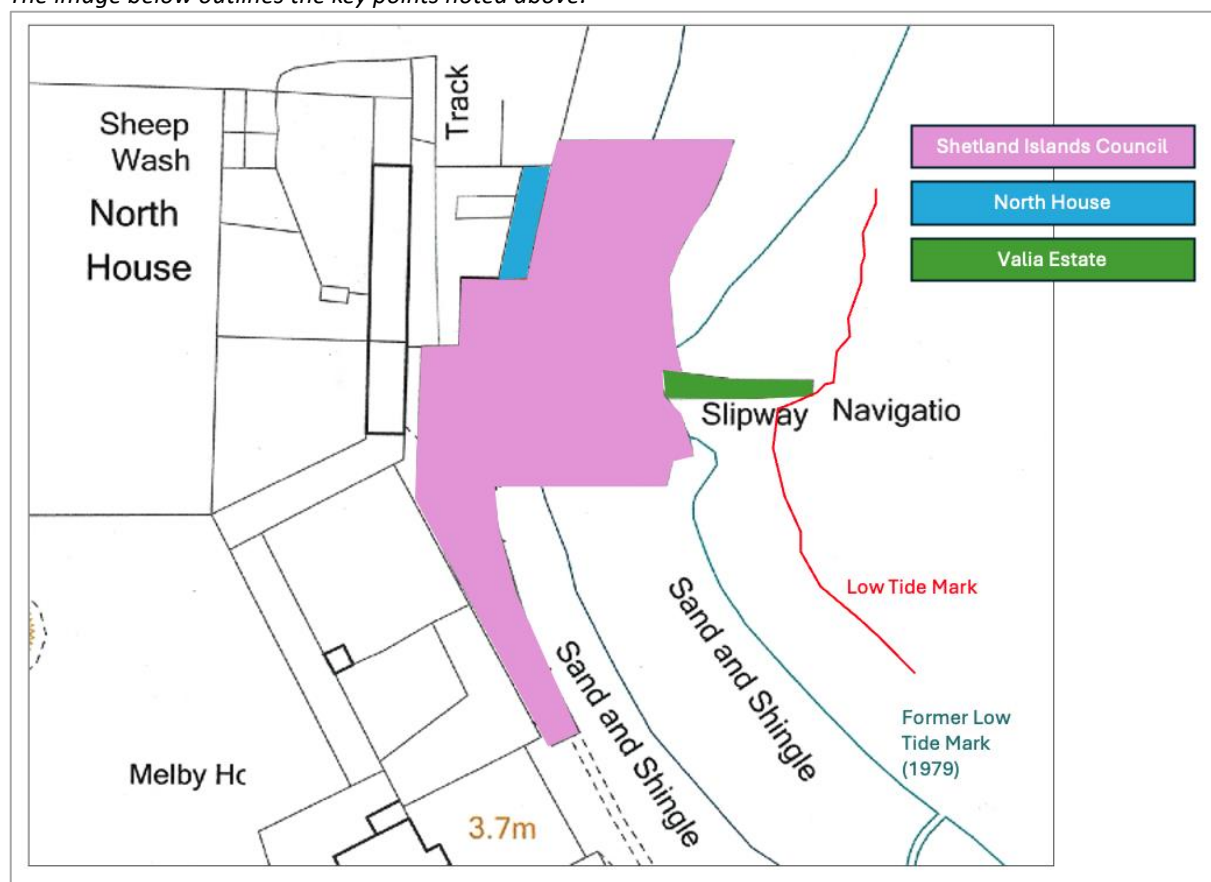
- c) Vaila Estate: The original owner of the land where the Melby Pier is situated. With the migration of the low water mark, the new foreshore between the council's title and the Crown Estate jurisdiction has reverted to the Vaila Estate.

Therefore, SCD will need to negotiate the acquisition of the area between the council's title and the Crown Estate's jurisdiction – including the relevant sections of both pier and the foreshore – with the Vaila Estate.

- d) North House: a small section of the car park (72m²) for which no boundary structure exists is part of the title of North House. The owner has indicated a willingness in principle, to have discussions on the community acquiring this area of land to consolidate the overall Melby site. This may need to include agreement about conditions relating to any boundary walls.

SCD will need to discuss with the owner of North House the potential transfer or acquisition of this area.

The image below outlines the key points noted above:



In summary, to proceed with this project, SCD will need to reach agreement on the acquisition or transfer of title with:

- Shetland Islands Council

- Vaila Estate
- North House, Melby

4.3 Site Assessment

The following images and maps show the current site, pier and associated buildings, noting the approximate measurements. It is noted that this image does not outline landownership boundaries.





5 Market Assessment – Local Area Assessment

5.1 Demographics

Sandness, on Shetland's remote West Side, spans from Huxter to Bousta along the coast north of Sandness Hill. It lies 30 miles from Lerwick, with the nearest facilities seven miles away in Walls, accessible by a single-track road. Despite its isolation, Sandness has unique assets like Shetland's only spinning mill and Transition Turriefield, promoting local food production.

The community is resilient, uniting to tackle challenges like retaining the primary school or supporting the vulnerable. With its own development company, Sandness actively plans its future, driven by local volunteers offering time, skills, and ideas to ensure its growth and vitality.

The village has approximately 160 residents and 75 inhabited houses.

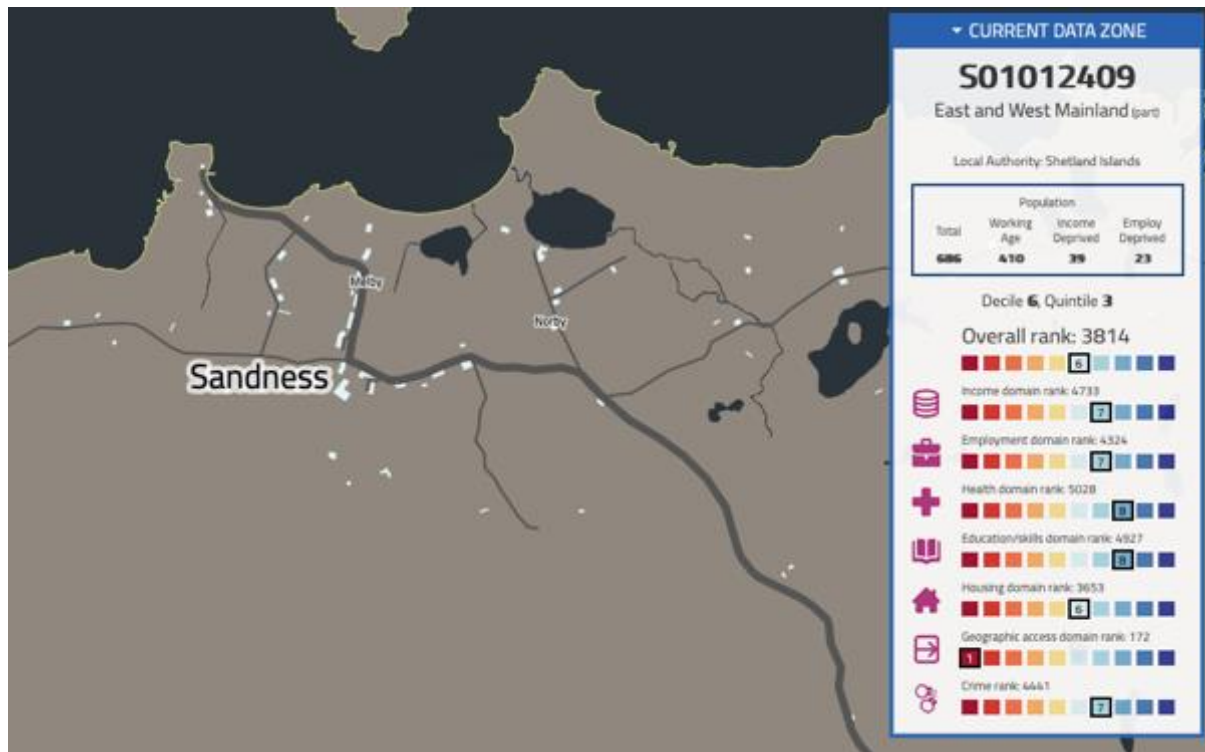
Sandness is famous for its biggest business, Jamieson's, where local Shetland yarn is spun, and looms produce blankets and tweed.

5.2 Scottish Index of Multiple Deprivation (SIMD)

The Scottish Index of Multiple Deprivation (SIMD) is the Government's official tool for assessing smaller population zones (average population 800) with the lowest levels of deprivation in the country. The SIMD is used to focus and inform policies and resources in order to tackle social inequalities in Scotland.

With Sandness being a remote location, the local area is covered by one data zone in the SIMD statistics, as shown in the map and chart above. The statistics show that the local area has limited deprivation, with the exception of geographic access (access to services) where it ranks 172 out of 6,976 datazones in Scotland.

The implications of developing new community facilities – including toilets, laundry and EV charging would be improved community access to services, addressing the deprivation shown for the Geographic Access Index.



5.3 Rural Deprivation

The Scottish Rural Policy Centre (SRUC) published a report entitled Rural Scotland in Focus, which sought to monitor how rural Scotland is changing. It focuses on population trends, the lives of young people, the levels and experiences of poverty and disadvantage and how use of our finite rural land resource is negotiated through planning and other means. With specific reference to the project in Sandness, it is important to consider the aspects of rural inequalities, which, as listed below, create challenges to living that are not experienced by communities within larger urban areas.

Employment Issues and Inequalities

In reviewing employment in rural areas, the SRUC report highlights a significantly larger percentage of those in part time or smaller contract jobs, often with lower hourly rates or salaries than counterparts in urban population centers. Many rural areas have become increasingly reliant on the Tourism Industry, and thus many jobs are seasonal in demand.

Fuel Poverty

Living outside of larger urban areas is likely to increase the costs of goods overall – primarily due to the cost of the supply chain network required. This can be seen in the cost of petrol and diesel with a predominant market of independent providers, unable to offer the prices of larger national outlets. This issue raises a secondary cost to residents, with rural communities relying more on private transport, and often having to travel further for services. Ultimately, for resident's island communities, more fuel is required, and that fuel is often supplied at a higher cost.

Cost of Living

The "Minimum Income Standard for Remote Rural Scotland" report follows from work and research on the Minimum Income Standard for Scotland. Considering the previously noted inequalities in rural living, the report headlines that the cost of food and consumable goods are between 10-50% higher in rural areas, whilst clothing and household goods are between 30-50% higher than in urban areas.

By installing EV charging points on the site, this project may reduce the need for fossil fuel, and address aspects of fuel poverty for local residents.

6 Market Assessment – Tourism

6.1 Local Authority Tourist Data

Shetland visitor surveys capture independent travellers entering Shetland through Holmsgarth Ferry Terminal or Sumburgh Airport, and do not include cruise ship passengers. The last survey was in 2019 and showed that:

- The total number of visitors, ex cruise ship passengers, was 80,128.
- The total spend of these visitors was £35,790,000.
- 51% of visitors were visiting for leisure, 28% for business and 21% to visit friends and relatives.
- Those visiting friends and relatives stayed for the longest, an average of 6.9 nights.
- Those visiting for leisure had the highest average spend per trip, £520.52.
- The majority of visitors came from the UK, with those from overseas totalling 44% of those visiting for leisure, 13% of those visiting friends and relatives and 11% of business visitors.

The next visitor survey is scheduled for 2024.

94 cruise ships visiting Lerwick, bringing 58,450 passengers. Of these passengers 35% were American, 27% German, 25% British and 13% of other nationalities.

The top 5 Shetland tourist attractions in 2022 and 2023, by number of visitors, were:

1. Shetland Museum and Archives
2. Jarlshof
3. Hoswick Visitor Centre
4. Scalloway Museum
5. Hermaness National Nature Reserve

The significant number of visitors to Shetland (highlighted above) suggest a high level of demand for visitor services such as those proposed by this project.

6.2 Key Tourism Strategies

Shetland Tourism Strategy Refresh 2024-26

The Shetland Tourism Strategy Group is responsible for advancing the strategy's goals and priorities while monitoring progress. In 2023, the group decided it was an opportune moment to evaluate progress on the 2018-23 action plan, acknowledging the significant impact of COVID-19 and the importance of ensuring the strategy remains relevant and responsive to the industry's challenges and opportunities.

The revised strategy notes the following aim:

“We will work together to help make Shetland a year-round, sustainable tourism destination offering unique and outstanding visitor experiences, whilst generating prosperity for our island community.”

The reviewed themes of the Strategy are:

- Partnership and Collaboration
- Sustainable Development of Current and Future Opportunities
- Enhancing the Visitor Experience

The developments proposed in this report align strongly with the aim to “Enhance Visitor Experience” providing toilets, showers, laundry, campervan hook up points, and EV charging infrastructure. In addition, improving the pier may also enhance the local offering for water sports, and those visiting by boat.

Scotland Outlook 2030 – Scotland’s Future Tourism Strategy

Scotland Outlook 2030 has been developed through an equal partnership between the Scottish Tourism Alliance, Scottish Government, VisitScotland, Scottish Enterprise, Highlands and Islands Enterprise and Skills Development Scotland. It has been guided by the Strategy Steering Group with representatives from industry, public bodies and the partner organisations.

This vision acknowledges the strength and potential of Scotland’s Tourism sector whilst seeking to “protect and preserve our places, with the industry acting as pioneers for delivering responsible tourism”.

The possible development of facilities at Melby Pier resonates with the following key commitments of this policy:

- Scotland’s tourism sector will make a full contribution to our national ambition to become a net-zero society by 2045.
- Tourism leads to improved community wellbeing and nurtures thriving places across Scotland.
- Places across Scotland can develop and manage tourism effectively and responsibly.
- Local communities are engaged and supported as valued stakeholders in tourism development and delivery.
- Working in partnership is essential to delivering our tourism work.

The proposed developments in this project align with all five of the strategy aims above. The EV charging points will support a move towards net zero, with the investment and improvements creating more opportunities for locally based tourism growth. Further, by ensuring the project is community driven, this will align with the Strategy’s aims for partnership and collaboration.

6.3 VisitScotland Trends in Scottish Tourism

VisitScotland has highlighted several key trends in tourism for 2024:

Sustainable and Responsible Tourism	There is a growing emphasis on sustainability, with travellers increasingly seeking eco-friendly options. This includes support for local communities, conservation efforts, and sustainable practices in accommodation and transportation.
Experiential and Authentic Travel	Tourists are moving away from traditional sightseeing towards more immersive experiences. This trend includes a desire for local culture, heritage, and authentic interactions, such as local food tours, craft workshops, and wildlife experiences.
Health and Wellness Tourism	The focus on well-being continues to rise, with more visitors seeking destinations that offer wellness retreats, spa experiences, and outdoor activities like hiking and yoga in scenic locations.
Technology Integration	Technology is becoming increasingly important in tourism, with more travellers using digital tools for planning, booking, and on-the-go navigation. Virtual and augmented reality experiences are also gaining traction, enhancing the visitor experience.
Focus on Local and Unique Experiences	There is a notable trend towards supporting local businesses and experiencing unique, less-travelled destinations. This includes niche tourism markets like food and drink trails, heritage tours, and adventure sports.
Diverse and Inclusive Tourism	Efforts to make tourism more inclusive are growing, with destinations promoting accessibility and diversity. This includes catering to a wider range of needs and interests, from family-friendly activities to LGBTQ+ travel options.

These key trends will be supported by the facilities and services proposed for the Melby Pier site, and should be considered when promoting and marketing the services.

7 Market Assessment - Competition & Displacement

In delivering this project, it is important to consider the wider community and other businesses and services that may be impacted by any additional provision and services on Melby Pier. The following summary outlines this assessment, noting that the rurality of the location, and small scale of the project limits and considerable impact on other businesses.

EV Charging

Over the next 5-10 years, the government seek to increase the volume of electrical vehicles and reduce the reliance on fossil fuels. In delivering this, there will be a need to significantly increase the infrastructure for charging nationwide. This will be particularly important in rural areas, where there is perceived to be limited opportunities to charge a car. The map below shows two charging points local to Sandness.

The following table outlines distances between Melby Pier and the three closest EV points:

Melby Pier to Walls Health Centre*	8 miles
Melby Pier to Bixter Car Park	12 miles
Voe Community Hall	25 miles

**Whist listed on the above map, it is understood that the charging points located at the NHS health centre are solely for use of the NHS and not the general public.*

Conclusively, there are no issues around competition and displacement with regards to providing increased EV infrastructure on the site at Melby Pier.

Campervan Provision

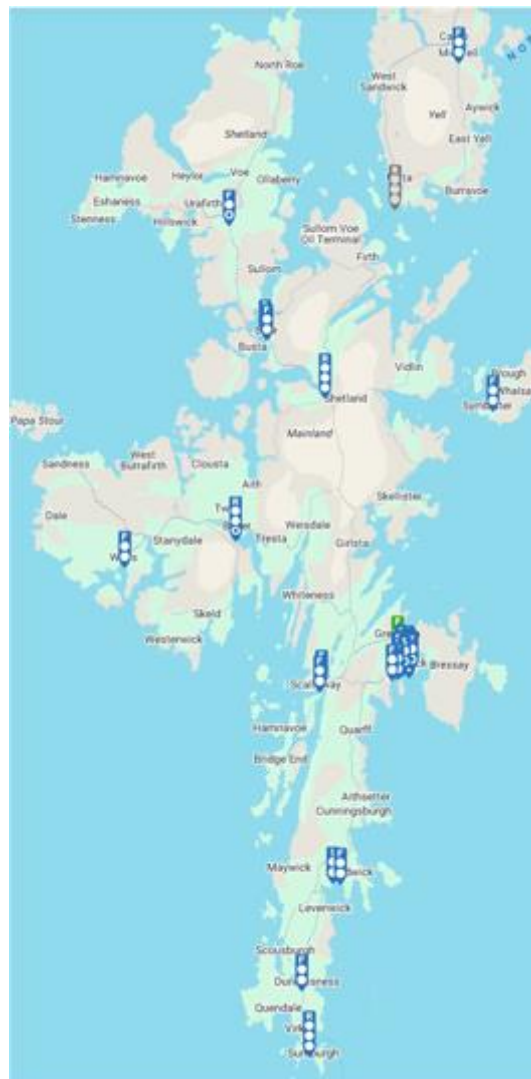
[Skeld Campsite](#) is the closest business providing camping, caravan pitches and associates facilities and services. It is noted that this site is approximately 18 miles from Melby, and that the proposed upgrades at Melby will provide for 2-3 campervans at most. Additionally, it is understood that campervans already use the site at Melby, and as such, this project will increase the economic benefit overall for the wider Shetland community.

Public Toilets

Noting that the public toilets are already in place, and that SCD is not proposing building toilets on a new site, there is no risk of displacement or competition that would impact another business or site nearby.

Piers

Given that the pier is currently in use and has always historically been a key link between Sandness and Papa Stour, there is no concern around any competitive displacement.



8 Consultation & Engagement

8.1 Who Was Consulted & How

Delivering effective and wide-reaching Community and Stakeholder Engagement is key to understanding the support for this project, and the perceived priorities for investment.

The following table outlines the activities undertaken throughout this project:

Community Survey	An online survey was distributed using the Survey Monkey Platform, and sought to understand: • Aspirations for the site • Concerns, suggestions, potential usage etc. • Demographic questions to support understanding of the survey's reach. The survey was promoted on social media, and at various events and locations using posters and QR codes. Hard Copy surveys were made available to local community members who were less likely to engage in the online process
School Survey	To ensure the views of local young people were represented, a shorter version of the survey was issued via the local school.
Ice Cream Sunday Event – 25th August	A previously scheduled Ice Cream Sunday event was used to promote the project, with posters and QR codes signposting the engagement opportunities, drop-in session, and on-site walk and talk event.
Community Drop-Event	The project was promoted at a local event alongside a number of other key local projects and initiatives. SDC and AJA were in attendance to discuss the project, seek feedback and signpost people to the survey and subsequent walk and talk event.
Key Stakeholder Focus Group	A focus group of key stakeholder was held in person, sharing interim findings and facilitating open discussion around the options for the site.
Key Stakeholder Engagement	Face to face, email or Teams calls were held with key stakeholders. Summaries of these engagements are presented in this report.
Walk and Talk Event (On site)	An on-site discussion session was facilitated with the local community and key stakeholders invited to discuss the project at the Pier.

8.2 Summary of Engagement Findings

The full findings from the engagement activities have been included in the Engagement Report in Appendix Two. The key findings are summarised below:

Community Survey

The community survey was promoted via key local channels, both online and with posters and QR codes. With the addition of hard copy surveys.

Reach & Response	• There were 110 responses to the survey – Given the population of Sandness, this represents a very strong response rate from the community. • 17% indicated they, or a family member had a disability
Support	• 86% of respondents supported Community Ownership of the Pier where the study demonstrated financial viability.
Pier	• 39% of respondents indicated that they currently make use of the Pier. • The physical upgrading of the structure was the top-rated option for investment and improvement at the pier (scoring an average of 4.1 out of 5)

Car Park	- Improvements to the surface and marking was the top-rated option for investment in the car park (scoring an average of 4.1 out of 5) - The provision of overnight campervan parking scored highly (3.9 out of 5), as did the installation of EV charging points (3.4 out of 5).
Buildings on Site	The retention and upgrading of the existing toilet block was the top rated option for investment (scoring 4.2 out of 5), with the addition of showers also supported (4 out of 5).
Toilets	The majority of respondents (43) were supportive of donations as opposed to charging for their use (18)

School Survey

From the 3 pupils who responded, the following feedback was provided:

- Improve the pier – 2 supportive, 1 unsupportive.
- Promote and encourage more water sports – 2 supportive, 1 unsupportive.
- Promote and encourage more fishing – 2 supportive, 1 unsupportive.
- Improve the car park – 2 supportive, 1 unsupportive.
- Improve the public toilets – 3 supportive.
- Add showers – 1 supportive, 1 unsupportive, 1 unsure.

A number of comments were provided on both current use, and thoughts around development of the site. These are summarised below:

- 3 comments indicate regular current use of the site
- 5 comments highlight a desire for the site not to be sold
- 1 comment explicitly states a desire for community ownership
- 1 comment suggests a need to improve the toilets and facilities
- 2 comments suggest providing a shelter for local stray cats and dogs.

Engagement Events

From the five scheduled events, the following key points were noted:

Support & Suggestions

- There was widespread support for the project, viewing it as a potential income generator for the community.
- Preferred upgrading the existing toilet block rather than demolishing it; admired the old stone walls.
- Consideration could be given to facilities for making tea (e.g., on an honesty-based system).
- The Pier holds historical and functional significance, particularly for Papa Stour residents.
- The Pier needs widening and additional rock armour and stable concrete and safety improvements needed for boat use.
- It was suggested that a local toilet cleaner should be considered.
- It was suggested that the storage areas are cleared and cleaned for proper use by residents (e.g., wet gear or deliveries).
- There was a preference for keeping toilets free but open to donation mechanisms (e.g., QR codes).

Concerns

- Increased traffic and potential strain on infrastructure (e.g., small bridge).
- Worry that upgrades might lead to overcrowding and longer camper stays.
- Fear of overdevelopment and focus on “income generation” beyond the project’s scope.

8.3 Conclusion of Findings

From the above stakeholder engagement there is clear community support for the project, in particular for community ownership of the pier, car park and toilet block.

The community are keen to see the pier structure improved, the toilets refurbished, and additional facilities considered. They are also supportive of the option to provide overnight campervan hook up points recognising the potential for revenue generation.

The community preferred the option for donations to use the toilets, and were less supportive of charging for access.

8.4 Stakeholder Engagement

In addition to the Community and School engagements, a number of meetings and discussions were held with key stakeholders. These are summarised below:

Landowners

As presented in Section 4.2, discussions were held with the potential and assumed landowners, namely:

- Shetland Islands Council
- North House (Nort Hoose)
- Crown Estates

Scottish Environmental Protection Agency (SEPA)

SEPA were approached to provide advice and information relating to proposed and potential development on the Melby Pier site, including the refurbishment of the toilet block and other buildings, and they responded as follows:

“Regarding the potential community purchase of the Melby Toilets and the environmental licensing associated. With the current use of the toilets (several persons per day) SEPA will require an application be made for a ‘registration’ level licence. The licence will include a time-honoured upgrade condition of 2 years for the inclusion of a septic tank treatment system which will presumably be tied-in with the established sea outfall discharge.

As there are no designations in the immediate area i.e. shellfish or bathing water there is no requirement for the tank to have an enhanced treatment system, though this can be added if you wish.

Furthermore, if your intention is to develop the site to include caravan/camping/showering facilities etc the licensing requirement would be at the higher level of a ‘simple licence.’

Registration: Discharge from private septic tank/sewage treatment work: serving a population equivalent of less than or equal to 15 if built after 1 April 2016.

Simple Licence: Discharge from private sewage treatment works: serving a population equivalent of greater than 15 but less than 50 if built after 1 April 2016.

As of financial year 2022/2023, the fee associated with each licence is respectively £151 and £1,389.”

Should SCD develop the site, including improvements to the toilets and the addition of showers and laundry facilities, there will be costs associated with the construction and licencing of the site. For the purposes of this feasibility study, it would be prudent to allow for these costs in any financial projections.

Papa Stour Residents

Meetings were held with Jane Puckey and Andy Holt, representing the Papa Stour residents’ perspective. They provided useful background on historic and present-day usage of Melby Pier by Papa Stour residents.

It is clear that several residents of Papa Stour continue to use Melby Pier and regard it as essential that this facility remains available to them. There are concerns about the current condition of the pier, especially its surface and the absence of bollards. They would be supportive of improvements that enabled it to receive

disabled people (including wheelchair users). On the other hand they would not want increased use by campervans to impede access for Papa Stour residents.

The discussion concluded with the pier's potential asset transfer to the Sandness Community Development Group. AJA and Jane discussed funding options through the Scottish Land Fund and the council's possible support for minimal-cost transfer. The Community Council expressed support for the feasibility study, ensuring the pier remains a lifeline for the community.

Both interviewees were strongly supportive of SCD's ambitions to acquire Melby Pier on behalf of the community and have provided letters of support that are included in Appendix Three.

8.5 Further Support

In engaging local groups, key stakeholder and individuals, a number of letters of support were received. These have been included in Appendix Three, and have been received from:

- Jane Puckey - Papa Stour Community Council
- Doug Forrest - Sandness & Walls Community Council
- Professor David Cochrane - Owner, North House
- Andy Holt - Resident, Papa Stour
- Nick McCaffery - RNLI
- Alistair Carmichael MP
- Helen Moncrieff - Shetland Bird Club

9 Professional & Technical Reports

9.1 Dearle & Henderson Asbestos Survey (2021)

A Type 2 asbestos survey was carried out at Sandness Public Toilets covering all of the buildings found on the site. The following key points are noted from the report's summary, with the full report available separately. The survey did not include for Asbestos Containing Materials (ACM's) found as ground litter, except as reported; this survey should therefore not be considered as a ground survey.

There was no asbestos containing material identified, within the scope of the survey, requiring urgent attention. However it is noted that further exploration would be required as part of the proposed development works. This survey would require additional fees, which have been included as part of the project costs in this report (Section 14). Should the survey uncover asbestos, a licensed operator will be required to remove and dispose of the asbestos. In this instance, further costs will be incurred and could be considered as part of the capital project contingency figure.

9.2 Technical Assessment – Arch Henderson

In November 2023 Arch Henderson prepared a report on the pier structure commissioned by Shetland Islands Council. As part of this project, they have been commissioned to produce an existing layout and a proposed layout of the site, including the following works:

- Topographical survey of the area including the Pier and existing Toilet block,
- Prepare existing layout drawing,
- Complete proposed layout drawing for car park area, as requested, with utilities and drainage layout.

The topographic survey map, and options for the layout of the site have included in Appendix Four, demonstrating the spatial feasibility of including all elements of the project.

9.3 Valuation – L A Simpson

Chartered Surveyors L A Simpson have been appointed to provide an independent valuation. The whole site, including the 72m² owned by North House, and the pier structure was independently valued at **£5,000**. This report has been provided separately.

10 Options Appraisals

10.1 Governance

Local Authority or Community Ownership

While local authority ownership offers stability, it lacks the flexibility and responsiveness that a community-led approach provides. Community ownership enables residents to address specific needs, engage directly with stakeholders, and align management with local priorities. It also enhances community involvement and ensures decisions are made by those most affected by them.

Shetland Islands Council has indicated a willingness to dispose of the assets, and the current economic pressure on local authorities has a clear impact limiting their ability to operate public toilets and improve the car park.

Noting the above points, the project should be taken forward by an appropriate Community Group.

Identifying An Appropriate Body

Given the potential for targeted funding, and alignment with local goals, Sandness Community Development appears to be the most appropriate option for ownership and governance locally. With adequate support, SCD can sustainably manage these facilities, ensuring they remain valuable and well-maintained assets for residents and visitors alike.

As part of the project, a skills audit was undertaken to help the Sandness Community Development (SCD) understand their strengths and opportunities for training, recruitment or support. By identifying gaps in their overall skill set, a SCD can actively improve through targeted training, development, and recruitment.

A report was produced providing the results of the skills audit and assessment undertaken by Alan Jones Associates and has been provided separately. In considering the current proposed project in Sandness, the following identified skills gaps should be considered

- Quantity surveying and civils
- Architectural design and planning
- Construction management
- Legal matters
- Procurement and tendering
- Property management
- Land management and maintenance.
- Capital project management.

Recognising that some of these skills are specific to this project, it would be appropriate that they are contracted in as and when required, rather than appointing or recruiting new board members.

10.2 Routes to Ownership

Ownership Options

In considering the acquisition of the site, a number of options have been investigated. These are noted below:

Negotiated Purchase	Noting the independent valuation of the site, SCD could purchase the site, using funding from the Scottish Land Fund (SLF). SLF currently offer up to 95% of the valuation price. Currently, projects receive an average of 60-80% funding. The remaining balance, and legal fees would require to be met from other sources.
Community Asset Transfer	The Community Empowerment Act allows community groups to own land, influence decisions, and participate in planning to ensure services meet local needs. It grants rights to acquire public land when beneficial and applies to communities of place and interest. Shetland Island Council may consider a transfer of asset, or a reduced purchase fee for the car park and toilets if sufficient community benefit can be demonstrated.
The Status Quo (no acquisition progressed)	Should the project not progress, the implications are that the site would continue to deteriorate, and the buildings would pose a risk to the public, and a liability to Shetland Islands Council. It would be likely that costs would then be incurred by the Council at a later date to make the facilities safe. Noting this, there is a risk that the pier could be demolished under health and safety grounds.

Community Asset Transfer Versus Negotiated Purchase

Negotiated Sale	
Advantages	Disadvantages
• Ownership Security: Full ownership provides long-term security and autonomy over the site. • Speed and Certainty: A negotiated sale will be considerably quicker than a Community Asset Transfer. • Funding Support: The Scottish Land Fund (SLF) offers up to 95% funding. It is noted that the overall purchase price for the site is not substantial and could be met through funding sources within this report. • Market Valuation Basis: The purchase is based on a clear valuation, avoiding potential disputes about the value of the property.	• Financial Commitment: Requires a successful funding award from SLF, as well as match funding to meet the difference. • Competition: If others are interested in the site, the negotiated sale may become more complex or less favourable. • Dependency on Grants: Success depends on securing SLF funding, which may not be guaranteed.
Community Asset Transfer (CAT)	
Advantages	Disadvantages
• Cost Reduction: May involve a reduced purchase price or even free transfer if sufficient community benefit is demonstrated. • Community Empowerment: Demonstrates alignment with the Community Empowerment Act's principles, fostering local involvement and pride.	• Complexity and Time: CAT can involve lengthy negotiations, consultations, and administrative processes. • Conditional Ownership: Transfer often comes with obligations to deliver measurable community benefits, which may limit flexibility in site use.

• Support from Public Bodies: Councils are incentivised to support CAT applications, providing guidance and potentially expediting the process.	• Approval Uncertainty: Success depends on demonstrating sufficient community benefit, which may be subjective and open to challenge.
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In summary, it is noted that the option for a **Negotiated Sale** is more straightforward but requires some financial resources and dependency on grant funding. It provides greater autonomy but entails more upfront costs. Whilst the **Community Asset Transfer** offers a potentially lower cost of acquisition and aligns with community empowerment principles, the time scales associated may have a critical impact on this project.

At the point of preparing this report, there were several factors that remained to be resolved. As a result, the choice between a negotiated sale or community asset transfer remains finely balanced, and a decision can only be made when further discussions have been held.

10.3 Development Options

Summary of Options

The following options for development of the site have been assessed in this Options Appraisal:

- Physical upgrading and improving the pier structure.
- Physical upgrading and improving the car park surface and markings.
- Provision of EV charging points
- Provision of overnight camper van parking
- Reinstating and upgrading the existing public toilets. *
- Reinstatement of the existing public toilets with additional facilities - showers etc.*
- Construction of a new toilet block with additional facilities - showers, etc.*
- Boat storage sheds
- Chandlery

**These options relate to the development of the same space, and as such, only one can be taken forward as a priority.*

Scoring Criteria

The following criteria have been applied to each option, with an appropriate weighting given to the importance of each.

Community Support	From the results of the community engagement activity, each option is given a score between 1 and 5 where 5 has the highest evidence of support. Weighting – 3
Displacement Risk	For each option, the risk of displacing or overly competing with other businesses and local services has been considered. Where there is little to no competition or displacement risk, a high score is given. Weighting – 2
Capital Costs	Where an option is likely to cost more to develop, the score is lower. Options that will have lower capital costs are allocated a higher score. Weighting – 3

Adequacy of Space	Where the space on the site will accommodate an option, it scores higher. If there is limited space, or the option might compromise the site's ability to include a number of other options, the score is lower. Weighting – 3
Environmental Impact	Options that have limited impact, or a positive impact on the environment will score highest, whilst those options that might increase the negative impact locally will score lower. Weighting – 3
Management & Maintenance Burden	Options that will require more significant ongoing management and maintenance score low, whilst options that will not require much input on a day-to-day basis score higher. Weighting – 3
Revenue Generating Potential	Options that have the potential to generate income to support the overall running costs are scored higher. Those that have no income generating capacity will score lower. Weighting - 2
Planning / Statutory Requirement	Option that will require more detailed consideration in terms of planning and statutory permissions will score lower than those that do not require permissions. Weighting – 1

Appraisal Tables

Appraisal Criteria	Community Support		Displacement Risk		Capital Costs		Adequacy of Space		Environmental Impact		Management & Maintenance Burden		Revenue Generating Potential		Planning / Statutory Requirements		Totals
Weighting	3		2		3		3		3		3		2		1		
Physical upgrading and improving the pier structure	4	12	5	10	4	12	5	15	4	12	5	15	1	2	2	2	79
Physical upgrading and improving the car park surface and markings	4	12	5	10	4	12	4	12	4	12	4	12	1	2	3	3	74
Provision of EV charging points	3	9	5	10	3	9	3	9	5	15	2	6	4	8	3	3	65
Provision of overnight camper van parking	4	12	4	8	4	12	4	12	4	12	3	9	5	10	3	3	73
Reinstating and upgrading the existing public toilets.	3	9	5	10	4	12	5	15	4	12	3	9	3	6	3	3	73
Reinstate the existing public toilets with additional facilities - showers etc.	4	12	5	10	4	12	5	15	5	15	4	12	5	10	4	4	85
Construction of a new toilet block with additional facilities - showers, etc.	3	9	5	10	2	6	1	3	2	6	2	6	5	10	2	2	47
Boat storage sheds	3	9	5	10	3	9	2	6	3	9	4	12	3	6	2	2	60
Chandlery	3	9	5	10	3	9	1	3	3	9	4	12	3	6	2	2	57

Options Appraisal Findings

From the scoring in the appraisal table above, the following key priorities for the site have been determined:

1	Reinstate the existing public toilets with additional facilities - showers etc.
2	Physical upgrading and improving the pier structure
3	Physical upgrading and improving the car park surface and markings
4	Provision of overnight camper van parking
5	Provision of EV charging points

11 Consideration of Investment Options

Following the Options Appraisal and conclusion of the engagement and desktop research, the following section outlines key considerations around each of the proposed developments.

11.1 Toilets, Showers, Laundry & Vending

Overview & Design Considerations

Across rural areas, the lack of toilet facilities is causing concerns for local people with increasing numbers of visitors and lack of facilities leading to complaints of people “going” outdoors, making for some interesting headlines and frustrated visitors.

The provision of public toilets should be determined according to local need where people are likely to congregate. Provision should also be considered for people in transit e.g. on trunk roads, cycle paths and through busy thoroughfares. Where toilets are intended for use by motorists, nearby parking facilities should be available. Where need for a public toilet has been identified, but heavy usage is not anticipated, provision of an automatic toilet (APT) may be acceptable.

An overview of the design considerations relating to the relevant British standards has been included in Appendix Five.

From the community survey there is a clear desire to see the toilets on site open, and improved, with options for additional facilities provided for local residents, users of the pier, and visitors to the area.

In addition to the toilets, community feedback supports the inclusion of wider facilities including toilets and laundry.

Shower facilities can be popular, particularly in areas that attract campers, walkers, cyclists and sailors, all of whom will happily pay for the opportunity to freshen up. Wet room facilities can be incorporated into disabled toilets without much additional space required.

For toilet facilities that already have electricity and plumbing a self- service, coin operated commercial washing machine, and dryer can make a useful addition to the facilities, particularly in areas that attract campers and water users. They can also be useful for the cleaner to use for laundering hand towels and cleaning cloths on site while attending to the toilets.

Using rainwater instead of mains water within toilet facilities can help organisations deliver some of their environmental outcomes and reduce their carbon footprint. It is also a useful consideration for toilet facilities that are situated far from the mains water supply.

Rainwater can be collected from the roof of the toilet building, filtered and stored. It can then be used within the building in toilets and washing machines as well as for watering plants and outdoor amenity areas. It is not however suitable for hand washing or drinking, unless a UV filter is installed.

Rainwater harvesting can also reduce pressure on drainage systems which can contribute to the reduction of urban flooding and pollution and erosion related to heavy run off. This can be an important consideration if seeking planning permission for construction or renovation of toilet facilities.

Comparable Examples

The examples below are rural, community operated toilet facilities:

	Broadford & Strath Community Company - Newly constructed toilets in Broadford and Elgol Broadford & Strath Community Company have recently completed the acquisition and refurbishment of public toilets in Broadford and Elgol. With support from an extensive funding package, Elgol and Broadford now enjoy modern, clean, 24-hour facilities including Disabled facilities and baby change. The Elgol toilet also has waste disposal facilities for use by motor homes. There is a small charge for using the facilities. This fee pays for the ongoing servicing and maintenance of the public toilets, with every penny raised reinvested back into the community. https://www.broadfordandstrath.org/project/public-toilets/
	Papa Stour Public Toilets & Waiting Room Papa Stour has a population of around 20. The building at the pier has toilets and a waiting room with options for hot drinks – all donation based. Engaging with the local residents has suggested the donations amount to around £630 per year. The Pier at Papa Stour is a key destination for those using the Pier at Melby.
	Kinlochewe Community Toilets The Communities Out West Trust has recently completed the refurbishment and improvement to the former Council run toilets in Kinlochewe. This includes a significant structural refurbishment and the addition of showers. The toilets rely on donations and were developed as part of a community asset transfer recognising the demand for facilities from passing NC500 and Cape Wrath Trail footfall. https://cowtrust.com

Operational & Management Requirements

In operating the facilities, there will be requirements of SCD in terms of maintenance and management. These include, but are not limited to:

- Regular facility cleaning, stocking up toilet roll, soap, etc.
- Locking and unlocking facilities where appropriate.
- Regular inspection for safety, damage and maintenance
- Collection, counting, recording and banking of donations

In addition to the day to day operational tasks outlined above, there will be a need for SCD to manage the facilities appropriately, ensuring they remain in good working order, improving their overall lifespan, and reducing the costs of maintenance. This will include:

- Undertaking a review of the building survey– every 5-10 years
- Ensuring all health and safety requirements are checked on a regular basis – fire safety, Legionella testing etc.
- Managing and coordinating the emptying of the septic tank (bi-annually)
- Undertaking or commissioning cosmetic work and small repairs
- Updating and reviewing insurance and risk assessments – annually.

By refurbishing the existing building and ensuring a high-quality installation for the toilets and ancillary facilities SCD can ensure the project will require limited ongoing investment, with an estimated lifespan of over 25 years before any significant re-investment may be required.

Revenue Generation

From the community feedback, and examples of other small rural facilities this report assumes that the toilets will operate on a donation / good will basis.

The following table outlines some example income from toilets elsewhere in island communities:

Papa Stour (Donations)	£630/year from donations.
Broadford Toilets (Paid)	£31,000 in paid entry (significantly higher tourist footfall)

In addition, the table below outlines comparisons for use of public showers in rural or island communities:

Craignure Bunkhouse - Mull	£3.00
Mallaig West Bay	£2.00
Badenoch Centre, Strathspey	£3.00
Kyle of Lochalsh Community Trust	£3.00

In areas with high footfall, vending machines can help generate some additional income at low cost. Options include renting or purchasing the machines outright or a service agreement where the vending machine supplier offers a profit share or rental for the space.

Vending machines can be used to sell a wide range of products, including food, beverage, travel toiletries and other useful items. In isolated areas with no other services bean to cup coffee vending machines could offer a welcome refreshment to travellers.

11.2 The Pier

Overview & Design Considerations

The survey has shown strong support for improving the pier to better provide for current and future users. The engagement discussions have highlighted the importance of this pier as a key route between Melby and Papa Stour.

It is proposed that the pier surface is improved, and that it is widened by 1m. This will allow use by a wider range of boats, and the improvement will protect the structure for the future.

It is acknowledged within the capital costs in this report, that the works to the pier will be complex and likely require significant investment, noting the need to work in and around the water, and tides.

Comparable Examples

The images below show a community owned pier in North Kessock, near Inverness. [The North Kessock Community Pier Group](#) was established to repair and improve the former ferry pier in the village, encouraging and supporting greater leisure use.

The pier is located beside a newly renovated community hub – formerly the ticket office, this facility (operated by another community group) provides heritage space, meeting rooms, and pay to use public toilets.

The group has been working on enhancing the structure of the pier with cost estimates most recently noted at around £20,000.



Operational & Management Requirements

The pier at Melby is already a key community asset, proving both the facilities to launch leisure and small fishing boats, and also supporting a vital link to nearby Papa Stour.

This report does not suggest any significant change to the operation of the pier, nor does it suggest introducing a more formal charge for use model. Rather, the group should be seen as taking ownership in order to protect the longevity of the asset for community use.

In terms of day-to-day operation and management, SCD will require to ensure the site, and access to the pier is clear and well maintained. Further, they will also require ensuring all water safety equipment and signage is maintained regularly.

SCD should look to promote the pier as a key local asset for residents and visitors, using the marketing strategy within this report as a starting point.

Ensuring appropriate construction methods, the investment to widen the pier and improve the surface should ensure longevity of the community asset. SCD would require monitoring any structural issues, or damage caused by users and weather.

SCD may wish to update the structural report on the pier on a regular basis, but with regular inspection, it is unlikely that significant re-investment would be required in the short to medium term.

Revenue Generation

SCD understands the importance of this asset to the community. Further, it is noted that the initial construction on the pier was to service local residents (both of Sandness and Papa Stour). By retaining and upgrading the pier, this will make the whole site a more attractive destination for locals and visitors.

Whilst acknowledging that the pier is a free to use community asset, and that SCD should be mindful of considering any changes to this, there was a suggestion that regular user groups may consider a regular donation for use. This suggestion was made at the focus group, and widely supported by some of the existing user groups. SCD could further investigate this, looking at options such as membership, or a “friends of” scheme. Whilst this has not been detailed, or included as a revenue stream in this report, a modest donation from a number of user groups could further support the pier’s operating cost and any future maintenance.

11.3 Campervan Hookup & Services

Overview & Design Considerations

There has been a rise in campervan use in rural areas over recent years, and the prevalence of campervan on the pier in Melby is one of the key reasons for this project. With this comes an increase in demand for certain services and facilities e.g. emptying waste, filling water tanks and charging batteries.

Most campsites provide these services, but many campervan users enjoy ‘wild camping’ i.e. parking up in a scenic layby with no facilities. They do however still eventually need to access facilities roughly every two to three days.

Hook up points such as those pictures below can be installed to provide direct connection to electricity and water supply. Detail on these examples can be found on the supplier websites such as [Relecserv.com](https://www.relecserv.com).



Campervan waste disposal is a concern in rural Scotland, with public toilets often misused, leading to illegal roadside dumping. Public toilets lack proper facilities and small sewage systems cannot handle portable toilet waste.

Solutions include vending-style or key-access disposal points linked to septic tanks to manage harmful chemical waste. Groups like the Campervan and Motorhome Professional Association provide disposal site maps; Sandness Community Development should update these with new facilities.

The examples below show two different types of waste system – both connected to either mains or septic tank drainage.



Comparable Examples

Whilst there are many campervan sites in rural and island Scotland. The example below from [Loch Clash Pier](#) (Kinlochbervie) demonstrates a community owned small site, where there is no direct staffing or supervision.

The site has been developed and is operated by [Kinlochbervie Community Company](#), a charitable company founded in 2008.



Customers are asked to register and pay at the SPAR shop and obtain a windscreen ticket. There are 5 serviced sites (waste disposal, fresh water, EHU) with additional space for up to 5 more vans parking overnight

There is a washing machine and tumble dryer as well as showers nearby at the main harbour.

Operational & Management Requirements

In providing improved facilities for campervans, Sandness Community Development (SCD) will need to consider how to manage bookings and collect revenue from visitors.

Whilst an online booking system may be effective and efficient, a QR code provided at the site, to allow visitors to pay for their stay, will remove the risk of conflict between users who pre-book, and potential passing trade, who may choose to stay on site. This is particularly relevant noting that the site will not be staffed. This report therefore recommended a QR code system, by which visitors pay for access to the facilities and hook up points on arrival, on a first come first served basis.

In procuring the hookup and waste systems, an appropriate supplier should be used to ensure the adequate warranties are in place. Suppliers will also be able to advise on the expected lifecycle of the products, and the required ongoing maintenance.

Revenue Generation

The following table presents the average pricing for a variety of sites in rural and island communities in Scotland.

Skeld Caravan Park, Shetland	£25 per night
Seal Shore Camping and Touring Site, Isle of Arran, Scotland	£25 per night
Point of Ness Caravan and Camping Site, Stromness, Orkney, Scotland	£20 per night
Mull Caravan & Camping, Isle of Mull	£22 per night
Uig Bay Caravan and Campsite, Isle of Skye, Scotland	£25 per night

This report assumes that an appropriate waste disposal option will be provided on site, with a small fee to use the facility. The following table outlines comparable pricing for similar facilities in rural Scotland.

Skeld Caravan Park, Shetland	Included in overnight price (customers only)
Kirkwall Bay Touring Park	£10 Black & Grey waste disposal + Fresh water
Ferry View – John o’ Groats	£7.50 Fresh water, Grey water & Black waste
Scourie Caravan Park	£9 Black & Grey waste disposal
Kinloch Campsite – Dunvegan	£10 Fresh water, Grey water & Black waste

In considering 3 hookup points on the pier at Melby, the following table presents a realistic occupancy projections, taking into account the seasonality of tourism in the area.

Month	No. Campervans
January	2
February	5
March	10
April	22
May	25
June	32
July	32
August	32
September	28

October	15
November	8
December	5

11.4 Car Park Improvements & EV Charging

Overview & Design Considerations

Car Park

The current car park surface on the site is non-bound, and following positive feedback from the engagement activities, it is proposed that a bound surface with clear delineation for parking, campervans, and turning will improve the site for current and future users.

The improved surface will also reduce the need for repairs in the future.

Electric Vehicle Charging

Installing EV charging points in a rural community offers numerous benefits, including promoting sustainable transportation and reducing carbon emissions. By providing convenient access to charging stations, residents and visitors are more likely to adopt electric vehicles, contributing to improved air quality and a cleaner environment. Additionally, the presence of charging points can attract eco-conscious tourists, boosting the local economy. It also helps future-proof the community, ensuring it remains connected and accessible as electric vehicles become more prevalent. This infrastructure can foster a sense of community pride in leading the way towards a more sustainable future.

Consideration of the type of charger is vital for Sandness Community Development, considering the speed at which users will expect their vehicles to be charged. Noting the limited variety of activities at the site a fair assumption would be that visitors and passers-by would expect a more efficient and faster charger. As such a charging point with the capacity to charge quickly would be more appropriate.

There are three main types of EV charging – rapid, fast, and slow. These represent the power outputs, and therefore charging speeds, available to charge an EV. Each charger type has an associated set of connectors which are designed for low- or high-power use, and for either AC or DC charging. The group may wish to consider including more than one type of charger within their provision. The following summary offer a comparison of the three main charge point types:

	Rapid Chargers	Fast Chargers	Slow Chargers
Speed	Fastest charging option, typically used at motorway stations.	Moderate speed, offering 7 kW or 22 kW.	Slowest charging, typically rated up to 3 kW.
Power	Deliver 50 kW to 350 kW, with rates of 80% charge in 20-30 minutes.	Can charge a 40-kWh battery in 4-6 hours (7 kW) or 1-2 hours (22 kW).	Charging rates between 2.3 kW and 3.6 kW.
Usage	Best for quick top-ups during long trips, requires vehicles with rapid-charging capabilities.	Common in destinations like shopping centres; suitable for vehicles parked for an hour or more.	Suitable for home charging overnight or where extended parking times are possible.

The cost of installing vehicle charging stations in Scotland can vary based on several factors, including the type of charging units, the location, and any required electrical work. Given the remote location, the following estimates have been made for this report:

Charging Units	The cost of a commercial EV charge point is typically £1,000 to £1,500 + VAT. (Spirit Energy)
Electrical Installation	The cost to connect the chargers to the electrical grid, including wiring, circuit breakers, and load management systems, typically ranges from £500 to £2,000 depending on site conditions and proximity to the power supply.
Site Preparation	Noting that the car park improvements are a key part of this project, the site will be prepared with charging points in mind.
Monitoring, Payment, and Smart Systems	If smart systems or payment facilities are included, this may cost between £500 and £1,500 for software integration and communication equipment.

The following examples show where EV charging points have been installed in rural and island locations in Scotland.



Aultguish Inn



Cullivoe Marina



Lerwick

Both of the Shetland examples above are operated by [Charge Place Scotland](#) – an organisation that develops, promotes and maintains charging points across the Country.

E-Bike Charging

E-bikes are also increasingly popular due to their convenience, environmental benefits, and accessibility. They offer an easy, eco-friendly transportation option, reducing carbon emissions and reliance on cars for short trips. With pedal-assist or throttle modes, e-bikes require less effort than traditional bicycles, making them a suitable choice for people of varying fitness levels and those commuting longer distances.

To install e-bike charging points, several key infrastructure components are necessary to ensure reliable, safe, and user-friendly operation.

- Electrical infrastructure - Connection to the power grid or renewable energy systems.
- Charging stations - E-bike compatible charging units, weatherproof and safe.
- Safety systems - Overload protection, fire safety, and proper ventilation.
- Physical infrastructure - Secure parking, shelters, and lighting.
- Smart technology - Monitoring, payment, and data collection systems.
- Maintenance - Ongoing servicing and user support systems.

This infrastructure ensures that e-bike users have safe, reliable, and convenient access to charging while supporting sustainable transportation initiatives.

The cost of installing e-bike charging stations in Scotland can vary based on several factors, including the type of charging units, the location, and any required electrical work. Key considerations are noted below:

Charging Units	Basic e-bike charging points cost between £300 and £1,000 per unit, depending on features like weatherproofing, user interfaces, and smart capabilities.
Electrical Installation	The cost to connect the chargers to the electrical grid, including wiring, circuit breakers, and load management systems, typically ranges from £500 to £2,000 depending on site conditions and proximity to the power supply.
Site Preparation	This includes installing bike racks or shelter, and any groundwork or construction needed to mount the stations. This would cost between £500 and £2,000, depending on the complexity.
Monitoring, Payment, and Smart Systems	If smart systems or payment facilities are included, this may cost between £500 and £1,500 for software integration and communication equipment.

Operational & Management Requirements

The level of maintenance and ongoing management requirements will be determined by whether SCD decides to purchase and install the charging points themselves, or to work with a major supplier such as Charge Place Scotland.

By working with a third party, SCD may receive less, or no income from the facility, but will have very little or reduced financial and operational liability, whilst still providing a valuable service for visitors and locals.

By providing the facilities themselves, SCD will require to ensure ongoing maintenance and inspections are undertaken in line with manufacturer's recommendations

Revenue Generation

The revenue generated from EV charging points for cars, especially rapid chargers, depends on the charging fees, electricity costs, and usage rates. The following table demonstrates the earning potential for a site such as Melby Pier Car Park, noting the following assumptions:

- In Scotland, fees for EV chargers (typically 50-150 kW) generally range from £0.30 to £0.70 per kWh.
- Rapid chargers allow vehicles to charge 80% of their battery in around 30-60 minutes depending on the car and charger capacity.
- A typical EV has a battery capacity of 40-60 kWh, with rapid charging sessions often consuming 20-40 kWh per session.

	Per Car
Charging Income (based on 50p / kwh)	£15
Cost (based on 30kwh charge at 20p/kwh)	£6
Net Revenue	£9

The following table demonstrates the potential income that might be generated through E-Bike charging stations. The revenue generated from e-bike charging points will depend on the usage rates, charging fees, and the number of users.

	Per Bike
Charging Income (based on 50p / kwh)	£1.50
Cost (based on 0.5 kWh at 20p)	£0.10
Net Revenue	£1.40

12 Management & Operational Considerations

12.1 Management

Sandness Community Development (SCD) should ensure the most appropriate structure and constitutional aims are in place to manage and hold overall responsibility for the area of the site, and any development that is undertaken. Within the Board, their collective responsibility should ensure sufficient skills and experience to ensure that they have the capacity to undertake all elements of the ongoing management requirements, using the findings from the skills audit as a starting point.

12.2 Insurances and Liability

Sandness Community Development (SCD) should ensure they hold sufficient insurance for the proposed facilities and services. In delivering the proposed development, they will require to ensure their policies are amended accordingly. Furthermore, they may need to incur additional policies relating to the development, ownership and or management of the buildings. SCD should consult with their existing insurance provider to update all relevant policies. An additional cost has been estimated within the financial projections for this.

A full liability assessment has been tabled in section 17. This presents all liabilities that SCD would need to acknowledge when considering ownership and operation of the proposed assets, and when managing the facilities and services.

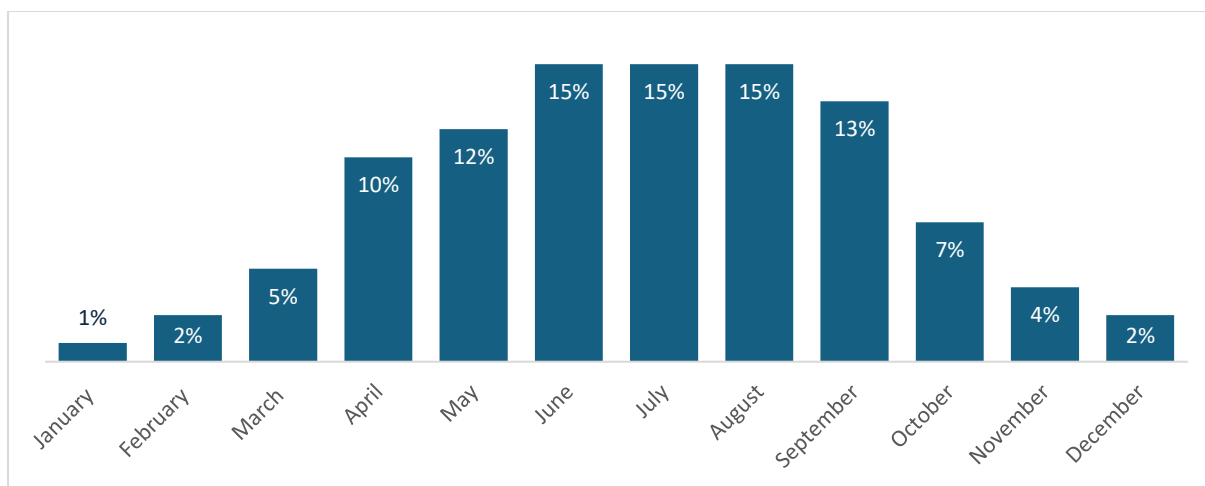
12.3 Management & Operations

Following the development of the pier and facilities. There will be a range of duties required to properly operate the facilities including some or all of the following, but these are not exhaustive:

- Opening, closing and security of the building
- Day to day cleaning
- Managing and maintaining cleaning supplies, toilet roll, soaps etc.
- Regular collection, recording, and banking of income
- Updating, managing, and maintaining all relevant health and safety documents, risk assessments and plans.
- Undertaking regular building checks
- Undertaking and / or overseeing regular and reactive maintenance works
- Managing and scheduling of volunteers and / or contracted staff to undertake any of the above works
- Ensuring and updating all appropriate insurance policies, service contracts etc.
- Ensuring payment of all utility costs
- Collecting income and communicating with campervan users
- Managing online booking and promotional situations.

12.4 Seasonality

In providing facilities and services predominantly aimed at visitors, seasonality will be a key factor in the planning and management for SCD. The graph below shows a projected estimate of the level of business across the year. Notwithstanding this, the estimates in this report are based on an average per month usage or cost.



13 Financial Assessment

Looking at the proposed activities and services, the following financial assessment has been considered, using comparable examples to demonstrate the viability of the site.

13.1 Proposed Pricing Structure

In considering the services and facilities being proposed on site, and reviewing the comparable examples above, the following pricing structure has been identified. These prices are used to develop the financial projections within this report.

Toilets	Donation
Showers	£3 per use
Laundry	£5 per use
Campervan Waste Disposal	£7.50 per use
Campervan Hook Ups	£25 per night
EV Car Charging	£15 (average)
EV Bike Charging	£1.50 (average)

13.2 Income Assumptions

The following assumptions have been developed taking consideration of the examples listed in section 11, and the consultants experience with other rural projects.

Toilet Donations

From the community feedback, and examples of other small rural facilities this report assumes that the toilets will operate on a donation / good will basis.

This report assumed average donations of £50 per month across the year, generating **£600** in revenue.

Laundry

This report assumes an average of 5 laundry users per month across the full year, generating **£300** in revenue.

Showers

By charging for showers, this report assumes an average of 12 users per month across the full year, generating **£432** in revenue at £3 per use.

Chemical Disposal

In charging visitors to empty their waste cassettes from campervans and caravans, this report assumes a fee of £7.50 per use. For 96 uses per year, this generates revenue of **£720**.

EV Charging

This report proposes a net revenue of around £9 per charge for a car, and £1.40 per charge for a bike. Assuming 200 car charges per year, and 100 bike charges, this generates revenue of **£1,940**.

Campervan Pitches

This report assumes that campervans will pay £25 per night for a pitch and hook up. With an average of 18 nights per month across the full year, this will generate **£5,400**.

Vending

Sandness Community Development should consider the leasing of vending machine(s) within the facility. This report assumes a net profit of £50 per month from vending, generating **£600** across the year.

13.3 Expenditure Assumptions

Insurance

It is assumed that Sandness Community Development holds all appropriate public liability insurances. In developing the new facilities, building insurance will be required. A total annual cost of **£800** has been assumed. It is noted that SCD have been advised by the Scottish Land Fund that they should seek a local quote, and therefore the above figure is an indicative estimate.

Non-consumables

In managing the facility there will be a cost associated with the supply of toilet roll, hand soap, cleaning products and cleaning equipment. This report assumes a cost of **£900** (£75 per month).

Chemical Disposal

This report considers that the facilities will require a septic tank, and as such there will be a need to service and empty this tank. The report assumes a twice per year service at £300 per time – an annual cost of **£600**.

Electricity Costs

In operating the facility there will be a cost associated with electricity and hot water for the toilets, showers and facilities. In addition, there will be the cost of providing the hook up electricity for the campervans. This study assumes an average cost of £150 per month including standing charges – totalling **£1,800** per year.

It is noted that the volatile energy costs may see this rise, and as such this assumption should be regularly reviewed.

Cleaning

In order to keep the facilities clean, SCD will need to consider whether to employ a cleaner, or to operate with volunteers, or a combination of both. To ensure financial viability, this report considers the costs of employing a cleaner to maintain the facilities all year round.

The cost of providing staff has been assumed at the provision of 6 hours per week, at a rate of £12.00 per hour. This would cost **£3,744** for a full year.

Repairs & Maintenance

Operating a public facility will require regular and reactive maintenance. Whilst any significant incidents will be covered by the appropriate insurances, a budget of **£900** has been assumed for minor repairs.

Licensing, Admin & Misc.

In order to collect the fees for campervan hook ups, and to promote the facilities, a budget of £50 per month has been allocated for administrative and miscellaneous tasks. This is a cost of **£600** across the full year.

Business Rates

As a charity, SCD will be eligible for 100% rates relief, and therefore there will be no costs associated with Business Rates.

Website & Marketing Costs

The cost of marketing and website has been included as £500 in year one for the creation of the website. A cost of £250 per year is subsequently included for hosting and updating.

VAT

The projected income falls significantly below the threshold for VAT, and as such, all expenses are inclusive of VAT which cannot be recovered. Services will not require VAT to be added when charging visitors.

13.4 Summary of Financial Viability

The following table summarises the income and expenditure assumptions above and demonstrates the project's financial viability.

Income	
Toilet Donations	£600
Laundry	£300
Showers	£432
Chemical Disposal	£720
EV Charging	£1,940
Campervan Pitches	£5,400
Vending (net profit)	£600
	£9,992
Expenditure	
Insurance	£800
Non-consumables	£900
Chemical Disposal	£600
Electricity Costs	£1,800
Cleaning	£3,744
Repairs & Maintenance	£900
Licensing, Admin & Misc.	£600
Business Rates	£0
Website & Marketing Costs	£500
	£9,844
Profit	
	£148
	1.4%

13.5 Five Year Projections

The following table outlines the year 1-5 projections based on the following assumptions:

- Income from the toilet donations, laundry, and showers are subject to a 2% year-on-year growth.
- Income relating to Campervans – pitches and waste disposal are subject to a 10% year-on-year growth noting the initial conservative year one income, and the growth in Scottish and Island tourism.
- Income from vending is subject to a 10% year-on-year growth noting an increase in campervan numbers.
- Income from EV charging is subject to a 5% year-on-year growth noting an increase in electric vehicle use.
- The cost of non-consumables, chemical waste disposal, repairs, licencing etc are subject to a 2% year-on-year inflation taking account of inflation.
- The cost of insurance is subject to a higher than inflation increase of 5% per year.
- The cost of electricity and cleaning (staffing) is subject to a 10% year-on-year increase due to the volatility of costs and increases in living wage.

Income	Year 1	Year 2	Year 3	Year 4	Year 5
Toilet Donations	£600	£612	£624	£637	£649
Laundry	£300	£306	£312	£318	£325
Showers	£432	£441	£449	£458	£468
Chemical Disposal	£720	£792	£871	£958	£1,054
EV Charging	£1,940	£2,037	£2,139	£2,246	£2,358
Campervan Pitches	£5,400	£5,940	£6,534	£7,187	£7,906
Vending	£600	£660	£726	£799	£878
	£9,992	£10,788	£11,656	£12,604	£13,639
Expenditure					
Insurance	£800	£840	£882	£926	£972
Non-consumables	£900	£918	£936	£955	£974
Chemical Disposal	£600	£612	£624	£637	£649
Electricity	£1,800	£1,980	£2,178	£2,396	£2,635
Cleaning	£3,744	£4,118	£4,530	£4,983	£5,482
Repairs & Maintenance	£900	£918	£936	£955	£974
Licensing, Admin & Misc.	£600	£612	£624	£637	£649
Business Rates	£0	£0	£0	£0	£0
Website & Marketing Cost	£500	£250	£250	£250	£250
	£9,844	£10,248	£10,961	£11,739	£12,587
Profit					
	£148	£539	£694	£865	£1,052
	1.5%	5.0%	6.0%	6.9%	7.7%

14 Capital Costs

The following capital cost have been provided using comparable examples and sector specific benchmarking figures. These costs will be further detailed when appropriate procurement is undertaken.

Acquisition of Assets

The following table assumes that the purchase costs will be in line with the independent valuation. SCD may be able to purchase the site for a reduced-price following negotiation with Shetland Islands Council.

	Cost
Purchase Cost	£5,000
Legal Costs	£9,000
Contingency (10%)	£1,400
Total Acquisition Costs	£15,400

Capital Costs for Site Development

The following table outlines the estimates capital costs for the project delivery. Actual costs will not be known until tenders have been taken.

	Area	Unit Cost	Cost
Car Park Surfacing & Markings	360	£100	£36,000
Toilet Block Refurbishment - Including Showers, Toilets, Laundry & White Goods*	60	£1,750	£105,000
Pier Extension and Improvements	30	£2,000	£60,000
Campervan Hook Up Points	3	£1,000	£3,000
Waste / Drainage / Septic Tank			£15,000
EV Charging Point			£2,500
E-Bike Charging Point			£2,500
Electricity / Utilities - SPEN Connections			£5,000
Signage, Furniture & Interpretation			£5,000
Asbestos Survey (Type 3)			£500
Asbestos Removal (If Required)**			£3,500
Sub Total			£238,000
Project Management & Fees	7.5%		£17,850
Contingency	10%		£23,800
Net			£279,650
VAT	20%		£55,930
Total Capital Cost			£335,580

*The refurbishment costs has been based on the up to date [Shetland Island Council build cost index 2024](#).

**The requirement for, and cost of asbestos removal will only be known following the completion of the Type 3 Survey. A budget of £3,500 has been included at this stage, with the contingency in place to cover additional spend if required.

15 Funding Sources

Whilst the current funding environment is challenging, the following funders have been identified as relevant to this project.

15.1 Acquisition Funding

Scottish Land Fund

The [Scottish Land Fund](#) is open to organisations in both urban and rural Scotland which are community-led, community-controlled and defined by a geographic area.

Successful applicants will clearly demonstrate that their project will help their local community to:

- achieve more sustainable economic, environmental and/or social development through ownership of land and buildings
- have a stronger role in and control over their own development
- own well managed, financially sustainable land and buildings.

We will prioritise applications that can demonstrate significant positive impact for the community as a whole. Applicants will have the opportunity to test out and develop their ideas with support from a Scottish Land Fund Adviser.

Grants of between £5,000 and £1 million are available to fund the purchase of land or land assets.

Applicants can be from one of a wide range of representative community bodies, including voluntary organisations, social enterprises or community councils.

For SCD, this fund should be considered towards the purchase cost (based on the independent valuation), the legal fees, and revenue funding for subsequent project development.

When legal costs are included, the Melby Pier Project has a total cost of around £15,000 plus subsequent revenue funding. Whilst the website indicates that SLF will fund up to 95%, currently they are operating between 60-80% intervention rate on average.

Acquisition Match Funding

Assuming SCD requires to find 20%. This equates to around £3,000. This could be raised from a combination of small sources, crowdfunding, and local fundraising activities. Small grant schemes exist from supermarkets such as [Tesco](#) and the [Co-op](#) which could be used as part of this.

15.2 Post Acquisition Development Funding

Coastal Communities Fund

This [Coastal Communities Fund](#) is administered by Shetland Islands Council and financed from net revenues generated by Scottish Crown Estate assets.

The grant scheme is designed to mobilise change and deliver positive outcomes for Shetland and its communities. The scheme seeks to support the community and economic development of Shetland by investing in infrastructure, community capacity building, and developing community assets and encouraging inclusive growth.

The scheme also aims to encourage regeneration of Shetland's communities by supporting projects that safeguard sustainable economic growth and jobs, promote inclusion and contribute towards poverty reduction.

For requests over £25,000, a two-stage process is outlined below:

- Stage One - Expression of Interest where applicants are required to clearly demonstrate what outcome(s) and impacts their project will deliver.
- Stage Two - Invitation to complete a full application to the fund.

Viking Community Fund

[Shetland Community Benefit Fund](#) oversee the administration of the fund to ensure that all funding decisions are made by local people for the benefit of Shetland. The priorities of the fund from 2024-2029 have been identified through a Shetland wide community consultation and have informed the six priorities outlined in the fund's 'A Legacy for Shetland' business plan. The priorities include.

- More Younger People Wanting to Stay and/or Come Back to Shetland
- Better Transport Links Within and Between Communities
- Reduced Cost of Living in Shetland
- Better Broadband and/or Mobile Phone Connections
- Improved Housing Supply and Affordability
- Preservation and Enhancement of Shetland's Natural Environment

Projects supporting communities in any of the 18 community council areas in Shetland can apply. The Viking Community Fund is administered by local co-operative Shetland Community Benefit Fund. Shetland Community Benefit Fund (SCBF) unites and represents communities across the islands to gain from commercial renewable energy projects. SCBF independently manages millions of pounds of community benefit funds to develop innovative projects which create lasting positive impacts all over Shetland.

UK Shared Prosperity Fund (UKSPF)

The [UK Shared Prosperity Fund \(UKSPF\)](#) is a central pillar of the UK Government's ambitious Levelling Up agenda. It is a significant component of its support for places across the UK. It provides £2.6 billion of new funding for local investment by March 2025. The primary goal is to build pride in place and increase life chances across the UK.

Underlying this goal are three investment priorities:

1. Communities and place - Investment in activities that enhance physical, cultural, and social ties and access to amenities, such as:
 - community infrastructure
 - local green space
 - innovative approaches to crime prevention
2. Supporting local business
 - investment in business support and entrepreneurship programmes
 - local retail, hospitality, and leisure facilities
 - productivity-enhancing, energy efficient and low carbon technologies in collaboration with the private sector
3. People and skills
 - investment in measures to enable adults to join and progress within the labour market.
 - boosting their core skills through support for qualifications
 - training and to overcome barriers to work.

This fund is currently closed, and SCD should keep a watching brief on opportunities for further rounds as they arise.

The Highlands and Islands Enterprise (HIE) Green Grant Fund

The [Highlands and Islands Enterprise \(HIE\) Green Grant Fund](#) provides non-repayable grants up to £250,000 to support businesses and social enterprises transitioning to net zero. Eligible projects can cover 10% to 50% of total costs, depending on location and financial need. The fund prioritizes projects reducing carbon emissions through energy efficiency, renewable energy, and waste management. Applications must demonstrate prior trading activity, employ a minimum number of staff, and undergo a carbon baselining exercise.

The Rural Tourism Infrastructure Fund

The [Rural Tourism Infrastructure Fund](#) was established by the Scottish Government and the Fund is managed by VisitScotland on their behalf. This fund, provided by the Scottish Government, supports sustainable, well planned, inspiring, and collaborative infrastructure projects that focus on “improving the visitor experience and enable more visitors to enjoy Scotland’s rural communities.”

Rural Tourism Infrastructure Fund awards are available from £75,000 up to a maximum of £375,000 for larger, multi-site projects. The fund can provide applicants with support up to 70% of approved project activity.

Applications must be submitted by a Local Authority or National Park Authority in Scotland, with a collaborative approach demonstrated. The fund also requires evidence of strong buy-in and project support from local communities and tourism groups, as has been done through this feasibility study.

Successful applications must demonstrate the following:

- An existing or anticipated Visitor Pressure Point – As a result of previous increases in visitor numbers, there is a visitor and/or community pressure point, which is likely to continue and needs to be addressed. This includes anticipated visitor pressure point arising from changes in the market. The applicant should provide evidence of the increase in visitor numbers or anticipated impact of visitor number and/or evidence of the impact of visitors on the local area. The applicant should provide a strategic context for the project and evidence to support this.
- Provision of a quality visitor experience – Through the provision of high-quality visitor facilities and infrastructure, leading to a positive impact on the local landscape and visitor economy. Applicants should demonstrate the commitment to place principles and a quality design, which can accommodate visitors with a wide variety of access needs and complies with and where possible exceeds the requirements of the Equality Act.
- A Responsible Tourism approach – Applicants are expected to take a responsible tourism approach to the planning, design and management of the infrastructure provision.
- A carbon conscious approach – Applicants should provide details on how their project will contribute to the reduction/mitigation of climate change and support the transition to a low carbon society i.e., through the use of low carbon materials, energy efficiency, promotion of low carbon transport, renewable energy and waste management in construction and maintenance of the facilities. Applicants should demonstrate their commitment to carbon consciousness, where a location reuses, repurposes, and considers whole life costs retrofitting existing structures and considering the embodied carbon in place.
- Community capacity building – Creating more resilient communities more able to cope with peak tourism demands and the creation of new local business opportunities.
- Effective partnerships and collaboration – You must evidence engagement with local community groups, destination organisations and tourism businesses, demonstrating how partnership working can increase awareness, advocacy, and the quality of the final project.

Whilst the fund is currently closed, it has been suggested that this will re-open for further applications in 2025.

16 Benefit Assessment

16.1 Community Benefits

Acquiring and developing the public toilets, pier, and surrounding facilities would foster a stronger sense of community pride and cohesion in Sandness. Upgraded amenities, including improved toilets, enhanced pier access, and campervan facilities, would provide residents with accessible, well-maintained public spaces for leisure and social activities. This could encourage greater use of local infrastructure for events, gatherings, and recreational purposes, further building community spirit. Additionally, the development of EV charging stations aligns with sustainable values, positioning Sandness as a forward-thinking and environmentally conscious community, which residents can take pride in.

Such projects also create opportunities for local involvement in the planning, maintenance, and operation of these facilities. By empowering residents to take an active role in shaping their environment, Sandness Community Development can strengthen a sense of ownership and responsibility for public assets. This engagement ensures that developments are tailored to the community's needs and priorities, fostering a shared vision for the area's growth and vitality.

16.2 Health Benefits

Improved toilet facilities and the addition of campervan amenities would significantly enhance hygiene and sanitation standards for both residents and visitors. Clean, accessible public restrooms promote public health, particularly in rural areas where such facilities may be limited. Enhanced pier access also encourages outdoor activities such as boating, fishing, and water sports, which contribute to physical well-being and encourage active lifestyles.

Furthermore, the inclusion of EV charging infrastructure supports a healthier environment by reducing reliance on fossil fuels and promoting cleaner air. This aligns with broader sustainability goals and reduces the environmental footprint of visitors traveling through Sandness. By investing in infrastructure that benefits both personal and environmental health, the community creates a space that prioritizes well-being and supports healthier lifestyles.

16.3 Economic Benefits

The development of improved facilities would attract more visitors to Sandness, particularly those traveling in campervans, who often stay longer and contribute significantly to local economies. Enhanced pier facilities could open up opportunities for marine-related activities such as small-scale fishing, tourism charters, and water sports rentals, creating additional income streams for local businesses. The increased appeal of the area could also encourage further investment, leading to new businesses and job creation in the community. The upgraded space may also provide flexible space for potential providers or craftspeople.

Revenue from the upgraded facilities, such as campervan site fees, pier usage charges, and EV charging, can be reinvested into maintaining and expanding community services. This sustainable approach ensures the long-term financial health of Sandness Community Development, creating a self-reliant system that benefits all residents. By improving infrastructure and generating economic activity, Sandness can establish itself as a thriving and resilient hub for both locals and visitors.

16.4 Environmental Benefits

The development of EV charging points in Sandness would contribute significantly to reducing the carbon footprint of visitors and locals by encouraging the use of electric vehicles. This aligns with Scotland's broader sustainability goals, promoting a transition to cleaner energy sources and reducing emissions in the region. By investing in renewable or low-carbon energy sources to power the chargers, Sandness could further reinforce its commitment to environmental responsibility. These efforts would not only benefit the local environment but also enhance the area's appeal to eco-conscious travellers seeking sustainable destinations.

Upgrades to the pier could also include environmentally friendly features, such as better waste management systems and measures to protect the local marine ecosystem. Improved facilities for handling marine waste and runoff would reduce pollution risks, ensuring that the surrounding waters remain clean and biodiverse. Additionally, well-maintained public spaces, including toilets and campervan facilities, can minimise littering and promote responsible tourism, preserving the natural beauty of Sandness for future generations. Together, these

initiatives demonstrate a commitment to environmental stewardship while creating a model for sustainable rural development.

The installation of a septic tank will also reduce the black waste being disposed of directly into the sea.

17 Project Risk Assessment

17.1 Risk Register – Project Delivery

The table below outlines the identified risks associated with the project development and delivery. These are listed under key headings:

- Strategic
- People
- Operational
- Financial
- Political
- Reputation

Sandness Community Development Melby Pier Project Business Risk Register December 2024							
Risk Categories: 0-8 Low Risk 9-17 Medium Risk 18-25 High Risk							
Risk Area	Risk Identified (describe the risk to be managed)	Probability Factor (1-5, with 5 being most probable)	Impact Factor (1-5, with 5 being most severe)	Risk Ranking (probability x impact = probability)	Risk Management (how the risk will be managed)	Risk Responsibility (describe who will be responsible for managing the identified risk)	Risk Monitoring
1.0 Strategic							
1.1	Lack of Vision and Robust Plan	1	5	5	This report demonstrates a clear and well throughout vision for the project, highlighting the viability, and assessing the operational considerations and risks.	Board and Development Officer – Sandness Community Development	Annually or when there are changes to the Charity.
1.2	No long-term Development Strategy	1	5	5	The track record of SCD demonstrates a long- term strategy. Following this project,	Board of Sandness Community Development	Annually or when there are changes to the Charity.

					they should continue to map out future initiatives.		
1.3	Health and Safety and Regulatory issues	4	4	16	SCD must continue to be aware of their Health and Safety obligations throughout the planning and delivery of all aspects of this project.	Board of Sandness Community Development	Throughout the planning and delivery of the project.
1.4	Convincing the funding bodies that you have a robust business case for securing their investment.	3	5	15	This will be critical to the success of the project. The development of this report, and the associated engagement and consultation will strengthen the case for funding bodies.	Development Officer – Sandness Community Development	Annually or when there are changes to the Charity.
2.0 Key People							
2.1	Loss of Key Members	4	4	16	SCD should be aware of the need for succession planning in order that they can replace members where required.	Chair – Sandness Community Development	Annually or when there are changes to the Charity.
2.2	Data Protection Policies	3	2	6	Strict adherence to Data Protection legislation and enforcement of relevant Data Protection Policies will be required, in particular taking account of recent GDPR regulation.	Board and Development Officer – Sandness Community Development	Annually or when there are changes to the Charity.
2.3	Group Member Development	2	3	8	SCD may wish to operate training for its members to better understand and support each role within the organisation.	Development Officer – Sandness Community Development	On-going
3.0 Operational Risks							
3.1	Dealing with all Planning related issues throughout the process.	4	4	16	SCD will need to address all planning relating issues as these arise in line with delivering the project in Melby Pier. Where	Development Officer – Sandness Community Development with	In advance of and throughout the development process.

					required they may require engaging the necessary professional advisors to assist as required.	support from external professional services.	
3.2	Taking on the whole vision as a single project	4	4	16	SCD have commissioned this report that clearly outlines the costs and funding opportunities. The report will be a strong supporting document for funding applications which will increase the likelihood of successful applications. If required, SCD may have to consider phasing the delivery of works.	Development Officer – Sandness Community Development	Throughout the funding application process.
3.3	Unforeseen liabilities – Structural issues within the building.	3	5	15	Without a full structural survey of the buildings there is a risk that additional costs/liabilities could emerge. These could impact the overall feasibility or cost for the project. SCD should commission a full structural survey of the building.	Development Officer – Sandness Community Development	Prior to progression of the project.
4.0 Financial Risks							
4.1	Not securing adequate capital funding	4	5	20	With high demand on the proposed sources of capital funding, it is essential to monitor the success in application and adjust the project and its priorities accordingly.	Board and Development Officer – Sandness Community Development with support from external professional services.	On-going throughout the development process.
4.2	Financial Control and Project Management	4	4	16	SCD will require to maintain accurate and strict control of the funds and expenditure, appointing a project manager where required.	Treasurer – Sandness Community Development	On-going throughout the project.
5.0 Political/External Risks							

5.1	Relationships with the local community.	3	3	9	SCD should continue to build their relationship with the local community, encouraging their support throughout any upheaval and works.	Development Officer – Sandness Community Development	Throughout the planning and development of the project.
5.2	Relationship with Shetland Islands Council	4	4	16	This is a critical relationship in developing the most cost effective and outcome driven project.	Board – Sandness Community Development	On-going
5.3	Relationships with local elected members	3	3	9	SCD should continue to focus on a strong relationship with local elected members, ensuring their support for the project.	Board and Development Officer – Sandness Community Development	On-going
6.0 Reputation/Image							
6.1	Media Relations	3	3	9	SCD should seek to engage local newspapers, community newsletters, radio stations etc. to promote the improved facilities and their benefits to the local community.	Development Officer – Sandness Community Development	Throughout all key stages of planning, funding, development and delivery of the project.
6.2	Branding and Public Profile	4	4	16	SCD should actively work on creating a high visibility profile through the project, drumming up local community support and promoting the new facilities and services on the Melby Pier site.	Board and Development Officer – Sandness Community Development	Throughout the project.

17.2 Liability Assessment

The table below outlines the liability risks associated with owning the site and operating the proposed facilities and services. These are listed under key headings:

- Physical Risks
- Operational Risks
- Environmental Risks
- Financial Risks

Sandness Community Development Melby Pier Project		Liability Assessment			December 2024		
Risk Categories:		0-8 Low Risk	9-17 Medium Risk	18-25 High Risk			
Risk Area	Risk Identified (describe the risk to be managed)	Probability Factor (1-5, with 5 being most probable)	Impact Factor (1-5, with 5 being most severe)	Risk Ranking (probability x impact = probability)	Risk Management (how the risk will be managed)	Risk Responsibility (describe who will be responsible for managing the identified risk)	Risk Monitoring
1.0 Physical Risks							
1.1	Structural Safety – Buildings • Risk of building damage and / or deterioration over time. • Risk to public from structural damage. • Risk of damage from storms • Risk of damage from miss-use	3	5	15	• Initial investment in the project will ensure the quality and longevity of the refurbished buildings. • SCD will be responsible for ensuring the buildings are structurally secure and that regular inspections are undertaken. • Formal structural surveys should be commissioned regularly.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
1.2	Structural Safety – Pier • Risk of building damage and / or deterioration over time. • Risk to public from structural damage.	4	4	16	• Initial investment in the project will ensure the quality and longevity of the refurbished pier.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.

	Risk of damage from storms				SCD will be responsible for ensuring the pier is inspected regularly.		
1.3	Structural Safety – Car Park - Risk of damage and / or deterioration over time. - Risk to vehicles and users from deterioration of surface - Risk operational use of the site due to deteriorated surface.	3	4	12	- Initial investment in the project will ensure the quality and longevity of the tarmac surface. - SCD will be responsible for ensuring the surface is inspected regularly. - Repairs to the surface will be undertaken when required to limit further deterioration.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
1.4	Fire Safety - Risk of injury or death from fire. - Risk to buildings and structure - Risk to business operations and financial viability.	2	5	10	- All required fire safety infrastructure will be included within the building and site development. - Regular testing of the above infrastructure to be undertaken in line with guidance - Adequate signage and guidance in place for visitors and users. - Appropriate insurances are held by SCD as the owner and operator of the site.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
1.5	Electrical Safety - Risk of injury or death from electric shock. - Risk of fire as a result of electrical issues. - Risk to business operations and financial viability.	2	5	10	Refurbishment and development of site is undertaken by qualified contractor, with all electrical infrastructure appropriately certificated upon completion.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.

					- Regular testing of electrics is undertaken by a qualified professional. - Adequate signage and instructions in place for use of the Campervan hook up points - Appropriate insurances are held by SCD as the owner and operator of the site.		
1.6	Accessibility Risk of limited accessibility to facilities and services for those with disabilities.	1	3	3	Site and construction designs to consider accessibility and meet all up-to-date guidance and Disability Discrimination Act (DDA) requirements.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
1.7	Security Risk of damage to buildings and site. Risk of theft. Risk of unauthorised access to buildings. Risk of vandalism	3	2	6	- Undertake regular inspections of the site. - Limit the opportunities for theft by not storing items on site. - Ensure adequate lighting on the site. - Consider possible CCTV if required.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
1.8	Public Water Safety Risk of drowning. Risk of medical incident on site.	2	5	10	- Install adequate signage on site informing visitors of water safety / risk, What Three Words Location, location of lifesaving equipment, CPR instructions and emergency phone number (999). - Ensure live saving equipment is located and signposted.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.

					Consider installation of defibrillator on site.		
2.0 Operational Risks							
2.1	Staffing / Volunteers Loss of staff or volunteers will impact the ability to operate the facilities on site.	4	4	16	SCD should be aware of the need for succession planning in order that they can replace members where required.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
2.2	Management Risk in ensuring adequate management of booking processes, locking / unlocking buildings, cleaning toilets, and undertaking inspections.	3	5	15	SCD should ensure an adequate schedule of volunteer and / or staff time to undertake the appropriate tasks, with adequate cover for holiday and unexpected absences.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
2.3	Maintenance Risk of damage to facilities. Risk of impact of visitors and operation of campervan hook up points and other revenue generating activities	4	4	16	SCD will require to outline and agree the responsibility for maintenance and repairs of toilets, facilities and newly developed infrastructure.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
3.0 Environmental Risks							
3.1	Waste Disposal Risk of increased litter / refuse on site as a result of increased visitor numbers. Risk of waste / black water disposal on site.	2	4	8	- Litter bins to be installed on site and emptied regularly. - Installation of a septic tank. - Installation of waste disposal points for campervans will reduce the risk of irresponsible "waste dumping".	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
3.2	Increased Traffic Risk of increased pollution from greater traffic volume.	1	3	3	Scale of the project is limited, with only 3 spaces for overnight stays.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.

					Inclusion of EV charging points will attract more environmentally friendly vehicles.		
4.0 Financial Risks							
4.1	Adequate Income Risk of failing to meet forecasted income from one or more revenue generating facilities on site. Risk of insolvency	3	5	12	- Robust business case in place using comparable examples. - Conservative usage figures used to project income and expenditure viability. - Ongoing monitoring of numbers. - Promotion of site to relevant audiences as outlined in the feasibility study. - SCD should continuously review opportunities for revenue funding to support the operating costs of the site.	Board of Sandness Community Development (as owner and operator of the facilities)	
4.2	Monitoring of Expenditure Risk of higher than forecasted expenditure. Risk of costs being higher than income. Risk of insolvency	2	5	10	- Robust business case in place using comparable examples. - Conservative usage figures used to project income and expenditure viability. - All suppliers and services should be competitively procured and regularly assessed for value for money. - Regular monitoring of income and expenditure will provide early indication of any concerns.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.

4.3	Liability / Insurance Claims	1	5	5	SCD will hold all relevant insurances for the operation and management of the site and activities.	Board of Sandness Community Development (as owner and operator of the facilities)	Reviewed annually.
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18 Marketing Strategy

18.1 Overview

Regardless of the scale of a project, marketing is an essential part of good management practice. It is a process of identifying user needs, wants and wishes, and satisfying them. Community services and facilities depend on satisfied user, especially where the local residents support and involvement is both fundamental in instigating a project, and essential for its on-going success.

By definition, marketing involves creating appropriate goods and services and matching them to market requirements. Therefore, far from being just about selling, marketing is from the beginning an integral part of the process. Whilst Sandness Community Development is a community group, elements of good marketing and communications should still be considered prior to, during and following the planned development works.

18.2 Communication and Promotion Strategy

The following is a proposed marketing actions plan specific to the further development of Melby Pier. It should be considered that success will be measured in the level of usage and the overall satisfaction of all key stakeholders. As a result, the following strategy is set to promote and highlight the facilities to all potential users both locally and from surrounding communities.

	Task Details	Timeframe	Costs	Responsibility
1	Consider the development of a website highlighting the existing and new facilities – incorporate user testimonials and photographs.	One Off development and yearly hosting thereafter	£500 in year 1, and £250 per year subsequently	Development Officer – Sandness Community Development
2	Use promotional space in partnership with local user groups and organisations to promote the development of the facilities. These may include community boards in local business, notice boards, and online social media channels operated by stakeholders and local groups.	Periodically	Free	Development Officer – Sandness Community Development
3	Engage social media to highlight the new facilities amongst target audiences.	On-going	Free	Development Officer – Sandness Community Development
4	Press Releases: Engage with local media to promote the improvements to the facilities and its relevance to the community.	One Off	Free	Board and Development Officer – Sandness Community Development

19 Post Acquisition Tasks

The following tasks outline the next steps that SCD should consider following successful acquisition of the site.

• Sandness Community Development (SCD) considers and approves the proposed pricing structure, and financial projections within this report as a basis for the future business model.
• SCD considers the appointment of a project manager to support the design, tendering, procurement, and delivery of the project.
• SCD commission scaled drawings for the proposed improvements to the pier, car park, and toilet buildings in order that a planning application can be made to Shetland Islands Council.
• A full planning application is submitted.
• The drawings in the report's appendices are used to create a "specification of works" which should be advertised openly on Public Contracts Scotland to obtain detailed up to date cost estimates. It is noted that a range of contractors may need to be considered due to the varying nature of the works.
• Following the above tender process (a) preferred contractor(s) is/are selected pending adequate capital funding.
• Applications are made to the funding bodies noted in this report to support the proposed works on site, using the costings determined through the tendering process.
• On receipt of adequate funding, SCD award the contract(s) whilst ensuring they have adequate due diligence in place either through their own committee or the skills of their appointed project manager.
• On completion of the works, SCD review and implement the business model in this report.

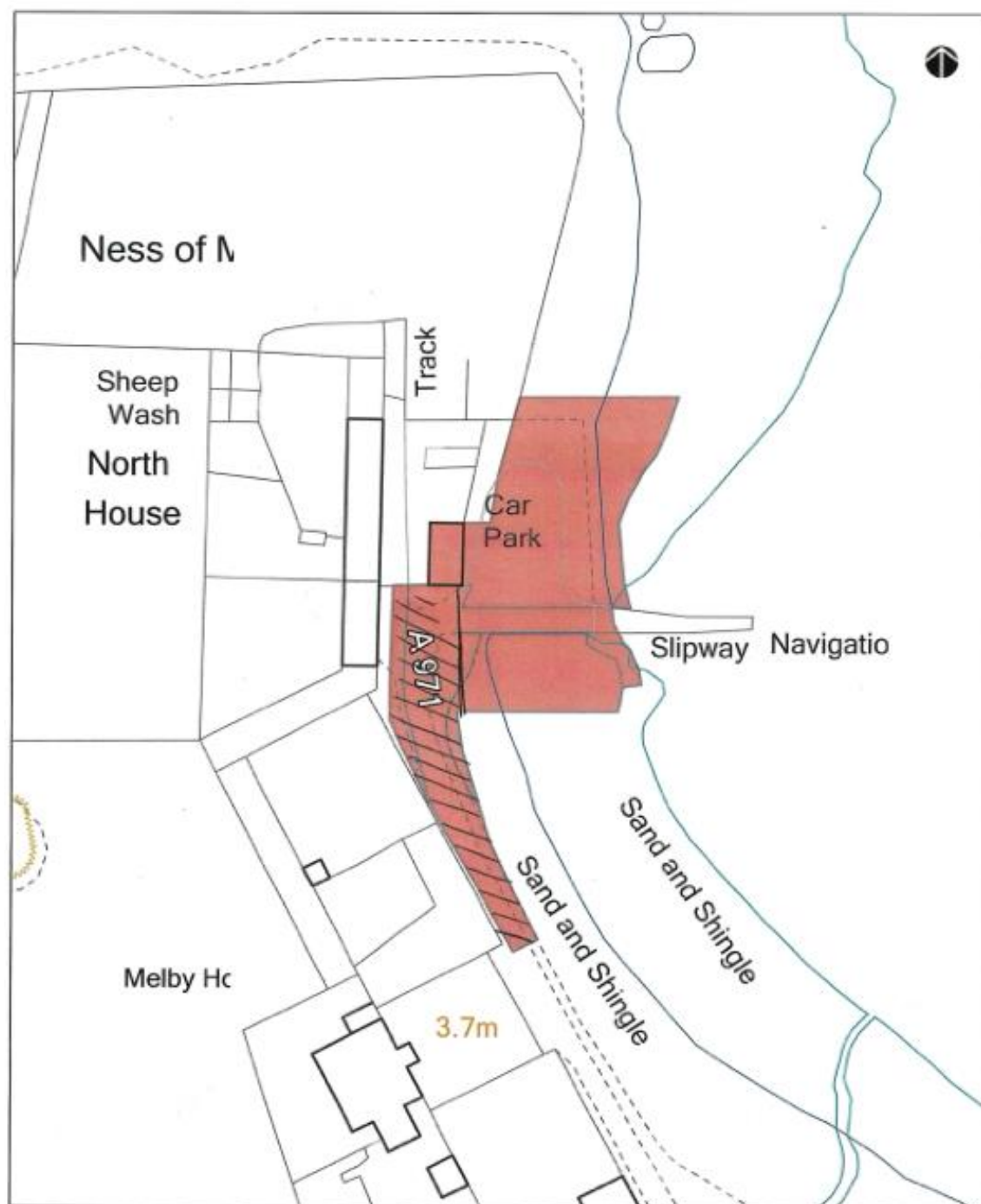
20 Recommendations

In conclusion, this report identifies no significant challenges that would deem the project to be unviable or unfeasible. This report recommends progressing this project, whilst taking cognisance of the following considerations:

- SCD progress as the lead body for developing this project noting the findings of the skills audit, identifying the relevant professional short-term support as and when required.
- SCD further engage Shetland Islands Council with a view to clarify the purchase price and any associated conditions.
- SCD should progress with a Stage 2 Scottish Land Fund Application, seeking capital funding for the acquisition of the site as detailed in this report.
- SCD commission a full structural survey of the toilet block.
- It is recommended that, as part of the above Stage 2 SLF capital cost application, SCD also request funding for ongoing revenue support, including project management and potential further stakeholder engagement.
- It is recommended that SCD secure the required match capital funding to cover the acquisition costs, as well as legal and conveyancing costs.
- Subject to acquisition of the site, it is recommended that SCD progress as outlined in the project plan detailed in section 19 (Post Acquisition Tasks).
- Due to limited capital grants being available, it is recommended that SCD may require to deliver the project in two or three smaller phases. These would be determined by the level of funding available, and the key objectives set out by the funders. Consideration may also be given to prioritising the elements of the work that would generate regular income.

21 Appendices

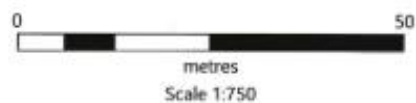
21.1 Appendix One: Title Deed – Shetland Islands Council



SIC Titles Melby Sandness

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Date: 27/09/2022

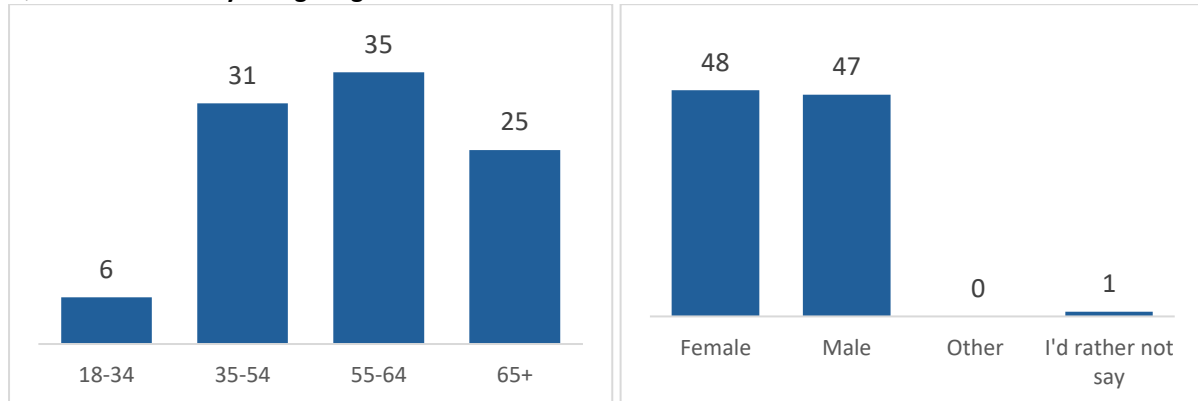


21.2 Appendix Two: Engagement Report

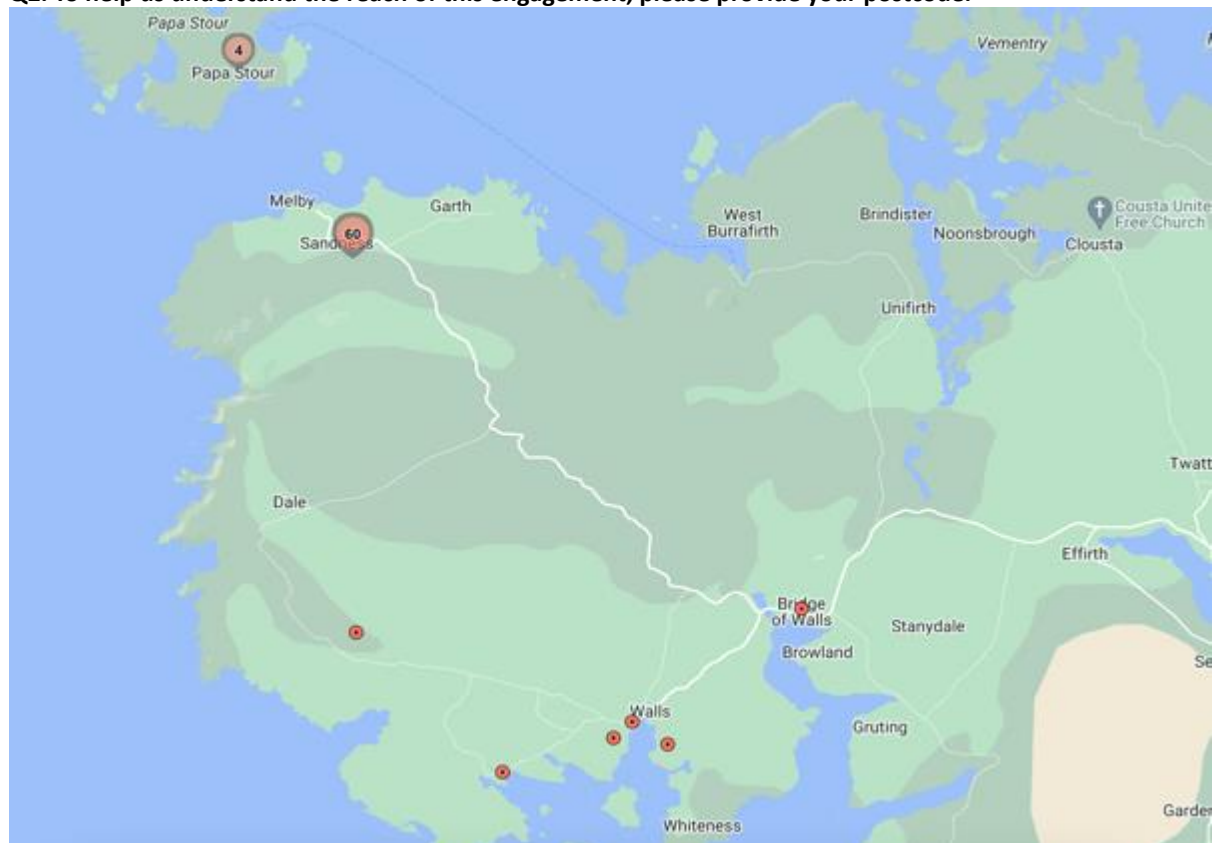
Community Survey

The community survey was promoted via key local channels, both online and with posters and QR codes. With the addition of hard copy surveys, there was a total of 110 responses. The findings of this survey are presented below:

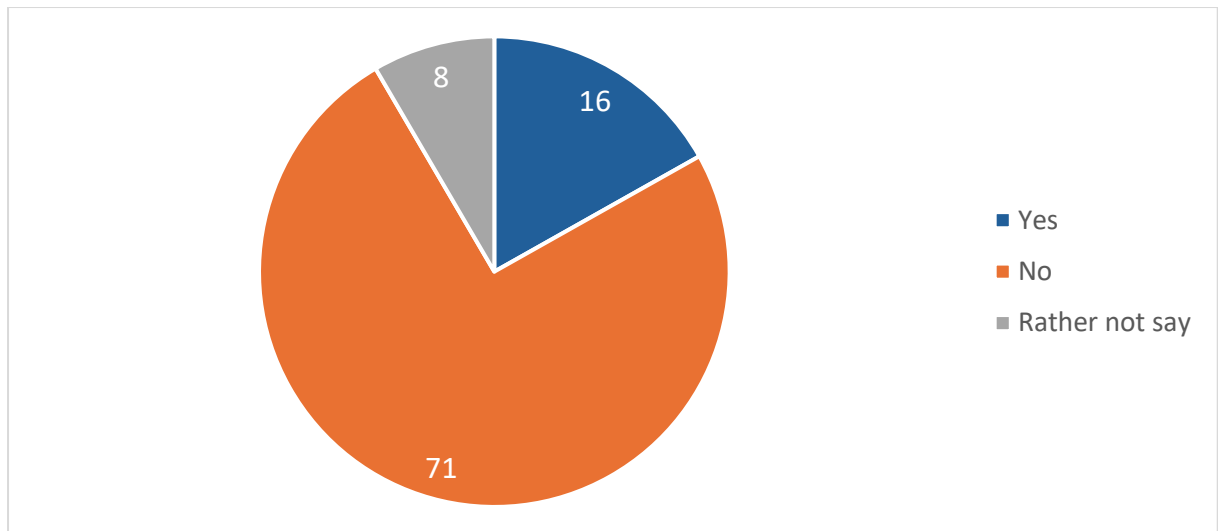
Q1. Please indicate your age & gender



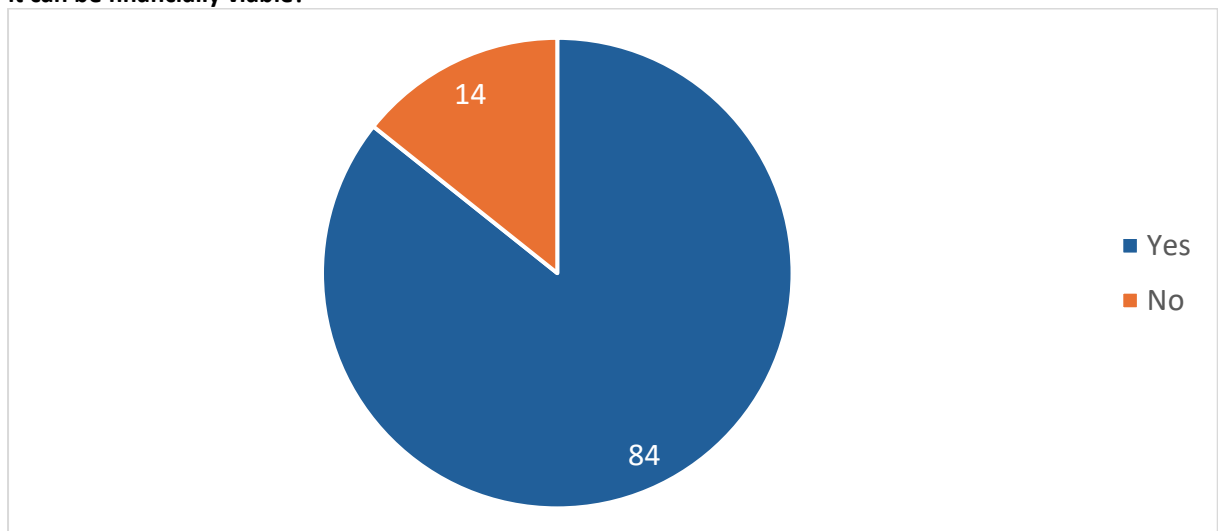
Q2. To help us understand the reach of this engagement, please provide your postcode.



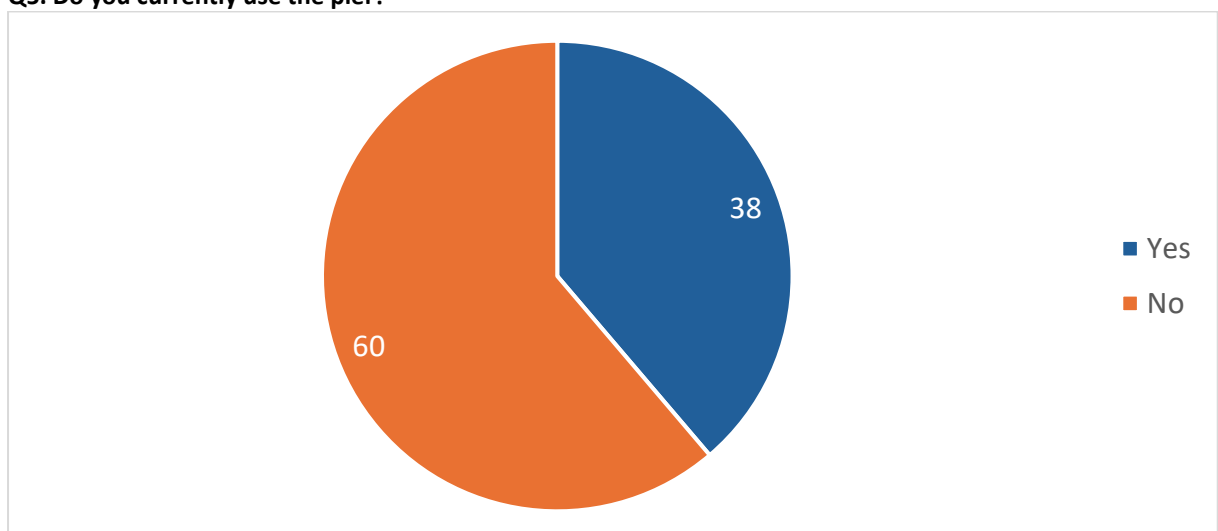
Q3. Do you or anyone in your family consider themselves as having a disability?



Q4. Do you agree that Melby pier should be owned and run by the community, if the feasibility study shows it can be financially viable?

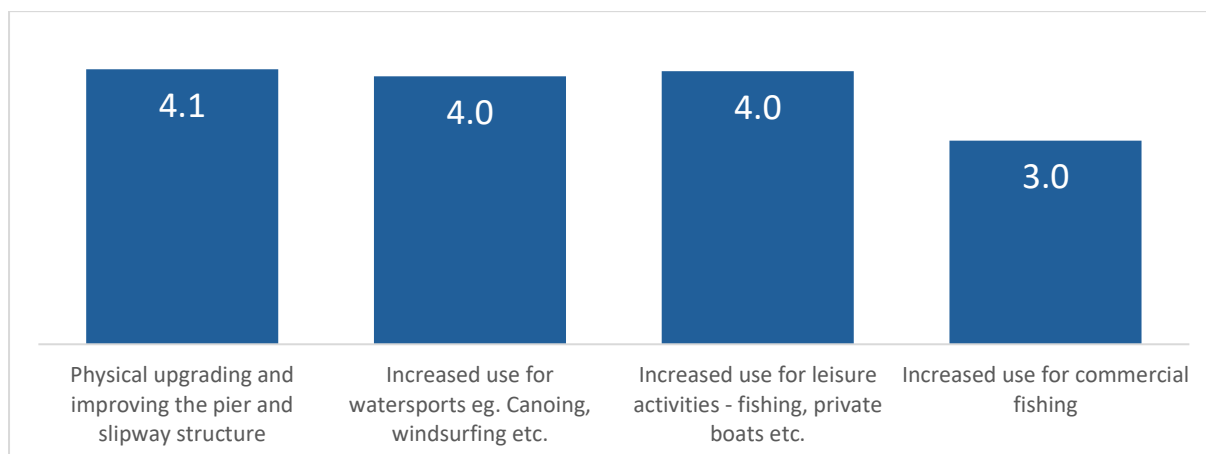


Q5. Do you currently use the pier?



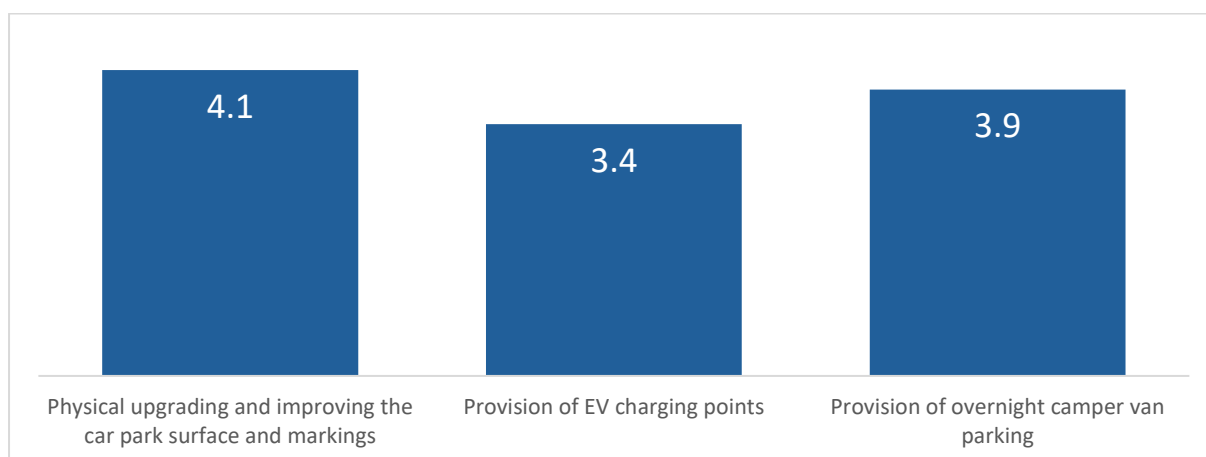
Q6. Thinking about the pier and slip way - what investment, improvements, and activities would you like to see?

Results shown as an average score out of 5, where 5 is the most supported.



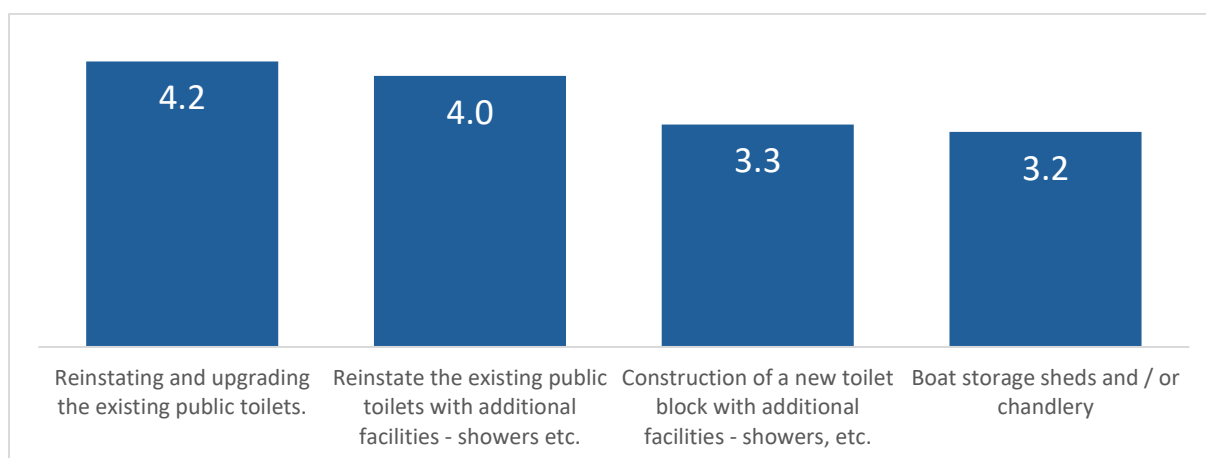
Q7. Thinking about the car park - what investment and improvements would you like to see?

Results shown as an average score out of 5, where 5 is the most supported.

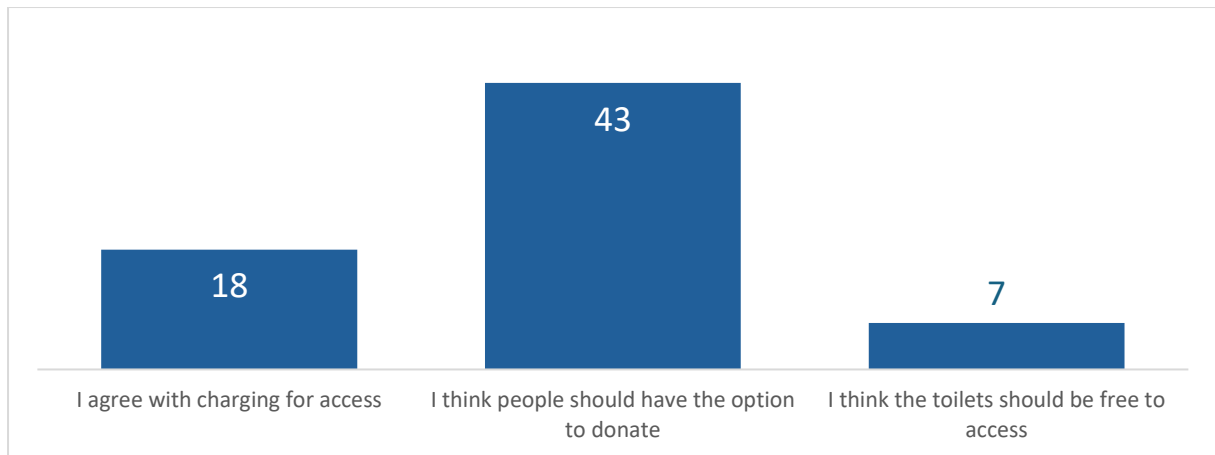


Q8. Thinking about buildings on the site - what investment and improvements would you like to see?

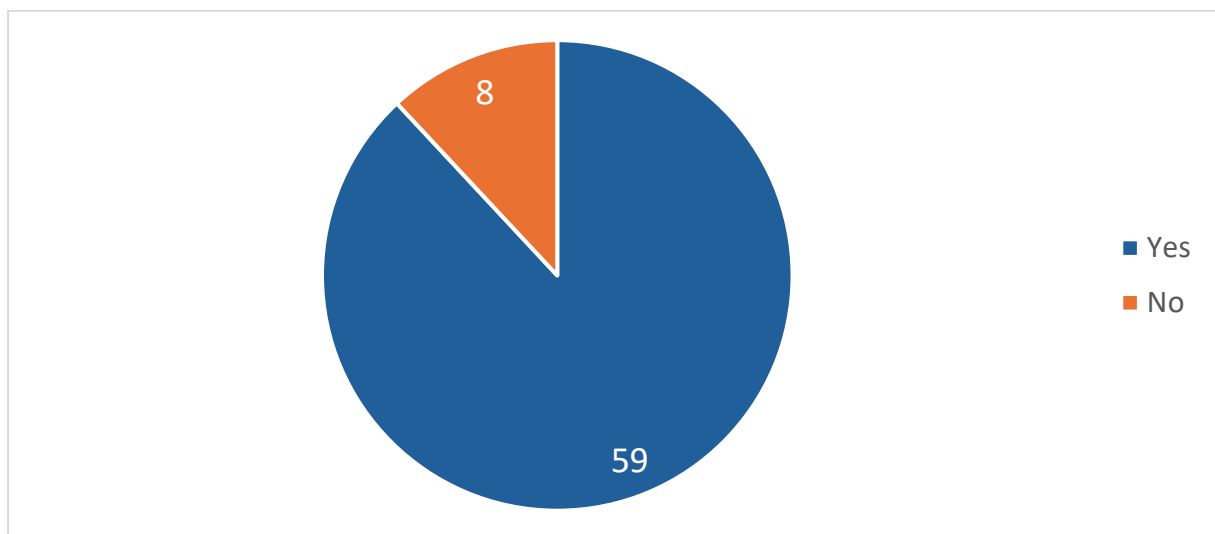
Results shown as an average score out of 5, where 5 is the most supported.



Q9. With regards to new or improved toilets, do you think these should charge admission to cover the operating costs. (NB: access for those with disabilities would remain free of charge).



Q10. Do you think the site would benefit from improved interpretation for history and heritage?



Comments provided within the survey have been provided as a separate report/

School Engagement

A school survey was issued for completion by those secondary pupils local to the area. Three responses were received, with the findings below:

Three female respondents took part in the survey, aged 11, 13 and 15.

When asked if they use the pier, and what for, the following responses were provided:

- sometimes the toilets and to launch boats off of for fishing
- Watching seals, climbing on the rocks and walking the dogs
- No

In considering their support for developing at the pier, the following feedback was provided:

- Improve the Pier – 2 supportive, 1 unsupportive
- Promote and encourage more water sports – 2 supportive, 1 unsupportive
- Promote and encourage more fishing – 2 supportive, 1 unsupportive
- Improve the car park – 2 supportive, 1 unsupportive

- Improve the public toilets – 3 supportive
- Add showers – 1 supportive, 1 unsupportive, 1 unsure

In giving other ideas, the following were suggested:

- Add some steps from the road or pier down to the beach for easier access
- An animal shelter.
- Bridge to papa

Engagement Events

Attendance Numbers

- Friday 6th Drop In, 2pm – 7pm – 8 in attendance
- Saturday 7th Drop In, 10am – 5pm – 8 in attendance
- Saturday 7th Pier On-Site, 2pm – 4pm – 16 in attendance
- Saturday 7th Evening Drop In, 7pm – 9pm – 25 in attendance, 3 in conversation

The key discussion points and summaries provided by the attending consultants are presented below:

Notes from the Pier On-Site session:	A busy afternoon at the pier, with at least three boats having used the pier to launch, several cars of tourists and local visitors and also members of the community who came along with the sole purpose of expressing their views.
Tourists and Visitors	The overwhelming response was that the spot was charming, and they were supportive of development as long as it retained the character of the area. Most mentioned keeping the toilet block, or enhancing the building, rather than demolishing and building anew and admired the old stone walls around the site. Toilets were used by all tourists/visitors to the pier on Saturday, and everyone was happy to donate, but grateful that they were currently free. Tourists and local visitors suggested a possible upgrade could be “a place to get a cup of tea”, even if that was facilities to make one on a donation or honesty-based system. Local visitors, who are keen campers, were very positive about the Project and hoped for tent pitching areas and showers.
Local Users	A former Papa Stour resident had launched his boat to sail across and help his father with croft work, before motoring back with his son across this notoriously tidal sound. The pier has particular significance for the Papa Stour residents as the original ferry port and was often used in small private craft by islanders. This user had filled out a questionnaire, however during our conversation, as he secured his boat back on its trailer, he was at pains to point out that the pier “needs widened, even by a couple of feet and the rock armour looked at” and stable concrete added at the sides. Recently he has been more likely to launch from other piers and would like this one to be safer for those working with boats, and the boats themselves. A local resident, who cleans the toilets, was on site to show the storage areas and was fully supportive of the Project. He pointed out that at the very least, the roof of the toilet block needs replaced, and stores should be cleared out so that rightful users, including the residents of Papa Stour, can use them for deliveries or off-loading wet gear.
Local Residents	A local resident who owns and crofts land in the area was supportive of the project and felt that the fact the pier is being used both by day-trippers and over-night campers, as

	well as kayak clubs, wildlife and walking enthusiasts, offers an obvious opportunity for income generation for the community. They were keen to keep the toilets free-for-use but interested in finding ways to encourage donations, perhaps through QR codes or other online means. There were two separate instances of conversations with newly local residents (of less than two years, having moved to Shetland) who both had reservations and concerns about the project. One, who lives within sight of the pier, felt that it would attract “too much traffic across that small bridge – how much can it take?” and spoil the area. They were concerned that it wouldn’t remain the same and attract too many people. The other resident local with concerns also directly overlooks the pier and had several points to raise; they had moved here not realising that there were improvement discussions taking place and felt that decisions were being made and rumours were circulating, and they weren’t being kept informed. They wouldn’t mind if the pier at Boust (at the opposite end of Sandness) was being upgraded, but they didn’t want to see this happen here. They were concerned this would increase visitor numbers and campers would stay for longer, rather than the “night or two they do now”, especially if amenities such as power hook-ups were on offer. They expressed a concern about the focus, as they saw it, on “income generation” as they believed this would lead to further development, beyond the initial scope of the Project and were worried about what this might be. A new resident of Walls, the nearest neighbouring village to Sandness came to learn about the Project and was largely positive about the proposal to upgrade the toilets and parking area and provide spaces for camping/campervans.
Other Comments	• The financial and time burden on the community will be too much. What will happen in the future; how will it be maintained and who will be responsible once the current SCD move on? • Toilets should be free to access • If the community don’t take it on it could be lost • Upgrading will increase the usage and spoil the current atmosphere • It is the incomers that want to develop the area • It can be economically neutral; the more development that happens, the more it takes to maintain it. There is no need to do more than necessary • It is important to retain the historic link with Papa Stour • There is potential for canoeists and kayak clubs to access the caves in Papa Stour • There is potential for a spot for refreshments for visitors, even if only self-serve • encouraging acquisition/development - with varying shades of enthusiasm • concern about the Pier being a busy place (spoiling the peace & quiet) and about the Pier becoming a burden/liability to the community

21.3 Appendix Three: Letters of Support

North House,
Papa Stour, ZE2 9LJ
November 1st, 2024

Turriefield
Sandness, ZE2 9PL

To Whom it may Concern

The community of Papa Stour are unanimous in their support for the Sandness Community Development Group to seek acquisition of the Melby Pier with associated land, toilet and store.

The Melby Pier together with associated land and building was originally given in perpetuity for use by the people of Papa Stour. It was used by the Papa mail boat on a regular basis as well as for transport of people, livestock, domestic goods, agricultural equipment including animal feed, building materials, school equipment and even vehicles.

Today Papa Stour is served by a car ferry run from West Burrafirth by the SIC into the new pier in Housa Voe. However, this does not mean that residents in Papa Stour no longer use Melby Pier. In fact, the Melby pier is in constant use by Papa folk.

Folk from Papa Stour use Melby Pier when cutting peat in Sandness and then transporting it back to the isle across the Sound by boat. Others use the pier to meet visiting family and friends on non-ferry days thus allowing for more choice as to when they visit. There are occasions when it is necessary for workmen and others to come into Papa Stour at short notice or when there is no room on the scheduled ferry. Only this summer a visiting Minister from the Scottish Government came into Papa Stour on the scheduled ferry but needed to get out again before the next ferry. So a Papa man was able to return her to the mainland via Melby Pier. The local vet has been into Papa via Melby as has the doctor.

During lambing time, shearing and sheep gathering when the schedule ferry doesn't always allow for sudden change of plans and emergencies the Papa folk know that they can always move in and out of the isle by using the pier at Melby.

But it is not just the Papa folk who use Melby Pier. Increasing numbers of kayakers drive out to Sandness and then paddle across the Sound to Papa Stour. For many years Papa Stour hosted the Shetland Canoe Club annual symposium when dozens of kayakers would gather at Melby and paddle across for the weekend. The numbers of kayakers using both the Pier and facilities at Melby are increasing year by year. Small fishing boats use Melby Pier as do small pleasure boats.

It is absolutely essential that the pier at Melby together with land, toilet facilities and store is kept in local ownership, not only for the Papa Stour residents but also for the Sandness community. There has been, and still is, a very strong link between the two communities going back for generations. And this needs to be continued.

Without any hesitation at all the Papa Stour Community strongly support the Sandness Community Development Group in their bid to acquire the Melby Pier and associated land, toilet and store and we wish you every success.

Kind regards
Jane Puckey
Community Councillor
Papa Stour

Chairman

Mr I F Walterson
Modesty
West Burrafirth
Bridge of Walls
Shetland
Tel: Walls 01595 809428

E-mail: hnpierwick@outlook.com

Clerk

Mr D A Forrest
1 Kirkidale
Walls
Shetland

Tel: Walls 01595 809746

E-mail: s.wcc.clerk@btinternet.com

11th November 2024

Sandness Community Development
c/o Penny Armstrong
Development Worker
Turriefield
Sandness

Dear Penny,

Letter in support of Sandness Community Development's bid for funding to take the Melby Pier, Sandness into Community Ownership

At the November meeting of the Sandness and Walls Community Council, the Members were unanimous in their support of Sandness Community Development's bid for a grant to cover the cost of taking the Melby Pier in Sandness into community ownership.

During their discussion on this matter, the Community Council Members recognised the historical significance of this pier in relation to Sandness' link with the neighbouring island of Papa Stour. They wish to add their voice to those of the Papa Stour residents who are also keen to see this historical facility be upgraded and come into community ownership.

Both Papa Stour and Sandness fall within the Sandness and Walls Community Council's ward and any development that improves or helps sustain facilities in that ward is welcomed.

It is hoped that in the not too distant future the pier will again be a valued asset to the Sandness Community.

Yours sincerely,

Doug Forrest (Clerk to the Sandness and Walls Community Council)

From: Glynn Cochrane <glynn.cochrane@yahoo.co.uk>
Sent: 30 October 2024 19:23
To: Turrieffield <info@turrieffieldveg.co.uk>
Subject: Melby

Having owned the North House for over 25 years I am convinced that the preservation and conservation of this unique Shetland asset requires active community participation.

Shetland Council has not managed this situation well and abandoned its responsibilities in a way that disadvantaged local people.

I believe that community involvement and participation is the key to unlocking the potential of this unique asset.

Professor David Glynn Cochrane

North House,
Papa Stour,
Shetland.
ZE2 9PW.

11.09.2024

To whom it may concern,

As long term residents of Papa Stour, my wife and I are fully supportive of the plans to upgrade the pier and associated facilities at Melby.

The traditional links between Sandness and Papa Stour go back much further than the half century we have lived on Papa Stour and the pier is a vital component in that history.

Melby pier is still used in the summer months by myself and other boat owners based on Papa, as it adds flexibility to any travel arrangements we might make for ourselves, friends, relatives or other visitors.

In the summer months Melby is a popular departure point for parties of Kayakers, along with bird watchers, tourists and locals just out for a Sunday drive filling the car park and enjoying the peace and quiet.

We wish you every success in your endeavours,

*Andy Holt & Sabina
Holt-Burke*

Nick McCaffrey
6 Marthastoon
Aith
Shetland
ZE29GZ
13/09/2024

Dear Sandness Community,

I thought to write this letter in support of the community of Sandness taking over control/responsibility for the Melby pier. For what my stake is worth I believe this pier going into private ownership is not in keeping with what is best for the community.

The pier itself brings me to Sandness regularly as an avid naturalist and outdoor enthusiast. This arguably leads to a degree of investment and promotion for what is a very remote location on the mainland of Shetland. Whenever there, I also see many members of the local community making use of the slip to launch their small pleasure craft and it is clearly cherished and enables access to activities that in such a remote location are arguably limited.

As a member of the local lifeboat crew of Aith I would equally advocate this pier enables access to emergency services to the local community if needs be. Whilst not Sandness granted, the recent evacuation by the RNLI of a casualty with bone fractures from Vaila to Walls proves a good example of piers in remote locations proving incredibly useful access to emergency services.

I trust my support of this community asset remaining in community control is taken in good faith, I genuinely believe it is a vital part of the local community and certainly something that brings me and other good friends and colleagues to the area.

Kind Regards

A handwritten signature in black ink, appearing to read 'Nick McCaffrey', with a large, stylized loop at the end.

Nick McCaffrey

RT HON ALISTAIR CARMICHAEL MP
ORKNEY & SHETLAND



HOUSE OF COMMONS
LONDON SW1A 0AA

Please reply to:
171 Commercial Street
Lerwick
Shetland
ZE1 0HX

Our Ref: AC19160
15 November 2024

To whom it may concern,

I am writing in support of Sandness Community Development taking Melby pier along with the toilets and car park into community ownership.

I believe that these assets need to be preserved to offer continued access to the pier. The site is a significant historical link between Sandness and Papa Stour, and it is important that link is maintained for the benefit of both communities.

It is apparent to me that the collection of properties, the pier, the toilets and parking are a unique community asset and important facilities for both local residents and visitors. Sandness Community Development's intention to preserve, upgrade and develop the site will create opportunities to boost the community and provide a clear destination for anyone visiting Sandness.

Yours sincerely

Alistair Carmichael

Tel: 020 7219 8181 Fax: 020 7219 1787
Email: carmichaela@parliament.uk Website: www.alistaircarmichael.co.uk
Constituency Offices: 14 Palace Road, Kirkwall, Orkney KW15 1PA Tel: 01856 876541 Fax: 01856 876162
171 Commercial Street, Lerwick, Shetland ZE1 0HX Tel: 01595 690044 Fax: 01595 690055



Helen Moncrieff
Secretary, Shetland Bird Club
Scholland
West Burrafirth
Virkie
Shetland
ZE3 9JL

21ST October 2024

secretary@shetlandbirdclub.co.uk

Dear Penny

Thank you for contacting me about Sandness Community Development's efforts in taking on the management of the toilets, pier and car park.

The Shetland Bird Club has over 200 members, many of whom enjoy spending time visiting different areas in Shetland to observe birds and other wildlife and spend time in Shetland's outdoors. Sandness and the surrounding area is rich in breeding birds, attracts migrants and wintering birds, and has great botanical interest. As well as people travelling on their own or in small groups, Sandness's natural history can attract large numbers of visitors. For example, the Farm Advisory Service held an event at Sandness in September to promote the good work done by local crofters to benefit biodiversity, and in early October well over 100 birdwatchers were attracted to Sandness to see the rare Eastern Crowned Warbler. Many of these people used the facilities and were able to spend longer enjoying being in Sandness.

There are great health benefits for people who connect with nature. However, one of the barriers to accessing nature is the lack of public toilets especially so for women and people who have health issues such as anxiety. Having decent facilities is a key factor on deciding whether to visit an area, be that as an individual or in a group.

Please accept this letter as our full support for the project and we wish you every success in securing the permissions and funds that you need to deliver this project well into the future

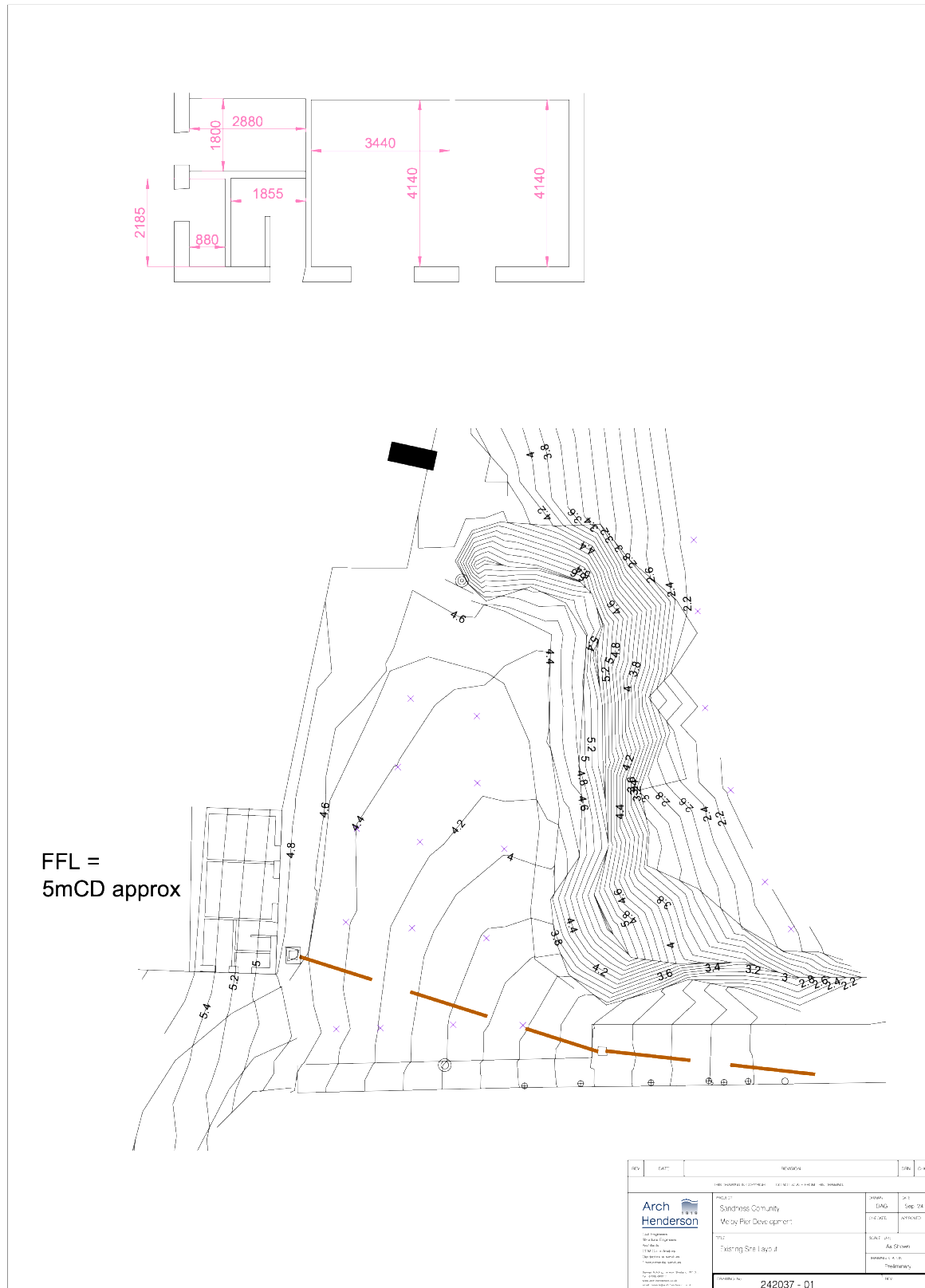
Should you wish any further, please contact me at the above email address.

Yours Sincerely,

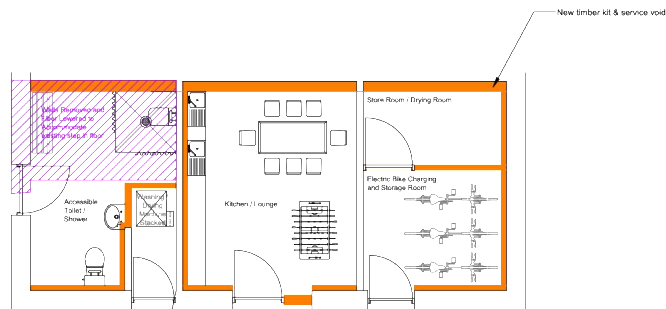
Secretary of Shetland Bird Club

21.4 Appendix Four: Arch Henderson Drawings

Topographic Site Map

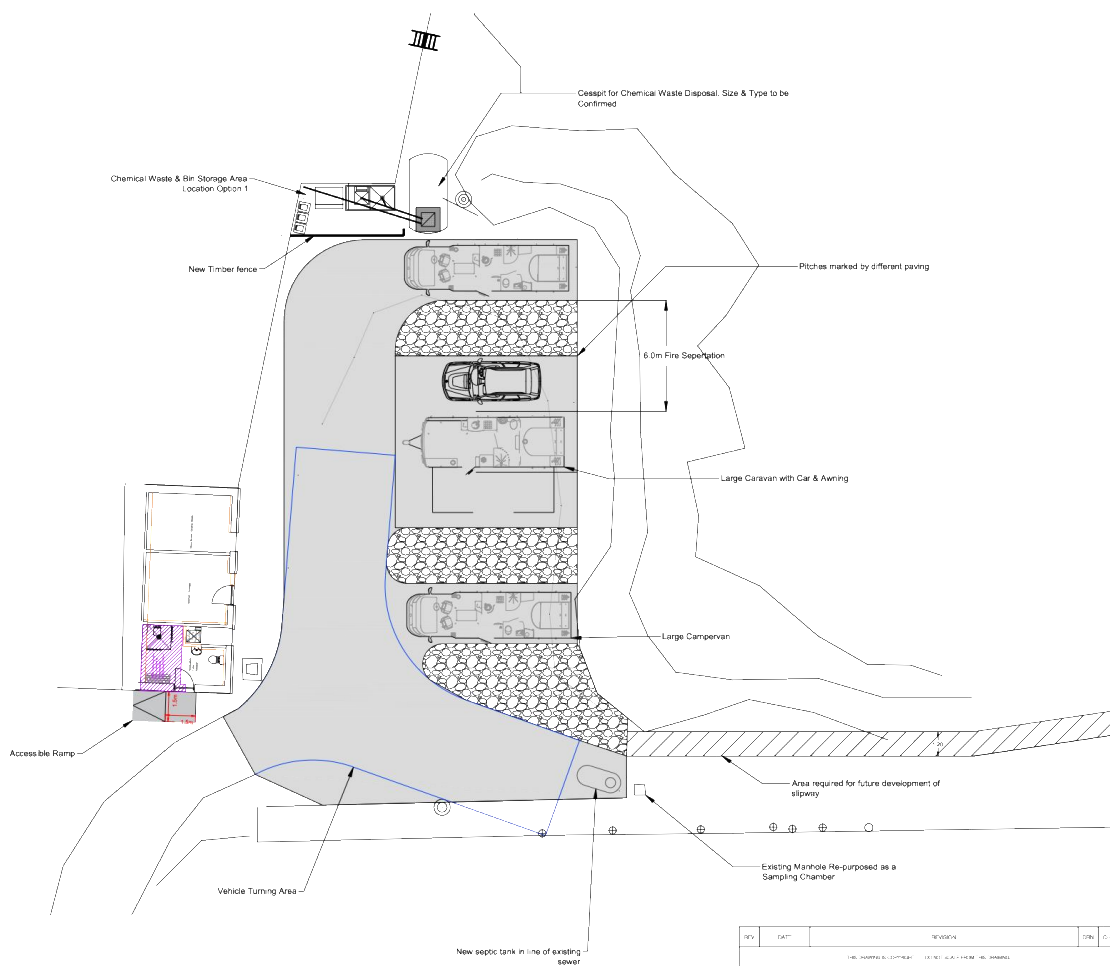


Layout Options

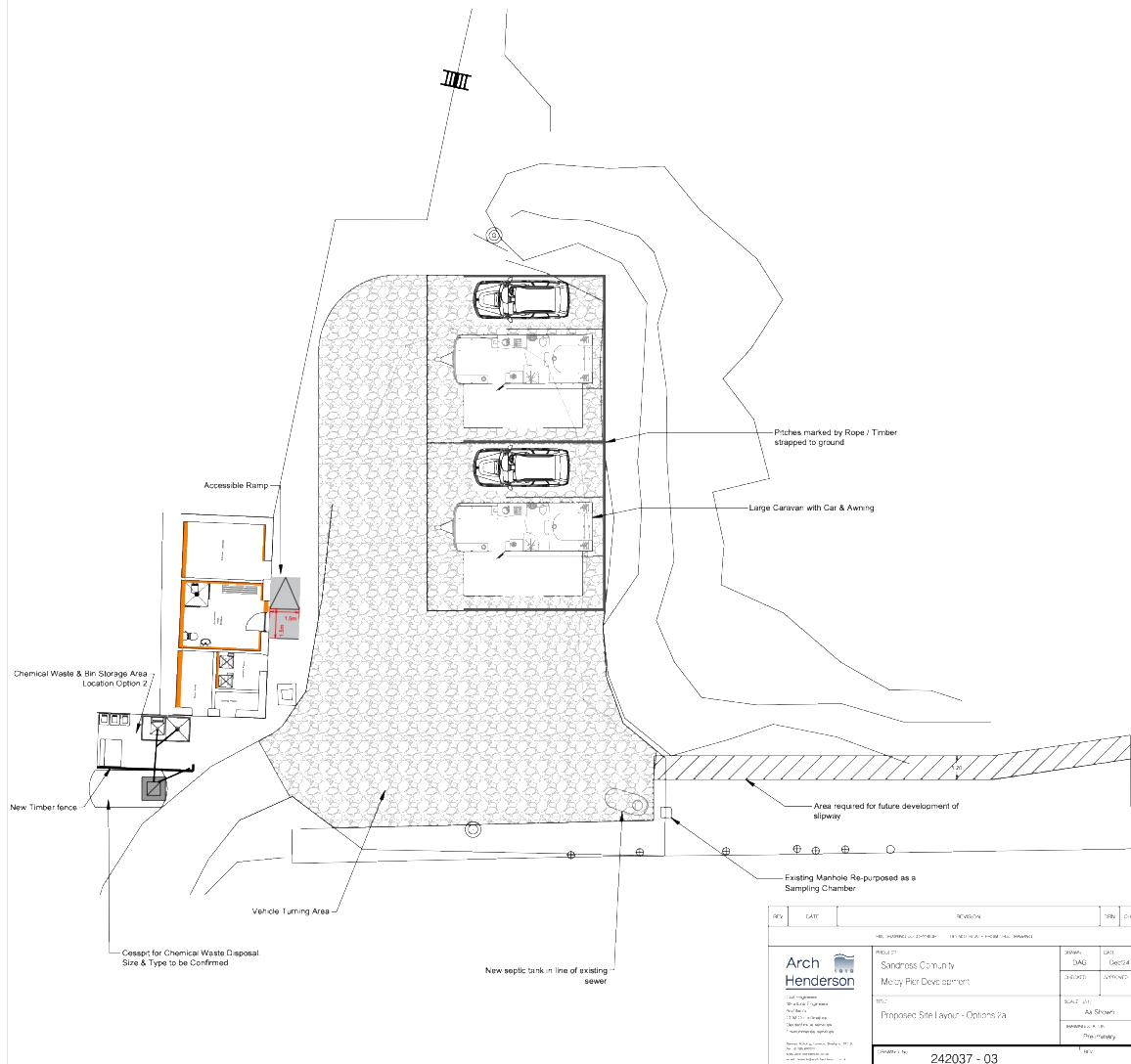
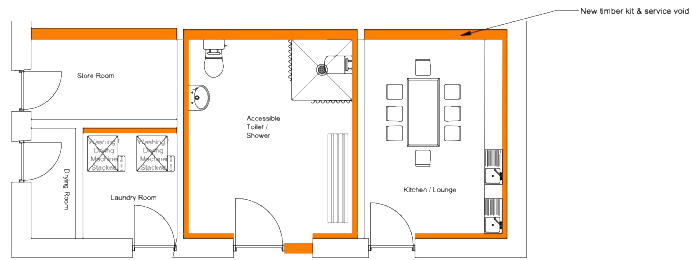


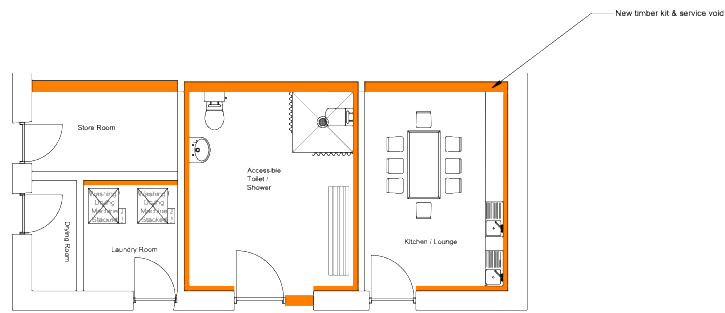
**Indicative Building Layout
Option 1**

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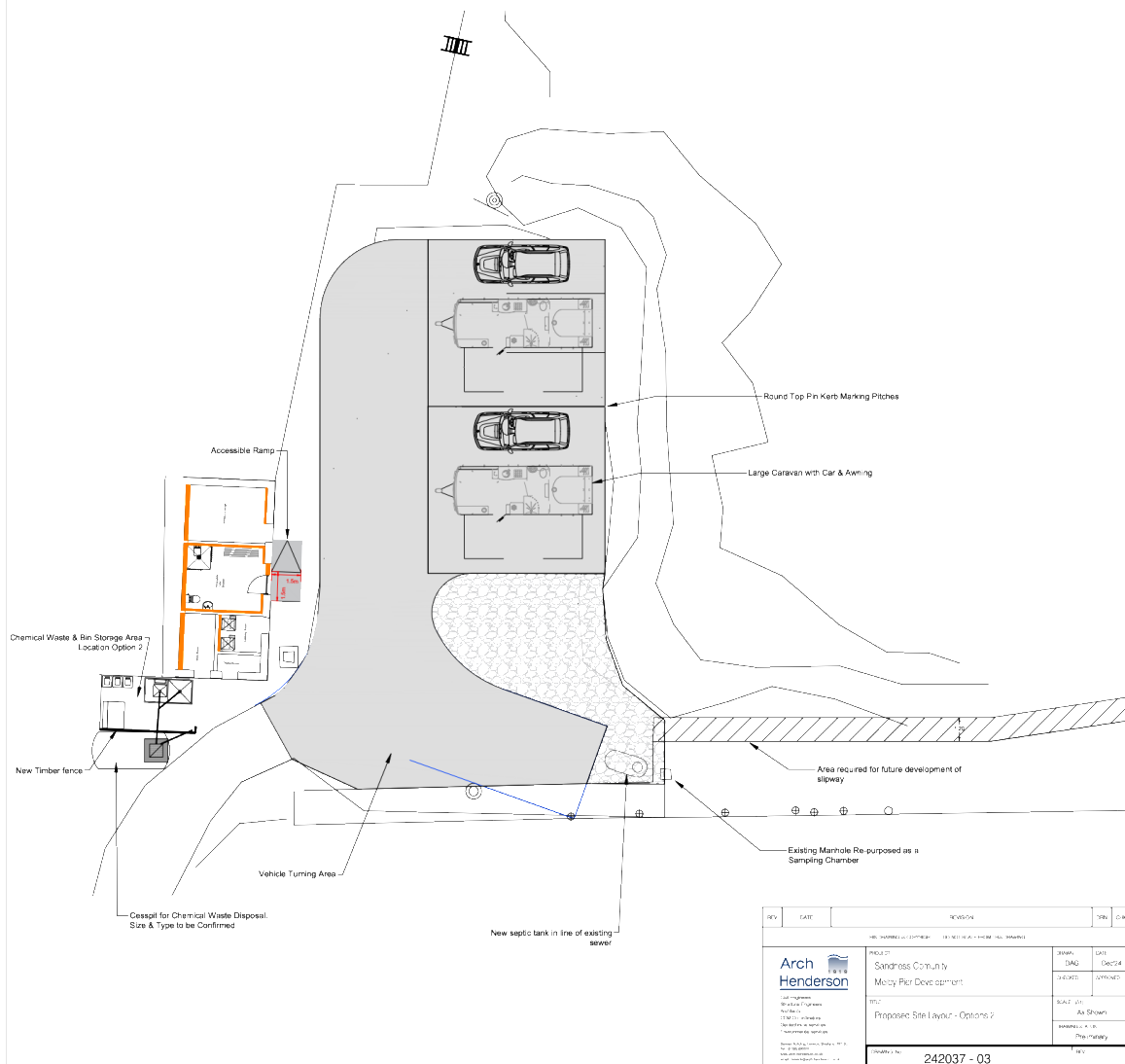
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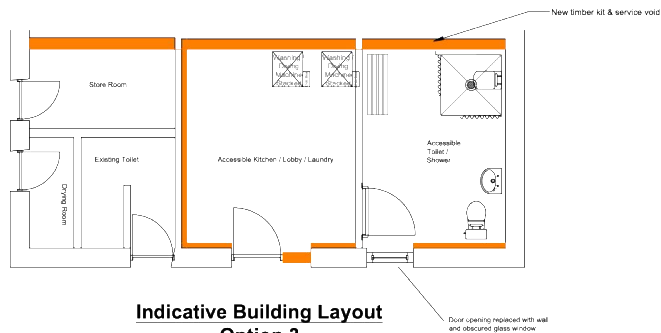




**Indicative Building Layout
Option 2**

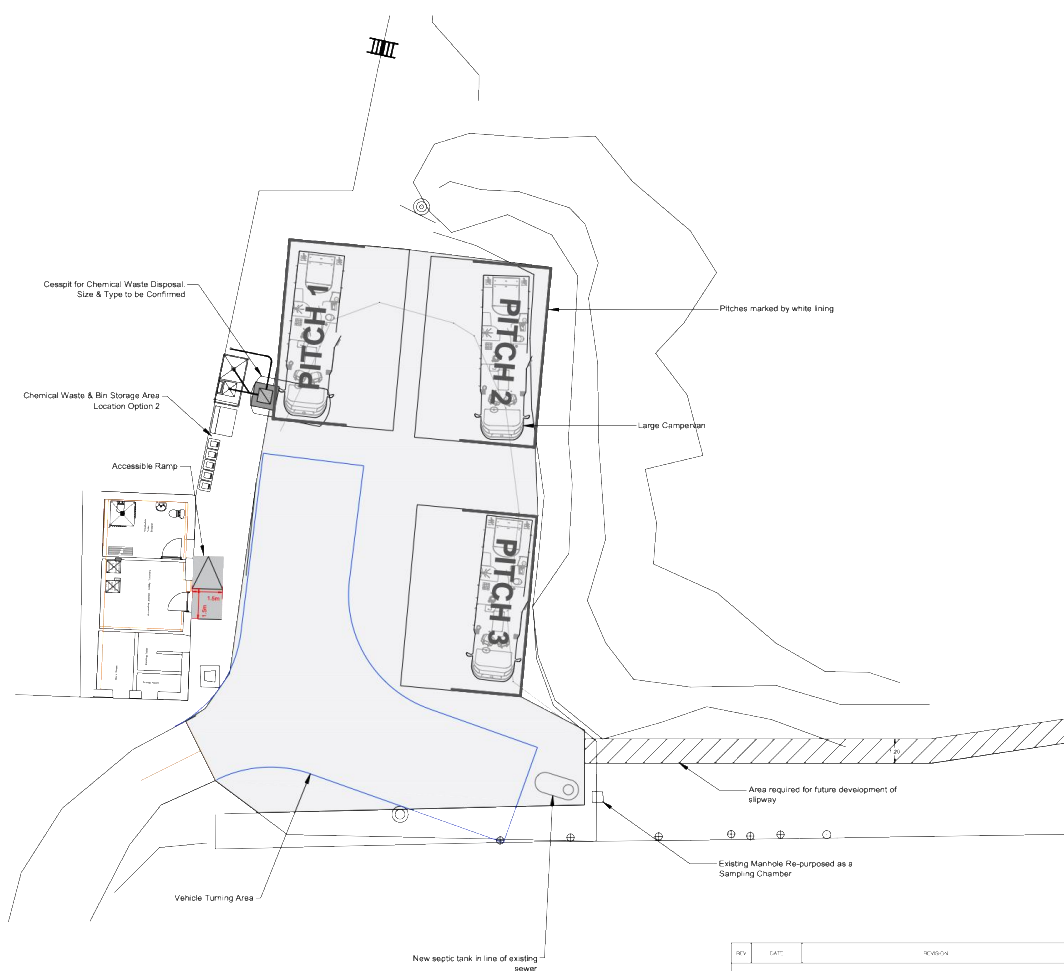
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**Indicative Building Layout
Option 3**

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21.5 Appendix Five: British Standards – Toilet Construction

The following key design considerations relate to the British Standards and should be considered for the refurbishment and development of facilities in Melby.

The design of public toilets should keep in mind the following:

- Siting toilets in a busy and visible position to deter anti-social behaviour.
- Entrances should have a level threshold or be accessible by ramp.
- Toilet should include facilities for cleaning.
- Security should be considered with an attendant's room strongly recommended as the best protection against antisocial behaviour.
- CCTV coverage can also be used but it should also be ensured that the privacy of users is not compromised.
- All construction and fittings should be secure, robust and vandal and graffiti resistant.
- Turnstiles that impede access should be avoided.
- The provision of showers should be considered in some locations.
- All public toilets should be clearly signed with adequate direction signage in the surrounding area.
- Remote sites, such as fishing lakes, picnic sites and campgrounds where it is not practical to use plumbed sanitary appliances, should be provided with waterless toilets or portable toilets and washing facilities.
- Sanitary facilities for disabled people should be wheelchair accessible and be unisex. Where there are four or more WC cubicles (in addition to the unisex facility) one larger WC cubicle 1200 mm wide, for people who need extra space, should be provided in both male and female separate sex toilets.
- The Disability Discrimination Act 1995 Code of Practice and Building (Scotland) Regulation 2004: Technical Handbook Non-Domestic (see section 3) can also be helpful if you wish to explore this in more detail. The latter is also useful if you require technical details on mains water supply and drainage.
- Baby changing facilities - Facilities for baby changing should be included in all premises where babies are normally expected to be present. Any doors leading to baby changing facilities should have a clear opening of 825 mm to allow for double pushchairs. A baby changing unit should be set at a height of 700 mm to 800 mm with a weight restriction notice clearly displayed.
- Hand drying facilities - Should be selected to take account of the advantages and disadvantages, ideally with more than one option available to safeguard against power cuts, product failure and laundry failure.
- Female sanitary protection - A sanitary disposal unit should be provided in every female WC cubicle with sufficient space to ensure it doesn't encroach into the area around the pan and come into contact with the seated user.
- Baby nappies - Every baby changing facility should be provided with a sanitary disposal unit.
- Cleaning - Cleaning equipment and consumable products should be stored in a designated lockable place with chemicals stored safely and securely.¹⁰
- Consideration will also need to be given to the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended) which apply to the way that you work with these substances. The Health and Safety Executive HSE website provides an excellent source of information.